

Extended Services: FAQs

Please find below answers to the most common questions relating to our Breakfast and After School clubs for all schools using the Magicbooking system within the Trust.

How do I register?

Registration is done online at <http://oakpartnership.magicbooking.co.uk> under the 'I Want to Create an Account' button. While registering your account, please ensure you select the correct 'Centre' (school).

How do I check my child's information?

Log in to your Magicbooking account, and navigate to the Children tab. Here you can check the information held for your child, and update any information as required.

How do I make a booking?

In your Magicbooking account, navigate to the Book Activity section and click on the club you wish your child to attend. You can select ad hoc days, or a repeated pattern for as many days or weeks as required. Any sessions which are unavailable will be highlighted in red (sessions are full or inset days) and will not be included in your booking.

How do I make a payment using Tax Free Childcare (TFC)?

When you create your booking, the system will ask how much you wish to pay by childcare voucher/TFC. Input this figure as the total amount you plan to pay (your 80% **plus** the 20% top up). Payment should then be made through the TFC portal via the gov.uk website. Please remember to send a screen shot of the payment to the school office for prompt credit to your account.

I set up my instalment payments on a debit card, but want to change the details, how do I update my card information?

1. Go to Bookings
2. Click View Booking for the booking with outstanding instalments
3. Click Make a Payment
4. Record a partial payment against the booking by clicking the 'Make a payment' button – this can be a nominal amount (£2 for example).

This will update the payment gateway with the new card for future instalments. If you have more than one booking with the same card, this will NOT update the information across your account, *only* for the booking you have made the partial payment against.

Can I overpay my instalments?

In short, yes. If you want to make an additional payment beyond your planned instalments, this can be done at any time by logging in to your account, navigating to your booking under the Bookings section and clicking the Make a Payment button. If you wish to make an overpayment via childcare voucher, make the payment through your childcare voucher provider and send your screenshot through to the school office with confirmation of which booking you would like the payment credited against, and the admin team will be able to record this for you.

How are payments calculated for instalments?

Instalments will be created automatically by the system, and details of dates and amounts are viewable by checking each booking. The first instalment date will be on or around the date you create the booking, and instalments always run a month 'ahead' – eg: If your booking commences on 1st September, your first payment will be expected in August.

How do I cancel a booking?

Under the Bookings section, select the booking you wish to cancel/amend. All bookings you have created will be shown here, with an overview of which dates the booking includes. To cancel dates included in a booking, click on the View Booking button, which will take you to the specific booking. There is a heading for Amend Dates where you can cancel a single date or a selection of dates booked.

Cancellations must be made in line with our Terms & Conditions of notice, and where less than 7 days' notice is given, the session(s) will still be chargeable. Where more than 7 days' notice has been given, a credit note will automatically generate, and you will be able to see this in the Invoices/Credit Notes section of your booking details.

Queries

Please send any queries regarding Magicbooking to magicbookingqueries@oak.education.