



The Treehouse

Frequently Asked Questions Wrap Around Care

How easy is it to book into the Treehouse?

Very easy, please log into your Arbor account and select the sessions you would like your child to attend. Please note payment will be required at the time of booking. If you need any help, contact the school office and we can help you.

What time does the Treehouse run to?

The Treehouse runs until 6pm. It is £3.50 until 4.30pm or £9 with a hot meal until 6pm.

How does my child attend the Treehouse from Woodlands / The Lancaster?

Please contact the Birchwood Junior School office to complete an admission form. Once we have the completed admission form you will be able to book your child onto a session via Arbor. All children are walked over from their infant school with a safe adult at the end of the school day.

I have booked into the Treehouse for after school, but I no longer need the session. Can I cancel?

Yes, you can. If a pupil is going to miss a session (for whatever reason), Birchwood Junior School must have received prior notification in order for a refund to be administrated. Please note the cancellations after 9am for the same day will not be eligible for a refund.

I haven't booked onto the Treehouse for after school, but I suddenly need to as I am running late. Can I book up to 3.30pm?

Yes, you can book right up to the time. If you have a problem booking or have no time to book in (in an emergency) call the office and we will manually book your child on. We will also arrange payment with you.

My child goes to an afterschool club. Can they still go to the Treehouse after that?

Yes. The Treehouse staff will collect them, or the afterschool club will deliver them.

My child is in Nursery. Are they too young to go to the Treehouse?

Unfortunately, at the moment due to our Ofsted registration we are unable to offer Treehouse childcare to children in nursery.

I have booked my child into the Treehouse for afterschool because I can no longer pick up at 3.30pm. My child doesn't know they are going. Should I call the office?

Yes, please. We can then tell your child so that they know in advance. We can also then update the register (for late bookings).

Can I collect my child from the Treehouse at any time after school?

Yes, you can. Pop along to the Treehouse entrance and knock on the door. If they are not in the room, please phone the mobile number on the door.

What happens if I am running late and can't collect my child at the end of the session?

In the event you think you are going to be late, please phone the Treehouse mobile number (07935602322) and inform them as soon as possible that you are going to be late. Please note a late fee is payable.

Do the children have the chance to go outside when they are at the Treehouse?

Yes, however this is weather dependant.

Do the Children get food at the Treehouse afterschool?

Yes, they do if they are booked in for the full session until 6pm. A hot meal provided by Good Lookin Cookin will be served after 4.30pm.

My child is vegan. Can you cater for them?

Yes, we can cater for all dietary requirements e.g. vegan, vegetarian, gluten free etc.

Can I pay for Treehouse via Universal credit?

Yes, you can! Parents and guardians will need to pay us directly for their child's place and then we can provide you with a receipt to claim 85% of the cost back from Universal Credit.

Do you accept Tax Free childcare?

Yes, we do! Please visit www.childcarechoices.gov.uk to see if you are eligible. Once you have made a payment to Birchwood Junior School please contact the school office to make us aware and we can apply the amount to your Arbor account.

Do you accept childcare vouchers?

Yes, please contact the school office if you wish to pay via this method.