

Dear Parent/carers

Thank you for your enquiry into our After School Club at Crackley Bank Primary School.

All of our childcare bookings are dealt with online, giving parents full access of their bookings and payments.

Our childcare provision is based at **Churchfields Primary School, School Lane Chesterton ST57HY**

Account: You will be able to create your account and will be able to make or cancel bookings, access past booking details and payment history 24/7. You will also have full control of yours, and your children information, including health care plans, emergency contact details, authorised collectors and communication preferences.

Bookings: You will make your bookings online instead of filling forms, sending emails or calling us.

Payments: You will be able spread the cost of your booking with a monthly instalment plan. This only applies to booking that last over 34 days, and your payment plan will be of the same duration as the booking.

Your payments will be equal every month, making it easy to budget your expenses. It works a little bit like your utility bills, you pay the same amount every month regardless of how much you consume, the only difference is that there won't be any adjustment at the end of the period as these will happen in real time; If you cancel or add dates to an existing booking your monthly payments will automatically be adjusted to reflect the cost difference.

The other good news is that you won't even have to worry about making your payments! After making your first payment online at the point of booking, the following instalments will automatically be taken on the same date every month. You will receive a reminder 5 days before your payment is taken.

Bookings that are for a period shorter than 34 days will have to be paid upfront.

Childcare voucher and TFC: You will be able to integrate the element of Childcare voucher and TFC at the point of booking. The system will then give you the balance to pay based on how much you are planning to pay with the tax-free scheme. **You will still need to instruct your childcare voucher or Tax Free scheme to pay us.**

WHERE TO FIND YOUR ACCOUNT

You can create your account by clicking the link <https://vipeducation.magicbooking.co.uk>

Simply click the button 'Create an account', you can use the **Help?** Section on the top right hand-side of the website and follow the process described in the relevant sections. It takes 5 to 10 minutes to create your account and add your children details, and we swear you will never have to fill in a paper form ever again!

We would be grateful if you could complete your registration and add your children to the system by as soon as possible.

Our activities will be published for booking ahead of each school term. We will send you further guidance closer to that date.

If you have any questions, please feel free to contact us via email brightsparkes@vipeducation.co.uk or speak to a member of our team please call Lesley on 07803207599

Thank you for your cooperation.

Yours sincerely.

VIP Education