



ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

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***** IMPORTANT INFORMATION FOR PARENTS ABOUT MAGICBOOKING *****

***** BEFORE & AFTER SCHOOL BOOKINGS AND PAYMENTS ARE VIA MAGICBOOKING *****

Summer Term 2026

Dear Parents/Carers,

The school uses [Magic Booking](#) an online booking system for all Before & After School Provision. Magic Booking is the only way you can book and pay for before and after school provision. **Every child must be booked into a session using Magic Booking.**

Account: Make, amend or cancel bookings, access booking and payment history 24/7. Full control your data, including health care plans, emergency contact details, authorised collectors and communication preferences.

Bookings: Control when and how you make bookings. You will be able to make bookings up to set cut off times (see overleaf) for the same day, after this time you will telephone the office to add a late booking (subject to availability).

Card Payments: Pay online at checkout for your childcare with a debit card, your booking is confirmed instantly. Flexibility to book/pay to suit your personal finances - 1 week at a time or longer periods of time.

Tax Free Childcare Vouchers: Option to pay via TFC vouchers at checkout, choose your provider and payment amount. New TFC direct payment option allows those using HMRC vouchers to link their account for automatic reconciliation. All non-HMRC schemes still need separate transfer. **Reconciliation is carried out each Monday.**

Registers: Live registers are used to check children in/out and access key operational and safeguarding information including passwords. If a child is not on a register they have not been booked.

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.

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

Step 2 – Making Bookings

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.

If you have an account, you can make bookings which are launched on a half termly basis. 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/wff0GqBLdiI>

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).

Please see the updated information regarding linking TFC Account for easier checkout. Non-payment may result in bookings being cancelled; it will also prevent all future bookings until payment has been received.

- **Magic Booking System**

ALL bookings for provision are to be made by parents/carers via the Magic Booking Platform.

Before School	7.30am start - bookings close at 7.15am	8.00am start - bookings close at 7.45am
After School	3.15pm start - bookings close at 3.00pm	4.15pm start - bookings close at 4.00pm

Where a child arrives for provision and is not on the register you will be notified – any late bookings added by School Staff will now carry an additional administration fee of £5.00 per transaction. Parents can now book up to 15 minutes before the start time of all sessions – meaning late bookings should be avoidable.

- **Managing Bookings / Cancellation Policy**

The cancellation policy is 24 hours, parents/carers can cancel a booking with a credit note up to 24 hours before the start of the session. Parents can still cancel a booking within the 24 hours but a credit will not be applied. Parents can cancel and amend bookings via their parent account – guidance is available within your account via the help function and also on the school website at [Help & Support](#).

- **Administration Charge**

If the school office is required make a late booking or cancel/amend a booking for a parent a £5.00 administrative charge will be applied. This will not be applicable to queries relating to payment/tax free vouchers.

- **Late Collection Fee**

Where children are not collected on time a late collection fee may be applicable, this will now be £10.00 up to 30 minutes after the end time of the booked session with an additional £10.00 for each half hour thereafter.

If you have any questions, please feel free to contact us on 0161 338 4095 or via admin@st-raphaels.tameside.sch.uk and we will do our best to support you. From your account Dashboard you can access Help guides on all aspects of Magic Booking.

Kind regards,

Mrs C Fletcher
School Business Manager

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