



St. Mark's C.E. Primary School

Talbot Village, Bournemouth, Dorset, BH10 4JA

Headteacher: Andrew Bright

Friday 17 July 2026

IMPORTANT UPDATE TO WRAPAROUND CARE FROM SEPTEMBER 2026

Dear Parents and Carers,

We are writing to inform you of some important changes to our Wraparound Care provision (Breakfast Club and After School Club), which will come into effect from the start of the new academic year.

These changes have been introduced to help us plan staffing safely and effectively, maintain high-quality provision for all children, and manage the additional costs associated with short-notice bookings and charges. The Breakfast Club fee will be increased to £5.50, and the After School Club to £13.00.

Late Booking Charges

From **Friday 4 September 2026**, a late-booking charge will apply when a place is requested less than **48 hours before the session start time** and has not already been booked through Arbor.

The following charges will apply:

- **After School Club (ASC): £18.50 late-booking fee charge (inclusive of the provision)**
- **Breakfast Club (BC): £7.50 late-booking fee charge (inclusive of the provision)**

What does the 48-hour rule mean?

To avoid a late-booking charge, all Wraparound Care sessions should be booked at least **48 hours in advance** through Arbor.

Any booking requested within 48 hours of the session start time will be treated as a **late booking** and will incur the relevant charge.

How to Request a Late Booking

If you require a place within the 48-hour booking window, please email the relevant club directly.

Afterschool Club – Afterschoolclub@st-marks.bournemouth.sch.uk

- Child's Name
- Group (Upper or Lower)
- ASC
- Date Required
- Payment Method

Example:

John Smith | Upper Group | ASC | 15 September 2026 / Voucher or Card

Breakfast Club – Breakfastclub@st-marks.bournemouth.sch.uk

Please provide:

- Child's Name
- BC
- Date Required
- Payment Method

Example:

John Smith / BC / 15 September 2026 / Voucher or Card

By requesting a late booking via email, you agree to our Wraparound Care Terms and Conditions and authorize the school to make the booking on your behalf.

Any applicable late-booking charges will be added to your child's **Arbor Wraparound Care account** and invoiced through the normal billing process.

If you are experiencing exceptional circumstances or require support, please contact the Wraparound provision as soon as possible.

Changes to Existing Bookings

Parents may request amendments to previously booked sessions by contacting the relevant club by email.

Notice Period

A minimum of **24 hours' notice** must be provided to change a booked session.

Administration Fee

An administration charge of **£3** will be applied for requests to change previously booked dates. This fee will be added to your Arbor account.

Late Collection Charges

To ensure appropriate staffing arrangements and support our team, late collection charges will continue to apply.

Children should be collected by the published finish time of the club of **5:30pm**

A grace period is provided until **5:35pm**

After this time, a charge of:

£5 for every 5 minutes (or part thereof) will be applied.

Late collection fees will be added to your Arbor account.

Illness and Session Transfers

We understand that children sometimes become unwell unexpectedly.

If your child is sent home from school due to illness on a day they are booked into Breakfast Club or After School Club, you may request a **transfer of the session free of charge**.

If your child is absent due to illness and will not attend their booked session, please notify the relevant club as early as possible so that we can arrange a transfer where appropriate.

Why We Are Making These Changes

These measures help us to:

- Ensure safe staffing ratios at all times.
- Maintain the quality of provision for all pupils.
- Reduce the impact of last-minute changes on our staff and club operations.
- Cover the additional administrative costs associated with short-notice bookings and amendments.

We appreciate your understanding and cooperation as we implement these changes. Wraparound Care plays an important role in supporting our families, and these measures will help ensure the provision remains reliable, sustainable and well staffed for all children.

Kind regards,

Jon Cooke

School Business Manager