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

Wednesday 21st October 2026

Subject: Update to SCAPA Club Bookings and Refund Arrangements

Dear Parents and Carers,

Thank you to those who have taken the time to share feedback regarding our SCAPA club booking system since our move to Arbor. We appreciate your patience as we continue to navigate a new platform and review how our processes work in practice for families.

We have carefully considered the feedback received and have worked closely with colleagues across SAST and Arbor support to identify the most effective solution for both families and the school. As a result, we will be making the following changes with immediate effect:

Increased Capacity

To provide greater flexibility for families and meet increasing demand, we are increasing the maximum number of children who can attend SCAPA from **45 to 55 places**. We will utilise additional space within school, including the Ladybirds Class area, to accommodate this increase safely and comfortably.

By increasing capacity, we hope parents and carers will feel less pressure to secure places several weeks in advance. With more spaces available, families should have greater confidence that places will remain available closer to the date required, whilst still allowing the school to plan and staff the provision effectively.

Refunds and Cancellations

We recognise that family circumstances can change and that occasionally club places may no longer be required after they have been booked.

To support families whilst also allowing us to plan staffing and resources effectively, we will reintroduce a refund process for future bookings:

- Refund requests must be submitted by email to Scapa@sherbornepri.dorset.sch.uk, by **Friday 12 noon, for any sessions taking place the following week**.
- Requests received by this deadline will be eligible for a refund to your Arbor account.
- Unfortunately, requests received after the Friday deadline cannot be refunded, as staffing, resources and club provision will already have been organised.

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This approach reflects the arrangements we operated successfully prior to moving to Arbor and provides a fair balance between supporting families and ensuring the club remains financially viable.

Continuing to Improve Arbor

We recognise that managing bookings through Arbor can sometimes be challenging, particularly for parents and carers with multiple children. Whilst we are unable to change the functionality of the Arbor platform itself, we will continue to share feedback directly with Arbor so that they can consider improvements to their system in future updates.

We hope these changes provide greater flexibility and clarity for families whilst ensuring that SCAPA continues to run effectively for all children who attend.

Thank you for your continued support and understanding.

Kind regards,

Mrs Felicity Griffiths

Head
Sherborne Primary School