

## **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**

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#### **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 from September 2024 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 and screenshots are as follows;

Before School Provision Session 1	7.30am-9.00am	Expanded Hours	£5.00
Session 2	8.00am-9.00am	Standard Hours	£3.00


#### BEFORE School Provision AT1/24 [View Activity Details](#)

Book Session  Check Availability  Booking Recap

Select the Child(ren) you'd like to book



Demo One



Demo Two

Before School Club - Select your session

Runs on	Info	Price	Select
<b>M T W T F S S</b>	7.30am-9.00am Expanded Hours	£5.00	<input type="checkbox"/>
<b>M T W T F S S</b>	8.00am-9.00am Standard Hours	£3.00	<input type="checkbox"/>


After School Provision	Session 1	3.15pm-4.30pm	Standard Hours	£4.00
	Session 2	3.15pm-5.30pm	Expanded Hours	£10.00
	Sessions 3	4.15pm-5.30pm	Provision After Sports	£6.00


**AFTER School Provision - AT1/24** View Activity Details

Book Session
  Check Availability
 Booking Recap

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Select the Child(ren) you'd like to book

  
**Demo One**

  
**Demo Two**

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After School Provision - Select your session

Runs on	Info	Price	Select
M T W T F S S	3.15pm-4.30pm Standard Hours	£4.00	<input type="checkbox"/>
M T W T F S S	3.15pm-5.30pm Expanded Hours	£10.00	<input type="checkbox"/>
M T W T F S S	4.15pm-5.30pm Provision After Sports	£6.00	<input type="checkbox"/>

### Further help

For further guidance, watch the video below.

<https://www.youtube.com/watch?v=wffOGqBLdil&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 Info**

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**

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. This process is undertaken every Monday.

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.