



# ST RAPHAEL'S CATHOLIC PRIMARY SCHOOL

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**Wednesday 24<sup>th</sup> April 2024**

Dear Parents/Carers,

## **Re: Before & After Provision Updates**

Firstly, thank you for your continued support in the move from the old booking system to the new improved online booking system for before and after school club – your feedback has been invaluable in helping us tweak any issues we have encountered.

As we move into week 3 and start to think ahead to the rest of this half term and launching live bookings for Summer Term 2 there are few pieces of information we wanted to share as follows;

### **Making a Booking**

You are now in control of your bookings and payments. The new system allows you to budget and manage your own bookings to suit your personal circumstances.

The new system offers parents/carers the flexibility of only booking and paying for what you can afford as opposed to the previous system where we asked for one payment in full within 7 days.

You can therefore make your bookings on a weekly basis, a monthly basis or a full half term basis - there is an option to suit all budgets - you can even book daily anytime up to 7.45am on the day.

### **Adding Sessions**

The easiest way to add extra sessions, is to process a new booking. These will be subject to availability.

Bookings can be made up until 7.45am on the same day, after 7.45am if you require provision for that day, please contact the office to process a late booking subject to availability.

### **Amends/Cancellations**

To amend/cancel bookings log in, access your bookings and click in the amends tab please follow the instructions via the help function in your user account. A copy is also available on the school website at <https://www.st-raphaels.tameside.sch.uk/before-after-school-provision/>

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

## **Payments**

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

Payment via TFC 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.

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.

## **SchoolMoney**

The last income collected via SchoolMoney was for Spring Term 2 which covered the period from 20.02.24-28.03.24. Some fees remain outstanding on SchoolMoney for SP2 and we politely ask that these are settled as soon as possible. Fees for this half term, Summer Term 1, and all future fees will be collected via MagicBooking.

## **Summer Term 2**

Bookings for Summer Term 2 will go live on Monday 13<sup>th</sup> May 2024, this allows 2 weeks before the half term holiday to support parents with bookings.

If you do have an outstanding balance on MagicBooking please ensure this has been cleared before this date as this will prevent you making future bookings. If you have any queries regarding reconciliation of vouchers, please email [admin@st-raphaels.tameside.sch.uk](mailto:admin@st-raphaels.tameside.sch.uk).

Should you have any further feedback/questions regarding the service please contact the school office via the admin email above, in person or by telephone. Additionally, you can visit the school website and access the help function from your magic booking account for support.

Kind regards,

**Mrs C Fletcher**  
**School Business Manager**