



## **Booking Instructions**

## IMPORTANT

Before you book, please note:

Spaces are on a **first-come, first-served** basis. Book early to avoid disappointment.

Session dates are **pre-defined** by the school—be sure to review them before confirming.

You have a **15-minute window to complete payment** from when the first item is added to your basket.

This is stipulated by ParentPay and unfortunately cannot be adjusted.

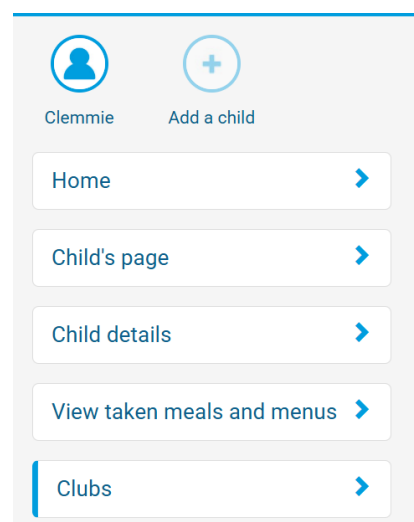
## How to Book After School Clubs

**Step 1:** Open ParentPay:

- Open any web browser (Chrome, Safari, Edge, etc.).
  - Type: <https://www.parentpay.com/> in the address bar.
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**Step 2:** Log Into Your ParentPay Account:

- Log in to your account – choose the ‘Parent Login’ option found in the top-right corner and enter your **username and password** to log in.
- If you have more than one child linked to your account, **select the child** for whom you wish to make a booking.

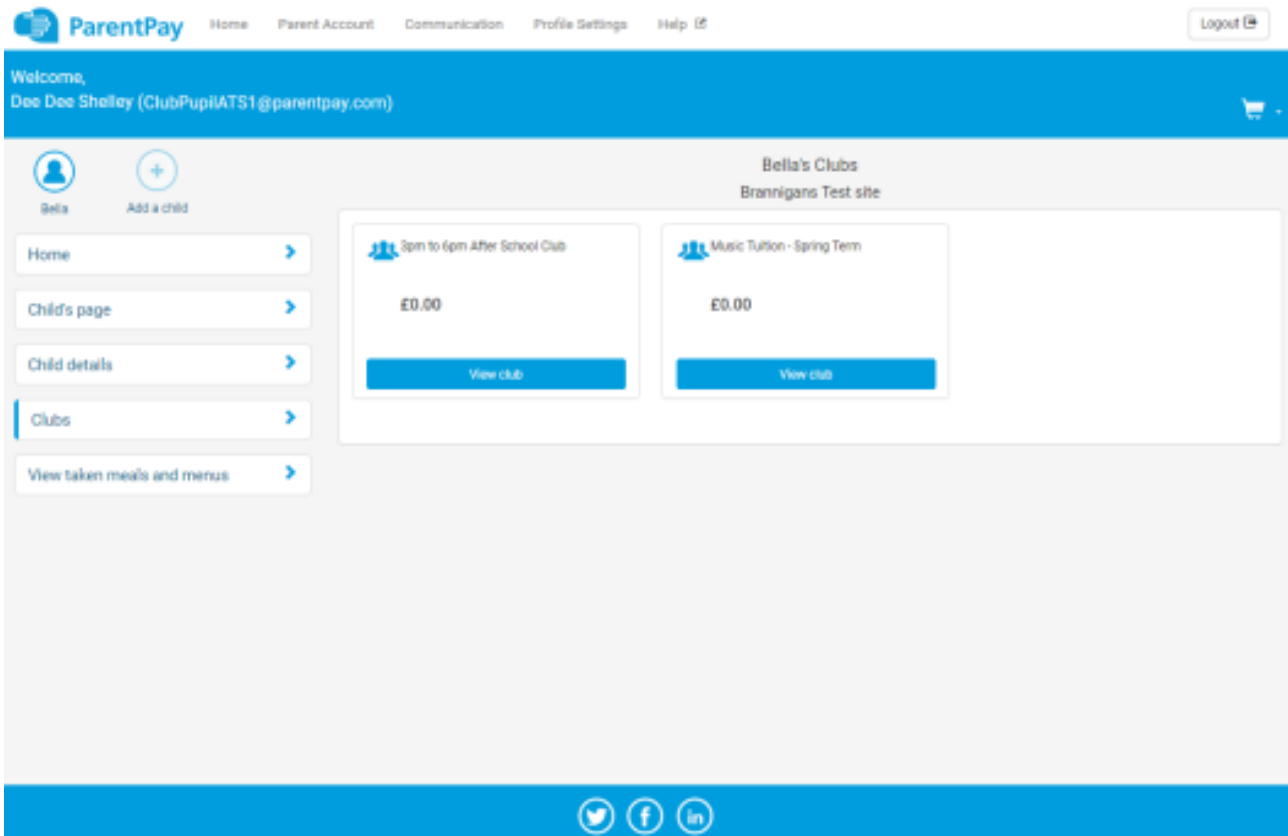


## How to Book After School Clubs

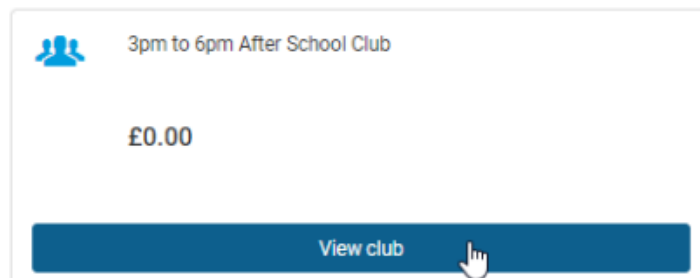
Once the Clubs module has been activated for a school, Parents and Carers with full booking permissions will be able to access the Clubs feature.

The Clubs tab will appear in the left-hand side navigation once the user has logged into their Parent account and selected the relevant pupil.

Clicking on the **Clubs** tab will take the user to the Clubs page for that child. All Clubs the child has been assigned to will be shown, with each tile displaying the name of the Club and the current balance for the child.



A Parent or Carer will need to click the **View club** button within a Club tile to view details for the Club.



The Club page will display details of the Club. All available sessions will be displayed for the user to select and book.

Bella's 3pm to 6pm After School Club

3pm to 6pm After School Club

Booking out of office expires the day of the session.

The current balance is £0.00 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

January 2023						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2 Available Click to select	3 Available Click to select	4 Available Click to select	5 Available Click to select	6 Available Click to select	7	8
9 Available Click to select	10 Available Click to select	11 Available Click to select	12 Available Click to select	13 Available Click to select	14	15
16 Available Click to select	17 Available Click to select	18 Available Click to select	19 Available Click to select	20 Available Click to select	21	22
23 Available Click to select	24 Available Click to select	25 Available Click to select	26 Available Click to select	27 Available Click to select	28	29
30 Available Click to select	31 Available Click to select					

February 2023						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 Available Click to select	2 Available Click to select	3 Available Click to select	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

If a session has booking choices, these will be shown in a pop up modal when the user clicks to select the session. The user will need to select the booking choice they require and click **OK**.

9 Available Click to select	10 Available Click to select	11	12	13	14 g Available Click to select	10 Available Click to select	11	12	13
16 Available Click to select	17 Available Click to select	<p><b>Select booking choice:</b></p> <p><input type="radio"/> 3.00pm to 4.00pm session (1 hour session) £1.00</p> <p><input type="radio"/> 3.00pm to 5.00pm session (2 hour session) £2.00</p> <p><input type="radio"/> 3.00pm to 6.00pm session (3 hour session) £3.00</p> <p><a href="#">OK</a></p>			16 Available Click to select	17 Available Click to select	<p><b>Select booking choice:</b></p> <p><input type="radio"/> 3.00pm to 4.00pm session (1 hour session) £1.00</p> <p><input checked="" type="radio"/> 3.00pm to 5.00pm session (2 hour session) £2.00</p> <p><input type="radio"/> 3.00pm to 6.00pm session (3 hour session) £3.00</p> <p><a href="#">OK</a></p>		
23 Available Click to select	24 Available Click to select				23 Available Click to select	24 Available Click to select			

When a session is selected, changes will be made to the Club booking page:

- The number of selected sessions will be updated
- The cost will be updated
- The selected session will be highlighted in amber and will state 'Selected'. If relevant, details of the booking choice will be displayed
- The **Book selected sessions** button will be available to enable the session to be booked

Bella's 3pm to 6pm After School Club

Bella Add a child

Home >

Child's page >

Child details >

Clubs >

View taken meals and menus >

3pm to 6pm After School Club

Booking cut off expires the day of the session.

The current balance is £0.00

1 session selected | Cost £2.00

Top up

Select all Unselect all

### January 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2 Selected 3.00pm to 5.00... £2.00	3 Available Click to select	4 Available Click to select	5 Available Click to select	6 Available Click to select	7	8
9 Available Click to select	10 Available Click to select	11 Available Click to select	12 Available Click to select	13 Available Click to select	14	15
16 Available Click to select	17 Available Click to select	18 Available Click to select	19 Available Click to select	20 Available Click to select	21	22
23 Available Click to select	24 Available Click to select	25 Available Click to select	26 Available Click to select	27 Available Click to select	28	29
30 Available Click to select	31 Available Click to select					

### February 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 Available Click to select	2 Available Click to select	3 Available Click to select	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

Book selected sessions

Once a user has selected all of their required sessions they will be required to click the **Book selected sessions** button.

A **Confirm booking** pop up modal will appear clarifying that the session will not be booked until payment has been made. The notification will also confirm that sessions will be reserved for 15 minutes, or until any booking cut off times are reached, and if no payment is made the place will be relinquished.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2 Selected 3.00pm to 5.00... £2.00	3 Selected 3.00pm to 5.00... £2.00					8
9 Available Click to select	10 Available Click to select					15
16 Available	17 Available					22

**Confirm booking**

Sessions will not be booked until a payment has been made. If your place is still available and the booking cut off is in the future, once you click 'Confirm' your sessions are reserved for 15 minutes or until the booking cut off, whichever is sooner. If no payment is received in that time, your place will be made available for others to book.

5 sessions selected  
£10.00

[Confirm](#)

**NOTE: If the Club has been set up as 'pay later' the booking can be made without payment being required.**

If the Parent or Carer has funds available for the Club this will be reflected on the Club page. The current balance will be displayed above the **Top up** button.

If there are sufficient funds to cover the cost of the Club sessions the **Confirm booking** pop up modal will reflect this.

When the user has confirmed their Club session booking(s) the sessions will turn green and will be updated to state 'Booked'. If sessions were booked using available funds the current balance will be updated to reflect the new total.

The current balance is £10.00
0 sessions selected | Cost £0.00

[Top up](#)
[Select all](#)
[Unselect all](#)

**January 2023**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2 Booked 3.00pm to 5.0... £2.00	3 Booked 3.00pm to 5.0... £2.00	4 Booked 3.00pm to 5.0... £2.00	5 Booked 3.00pm to 5.0... £2.00	6 Booked 3.00pm to 5.0... £2.00	7	8
9 Available	10 Available	11 Available	12 Available	13 Available	14	15

**Step 3:** Access the Clubs Section:

- Once your child's page loads, look at the menu on the **left-hand side**.
- Click on the '**Clubs**' option.



**Step 4:** Choose the Correct Day:

Due to the way in which the ParentPay system is set up, we have had to create a club for each day of the week along with **separate clubs for Reception**, which means that you will see multiple club options.

**EMC – Early Morning Care**

**ASC – After School Care**

A screenshot of a club card. At the top left is a blue icon of three people. To its right is the text "Apple Pips ASC 1-6 Monday". Below this is the price "£9.50". At the bottom is a blue button with the text "View club".

**For students in Year 1-6** the club names start with '**Apple Pips ASC**', followed by the day of the week e.g. '**Apple Pips ASC 1-6 Monday**'.

**For Reception students** the club names start with '**Apple Pips ASC Reception**' followed by the day of the week e.g. '**Apple Pips ASC Reception Monday**'.

- Select the day of the week you need – day of the week is stated in the name.

A screenshot of a grey button with the word "Monday" written in a dark grey, sans-serif font.

**1**  
**Available**  
96 places left  
Click to select

Once selected, the chosen day(s) will appear orange.

A screenshot of an orange button. At the top is a grey bar with the word "Monday" in white. Below this, the text "1", "Selected", "5.30-6.00", and "£6.50" is displayed in white, sans-serif font.

- Select the sessions you need (e.g. every Monday until the end of term).
- From the drop-down menu, select the timings you need.

### Select booking choice:

- 3.30-4.30  
£9.50
- 3.30-5.30  
£19.00
- 3.30-6.00  
£25.50
- 4.30-5.30  
£9.50
- 4.30-6.00  
£16.00
- 5.30-6.00  
£6.50

OK

- Confirm your booking

**Please ensure you are booking for the correct day, as each day is listed as a separate club.**

- 
- **Step 7: Confirm and Pay:**
  - Once your sessions are selected, click '**Book**'.
  - This will take you to the **payment page**.
  - You can add sessions from **multiple children or days** to your basket before paying.
  - **Be sure to complete payment within the time limit to secure your bookings.**

## Amending or Cancelling a Club Session

Providing cancellations and changes for online bookings has been enabled for a Club (within the Club settings) the parent or carer will be able to amend or cancel a booking.

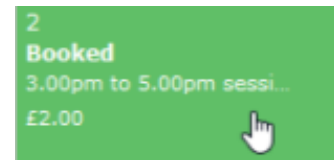
### Cancellations and changes

Choose whether online bookings can be cancelled or changed

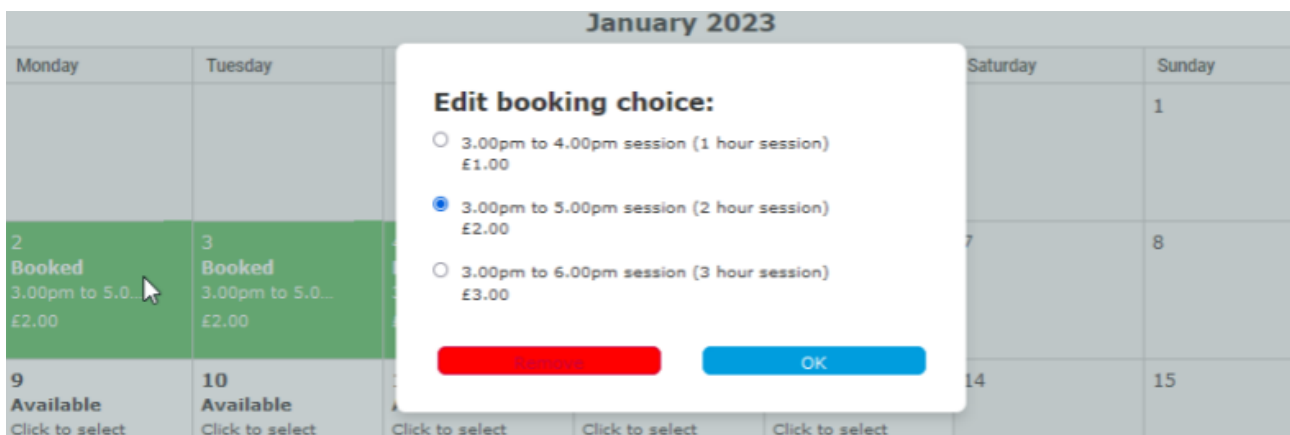
Enable cancellations and changes for online bookings

*Note: Users will be able to cancel and make changes to their booking up until the booking cut off time. When a booking is cancelled a credit will be applied to the balance to reverse the charge that was created when the booking was made. When a booking is changed a credit will be applied to the balance to reverse the charge that was created when the booking was made and a new charge will be applied.*

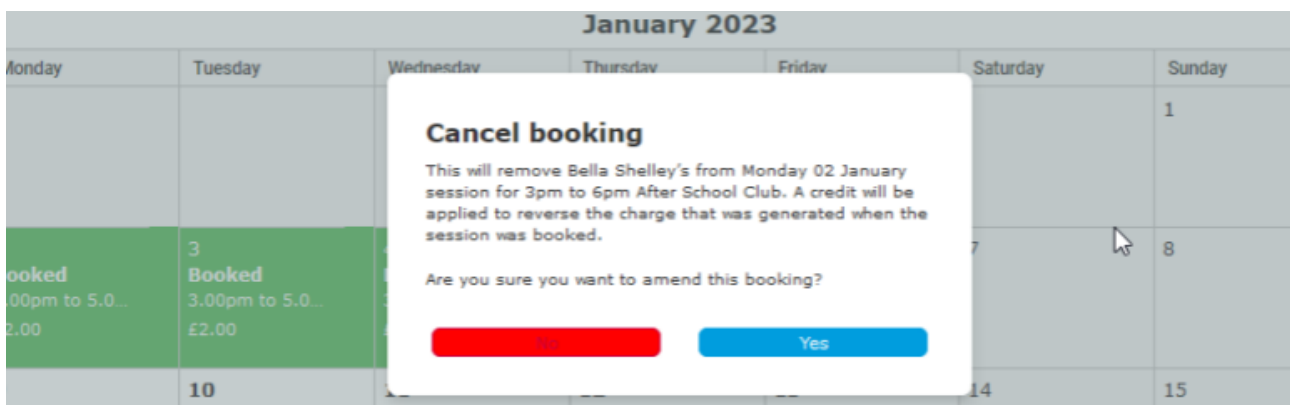
A user will select the booked session they want to amend or cancel.



If the session has multiple booking choices the user will be able to amend the booking by selecting an alternative booking choice or, if they want to remove the session they can click the **Remove** button.



If the user selects to cancel the booking a **Cancel booking** pop up message will appear. The user will need to click **Yes** to remove the booking.



Once cancelled the session will be displayed as available to book again for all assigned people, including the user that cancels the booking.

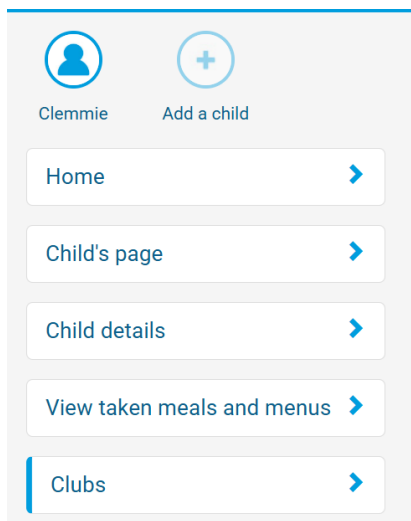
# How to Book Early Morning Care

## Step 1: Go to ParentPay:

- Open any web browser (e.g. Chrome, Safari, Edge, etc.).
  - Type: <https://www.parentpay.com/> in the address bar.
- 

## Step 2: Log Into Your ParentPay Account :

- Log in to your account – choose the ‘Parent Login’ option found in the top-right corner and enter your **username and password** to log in.
- If you have more than one child linked to your account, **select the child** for whom you wish to make a booking.



## Step 3: Access the Clubs Section:

- Once your child’s page loads, look at the menu on the **left-hand side**.
  - Click on the ‘**Clubs**’ option.
- 

## Step 4: Block Booking or Single Sessions:

The morning club is called ‘**Apple Pips EMC**’ and is set up differently to the after-school club.

For students in Year 1-6 the club is called ‘**Early Morning Care 1-6**’.

For students in Reception the club is called ‘**Apple Pips EMC Reception**’.

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- **Step 7: Confirm and Pay:**
- Once your sessions are selected, click '**Book**'.
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- You can add sessions from **multiple children or days** to your basket before paying.
- **Be sure to complete payment within the time limit to secure your bookings.**