



# ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

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Wednesday 7<sup>th</sup> February 2024

Dear Parents/Carers,

## Before & After School Provision – NEW! Online Booking Platform

### 1.0 Introduction

We have some exciting news to share with you! Due to the growth of the provision and feedback from parents we have invested in a new online booking system called [Magic Booking](#) for Before & After School Provision bookings, our aim is to give you access to your account and children's information while allowing you to book and pay online 24/7. Any profits generated by the provision are re-invested into the school for the benefit of the children.

As with any system change, there will be some adjustments in the way you book sessions and in how we work in school. Although we are going to do our utmost to minimise the impact whilst we launch the service, we kindly ask that you support us during the transition period as we will all be learning together!

### 2.0 What is Changing? – Please read the updated Terms & Conditions

**Account:** You will be able to create your account and make or cancel bookings, access past booking details and payment history 24/7. You will also have full control of yours, and your children information, including health care plans, emergency contact details, authorised collectors and communication preferences.

**Bookings:** You will have more control over when and how you make bookings online instead of filling forms, sending emails or calling us. You will be able to make bookings up to 7.45am for the same day, after this time you will contact the office to add a late booking (subject to availability). Every child must be booked into a session using Magic Booking.

**Payments:** You will be able to pay online at checkout for your childcare with a debit card and your booking is confirmed instantly. You choose and pay for the sessions you book, if you prefer to book 1 week at a time you have the flexibility to do this, you can also book and pay for longer periods of time, whichever suits your personal finances.

**Childcare voucher and TFC:** You will be able to integrate an element of Childcare voucher and TFC at the point of booking. The system will then give you the balance to pay based on how much you are planning to pay with the tax-free scheme. **You will still need to instruct your childcare voucher or Tax Free scheme to pay us and this will be processed by the school office manually as a credit to your Magic Booking account within 7 days.**

**Registers:** Staff in school will have access to live registers via a club Ipad or in the Office. They will use this to check the children in/out and access key operational and safeguarding information including passwords.

"May God's love shine in our lives as we care and share and learn together."

### 3.0 Timescales

**The current paper booking system will remain in place for Spring Term 2** and you will receive booking forms via email to book your sessions. Fees for March Spring Term 2 will be collected via SchoolMoney and amends to bookings are to be notified to the office. This is applicable to bookings up the Easter holiday.

**The new online booking system be in effect from Tuesday 9<sup>th</sup> April 2024** on our return from the Easter Holidays, as of this date all bookings for before and after school provision must be made via the booking platform.

The launch of the system and transfer to the new platform will start now and will be done in two steps to support parents;

**Firstly**, you will be asked to set-up your parent account, you will need to do this in order to access your account and then make, check and pay for bookings. Ensure you make a note of your user name and passwords.

**Secondly**, bookings for Summer Term 1 will go live and you will then be able to check availability, choose your sessions and checkout – your bookings will then be confirmed at the point of checkout.

<b>Step 1 – Account Set-Up</b>	<b>Please complete this by Monday 26<sup>th</sup> February 2024</b>
<b>Step 2 – Make Bookings</b>	<b>Bookings for Summer Term 1 will go live from Monday 11<sup>th</sup> March 2024</b>

### 4.0 What Next? - Step 1 - Setting up Your Account

Step 1 in the launch of Magic Booking is for all parents who use the before and after school provision to set-up their account, without this you will not be able to make any bookings for your child/children.

**You can create your account now by going to the link:** <https://st-raphaels.magicbooking.co.uk/>

**Top Tip!** Bookmark this website/add it to your favourites as this is where you will log in to make, amend or cancel bookings, check bookings and make payments.

Simply click the button 'Create an account', you can use the **Help?** Section on the top right hand-side of the website and follow the process described in the relevant sections.

It takes 10 to 20 minutes to create your account and add your children's details, you only need to undertake this process once.

**We would be grateful if you could complete your registration and add your children to the system as soon as possible – ideally, we would like all parents to register by Monday 26<sup>th</sup> February 2024.**

**We can then check and approve all user accounts ready for Step 2.**

**If you don't currently access Before & After School Provision it is worth setting up an account in readiness just in case you might need to make a booking in the future!**

If you have any questions, please feel free to contact us on 0161 338 4095 or via [admin@st-raphaels.tameside.sch.uk](mailto:admin@st-raphaels.tameside.sch.uk) and we will do our best to support you. Thank you for your cooperation.

Kind regards,

The School Office

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