



# ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

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**Thursday 14<sup>th</sup> March 2024**

Dear Parents/Carers,

## **Magic Booking - Troubleshooting**

Thank you to those of you who have logged into your Magic Booking account and made bookings for Summer Term 1.

As with any new system we have come into a few teething problems this morning, which have only become apparent as the systems has gone live. We wanted to cover the main queries we have had to support parents/carers with making bookings;

### **1.0 Sibling Discount**

One little button hadn't been switched from off to on for the sibling discount code to be applied – we have now activated this and the sibling discount will now be applied for after school provision where siblings are booked into the same session only.

If you have already made a booking, we are not able to apply the discount retrospectively - the best thing is to go in and cancel your booking and then rebook the sessions you require – it will then apply the discount.

### **2.0 Cancelled Booking – No Payment**

Some bookings were not paid by card at checkout and were cancelled – the system had defaulted to payment being made within 1 hour before cancelling the booking, where this occurred parents will have received a cancellation notice, we have also emailed these parents individually.

The system has been set to allow sessions to be reserved with a card payment to be made within 48 hours, where a card payment is not made within 48 hours the sessions are released and your booking is cancelled – you will be notified of this via Magic Booking. Please also be aware the school office cannot take card payment for magic booking you can only process this via your user account.

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

### 3.0 Checkout Options – Card Payment or Tax Free childcare Pledge

Parents/carers only have 2 options for payment at checkout. Once you had chosen your sessions and checked your bookings and availability you will then move to the confirmation screen where you will see the below box on the right hand side of your screen.

Total	
Total Booking	£20.00
Total to Pay	£20.00

**Choose your payment method below**

Pay by one-off Childcare Voucher/TFC

I have read and agreed with St. Raphael's Catholic Primary School T&Cs \*

**Pay now**

#### Tax Free Childcare

If you have an active Tax Free childcare account and regularly pay for provision using vouchers check the tick box to pay by one-off childcare voucher/TFC, check the terms and conditions and pay now. This is a pledge to transfer the value of the total booking in Tax Free vouchers from your tax free childcare account within 24 hours of the booking being made.

Add another activity

Total	
Total Booking	£20.00
Total to Pay	£20.00

**Choose your payment method below**

Pay by one-off Childcare Voucher/TFC

I have read and agreed with St. Raphael's Catholic Primary School T&Cs \*

**Pay now**

#### Card Payment

If you do not have an active Tax Free Childcare account you must pay by card at checkout. Check the T&C's box and hit the pay now button, this will take you to a secure payment platform to make a payment. Bookings will be cancelled by the system if a card payment has not been made within 48 hours – you will be notified of this via email by Magic Booking.

Add another activity

### 4.0 Payment & Booking Flexibility

The new system puts you in control of your bookings – you choose what to book and pay for based on your personal finances and needs – you can book a week at a time, a month or a half term. 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.

Whilst we adjust to the new system there may be other queries or questions that may arise – please keep in touch with us and let us know of any of these so we can seek to resolve them!

Thank you for your continued support,

**The School Office**

[admin@st-raphaels.tameside.sch.uk](mailto:admin@st-raphaels.tameside.sch.uk)

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