



Arbor



How to book Coastguards via Arbor

Coastguards Breakfast and Afterschool Club is a valued service for our New Horizons Primary community. Arbor offers a streamlined process to facilitate bookings effectively. Below, you'll find a step-by-step guide to help you to book Coastguards through Arbor.

Step 1: Access the Arbor Platform

Start by opening the Arbor app on your mobile device. Make sure you have a stable internet connection for a smooth experience.

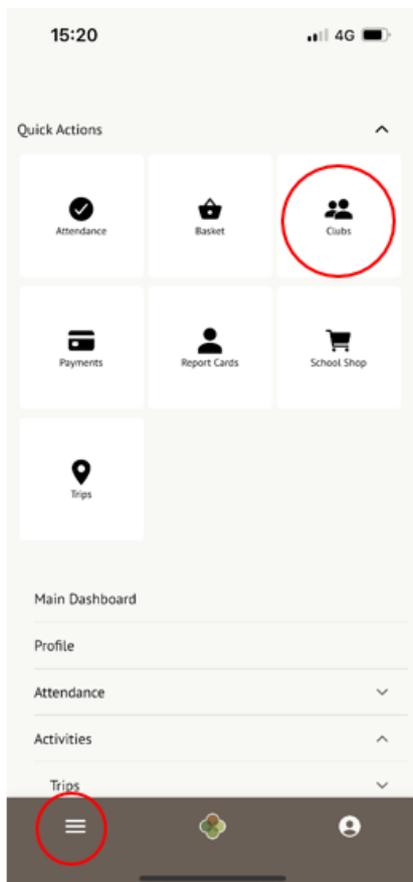
Step 2: Create or Log in to your account

If you already have an Arbor accounts, log in using your credentials. If not, create a new account by resetting your password and using the email address school holds on file for you

Ensure all information is accurate to avoid any issues during the bookings process.

Step 3: Navigate to the Coastguards Booking Section

Once logged in, look for the section dedicated to booking Coastguards services This can be found under "clubs" in the navigation menu (3 vertical lines in the bottom left corner)



Step 4: Top up account

If paying by childcare vouchers, please email coastguards@newhorizonsprimary.tsat.uk with the following details;

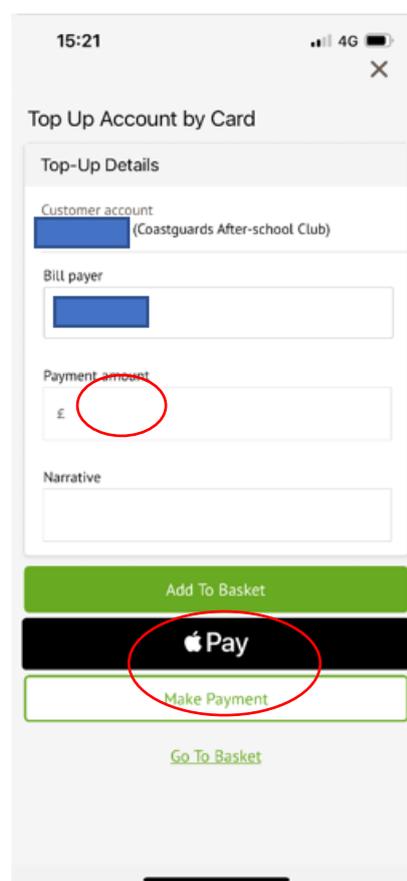
- Which club; Breakfast or Afterschool the money is for;
- Date payment was made
- Amount that was paid
- Reference number

Please allow 3 working days for this to be checked and confirmed before payment will show on Arbor.

This credit will then be uploaded to your account and you will not have to top up your account unless you are adding additional funds by card payment.

If topping up your account by card payment;

- Select the session required
- Select 'Top up account'
- Enter the value you wish to credit the account
- Change the bill payer if necessary
- Click 'add to basket'



- Click 'make payment'

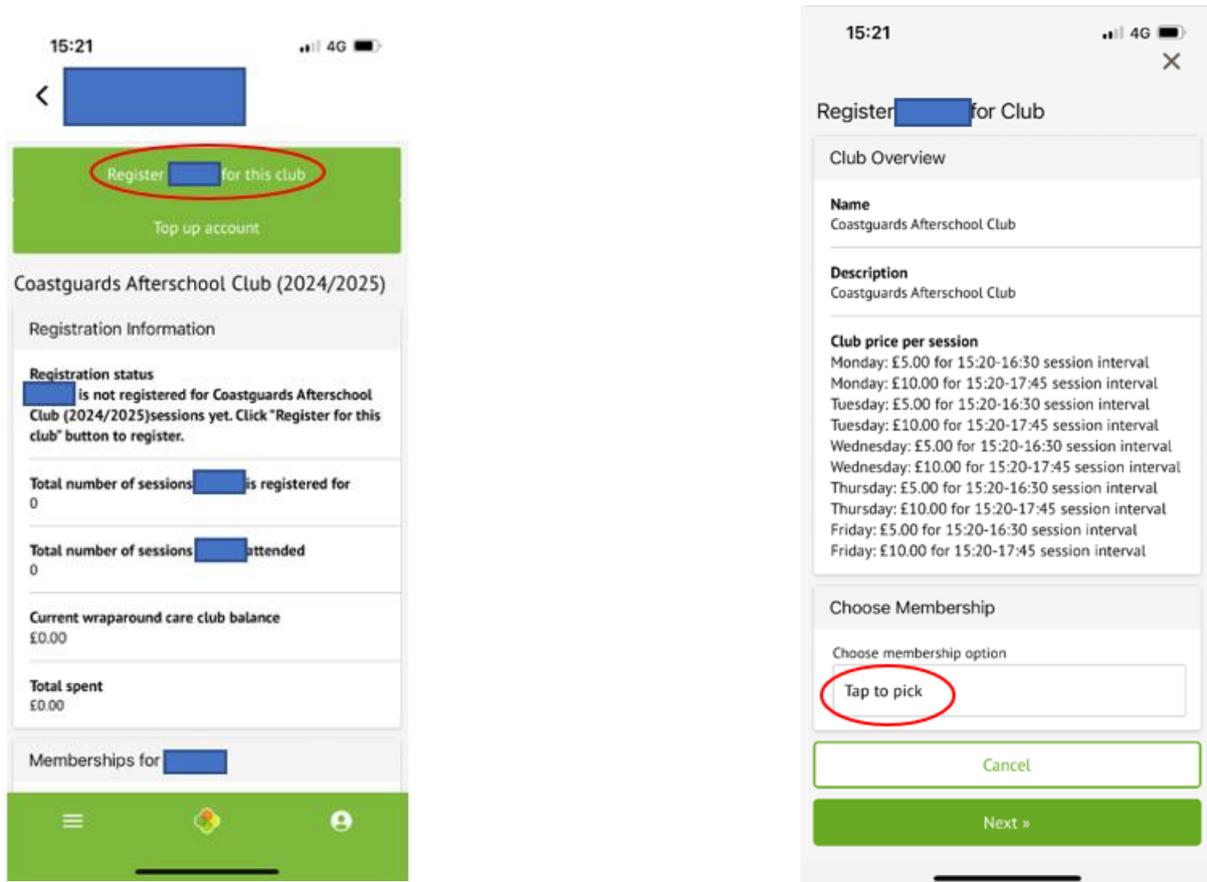
Follow instructions to add card details and complete payment

Step 4: Enter Booking Details

Select Breakfast Club or Afterschool Club, whichever is required.

- You can see your current balance and how much you have spent so far on this page
- Select Register child for this club – the green button at the top of the page.

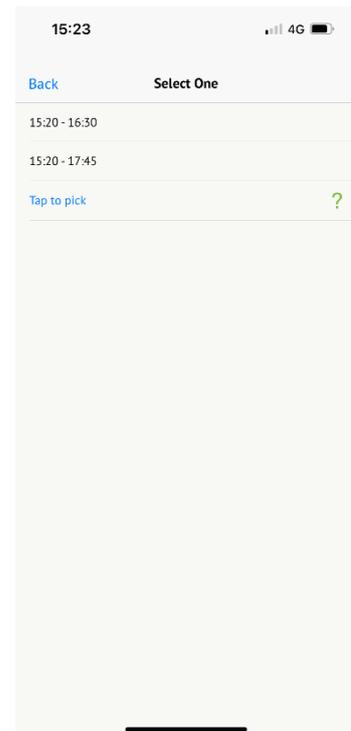
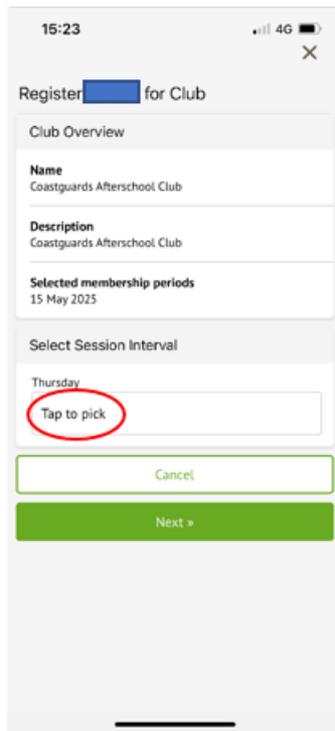
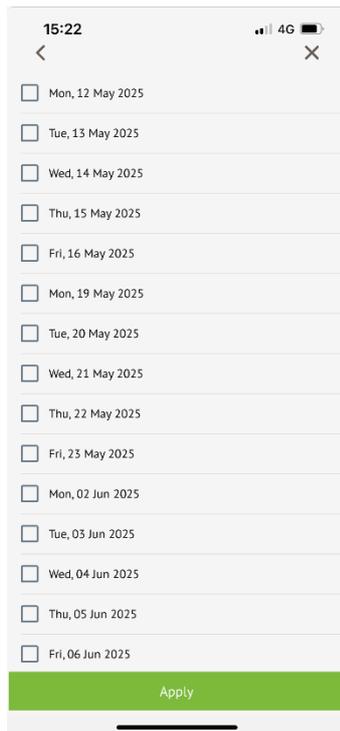
Please note you will need to select this each time you go to make a booking.



Choose membership: Specify which coastguard services you require from the drop-down box

- Select Next

Select Membership Period: Select dates required for booking from the drop-down box. Multiple dates can be selected. Bookings are open for the rest of the school year.



- Select Apply

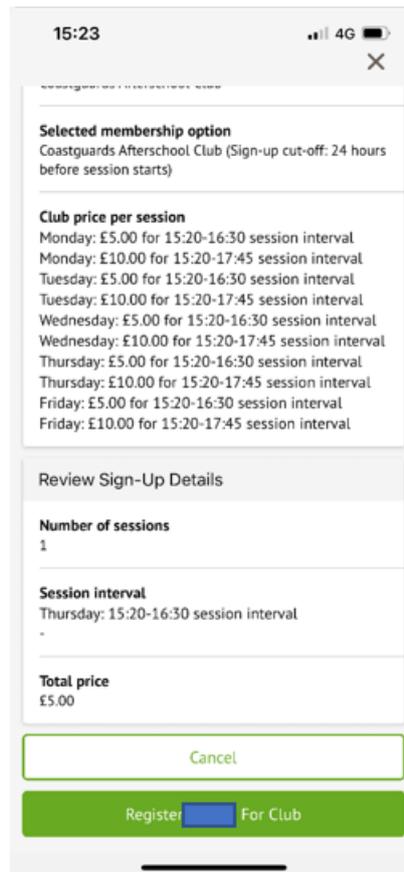
Select session Interval: Select time of session required from the drop-down box then press 'Next'

Step 5: Review and Confirm

Before finalising your booking, review all the entered details to ensure accuracy. Check for any errors in dated, times, or locations. Confirm that the services meet your specific needs.

Once booked, reservations cannot be amended so ensure everything is correct at this step.

If everything is correct, click 'Register for Club'



Your booking is now confirmed.

Step 7: View New and Existing Bookings

Once a booking has been made, it will be listed at the top of the 'School Clubs' page. All dates will be listed here and you can check your balance and total spent balance.

Once bookings have been made, they cannot be amended or cancelled.