

FAQs & Important Information

How Are Spaces Allocated?

- Club places are offered on a **first come, first served basis**.
- For the majority of clubs, **payment is required at the time of booking**.
- If you select a club but don't pay immediately, the space may be lost to another booking in the Arbor portal.
- We understand our clubs are very popular so we release clubs on different days each term to try and accommodate different working patterns and other commitments.

If My Child Attended a Club in the previous term, Do I Need to Rebook?

Yes – you must re-register and pay for the new Term. Places are **not carried over** from the previous Term. This applies to all clubs, including those run by external providers.

Clubs Run by External Providers

The following clubs are run by external providers:

- **Computer Xplorers**
- **Show Stoppers**
- **Sketch Art**
- **Silvercubs**

Booking Process for External Provider Clubs

- **Step 1:** Register for a place via Arbor — these clubs will appear as “Free Club.”
- **Step 2:** Payment is handled **directly by the provider** (not through Arbor).
- **Step 3:** Hiltingbury Junior School will share your contact details with the provider once your child's place is confirmed.
- **Step 4:** You will be sent a confirmation email from the school containing a direct booking link from the provider. Payment instructions and the provider's terms & conditions will be available by clicking on the booking link.

Important: Please do **not** contact the provider directly, even if your child has attended their clubs before. All enquiries must go through the school and will be redirected accordingly.

⚠ Please Note:

By signing up for an external provider club, you are committing to both **Autumn 1 and Autumn 2**. While payment may be requested by the provider per half term or per session, your booking is for the **entire Autumn Term**, and you agree to this full commitment.

Membership Options

- Please select the **correct membership option** when booking.
 - Selecting an incorrect membership may invalidate your child's place in the club.
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Free School Meal Pupils

- If your child is entitled to **Free School Meals**, please select the membership option: "**Free School Meal Place**" in Arbor.
 - If selected in error, the booking will be **removed**.
 - For details, see our **Charging & Remissions Policy** on the school website.
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When Can I Book?

- Clubs will be available to book via Arbor from: **Tuesday 14th July at 12pm**
 - Clubs will not be visible in your portal until that time.
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Why Can't I See or Book a Club?

- It may **not be available** to your child's year group.
 - The club may be **fully booked**. In this case:
 - It may still appear in Arbor but **you will not be able to select a membership option**.
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Didn't Get a Place?

- If your child didn't get a place, please complete this: [Autumn Clubs Waitlist Form](#)
 - If a space becomes available, names will be selected **at random**.
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Need Help Booking?

- For step-by-step instructions, please see the Arbor guide: ["Signing My Child Up for a Club on the Parent Portal or Arbor App"](#)
 - If this doesn't answer your questions please contact the **school office** for support.
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What Happens If a Club Is Cancelled?

- We aim to run clubs as advertised.
 - If weather affects outdoor clubs, we may relocate indoors or adapt the session.
 - If a session must be cancelled:
 - You will be notified, and we will try to **reschedule** the session later in the term where possible.
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My Child No Longer Wants to Attend

- Please go through the club timetable with your child **before booking**.
 - **Refunds** will only be considered in **exceptional circumstances**, such as for medical reasons.
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What Happens Next?

Internal Clubs:

If your child secures a place in a club run by the school, this will be visible in their **Arbor account**. You will also receive an email during the **first week of the Summer Term** with:

- A reminder of key club details
- A **Club Hometime Arrangements Form** to confirm your child's collection plans

External Provider Clubs:

If your child is allocated a place in a club run by an external provider (e.g. Computer Xplorers, Show Stoppers, Sketch Art, Silvercubs), you will receive an email with:

- A direct booking link
- Instructions for making payment directly to the provider
- A **Club Hometime Arrangements Form** to confirm your child's collection plans