



# ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

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Thursday 7<sup>th</sup> March 2024

Dear Parents/Carers,

## Before & After School Provision – LIVE Bookings Launched! – Monday 11<sup>th</sup> March 2024

### 1.0 Introduction

We wrote to you in February launching the new online booking system called [Magic Booking](#) for Before & After School Provision.

#### 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 childrens' 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.

### 2.0 Timescales

The launch of the system and transfer to the new platform has been planned in two steps to support parents;

**Firstly**, you were asked to set-up your parent account, you will need to have an activated account in order to make, check and pay for bookings.

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

**Secondly**, bookings for Summer Term 1 will go live on Monday 11<sup>th</sup> March 2024, you can then check availability, choose your sessions and checkout – your bookings will then be confirmed at the point of checkout.

### 3.0 Step 1 - Setting up Your Account

#### NO ACCOUNT = NO BOOKINGS

If you have not yet set-up a user account you need to do this first, without this you will not be able to make any bookings for your child/children or access provision.

You can create your account 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.

### 4.0 Step 2 – Making Bookings for Summer Term 1 – LIVE from Monday 11<sup>th</sup> March 2024

#### CHOOSE – CHECK - CHECKOUT

Log into your Account, CHOOSE the sessions you want to book, CHECK availability and confirm your choices, then CHECKOUT with either debit card or tax-free childcare.

For those who already have an account, you will be able to make bookings for Summer Term 1 from Monday 11<sup>th</sup> March, we will send a text once bookings are live.

Further instructions on how to book, access bookings, and account details can be found in the **Help?** section on the top right hand-side of the website, before you start, please watch the video below on How to Make bookings;

**Magic Booking – Making a Booking You Tube Video:** <https://youtu.be/wff0GqBLdil>

When you have chosen your sessions and checked availability you will reach the 'Booking Summary' page. On this page you will be asked to choose a payment method – there are 2 options which are payment in full by debit card or transfer in full by CCV (Tax Free Childcare Vouchers).

*NB At present due to the pricing structures breakfast provision and after school provision are booked as 2 separate activities – this will change from September 2024 when both will be available under the same activity.*

### 5.0 Magic Booking System

**ALL bookings for provision in summer Term 1 and onwards are to be made by parents/carers via the Magic Booking Platform.**

Where a child arrives to provision and they are not on the register parents/carers will have 1 grace session where the child can stay whilst parents register and book sessions for future dates. **After this you will not be able to access provision unless you have booked and paid for sessions via Magic Booking.**

You will be able to make bookings up to 7.45am for the same day, after this time you can contact the office to add a late booking (subject to availability). You can also make changes to your bookings in line with our terms and conditions. From your account Dashboard you can access Help guides on all aspects of Magic Booking.

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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