

## Frequently Asked Wraparound Care Questions

What are WAC hours?	<ul style="list-style-type: none"> <li>• BC 7:30 – 08:45</li> <li>• ASC 15:15 – 17:55</li> </ul>
Where do I pick up and drop off from?	From the main blue school gates
How do I contact WAC during club hours?	Call: 07543164250
How do I email for help with WAC?	espclub@earley-st-peters.wokingham.sch.uk
How much does WAC cost?	<ul style="list-style-type: none"> <li>• BC £6.50</li> <li>• BC Sibling £6.25</li> <li>• ASC £11.90</li> <li>• ASC Sibling £11.60</li> <li>• Ad-hoc booking made on the day £10.00 for BC &amp; £16.00 for ASC</li> <li>• Late collection fee £10.00</li> </ul>
What do the children do at WAC?	Free play, craft, read, and enjoy a snack
If my child becomes unwell or has an accident how will I be informed?	Parent/Carer called by club Supervisor. Medical Tracker email notification will be sent the next day from the admin team.
I use Childcare vouchers/TFC funding, how can I book?	If you have made us aware that this is how you will be paying for WAC, you will be able to book without a zero balance on your Arbor WAC account.
How do I check if I am eligible to apply for Tax free Childcare?	Check out this website: <a href="https://www.gov.uk/apply-for-tax-free-childcare?step-by-step-nav=d78aeaf6-1747-4d72-9619-f16efb4dd89d">https://www.gov.uk/apply-for-tax-free-childcare?step-by-step-nav=d78aeaf6-1747-4d72-9619-f16efb4dd89d</a>
How do I pay for WAC?	Payments can be made by credit/debit card in the wraparound care section on your child's Arbor account. Look for the green TOP UP button.
When do I pay?	Pay when you book a session on Arbor, unless you are in receipt of childcare funding.
Can I get sent invoices?	Each booking generates an individual invoice, but invoices can only be sent by the admin team for now. Please email if this is required.
Can I have a receipt for my payment to claim Universal Credit?	Yes, please email the dates you require to be stated on the receipt and this will be sent from the admin team.
Is it first come, first served?	No, we have adequate spaces for all children who wish to attend BC or ASC.
Will I be left without childcare if I cannot get a space?	You will NOT be without childcare. You will get a space for your child(ren) as we have the capacity to increase staff headcount to accommodate as many children as possible.
Is there a waiting list?	No.
Can I cancel sessions?	Parents cannot cancel participation in WAC through Arbor. For refunds or cancellations, parents must contact the admin team directly.
Can I get a refund?	<p>The admin team will not be processing Ad-hoc cancellations as a cash refund, it will remain on your account as a credit to be used for a different booking.</p> <p>If your child will definitely not attend any further WAC sessions, we can then process a refund. A reason for a refund would be the child unenrolling from ESP.</p>
What is a charged WAC session?	All booked and Ad-hoc sessions are charged, some examples below.

My child is unwell and will not attend?	This is a charged WAC session.
My child is going on a school trip and will not attend?	This is a charged WAC session.
My child will attend a different ASC club?	This is a charged WAC session.
If my child is picked up after school at 15:15?	This is a charged WAC session.
What is an Ad-hoc booking?	An Ad-hoc booking is a booking made on the day by the admin team. The cost is £10.00 for BC and £16.00 for ASC and due for payment immediately.
How far in advance can I book?	New academic year bookings open Aug 1 <sup>st</sup> for the entire academic year.
What happens if my child isn't on the WAC register?	<p>All children need to be on the register as a H&amp;S and Ofsted requirement, if your child is not on the register and you have not booked their session. We will accommodate this as a one off.</p> <p>A form will be signed by you to confirm their attendance. The Ad-hoc fee of £16.00 will be added to your account and due for payment immediately.</p>
My child has never attended WAC, how do I register them?	On Arbor you will see available clubs, on your homepage, you can add your child to this club and book sessions as required. See guidance on our website
Is there a registration fee?	No, there is no longer a registration fee.