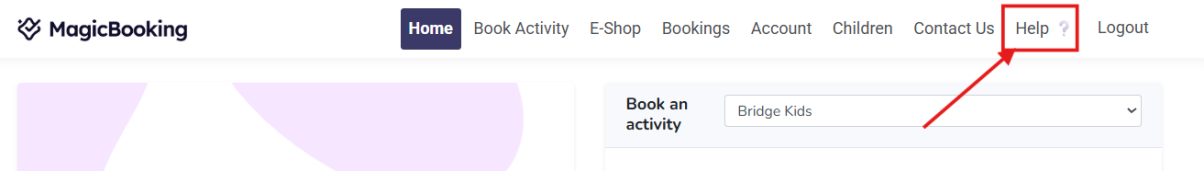
MagicBooking

Parent FAQ

Help with login & registration

Where do I find help within MagicBooking?

From within the **MagicBooking** system there is a **Help?** section in the menu bar offering full guidance:



How do I first log in into my account?

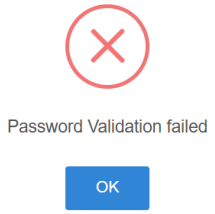
Your school or club will have their own unique MagicBooking URL, navigate to it to login or register a new account.

If you don't know your school's or club's unique MagicBooking URL you can login here: https://www.magicbooking.co.uk/parent-login. Please note, you won't be able to create an account here, if you need to create an account please contact your school or club to ask for their parent site or email info@magicbooking.co.uk.

To login, fill in the email and password you have used to register your account.

What does 'Password Validation failed mean when I try to reset my password?

The "password reset" link that is emailed to you when you request a password reset is only valid for 2 hours and you can only click the link once. This "invalid" message is shown if you click the link after 2 hours or if you have already clicked it. If you request a password reset more than once, make sure you use the link sent in the last email received.



MagicBooking

Help with booking an activity

How do I view activities that I can book?

To book an activity, you can use the quick '**Activity'** links on your homepage. Or you can navigate to the '**Book Activity'** section of your account. Here you will see all the activities offered by the centres you are registered with.

How do I book an activity?

Navigate to the 'Book Activity' section, find the activity you would like to book, and click the '**Book'** button. From here you can follow the steps to book your activity.

There are 4 – 5 steps to complete your booking.

Step 1 – Book Sessions

- Here you will select the children you'd like to book the activity for, the session you'd like to book, and the dates you'd like to book.
- The ability to pick your session and dates will depend on the activity booking type (contract, ad-hoc or weekly).
- Once you have selected your child, session, and dates you can confirm your selection by clicking the '**Add Dates'** button. From here you can add more dates for a different child/session, or you can continue with your booking by clicking the '**Next'** button.

Step 2 – Check Availability

- Here you can check the availability of the dates you've selected on the previous step.
- You can see the dates you've selected week by week with the week tab picker or you can view all the dates in a calendar view.
- Navigating from tab to tab will show you the dates selected along with additional information and the ability to select/unselect specific days if you wish to remove them from your booking.
- The check availability step works on a traffic light system:
    - **Green** – full availability, if all days selected in the week are available
    - **Orange** – partial availability, if some of the days selected in the week are available and some aren't
    - **Red** – no availability, if none of the days selected in the week are available

⚠️ When making a contract booking, if you unselect a day of the week, it will unselect all of those days in your booking period as it is a contract booking. E.g. Unselecting Tuesday will unselect all Tuesdays.

⚠️ If an activity has no more availability but has an active waiting list, you will see the option to join the waiting list for the days where the activity is full.

Step 4 – Booking Recap

- Here you'll be able to see all the information about your booking before proceeding to checkout.
- You can view the activity and sessions you have booked, the number of sessions, the children booked, and the cost of the sessions and booking.
- You can view the dates booked in a calendar view.
- If you made a mistake or no longer want to book the activity, you can delete it from your basket.
- If you want to add another activity before checking out, you can do so by clicking the '**Add another activity'** button.
- You will see a breakdown of your booking totals and any discounts added.
- When you are ready to checkout, click the '**Proceed to Checkout'** button.

Step 5 – Checkout

- At checkout, you'll be able to select how you'd like to pay for your booking.
- If enabled by the school you will see the option to set up monthly instalment plans. Or you can select to pay in a one-off payment.

Help with checkout & payments

What is Bank Transfer and why is it the safest way to pay?

Paying via Bank Transfer allows you to directly authorise the payment from your banking app. You don't have to enter any card details, making it simple, effective, and secure.

How can I pay using Bank Transfer?

Select the 'Bank Transfer' option on checkout and proceed to the next step to select your bank.

Once you've selected your bank, you'll be redirected to your banking app where you can authorise the payment.

Once authorised, you'll be taken back to MagicBooking and if successful your booking will be confirmed.

How can I pay using a credit or debit card?

Select the 'Credit/Debit Card' option on checkout. Your billing details will automatically be pulled from your account details. If you'd like to pay with a card that has different billing details to those on your account, you can edit it by clicking the 'edit' button and saving your changes.

Once you are happy with the billing details, proceed to the next step to enter your card details and make your payment.

If your payment is successful, you'll be taken back to MagicBooking and your booking will be confirmed.

How can I pay in instalments? (Split into monthly payments)

f you'd like to spread the cost of your booking, select the '**Split into monthly payments'** option on checkout.

You have 3 different payment options when splitting payments into a monthly instalment plan:

- Credit/Debit Card

How can I pay using my account credit?

If you have credit on your account, you'll be able to select the option to apply the credit on checkout.

If your credit only covers a partial amount, you'll have to pay for the rest of the booking with another payment option.

Help with my bookings

How do I view my bookings?

To view your bookings, navigate to the '**Bookings'** section.

Here you'll be able to see a list of all your bookings, past, present, and future.

What are archived bookings and how do I view them?

Archived bookings are bookings with no outstanding payments that are 30+ days old.

These are kept in a separate list to keep the list of newer bookings streamlined for easy navigation.

To view your archived bookings, navigate to the '**Bookings'** section and click on the '**Include Archived Bookings'** button. To remove the archived bookings from the list, click on the button again.

How do I view my bookings in a calendar view?

To view your bookings in a calendar, navigate to the '**Bookings'** section and click the '**Calendar View'** button.

Here you'll be able to select which activities and children you want to see in the calendar. Once you have made your selection, click '**View Calendar'** and you will see all the bookings in your selection in a calendar view.

What does my account balance mean?

Your account balance reflects any outstanding or overdue payments and any credits on your account.

If you have an outstanding payment and no credits on your account, your balance will be negative to indicate the amount outstanding.

If you have sufficient credit on your account to outweigh any outstanding payments, your balance will be positive to indicate the amount in credit.

You can have two types of credit, normal credit and CCV credit. CCV credit indicates payment made on your account using childcare vouchers.

CCV credit can only be used to pay for childcare and not for things like the E-Shop. Normal credit can be used on anything.

How do I view my account balance?

To view your account balance, navigate to the '**Bookings'** section.

Here you'll be able to see a breakdown of your account balance.

How do I make a payment for one or more bookings?

To make a payment for one or more bookings, navigate to the '**Bookings'** section.

Select one or more bookings you'd like to make a payment for by checking the checkbox against the booking in the list and then click the '**Make payment'** button.

Here you'll be taken to a recap page where you can view what you are paying for before proceeding to checkout.

⚠️ If you are making a payment on an instalment plan, you can choose to pay the next instalment or pay a partial amount.

How do I view my upcoming instalments?

To view your upcoming instalments, navigate to the '**Bookings'** section and click on the '**View'** button in the '**Upcoming Instalments'** section.

Here you'll see a list of all your upcoming instalments within the next 3 months with a link to go directly to the relevant booking.

You won't be able to see past instalments in this section; if you wish to view specific past instalments navigate to the booking and view more details.

How do I view more details about my bookings?

To view more details about a booking, navigate to the '**Bookings'** section and click on the '**View'** button in the list next to the booking you wish to see in more detail.

You'll be taken to that bookings page where you can see all the information relating to it.

How do I view the dates booked in my booking?

To view the dates booked in a booking, navigate to the '**Bookings'** section and click on the '**View'** button in the list next to the booking you wish to see in more detail.

Here you can see all the dates booked within the booking as well as their status under the '**Dates Booked'** tab.

How do I view the payments made in my booking?

To view the payment made on a booking, navigate to the '**Bookings'** section and click on the '**View'** button in the list next to the booking you wish to see in more detail.

Here you can see all the payments made on the booking under the '**Payments Made'** tab.

How do I view the expected payments in my booking?

To view the expected payments on a booking, navigate to the '**Bookings'** section and click on the '**View'** button in the list next to the booking you wish to see in more detail.

Here you can see all the expected payments on the booking under the '**Expected Payments'** tab.

How can I amend my booking to add or cancel dates?

To amend your booking, navigate to the '**Bookings'** section and click on the '**View'** button in the list next to the booking you wish to amend.

You can add or cancel dates to a booking.

Adding Dates

- To add dates, select the add dates checkbox and enter the required fields, and click '**Check Availability'**.
- You will see a list of all dates within your search criteria and their booking availability.

- You can select/unselect whichever dates you wish to add and do the same for any extra-options the activity may have.
- Once you are happy with your selection, click the '**Add Dates'** button to add your selected dates to your booking.

Cancelling Dates

- To cancel dates, select the cancel dates checkbox and enter the required fields, and click '**View Dates'**.
- You will see a list of all dates within your search criteria.
- You can select/unselect whichever dates you wish to cancel and do the same for any extra-options the activity may have.
- Once you are happy with your selection, click the '**Cancel Dates'** button to cancel your selected dates from your booking.

How do I view invoices or credit notes in my booking?

To view invoices/credit notes for a booking, navigate to the '**Bookings'** section and click on the '**View'** button in the list next to the booking you wish to see in more detail.

Here you can see all the invoices/credit notes for the booking under the '**Invoices/Credit Notes'** tab.

Help with my account

How do I view and update my account?

Navigate to the 'Account' section.

Here you'll be able to view all your account information as well as view your saved cards, statements, obtain payment proof, and add additional account holders.

You will not be able to update any account details (email address, address, phone number) directly. Please do reach out to the school if you need any changes making.

How do I delete my account?

To delete your account, navigate to the '**Account'** section and click the 'Edit account details' button.

Here, you'll see a '**Delete Account'** button in the Right to be Forgotten section. This will send a request to your school's or club's admin to delete your account.

How do I view MagicBooking's T&Cs and Privacy Policy?

To view MagicBooking's T&Cs and Privacy Policy, navigate to the '**Account'** section. In the '**Preferences & T&Cs'** section you will see a hyperlink to open the T&Cs and Privacy Policy.

Click on the hyperlink to open and view the relevant file.

How do I view my school's T&Cs and Privacy Policy?

To view your school's or club's T&Cs and Privacy Policy, navigate to the '**Account'** section. In the '**Preferences & T&Cs'** section you will see a hyperlink to open the T&Cs and Privacy Policy.

Click on the hyperlink to open and view the relevant file.

What are saved cards?

When you pay for a booking with a card instalment plan, the card details you enter at checkout for the initial payment are saved for future instalment plan payments on that booking.

The '**Saved Cards'** tab in the '**Account'** section shows you all the cards you have saved on your account that are linked to active instalment plans.

How do I get payment proof?

To obtain payment proof for childcare costs, navigate to the 'Account' section and click on the '**Payment Proof'** tab.

Here you'll be able to filter what transactions you are looking/need payment proof for. Fill out the required fields and click '**View Statement'** to see a list of all transactions matching your search criteria.

You can download your payment proof statement by clicking the '**Download'** button.

What are additional account holders?

Additional account holders are individuals you give access to your account and children, so they can make bookings and payments.

Additional account holders won't be able to see or have access to your bookings unless they are granted full access.

Help with my children

How do I add a child to my account?

As your account is integrated with your school's MIS data, your children will be added automatically to your account. If you do not see your child(ren) please do reach out to the school.

MagicBooking

How do I view my child's details?

Navigate to the '**Children'** section and click on the child you would like to view. If there are no children on your account, you'll have to add one.

You'll be able to view all your child's details here—click on the different tabs to view a section.