**PARENT/CARER GUIDANCE:**

We have written some guidance to help you create your Magicbooking account, add your children to the account, book afterschool club places, and book holiday club places. Please don’t hesitate to contact us via email (thenewcroftclub@gmail.com) if you have any questions.

Please bookmark the link below. This will help you to easily find where to log into your account once you have created one:

<https://thenewcroftclub.magicbooking.co.uk/Identity/Account/Login>

**CREATING YOUR ACCOUNT/REGISTERING**

[Click here and then follow the steps to create your account: Create one here](https://thenewcroftclub.magicbooking.co.uk/Register)’.

* When you get to ‘Contact Preferences’ and ‘Terms and Conditions’ please do take the time to read them (especially The Newcroft Club Terms and Conditions) as it includes important information.
* Once you have created your account and logged in, you will receive an ‘Important Notice’ instructing you to purchase a family membership and to add your children to the account. Click on the ‘Account’ tab where you will find the following options ‘Account Details’, ‘Saved Cards’, ‘Centres’, ‘Statements’, ‘Payment Proof’, ‘Memberships’ and ‘Additional Account Holder’. Click on ‘Memberships’. Tick the box under ‘Pay’ and click on the blue ‘Purchase membership’ button. You will then be directed to pay our £10 membership fee. This has replaced our registration fee and will be paid once a year, one membership per family.
* You will then need to add your child/children to the account (click on the ‘Children’ tab at the top and follow the steps). Please take the time to ensure that all sections are completed accurately and as thoroughly as possible.

From our Terms and Conditions:

Parents must provide full and comprehensive details about any additional needs their child has (including Dietary, Disability, Medical, Behavioural, Learning) so that The Newcroft Club can accurately assess and endeavour to make reasonable adjustments to accommodate these needs. Failure to provide this information in good time, may result in The Newcroft Club restricting the child from certain activities, or, if reasonable adjustments could not be made, excluding them from attendance. In such circumstances, no refund or credit will be paid.

* Please use the ‘Additional Info’ box to include anything else you would like us to know about your child.
* Important! You need to add at least 3 emergency contacts, as well as any details of all people who may be collecting your child/children from the club (at least 2 but preferably more). If you do not complete this step/have duplicate emergency contacts/collectors, we will not be able to approve your booking.
* Please ensure that all healthcare details are filled in as thoroughly as possible. We may contact you for further information.
* Once completed (and you have clicked ‘Create Child’) you will be able to see an overview of your child’s details. This can be edited at any time. Please ensure that you update their details if anything changes throughout the year.

**BOOKING PLACES AT AFTERSCHOOL CLUB**

Once you have added all of your children to your account, you need to click on ‘Book Activity’ to book their afterschool club places. If you have correctly inputted your child’s age, school and classroom, you will see the correct options for booking activities (Afterschool Club – Reception and Year 1/Afterschool Club – Year 2 to Year 6, and Holiday Club) for each child.

* Click on ‘Book’ to add afterschool club days.
* Select the child/children that you are selecting days for.
* Select your session (only one available for Afterschool club).
* Select your days. If your child is starting in September, please do not edit the start date, all bookings must start on the first day of term.
* Click next to check your booking. Afterschool club bookings are a contract until the end of the school year (with a full half-terms’ notice required for cancellation). If the booking looks correct, click next again to see the total cost of your booking.
* **IMPORTANT!** Please now click ‘Add another activity” (under ‘Submit booking’) if you have another child/children in the other group (either Reception and Year 1/Year 2 to Year 6 depending on which you booked first) in order to add their afterschool club booking before submitting. This will ensure that all your children are on the same invoice.
* **IMPORTANT!** If you would like to pay for the entire booking (until the end of the school year) in one payment, you can select 'Submit booking' at this stage. If you would prefer to pay monthly please click on 'Pay Monthly'. Here you will be able to select from 2 different options: 'Childcare Voucher/TFC' (TFC is Tax-Free Childcare) and 'Card Instalment'. You can select either 'Childcare Voucher/TFC', 'Childcare Voucher/TFC' and 'Card Instalment', or 'Card Instalment'. **Please ensure that you select the correct option for you!**
* Create your payment plan. Payments are always due on the 1st of the month so please select the 1st of the month when creating your payment plan. The first payment for a new school year is due by the 1st of September.

**Please note that if you select Childcare Voucher, you will need to pay The Newcroft Club as instructed by your childcare voucher provider (outside of Magicbooking).**

**If you would like to pay via tax-free childcare, you will first need to link your tax-free childcare account to your Magicbooking account. You will then be able to pay through your Magicbooking account.**

**If you select to pay monthly by card, a direct debit will be set up when you make your first payment (and save your card details), so please check you are happy with your payment plan before submitting.**

* Once you have thoroughly checked your payment plan, select 'Submit'. We will then check your booking and approve it. You will then receive a 'Booking Confirmation' email with an invoice attached.

**BOOKING HOLIDAY CLUB PLACES**

The booking process for holiday club is slightly different to booking afterschool club places. Afterschool club bookings are a contract until the end of the school year (with a full half-terms’ notice needed for cancellation) and holiday club bookings are for individual sessions or ‘Ad-hoc days’ (with 2 weeks’ notice needed for cancellation).

You will be able to log into your account and book holiday club dates for the next holiday club from the first school day after the previous holiday club. The exception to this is the Summer Holiday Club which you will be able to book onto at the same time as the Summer Half Term Holiday Club. Please see our website for holiday club dates: <https://thenewcroftclub.co.uk/.>

To make a booking for holiday club:

* Click on ‘Book Activity’ and select the holiday club you would like to book onto.
* Select the child/children you would like to book the dates for.
* Select whether you would like to book morning sessions (from 08:45 to 13:15), full day (08:45 to 17:45) or afternoon sessions (13:15 to 17:45).
* **IMPORTANT STEP**:

‘Select the dates you’d like to book’ – If you want to book for every day of the holiday club, click ‘Select All’. If you would like to book every Monday/Thursday etc of the holiday club please select these days. However, if you want to select ad-hoc days, please select ‘Ad-hoc days?’ and then choose dates using the calendar that appears when you click ‘Select Date(s)’. If you want to select a mixture of full days and half days, you need to add all of the full day dates before adding all of the morning/all of the afternoon dates. You will see them added under ‘Added dates’ at the bottom of the page.

* Click next to check your booked dates.
* Click next again to go to payment. We recommend checking your booking again at this stage by clicking the black ‘View dates booked’ button as it opens up a calendar/month view and a list view option, making it much clearer to see your booked dates and times!
* **IMPORTANT!** If you would like to pay for the entire booking in one payment, you can select 'Submit booking'. If you have booked well in advance (Summer Holiday Club for example) and would prefer to pay in instalments please click on 'Pay Monthly'. Here you will be able to select from 2 different options: 'Childcare Voucher/TFC' (TFC is Tax Free Childcare) and 'Card Instalment'. You can select either 'Childcare Voucher/TFC', 'Childcare Voucher/TFC' and 'Card Instalment' or 'Card Instalment'. **Please ensure that you select the correct option for you!**
* Create your payment plan.

**Please note that if you select Childcare Voucher, you will need to pay The Newcroft Club as instructed by your childcare voucher provider (outside of Magicbooking).**

**If you would like to pay via tax-free childcare, you will first need to link your tax-free childcare account to your Magicbooking account. You will then be able to pay through your Magicbooking account.**

**If you select to pay monthly by card, a direct debit will be set up when you make your first payment (and save your card details), so please check you are happy with your payment plan before submitting.**

* Once you have thoroughly checked your payment plan, select 'Submit'. We will then check your booking and approve it (if everything is correct, and there are still places available). You will then receive a 'Booking Confirmation' email with an invoice attached. **We require payment in full before your child attends holiday club. Thank you.**