Help and Guidance for Parents/Guardians

Below you will find help and guidance for:

- how to book and pay for before/after school care & after school clubs
- how to pay using childcare vouchers for before/after school care & after school clubs
- how to book and pay for school lunches.

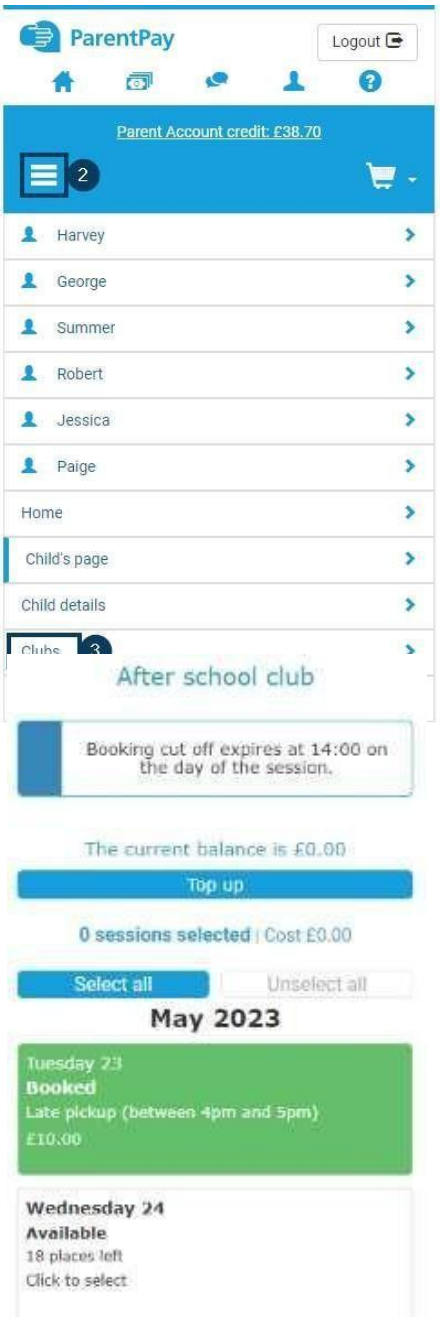
Please note the process below will be the same if you are booking sessions/days of any of the following: before/after school care, after school clubs and the holiday club. It may differ slightly depending on the option, however ParentPay will prompt you to follow it correctly.

ParentPay Clubs - How to book a session

- Login to ParentPay
- Click the name of the child you wish to book
- Locate the menu, select it and select Clubs

- Next, select 'View club' on the club you require
- Make your relevant bookings
- You'll then be directed to make a payment

- IMPORTANT- You have 15 minutes to make a payment to finalise and secure your reservation/booking, failure to pay within 15 minutes will result in your reservation being cancelled.



ParentPay Clubs - How to see what sessions I have booked

- Login to ParentPay
- Click the name of the child you wish to book
- Locate the menu, select it and select Clubs
- Next, select 'View club' on the club you require
- A list of all sessions available will now show and any booked sessions will show in green

Check your available Clubs account balance before booking

💳 How to check your available Clubs account balance

Step 1
Log in to **ParentPay** and select your child.

Step 2
Select **Clubs** from the menu on the left-hand side.

Step 3
You will see the clubs available for your child. **Your current balance is shown underneath the name of each club.**

Step 4
Check that you have enough credit available to cover the session you wish to book.

Step 5
Click **View Club** and select the date and session required. As you select sessions, ParentPay shows the **number of sessions selected and the total cost in the top right-hand corner of the screen**.

If you pay using childcare vouchers: Please check that your childcare voucher payment has been added to your Clubs account and is showing as available credit before attempting to make your booking

⏰ Booking times

- **Breakfast Club bookings close at 7.15 am on the day of booking.**
- **Afterschool Club bookings close at 8.30am on the day of selected booking.**
- **Emergency Bookings open at 9.00 am**, subject to availability.
- Wherever possible, please make your booking before 8.30 am if you know your child will require After-School Club.