



# Moorlands Primary School

High Expectations, High Achievements, Challenge and Enjoyment for All

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## Arbor After School Club Guidance

We are aware that some of our After School Clubs are very in demand and trying to get a place for your child can be a very stressful process for parents. As this term will be our first time running club sign ups through Arbor, we wanted to give parents as much support as possible. Please utilise this guidance as much as possible. We understand that taking part in clubs are very important to our pupils and a lot of parents rely on them to aid with childcare. Due to this, we have taken every possible opportunity to prepare you for this transition and unless individual issues are raised with us well in advance of clubs going live, we will not be able to help should you be unable to book your child onto clubs.

General Arbor Help: [Students and Guardians – Arbor Help Centre](#)

We also want to highlight the importance of completing the waitlist if you are unable to get your child a place on a club. If we find ourselves with spaces available on clubs, we will offer these places to those on the waitlist before re-opening to all eligible students. The waitlist for the Summer Term Clubs will open at **5:15pm on 2<sup>nd</sup> March 2026** and can be found here: [Summer 2026 After School Club Waiting List – Fill in form](#)

**Important:** There are two ways you can access your Arbor account; the Arbor App and the Parent Portal (accessed via web browser), these instructions will vary slightly depending on which one you are using.

**This guidance has been written to be used alongside the Arbor instructions which have been linked throughout this document.**

In hopes that it will provide some extra reassurance, we have created a test club for you to have the opportunity to have a go at completing the process.

### Payment Types

We recommend looking into the payment types available before clubs go live. Please bear in mind that Arbor only accepts Visa and Mastercard.

### Top Up Accounts

It is possible to add money to your child's Arbor account ahead of time and allocate that money to Clubs, Trips, Meals, etc. We are currently only looking into payments for Clubs and Trips; we will continue to use ParentPay for lunches for the foreseeable future.

Parent Portal: [Top up accounts and viewing payments in the Parent Portal – Arbor Help Centre](#)



Part of the Heritage Multi Academy Trust

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Arbor App: [Top up accounts and viewing payments in the Arbor Parent App – Arbor Help Centre](#)

## Card Payment

On the Parent Portal, there is no way to save your card details. You may wish to save your card details to your browser (Google Chrome, Microsoft Edge, etc) so that you can auto-fill your card details that way.

For example, in Google Chrome, go to Settings - Auto-fill - Payment methods.

On the Arbor App, you have the option to pay via Apple Pay or Google Pay which may be a quicker way of completing payment.

More guidance: [Making payments with Apple Pay and Google Pay – Arbor Help Centre](#)

## **Signing your child up for a Club**

Full guidance: [Signing my child up for a Club on the Parent Portal or Parent App – Arbor Help Centre](#)

Unlike ParentPay, Arbor does not allow parents to add notes regarding going home arrangements. To get around this, we will gather this information through the membership options. When signing your child up you will be presented with the screen below, if you select the drop down below 'Choose Membership' you will be given the following options: Collection Point, Leave Alone and Outlane Out of School Club – these are the only options available, if you are not sure which one to select please contact the school office.

Please bear in mind that children in KS1 (Y1 and Y2) cannot leave alone, they must go to Outlane Out of School Club or be collected from the club by an adult.

It is possible to add multiple memberships for the same club – please do not do this – it will not increase your child's chances of getting a space on the club and you will be charged multiple times.

Arbor does allow for children to be placed on a club as provisional members without a payment being made. This is the equivalent of ParentPay allowing you to keep an item in your basket – until a payment is made,

your child **does not have a place on the club**. Even if your child is classified as a provisional member, if another parent purchases a membership for the club that takes it to the maximum capacity you will lose the space on the club.

## **Confirming your child's place**

Whilst we would not usually confirm your child's place on a club, we want to acknowledge that this is a new system and, despite our best efforts, issues may arise and it may not be clear whether you have been successful in signing your child up to a club. Due to this, we will send out confirmations of club membership from Tuesday, 3<sup>rd</sup> March and we ask that you **do not mention anything to your child about their clubs until you have received this confirmation**. If there are issues, there is a small chance that we

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### Register Anna for Club

Club Overview	
Name	Sams Cool Club

Choose Membership

Choose a membership option\* Weekly Sign-up: Free

Cancel Next »

will have to run the clubs sign-up process again on ParentPay and we would like to avoid any unnecessary distress to the children.

We would like to thank you for being patient and understanding with us whilst we go through this transition. Our aim has been to be as transparent as possible and provide parents with as much information as possible to try and ease the transition. If you have any questions about Arbor, regarding clubs or otherwise, please do not hesitate to reach out via email ([office@moorlandsprimary.org.uk](mailto:office@moorlandsprimary.org.uk)) or visit us in the main office and we would be happy to help. If you would prefer to visit the office, we just ask that, where possible, you avoid immediately before/after drop-off and pick-up times as this is when we are busiest in the office.

Kind regards,  
School Office