

## Our Booking Systems & How To Use Them

Here are the programs we use – your logins will be emailed to you on enrolment.

- Scopay:** For school lunches, Trips, Class Workshops and other miscellaneous payments.  
**Arbor:** For Parent Consultation slots – this programme is also our school database for all pupils.  
**SchoolsBuddy:** For Breakfast Club, After School Clubs, Extended Care (WAC1 & WAC2)



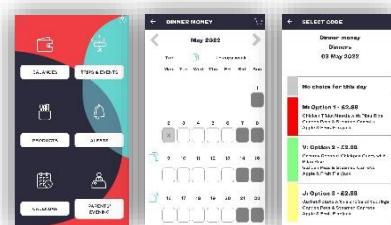
## Lunches on Scopay

As a part of the Mayor London's London Free School Meal, all the children receive Free School Meals which do not require payment, however you still need to book your child's meal via scopay.

The cut-off time for booking a school lunch is midnight the day before. If you forget, you can contact the office before 9.30am on the day to book your child's choice.


We provide a 3-week rolling menu and you can book a whole term in advance if you wish. Please try to book at least a week at a time.

- ON THE APP:** Click on 'Calendar'  
 Click on the date you wish to book for to see menu options.  
 Click on one of the three options to book for that day.



## Trips

You will receive an emailed letter from the school outlining the trip details and the amount to be paid.

From the Scopay homepage, select 'Trips' and click on this icon  to give consent. Once consent is given, you can make the payment **MAKE PAYMENT.**

To make payment for multiple trips, you need to give consent for all trips and then make the payment.

Arbor is our school database and use of booking Parent consultations.



Arbor

School Management System, which we also

Before bookings open, you will receive an email notification, advising you of the dates and times available.

We have found that booking on the actual website is better than using the App, which has been known to cause issues.

**How to book:**

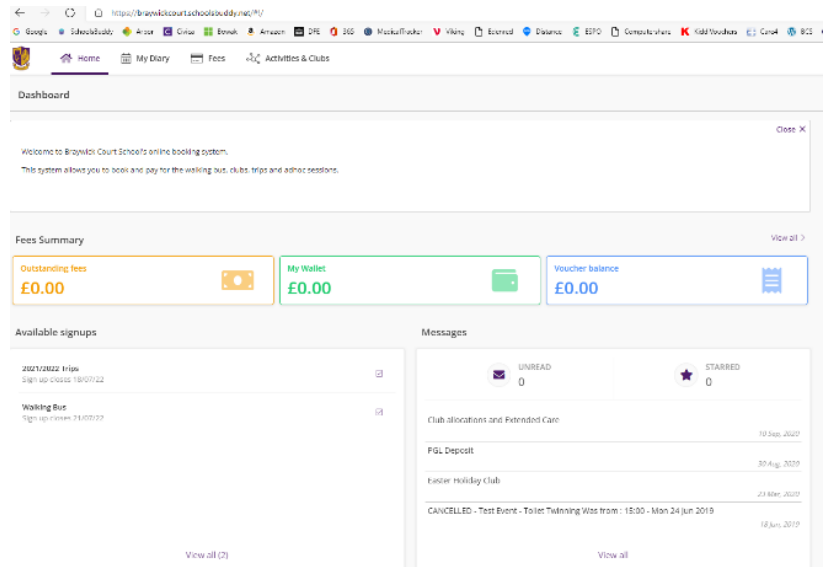
- Login to the Parent Portal within your Arbor account and on the Home Page, click on 'Guardian Consultations.'
- Book your select your preferred date and time from the drop-down box.
- Please tick who will be attending the meeting
- You will receive an email confirmation of your booking (website booking only)
- If you wish to making changes to your booking, please contact the school office.

**Note:**            **There will be an available slot for each child – please book early if you need a particular date/time, we will only be able to amend your booking if there are any slots remaining.**

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All items area accessed from your SchoolsBuddy Dashboard.



### Fees Summary:

**Outstanding Fees** (fees you have not yet paid)

**My Wallet** This is where all refunds, childcare vouchers and Government childcare payments will be credited too. You can use this wallet when paying for provision or clubs. (if you have paid by card, this is where any refunds will sit for future use)

**Voucher Balance** (your Childcare Vouchers and Government childcare payments are credited here. Refunds for items paid with vouchers will also be returned here for future use). **However, we do not use this function.**

From 'Available Signups', choose the item you wish to book (the closing date will also be shown here)

### After School Clubs and WAC1/ WAC2:

- The Extended Care **letter and club timetable** will be released before the end of each term, giving details of clubs available for the following term.
  - From the Homepage, select Clubs to choose the clubs for your child. Some are popular and over-subscribed, so we do recommend you **make sure that you put the clubs, you really want to do as your** first and second choices.
  - You will have about a week to choose clubs and make changes (dates will be given **on letter**). Once bookings have closed, SchoolsBuddy will allocate clubs to each child using its algorithms to make it fair – clubs are not given on a first come first served basis.
  - If your child did not get their 1<sup>st</sup> choice of club, you can send a join request for the waiting list, which is done on a first come first served basis.
  - Fees are not due immediately; we like to allow a couple of weeks for any club changes before they are raised.
  - In the Autumn term, we run Owlets for the new Reception children after the October, which is a gentle way of introducing them into the extended school day. In following Spring term, they will be allowed to join clubs with the other year groups.
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- Club fees are charged for the whole term but SchoolsBuddy allows you to make part-payments throughout the term. Fees need to be cleared in full before you are able to book for the following term.
  - Refunds to not attending a club are at our discretion.

### Extended Care

- If you require additional childcare after clubs finish, we offer WAC 2: **until 6pm Monday to Thursday and until 5pm on a Friday** . For a regular booking you can book for the whole term, or go on the system to book ad hoc bookings.
- We reserve the right to apply a late collection charge to your account for late collections.

## **Payments**

- For Clubs and Extended Care, we accept payment via the Government Tax Free Childcare scheme or Childcare Vouchers from most major providers.
- When you release payment in either of these ways, it does not automatically link to SchoolsBuddy. So, we ask if you can send a screenshot of confirmed transaction of your payment/vouchers including the amount, **via email (Please send this to [o.hunte@deerparkschool.org.uk](mailto:o.hunte@deerparkschool.org.uk) , amounts are manually credited to your SchoolsBuddy wallet and then you can use this against outstanding clubs/care balances.**

**If you have any problems accessing or using any of our systems, do not hesitate to call the office or email [o.hunte@deerparkschool.org.uk](mailto:o.hunte@deerparkschool.org.uk).**

You will receive correspondence from the school via the SchoolsBuddy system giving you details of payment and what it is for.