

How to cancel a booking

1. Select 'Bookings' from the main menu
2. Click the green 'View' button to the right of the relevant booking
3. Click on 'Amend date(s)' tab
4. On the new screen

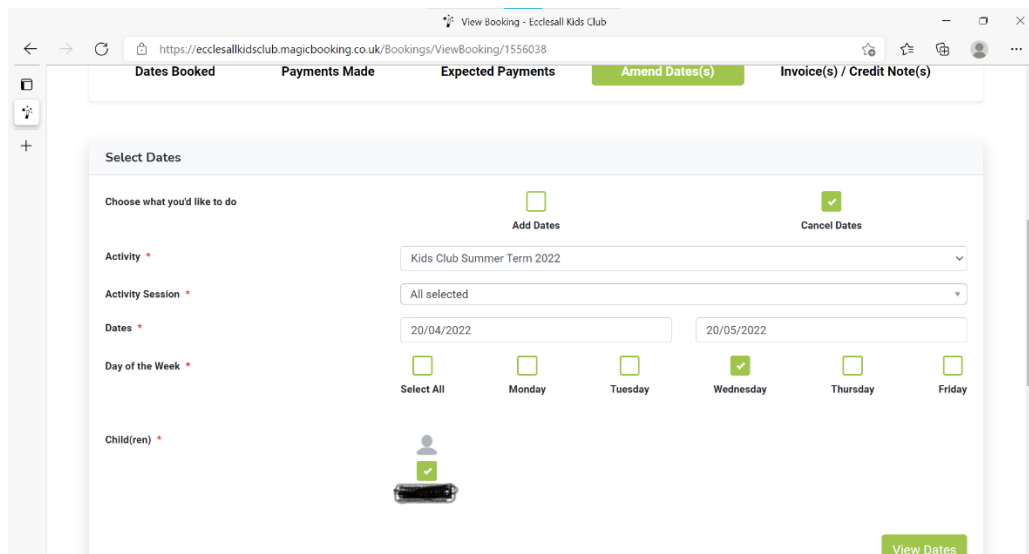


Fig.1

5. Select 'Cancel date(s)'
6. 'Activity' Select appropriate booking from drop down menu ie. Kids Club Autumn Term 2021, Kids Club Winter Term 2022 etc.
7. 'Activity sessions' select the appropriate session from the drop-down menu i.e. Breakfast Club, Afterschool Club or All.
8. 'Dates' this can either be one date (enter same date in both boxes) or a range of dates if you are cancelling the same session each week as in fig.1.
9. 'Day of week' Select the day you wish to cancel
10. 'Child(ren)' Select the child(ren) you wish to cancel sessions for.

11. Click 'View date(s)'

12. On the next screen

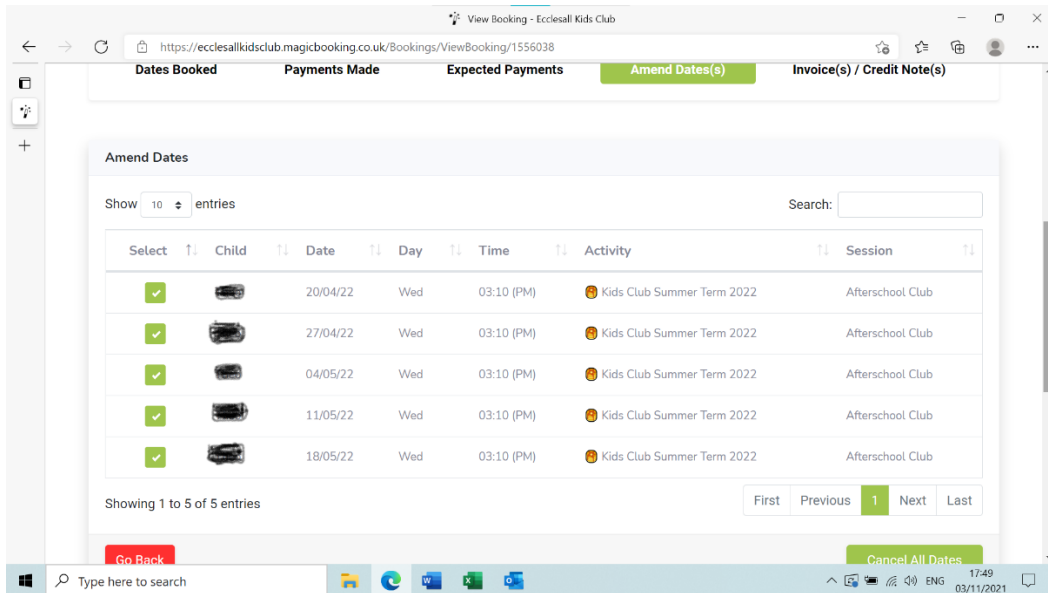


Fig. 2

13. This page (Fig.2) will display all of the sessions you have selected to cancel. You may need to scroll through to see all of the sessions using the scroll buttons at the bottom of the page.

14. You can 'de-select' any session that you have incorrectly selected by clicking on the green 'select' box alongside the incorrect entry.

15. Any session that has a tick in the green box will be cancelled

16. When you are happy with your selection click the green 'Cancel All Dates' box at the bottom of the screen.

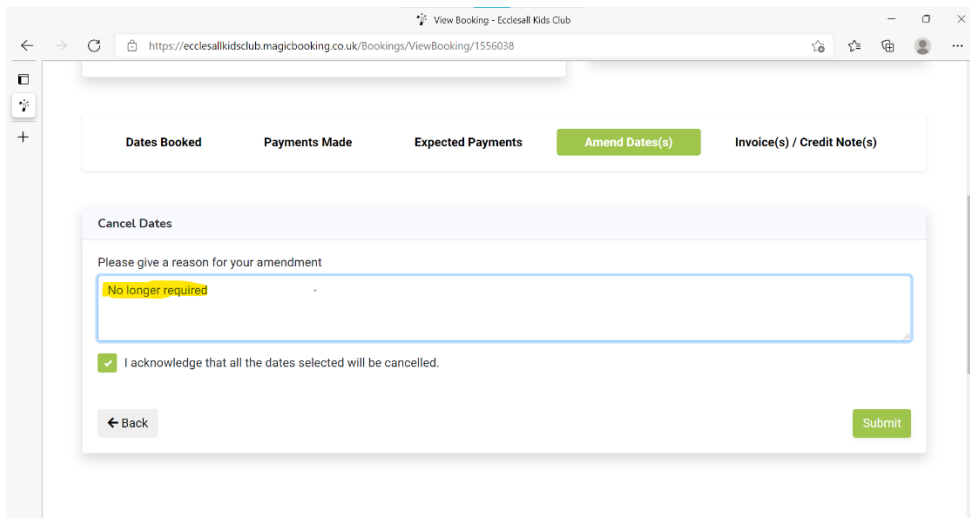


Fig.3

17. On the next screen (Fig.3) complete the reason for the cancellation. The system will prompt you to do this if you try to move on from this screen.
18. Click the box to confirm that you agree to cancelling the session(s).
19. Click the 'Submit' box
20. A pop-up message will appear 'Are you sure you want to cancel selected date(s)'
21. Click 'Yes' if you are happy to proceed.
22. A further pop-up message will appear 'Your date(s) have been cancelled' Click 'Ok'.
23. Once you have completed cancelling your session(s) you will receive a system email confirmation (example below)

'Dear xxx,

*Please note that some dates have been removed from your booking PSxxxxxxxx/
xxx.*

*For further details, log into your account and edit the booking details to access the
dates and invoices & credit-notes.*

Please Regularly Check Your Child's Details In MagicBooking, Our Staff Would Use These Details In An Emergency. Ecclesall Kids Club, [Www.ecclesallkids.club](http://www.ecclesallkids.club), [Https://ecclesallkidsclub.magicbooking.co.uk](https://ecclesallkidsclub.magicbooking.co.uk).'

Credits

24. If you cancel a session more than 10 full days in advance you will receive a credit ie. You are cancelling Breakfast Club on Monday 6th December so you would need to cancel the session before 07:40 on 26th November.
25. Any credits will automatically reduce your outstanding balance or if your account is clear it will show as a credit to use against future bookings.
26. You can view any credits awarded by selecting the 'Invoice(s)/Credit note(s)' tab. This allows you to either view or download any invoices or credit notes relevant to the booking.

