



Sherborne Primary School

Harbour Way, Sherborne

Dorset, DT9 4AJ

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Tel: 01935 812619

Executive Headteacher: Mr Ian Bartle BA Ed (Hons) NPQH

Head of School: Mrs Felicity Griffiths BA Hon QTS

Arbor FAQs:

Arbor Setup & Access

Q: Should we set up Arbor now or wait until it is fully up and running?

A: We recommend setting up Arbor now so that when bookings open in July, you are ready to book straight away.

Q: I already have an Arbor account with another school and received multiple password reset emails. I can only access one school—what should I do?

A: This is a known system issue. When resetting your password, ensure you select only the school you want to access—this will leave the other accounts unchanged.

Bookings & Club Information

Q: How can I book for September if I don't yet know what clubs will run or when?

A: Bookings for September will open on **1st July**. Term-time bookings will remain open until sessions are full or have taken place, helping to reduce the need for cancellations and allow for bookings closer to the dates required. We will share club information as soon as possible to support your planning.

Booking Systems & Payments

Q: Can I book SCAPA and Breakfast Club via Arbor from July? Until when can I use School Money?

A:

- Bookings on Arbor for the **first few weeks of September** will open on **1st July 2026**.
- You can continue using **School Money** for the remainder of this academic year and for Summer Holiday Club bookings.
- From **September onwards**, all bookings will move to Arbor.

Government Vouchers & Transfers

Q: What happens to Government vouchers during the transition to Arbor?

A: Due to the system transition:

- Government vouchers will be **temporarily paused in September** (you can still send them in advance ready for processing).
- Funds received will be applied later, expected around **late September**
- Government voucher usage will **resume from October**.

Q: Can I continue to send Government voucher payments over the summer?

A: Yes, you can continue sending funds in July and August. These will be transferred and applied to your Arbor account once the system transition is completed (late September timeframe).



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Q: Will my balance from School Money transfer to Arbor?

A: Yes, credits and debits will be transferred from School Money to Arbor. Due to the start of term and the introduction of a new system, this may take some time, but it will be completed as soon as possible.

Support

Q: What should I do if I still have issues or questions?

A: Please contact us directly and we will assist you or escalate the issue to our data team if needed.