How to book

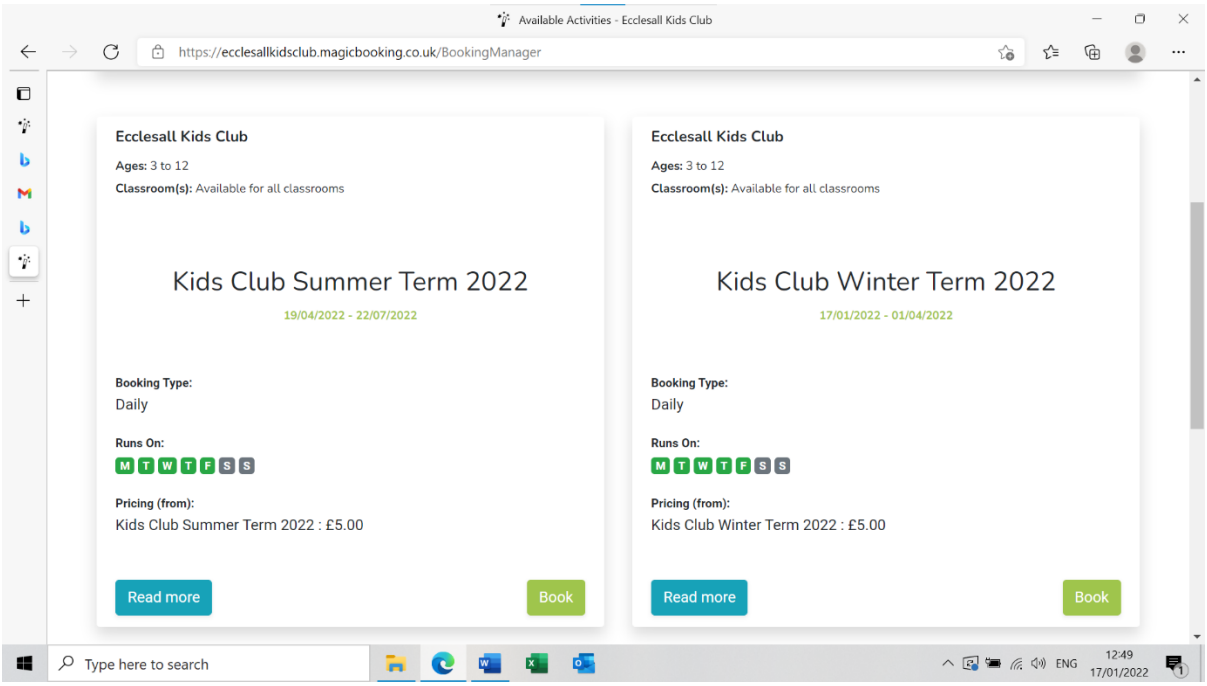
Hopefully you'll find the booking process reasonably simple, quick and self-explanatory.

To help below are some basic instructions on how to book. We recommend you use a computer or tablet to make your booking.

1. To make a booking login to your MagicBooking account at https://ecclesallkidsclub.magicbooking.co.uk and follow the instructions below:

2. Select 'Booking Activity' from the main menu.

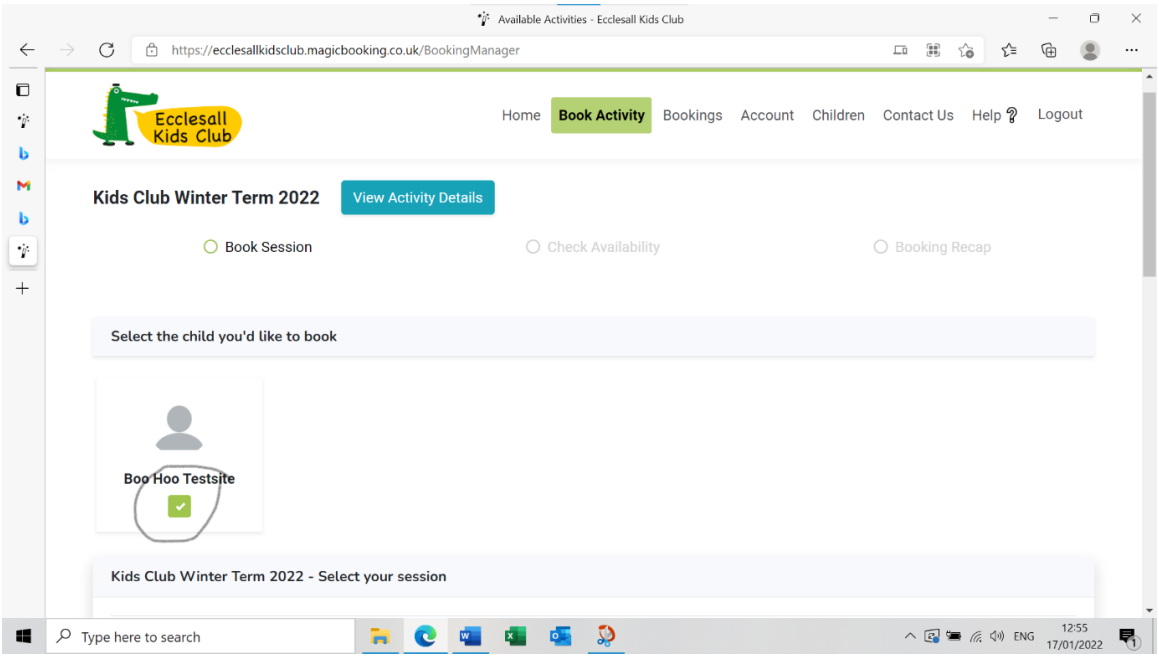
3. On the next screen you'll see a number of activities that are appropriate to your child(ren).



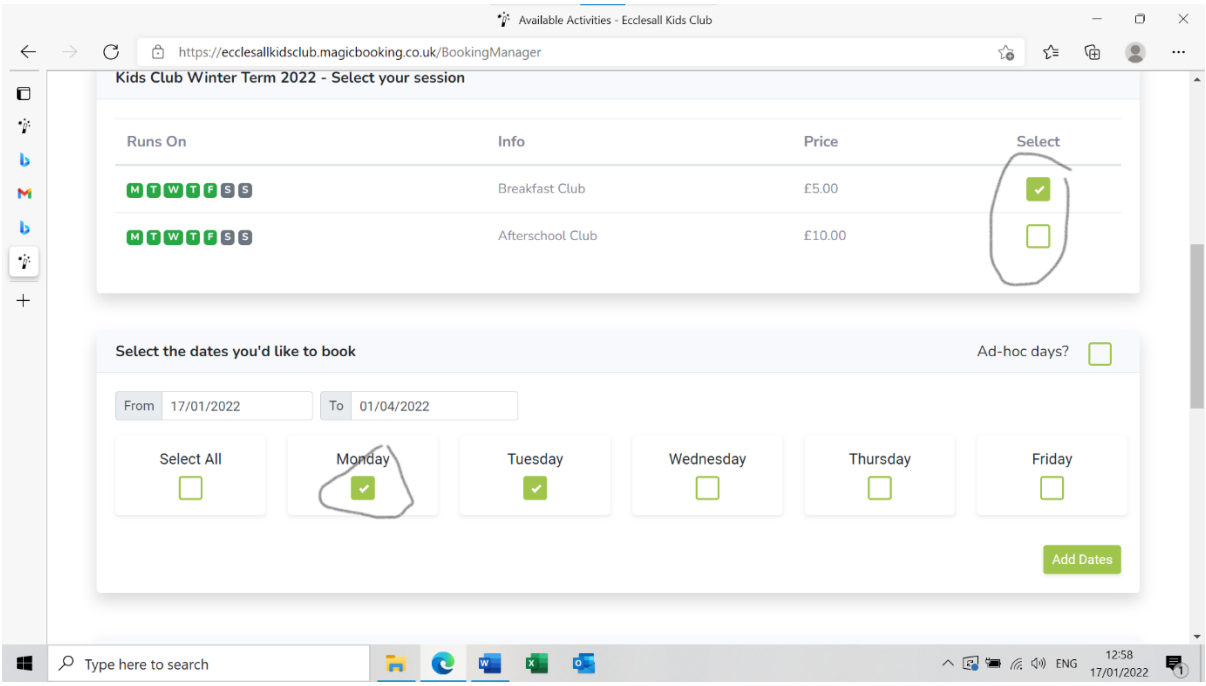
If you can't see any activities check that your child's details **particularly their date of birth,** main centre and school are correct.

4. On the activity page click 'Book' on the activity you wish to book. You can only book one activity at a time.

5. On the next screen click on the box below the name of the child(ren) you are booking sessions for (if you have more than one child registered you can opt to book both/all children at the same time **if you want the same sessions for them**).



6. You then have the option of what sessions to book.

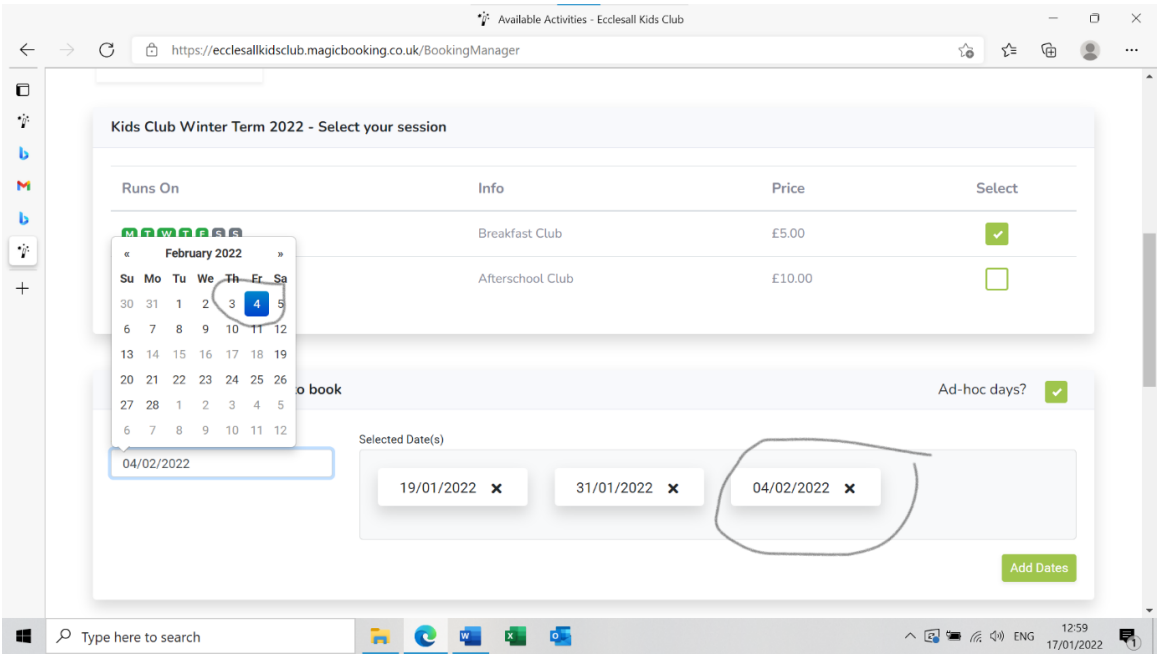


7. If you want to book the same sessions each week throughout the term
   - Click on the 'Breakfast Club' or ' Afterschool Club boxes (if you are booking both breakfast and afterschool club for the same days/dates then just click both 'breakfast' and 'afterschool' boxes at the outset if the system will allow)
   - Select the days you want each week by clicking the appropriate box(es)
   - Enter the date you want the sessions to start and end using the calendars. If you don't want to book the same sessions for the full term but still want consecutive weeks you can simply alter the start and end dates of your booking.

   - Click on the green 'Add dates' button.

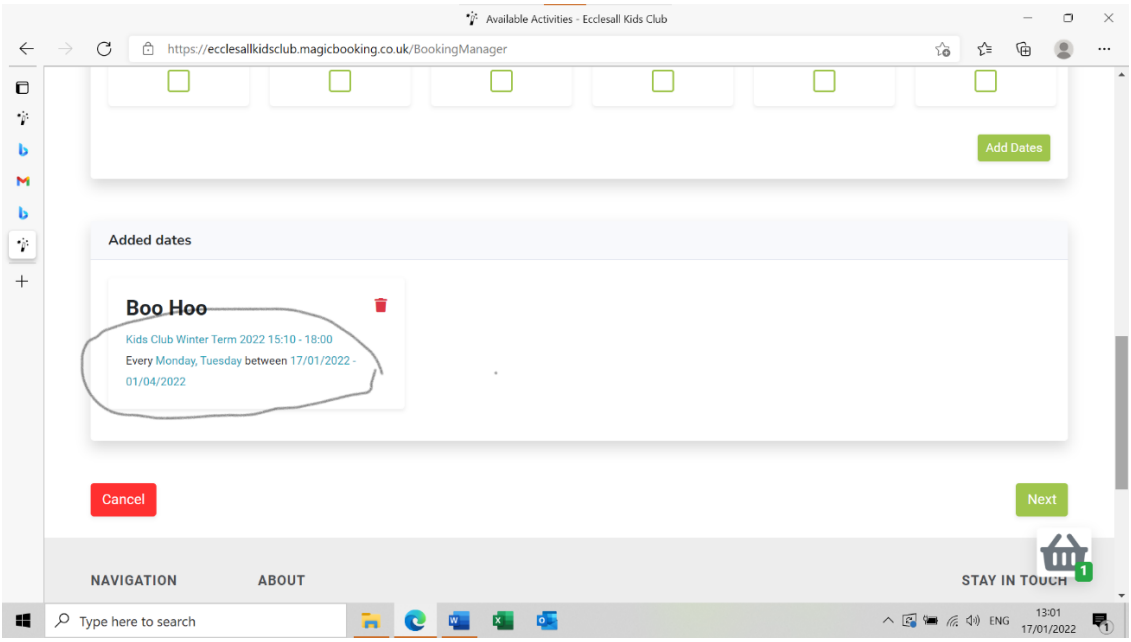
8. If you want to book ad hoc sessions

   - Click on whichever session you require (Breakfast and/or Afterschool Club)
   - Click on the 'Ad hoc' button
   - Select a date from the calendar. It will appear in the ‘Selected date(s)’ box
   - Continue to select dates until you have all the sessions you require.

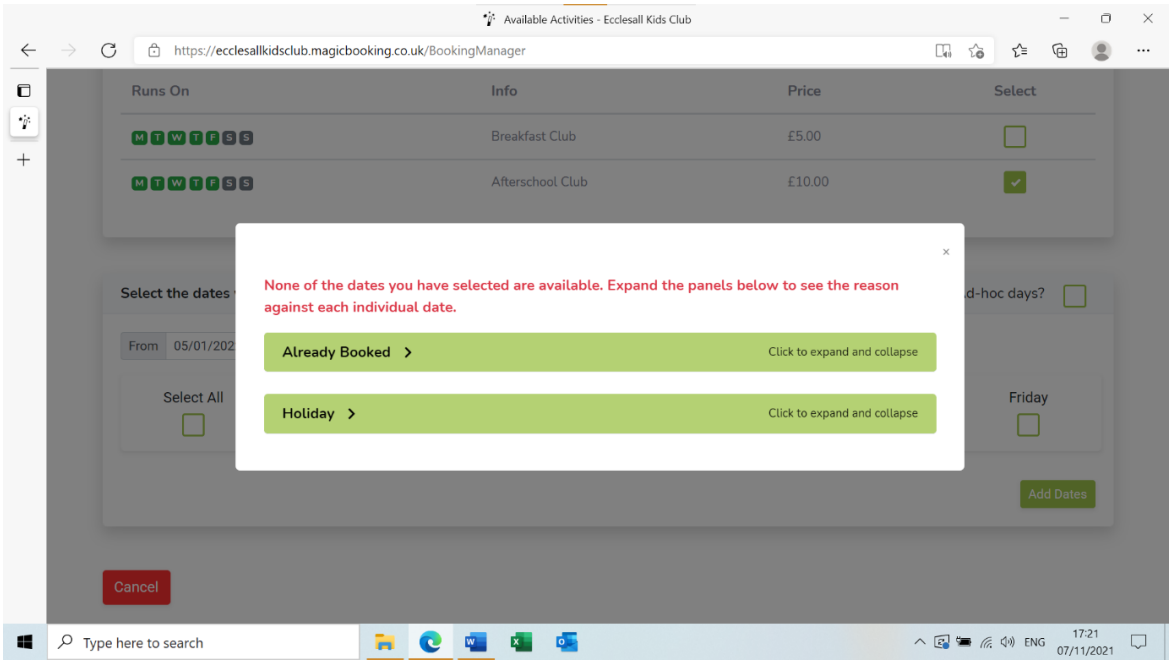


9. When you have selected all of the ad hoc sessions you need click the green 'Add date(s)' button.

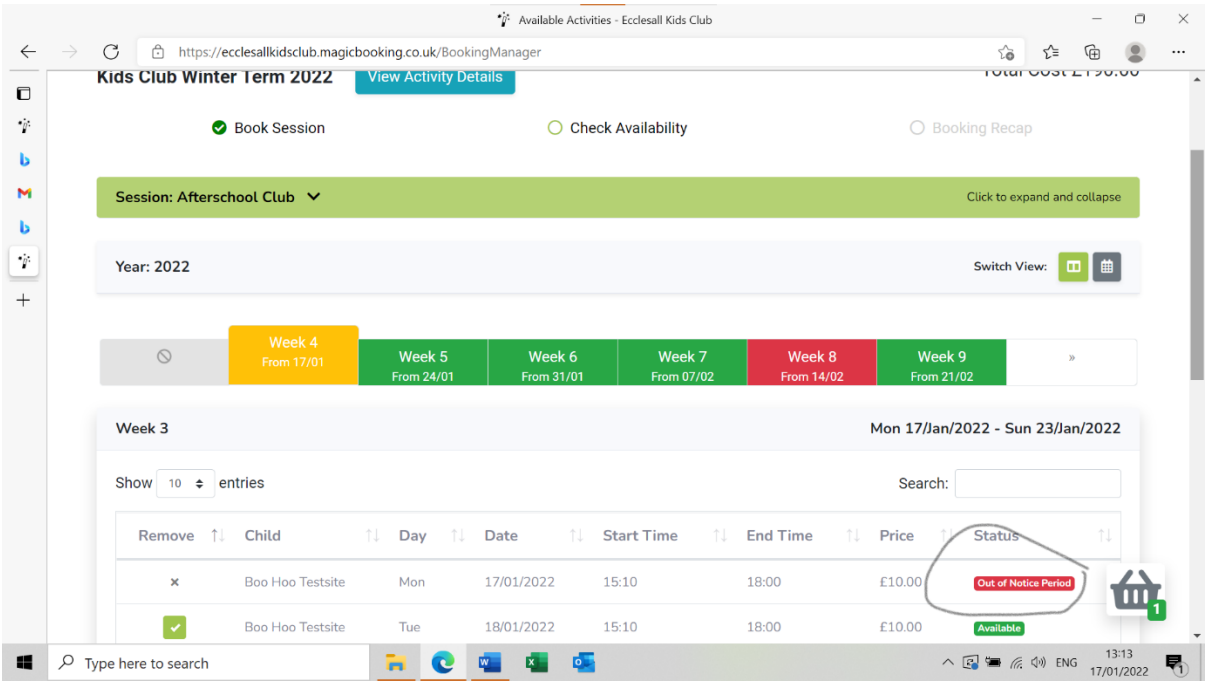
10. Check the ‘Added date(s)’ box to enssure that you have selected all of the sessions you need (either ad hoc and/or regular sessions). Once you are happy with the sessions selected click the green ‘Next’ button.



11. If any sessions are unavailable you will receive a pop up message (see fig below)



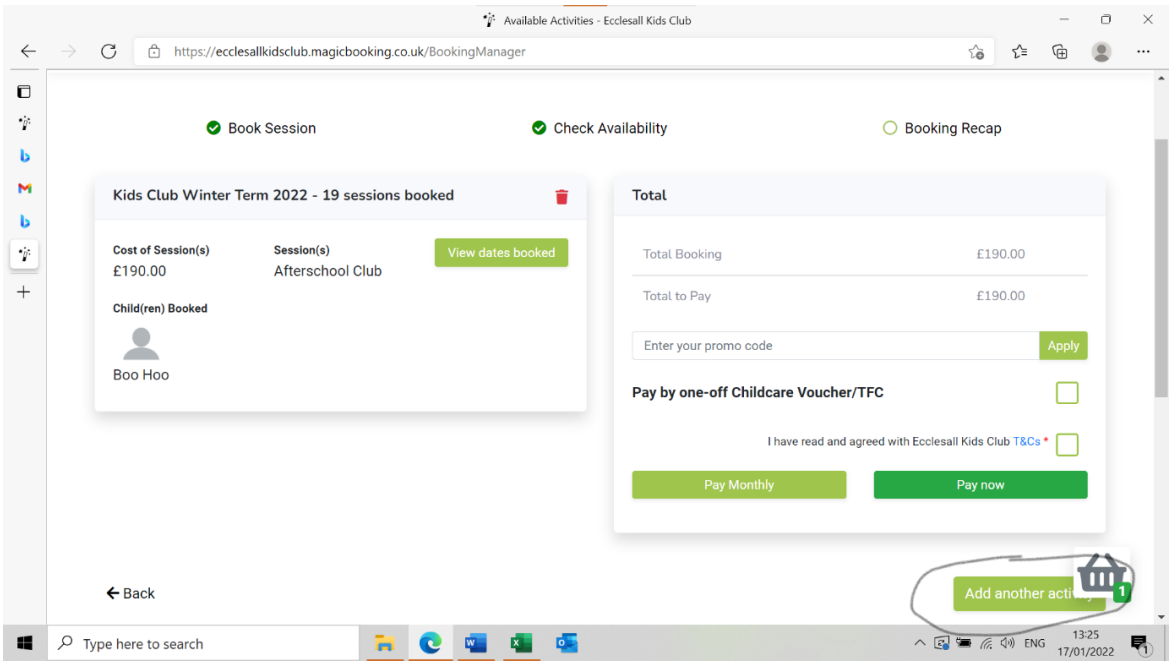
12. You can also check the availability of the sessions you've booked on the following screen which shows you the sessions you've booked week by week. Make sure that you **scroll through the tabs to ensure that all of the sessions you have booked are available.**



13. The ‘week’ tabs will display either as
    - **‘Green’** the session you’ve requested that week are available
    - **‘Yellow’** shows that not all sessions you’ve booked are available. The reason the sessions isn’t available will be shown under the ‘status’ column. For example, fully booked no places avaialable, closed (school holiday), already booked (the system won't allow you to book the same session twice and it will show the booking reference number for where the sessions have already been booked)
    - **‘Red’** shows that none of the sessions you’ve requested that week are available.

14. Once you’ve checked availability click the green ‘Next’ button.

15. The next screen will show you the total number of sessions you've booked and the total cost.



16. At this point if you want to book sessions for another activity ie. Winter Term/Summer Term click on the green **'Add other activity'** button.

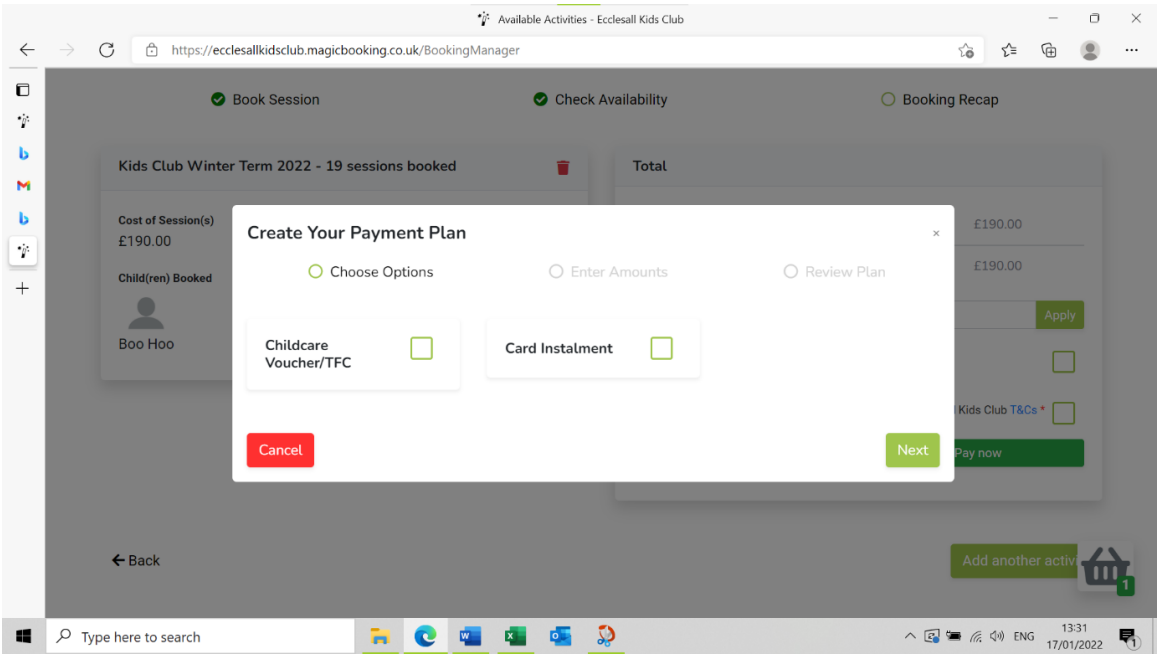
17. The system will take you back to the available activities screen. If you are booking for the full year you need to select all three terms in turn (Autumn, Winter and Summer) and repeat the process of booking the sessions, you require.

18. When you have made all the bookings you require and you are back at the total cost screen you have a number of options of how to pay for your booking

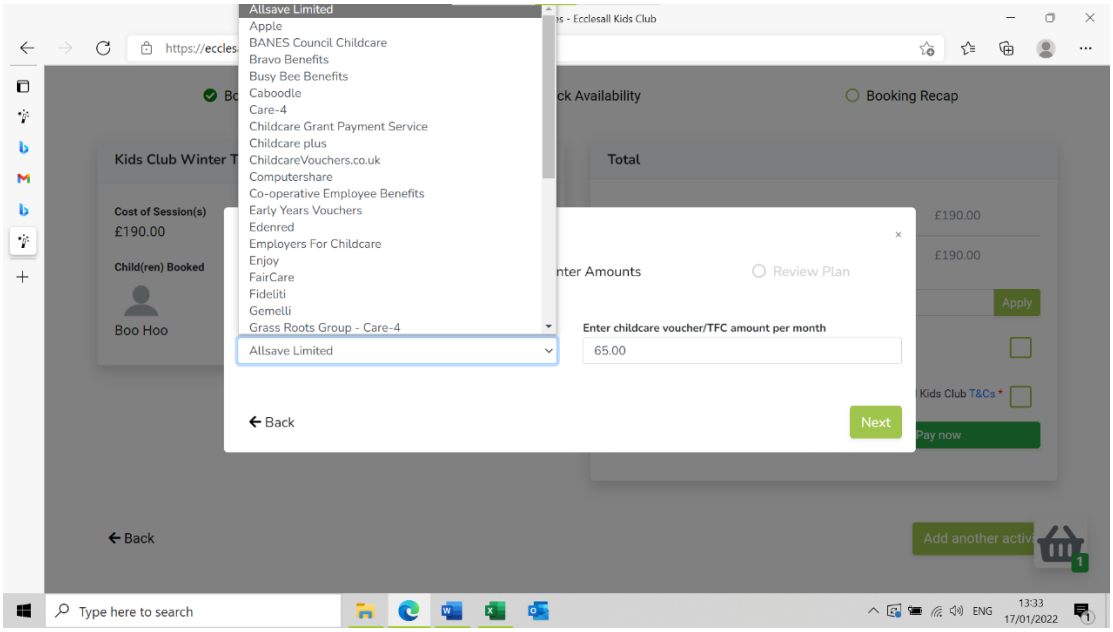
How to Pay

I want to pay using a payment plan

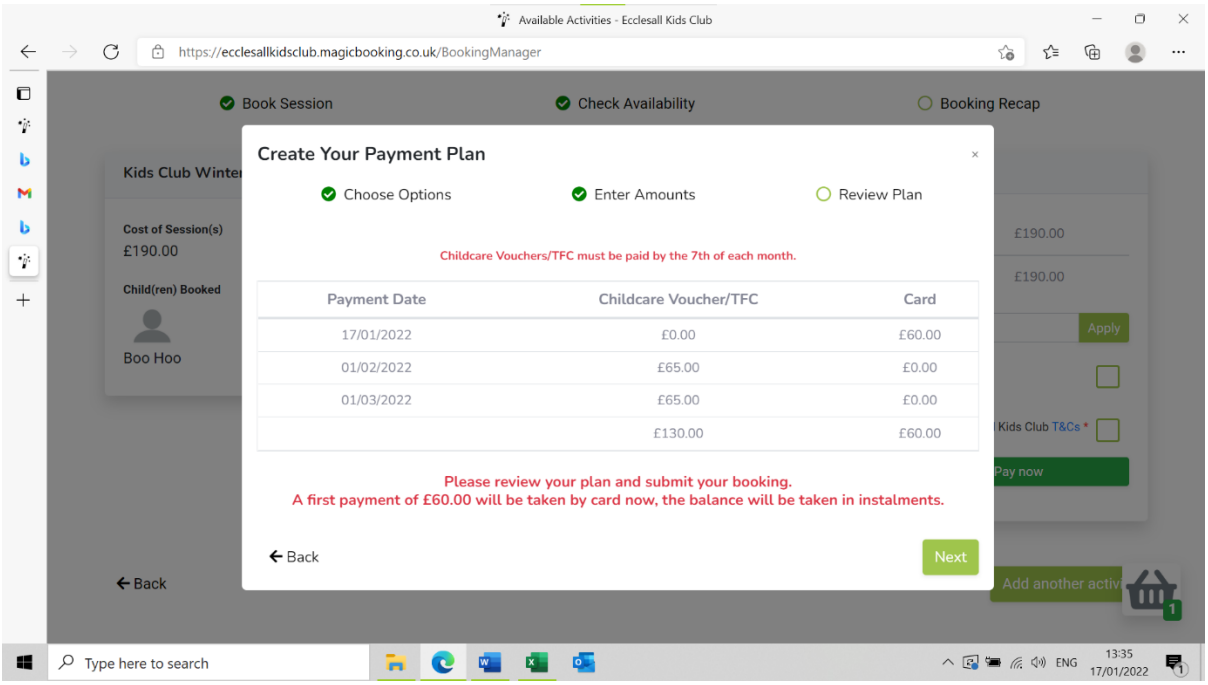
- If your booking spans more than 8 weeks and meets the minimum amount threshold (this is a system calculated algorithm) you will be offered the option of paying using a payment plan.
- Click on the green ‘Pay Monthly’ box to take up this offer.
- You then have the option of paying by ‘Childcare vouchers/TFC’ or ‘card’. Please check the box of which option applies.



If you have opted to pay by childcare vouchers or TFC

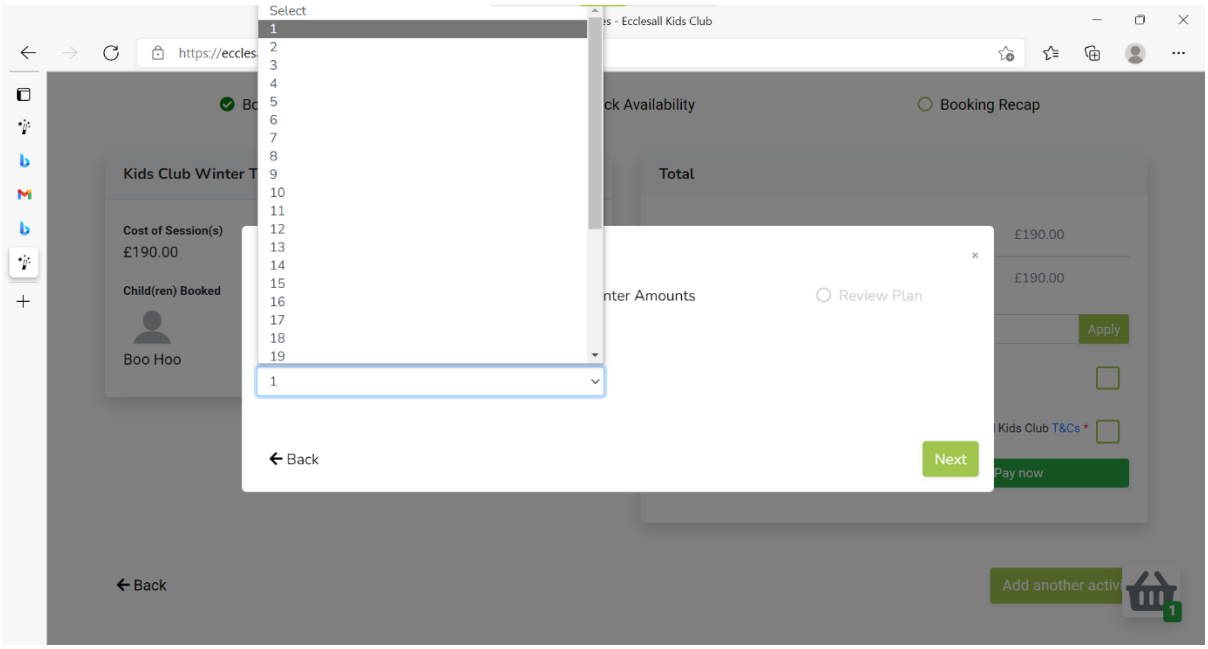


- Select your provider (or “multiple” or “not listed”) from the drop-down menu (and enter the amount you want to pay each month by voucher. You must enter the amount in pounds and pence.
- Click the green ‘next’ button
- A pop-up box will display your chosen payment plan. If you are happy with the plan click ‘next’ or if you wish to change it click ‘back’ and re-input the details.

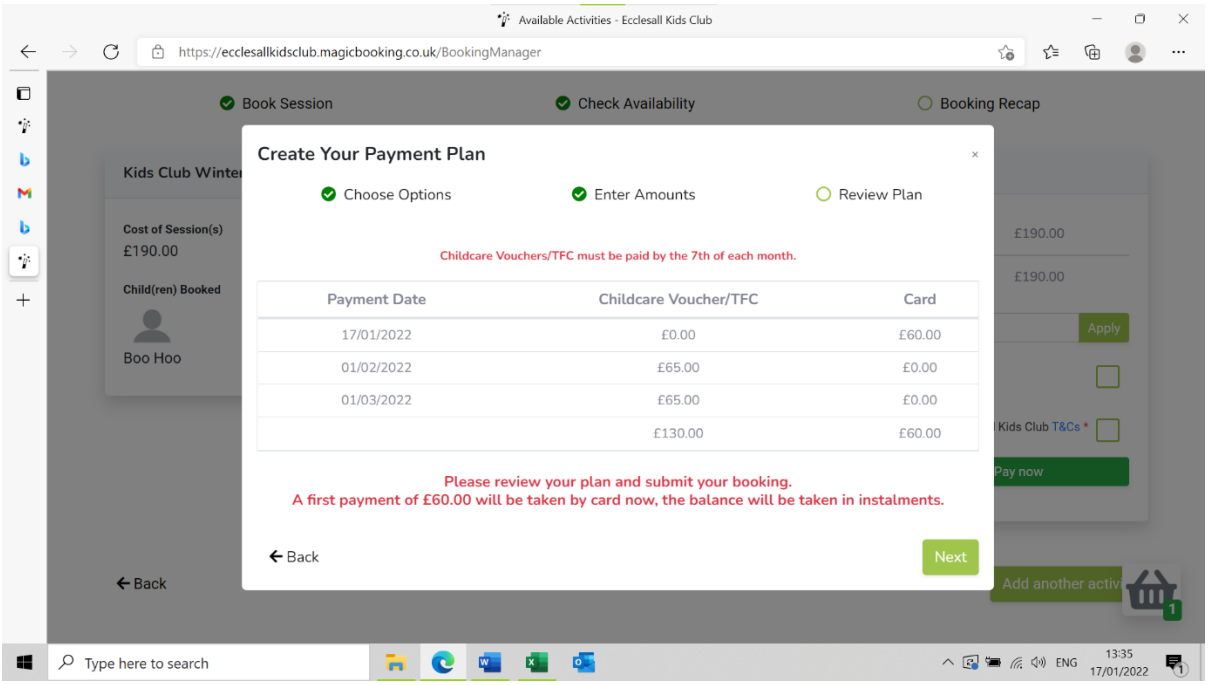


Do not forget that childcare voucher and TFC payments are not collected automatically so you will need to setup a monthly payment with your provider to match your payment plan. Any monies should arrive with us by the due date.

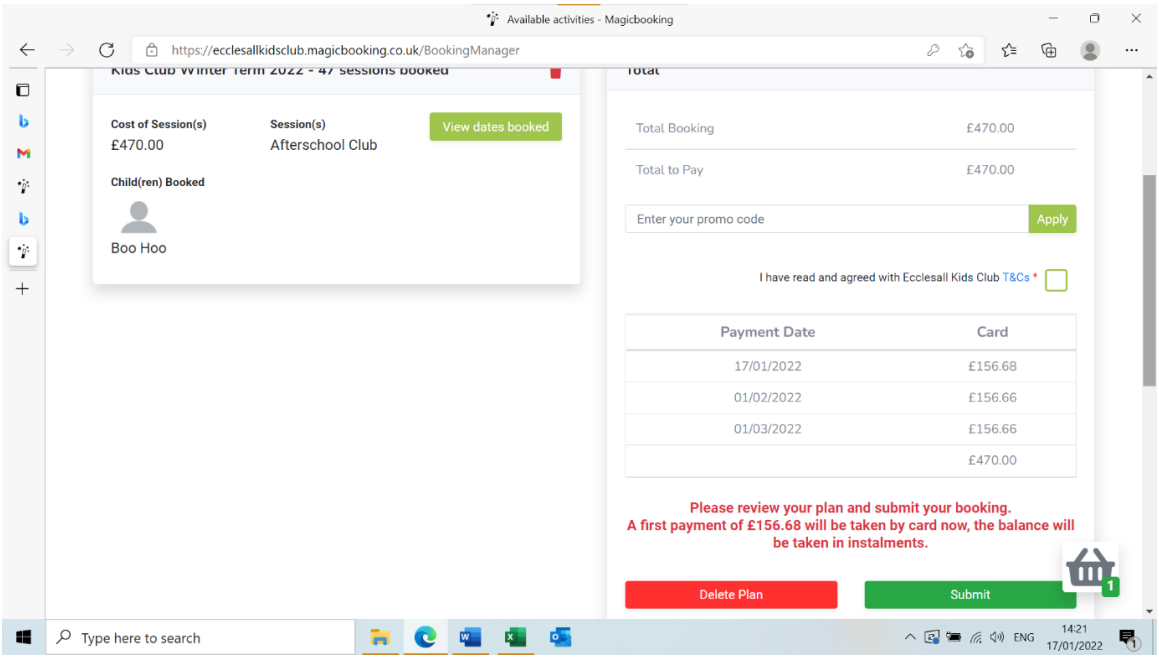
<u>If you've opted to pay by card</u>



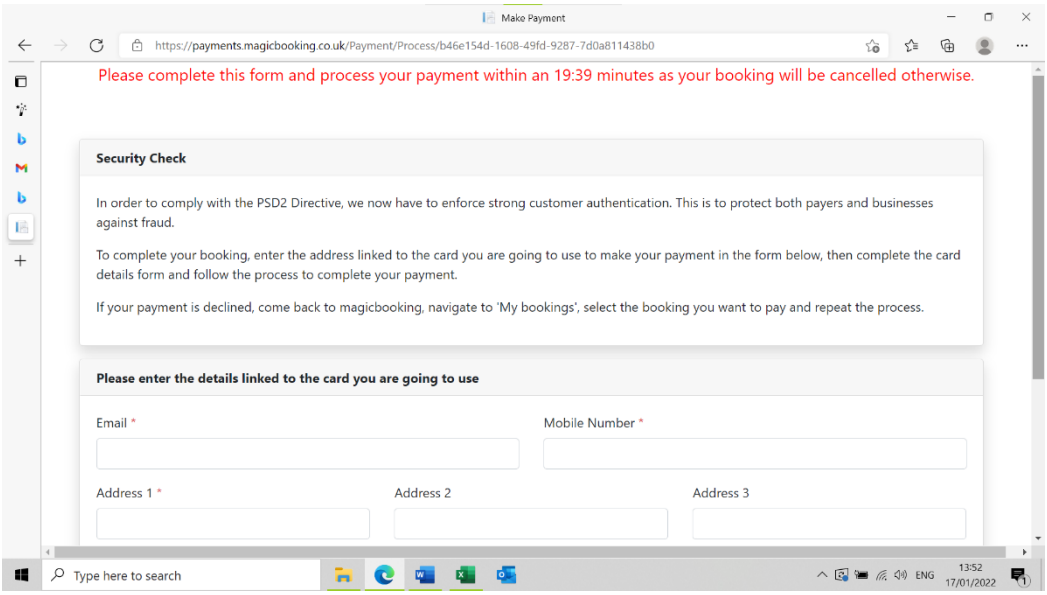
- In the pop-up box enter the date in the month that you wish your card payment to be taken and click 'Next'.
- The system will display the proposed payment plan. If you are happy with the proposed plan click 'Next'.



- After clicking 'Next' you should now be back at the final page. The system will display your chosen payment plan. If you decide you are unhappy with the displayed plan click 'Delete Plan'. If you delete the plan you can now input a new plan or opt to pay outright.



- If you are happy with the details tick the 'Terms and Conditions' box and click the green 'Submit' button.
- If an immediate payment is due the next screen will display a system form which authorises us to take a payment from your card. **You must complete and submit this form within 20 minutes or your booking will be cancelled**.



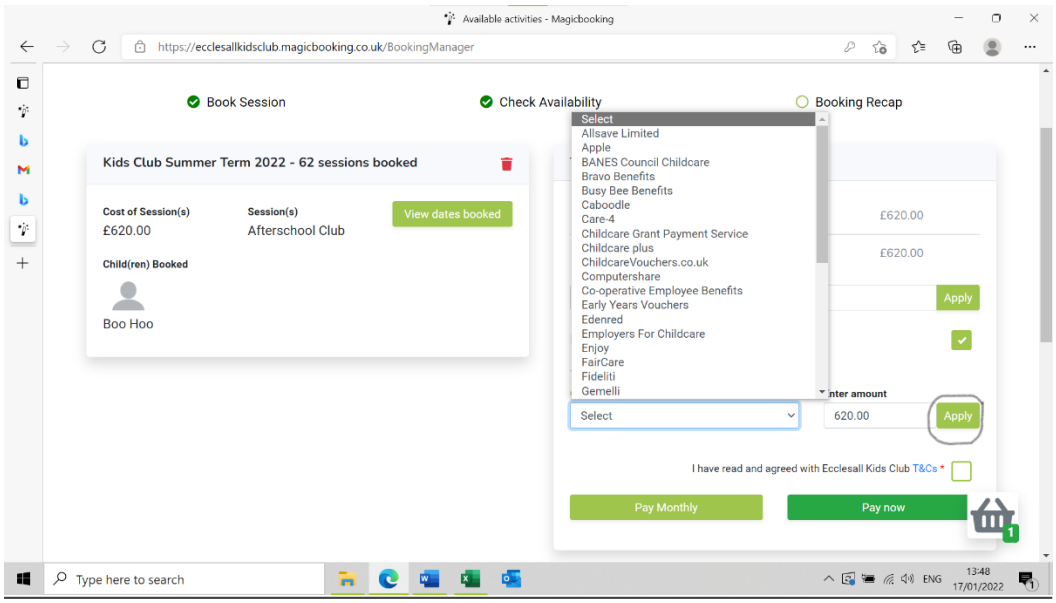
- Once completed click the 'Pay' button at the bottom right of the form to submit.

All subsequent monthly payments on this booking will be collected automatically on the due date from this card.

I don't want to pay using a payment plan / The system hasn't given me the option of paying monthly

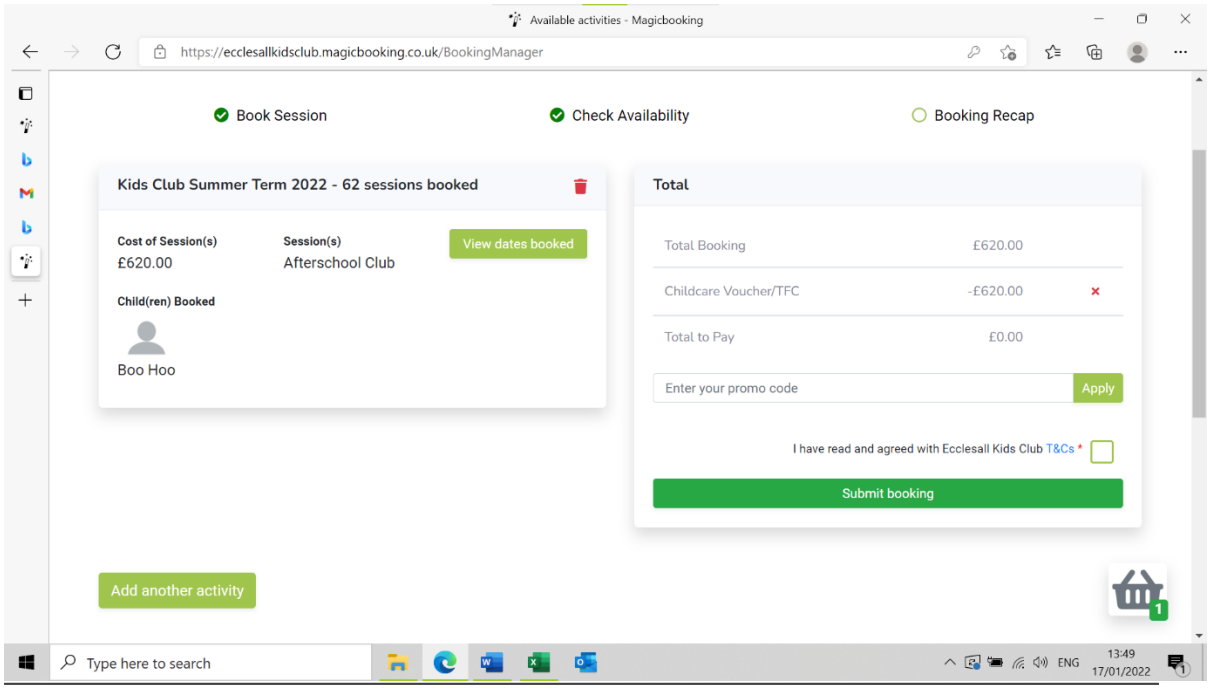
I want to pay using childcare vouchers or TFC

- On the final screen click the 'Pay by one off childcare voucher/TFC' box



- Select your childcare provider (or "multiple" or "not listed") from the drop-down list.

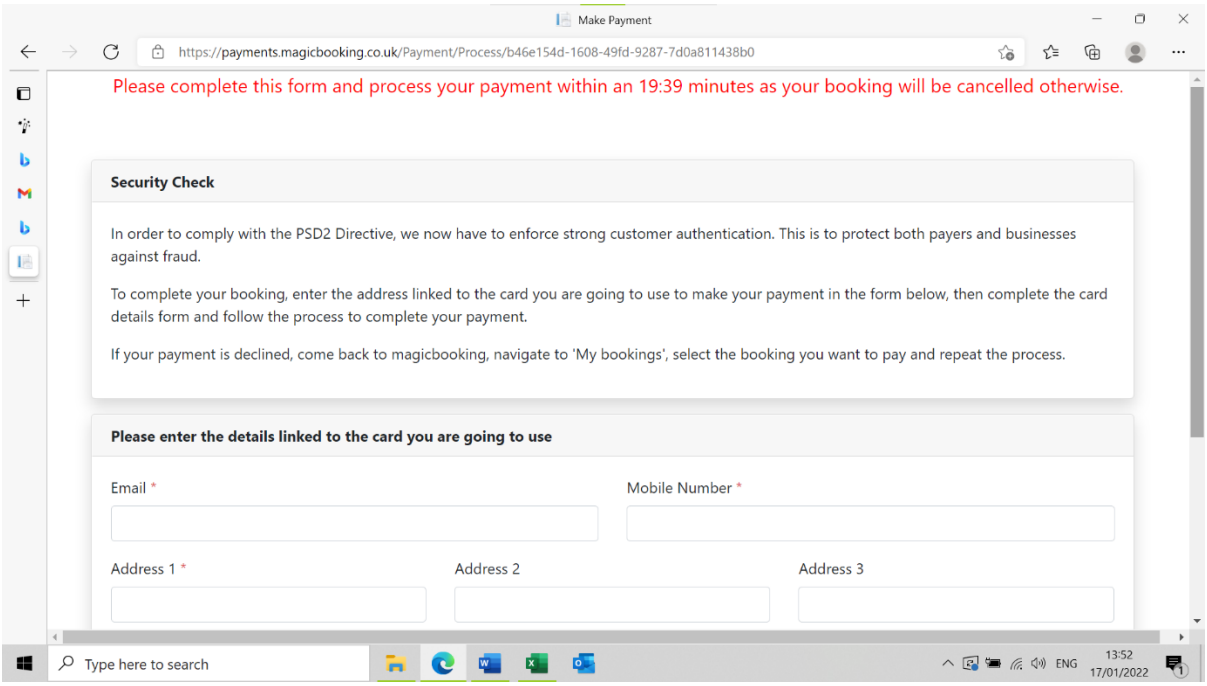
- Enter the amount to be paid by childcare voucher/TFC in the ‘Amount’ box and then click ‘Apply’



- If you do not enter the full amount due, you will need to input an additional means of payment for the balance i.e. card payment.
- Click the ‘Terms and Conditions’ box.
- Click the green ‘Submit’ button

<u>I want to pay by credit/debit card</u>

- If you wish to pay the full amount or balance by credit/debit card, check that the amount ‘Total to Pay’ figure is the amount you want to pay.
- Click the ‘Terms and Conditions’ box’.
- Click the green ‘Pay now’ button.
- A system form will be displayed which authorises us to take a payment from your card. **You must complete and submit this form within 20 minutes or your booking will be cancelled**.



- Once completed click the ‘Pay’ button in the bottom right corner.
- Click the ‘Submit’ button.

What happens next?

- Once you have made your booking you will receive a system email confirming your booking (example below).

> *Dear xxx,*
>
> *This is to confirm your booking reference number PSxxxxxxxx/xxx*
>
> *Please refer to the attached invoice for more details.*
>
> *If paying by childcare voucher or tax free childcare please ensure you have setup your payment(s) with your voucher provider. Use the booking reference above as your payment reference.*
>
> *If you are having problems paying contact us as soon as possible so we can help you.*
>
> *Best regards,*
>
> *Ecclesall Kids Club*

- If you don’t receive an email confirmation within 30 minutes of booking, please check your spam folder.

- Attached to the confirmation email is an itemised invoice detailing each of the sessions that you have booked. **Please check your invoice to ensure that you**

  have all the sessions you require as it may not be possible to rectify mistakes at a later stage.

  Any problems please email us at ecclesallkids@gmail.com for assistance