

## **BEFORE & AFTER SCHOOL PROVISION AND MAGICBOOKING**

Please access the Help Function within your MagicBooking User Account, this has easy to use on screen guides to guides you through the processes to make, amend and cancel bookings and more.

### **MAGIC BOOKING HELP SECTION USER ACCOUNT**

#### **1.0 GENERAL INFORMATION**

##### **Setting up Your Account**

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.

##### **Making Bookings**

Once you have a user account you can make bookings on a half termly basis.

##### **CHOOSE – CHECK - CHECKOUT**

Log into your Account, CHOOSE the sessions you want to book - please ensure you select the correct sessions as there are different options to suit individual needs.

CHECK availability and confirm your choices, then CHECKOUT with either debit card or a pledge to transfer tax-free childcare vouchers within 48 hours.

##### **Terms & Conditions**

Please ensure you have had read the terms and conditions with particular reference to the booking, cancellation and payment policies adopted in respect of the provision. A copy is available from your user account on MagicBooking or on the School Website.

##### **Help & Support**

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. As parents/carers are responsible for their own accounts and bookings we cannot be held accountable for any mistakes made.

#### **2.0 HELP MAKING A BOOKING**

##### **Main Help / I Want to Make a Booking**

From the home page you can see a selection of the activities running at the centre(s) you are registered with. To see all activities, click the menu 'Book Activity'.

## Selecting your centre

If you are registered to more than one centre, you can select which centre you would like to see activities for in the dropdown menu at the top of the page.

## Viewing activity information

You can view general information of an activity by looking at the individual cards or clicking on the read more button.

## Booking an activity

To book an activity, click 'Book' on the card of the activity you want to book.

On the next page, select the child(ren) you want to book, select the sessions, the period and the days.

Please note there are multiple sessions available for both before and after school sessions, ensure you select the correct timings to suit your needs. Sessions available for booking are as follows;

|                         |           |               |                        |        |
|-------------------------|-----------|---------------|------------------------|--------|
| Before School Provision | Session 1 | 7.30am-9.00am | Expanded Hours         | £6.00  |
|                         | Session 2 | 8.00am-9.00am | Standard Hours         | £4.00  |
| After School Provision  | Session 1 | 3.15pm-4.15pm | Standard Hours         | £4.00  |
|                         | Session 2 | 3.15pm-5.15pm | Expanded Hours         | £10.00 |
|                         | Session 3 | 4.15pm-5.15pm | Provision After Sports | £6.00  |

## Further help

For further guidance, watch the video below.

<https://www.youtube.com/watch?v=wff0GqBLdil&t=2s>

## 3.0 HELP CHECKING A BOOKING, AMENDING OR CANCELLING A BOOKING

### Main Help / About My Bookings / I Want to View, Amend, or Cancel a Booking

You can access all the information related to each booking you have placed or amend booking if this is permitted. To access the booking information, follow the steps below:

#### Go to the section Bookings

Click the eye icon on the right-hand side of the booking you want to access the information for.

This opens up a new view with tabs below the booking summary. You can view all dates booked in the 'Dates Booked' tab.

You can view the payments made towards the booking and the payments that are expected for the booking in the 'Payments Made' and 'Expected Payments' tab respectively.

#### Adding/Cancelling Dates

You can amend the booking by adding or cancelling dates under the 'Amend Dates' tab if this function is permitted by the organisation. Depending on the cancellation policy you could receive a credit note for cancelled dates.

## Further Help

[https://www.youtube.com/watch?v=gDI4wuxt\\_Oc](https://www.youtube.com/watch?v=gDI4wuxt_Oc)

## Other Information

If you are eligible for a credit note and your booking is not cleared that will automatically adjust the outstanding amount. If the outstanding amount is in a card payment plan your monthly instalment will automatically be adjusted.

You can view or download all invoices and credit notes related to a specific booking by clicking on the 'Invoice(s) / Credit Note(s)'.

## 4.0 MAKING PAYMENTS – CARD TRANSACTION OR TAX FREE CHILDCARE VOUCHERS

### PAYMENT BY CARD

Is due within 48 hours of making the booking, non-card payment will result in the place being cancelled.

If your Payment is Pending you will need to log into your account and make a card payment. You can do this by:

- Clicking the Bookings Tab on the Top Bar of your Account
- Tick the Pay Button Next to the Booking that needs to be Paid
- The Make a Payment Button will be available – click Make a Payment
- Choose the Payment Option on the Next Screen – Next Instalment of Partial Amount
- Follow the Card Processing Screen or Select Payment Via TFC Vouchers

### PAYMENT BY TAX FREE CHILDCARE VOUCHERS

Should be transferred to school and reconciled within 7 days, **please transfer vouchers via your provider in the usual way**. Vouchers will only be credited to MagicBooking once the school has received remittance/reconciled the income on the bank account. This process is undertaken every Monday. You are now able to link TFC accounts to Magic Booking – please follow the separate help guide available on the school website.

For bookings of more than one child please transfer the payments for each child from their own separate TFC Child accounts on MagicBooking – this will then link the TFC code to the booking. For example, if you book the same sessions for 2 children split the total payable and transfer 50% from each child's linked account.

TFC Auto-Reconciliation: You may need to manually allocate vouchers once school have recorded them. To do this visit the BOOKINGS tab - you will then see any credits alongside overdue balances, from here you can allocate the credit to a booking.

### LATE BOOKINGS

If staff add a late booking, you will receive a confirmation email and then need to log in and pay for this via your user account or transfer TFC vouchers. School is not able to take card payments for MagicBooking.

**PLEASE NOTE:** If you have outstanding fees on your MagicBooking account you will not be able to make a further booking until these have been cleared either by card or transfer of TFC Vouchers.