

Booking for your Superkids Sessions

To book your child into one or more sessions please select 'Submit a New Booking' on your account dashboard and follow this simple process.

1. Choose your payment method – card or childcare voucher.
If you choose card, a payment will be taken at the end of the process and can be spread into equal monthly payments over the booking period.
If you choose vouchers you will need to email us at superkidsltd@btinternet.com to let us know which voucher provider you will be using. This is so we can check we are registered with them.
2. Choose your child's school.
3. Choose which type of session you want to book – Before School, After School or both.
4. Choose which child(ren) you are booking in.
5. Choose your session dates. You'll see a calendar like this:

The screenshot shows a calendar for July 2018. The days of the week are labeled as Su, Mo, Tu, We, Th, Fr, Sa. The dates 1 through 31 are visible. On the right side, there is a sidebar with the following information: 'Children: John Clark', 'Sessions: Ashdene Before School Club', and 'Dates selected: 02/07/2018'. Below this, there are two radio buttons: 'One Off Date' (which is selected) and 'Date Range'.

If you're booking ad hoc sessions (various days/dates) just click on each day you need, scrolling through the calendar for different months, then click 'Next.'

If you want to book regular days for a period, select the first day you require then click Date Range. You'll see the days appear for you to choose, as shown below. Select which days you need and change the date range (if required) underneath the list of days. Then click 'Next.'

The screenshot shows the same calendar for July 2018. In the sidebar, the 'Date Range' radio button is now selected. Below it, there is a list of days with checkboxes: 'All Mondays', 'All Tuesdays', 'All Wednesdays', 'All Thursdays', 'All Fridays', 'All Saturdays', and 'All Sundays'. At the bottom of the sidebar, there are two date pickers: 'Dates From: 02/07/2018' and 'Dates To: 20/07/2018'.

NB. You are not able on this system to book different dates for Before School and After School sessions on the same booking, so if you need different dates for each session type you'll need to do two separate bookings.

6. Confirm your booking.

This is where you need to check carefully the dates you've booked. Once the sessions are booked there are **no refunds without a one-month cancellation notice. This includes requests to swap days of sessions.** So please make sure the dates you've booked are the ones you require.

7. Payment.

There are two choices here: pay all in one go or split the payment into equal monthly amounts.

Paying monthly

Select the box that says '**Pay Monthly**' to set up regular payments.

The number of months you pay over is determined by the date on which you book and the date of the last booked session, e.g. if you book on 10th August and the last booked session is on 8th July the following year, the payment will be split into 12 monthly instalments, with the first payment on 10th August. These payments are taken automatically from your bank account and your child's place is guaranteed for the year.

NB. If your card is due to expire during the payment period, please let us know your new card details when you get them, so we can update your subscription.

You will see the monthly amount just above the '**Confirm your booking**' button. You will also receive a booking confirmation email, which shows the dates you've booked and the amount due.

You can also see all past bookings you have made by selecting 'View your previous bookings' on the account dashboard.

Paying by card (monthly or ad hoc bookings)

Once you've checked your bookings and the amount you'll be paying, click '**Confirm your booking**' and you'll be taken to a card payment screen. Follow the instructions to complete your payment.

Paying by Childcare Vouchers (monthly or ad hoc bookings)

If you wish to pay on an ad hoc basis *you* are responsible for managing the payments. If you have booked ad hoc sessions (i.e. not a regular monthly amount) you can split the cost into two payments if it exceeds your monthly voucher allowance. If the total cost of your booking exceeds your monthly voucher allowance even after you've split the payment, you will need to top your vouchers up with a BACS transfer to this account:

Sort code – 01-09-51

A/C no. 27413286

It would help us greatly if you could email a payment plan, so we know when to expect the vouchers (and BACS payment if needed).

If you wish to pay a regular monthly voucher amount, please ensure you arrange for the voucher payments to begin at the same time as you book the sessions. If not, the monthly amount quoted will not be correct and you may be charged an admin fee for a revised payment plan. Please make sure the monthly amount matches what you have been quoted. If you don't have enough vouchers saved for the first instalment you can do a BACS transfer to this account:

Sort code – 01-09-51
A/C no. 27413286

If you don't transfer vouchers at the time of booking, there will be an administration charge of £15.00 which covers the monitoring of your account and issuing of voucher payment reminders.

NB. If you are paying **with Childcare Vouchers, you are responsible for arranging the monthly amount** to get to us. This system does not set those payments up, as your vouchers are arranged through your workplace payroll.

If you have any questions or concerns about payment, please contact us at superkidsltd@btinternet.com or on 0161 4747743. The office is not always manned so if there's no reply, please email us.