



## **New ParentPay Wraparound Booking System- Help and Information**

After half term ParentPay are introducing their new wraparound booking system which we hope will make it easier for parents and the school to manage wraparound bookings and keep on top of debts.

New session times will be 3.15-4pm and 4-5pm, so there will be no short 3.15-3.30 session available.

Breakfast club remains the same, from 8-8.35am

### **Bookings will still need to be made by 2pm at the latest on Friday for the following week.**

To book Allsorts from 3.15-5pm, you will need to book the 3.15-4pm session, then the 4-5pm session.

**We will need all parents to book in advance via ParentPay please.** If you are unable to book online and need us to book you in via the admin end of Parentpay as a one-off, payment will need to be made **before** the booking can be confirmed.

#### **How to book:**

See below for full details of how to book, from the ParentPay website:

- [ParentPay Clubs - How to book a session – Parent Support \(parentpaygroup.com\)](#)
- [ParentPay Clubs - How to see what sessions I have booked – Parent Support \(parentpaygroup.com\)](#)
- [ParentPay Clubs - How do I cancel a club session booking – Parent Support \(parentpaygroup.com\)](#)
- [How to get help – Parent Support \(parentpaygroup.com\)](#)

You will need to pay in order to book and if payment is not made within 15 minutes, the session will be cancelled automatically by the ParentPay system.

The number of spaces available will show on the booking page. Unfortunately if there are no spaces showing, we will not be able to accommodate any more children.

If you are not able to cancel on the booking system, please email the office.

#### **IMPORTANT: Debts and booking sessions**

All balances from the old system, whether credits or debts, will be transferred over to the new system. (This may not happen until after half term). We therefore recommend that all debts are paid off in the current (old) payment items before the end of half term as you **will not be able to book on the new system if you have debts on there.**

The old payment items are now called:

- OLD Before School Club
- OLD Allsorts 3.15-3.30pm
- OLD Allsorts 3.15-4.00pm or 4.00-5.00pm
- OLD Allsorts 3.15-5.00pm

You should still be able to access these as normal on your ParentPay account. Please pay off any current debts as soon as possible to ensure you are able to book wraparound when needed.

As there are only 2 Allsorts sessions in the new system, debts may look higher than expected because the debts from the 3.15-3.30 payment items will be included in the total debts.

Please also find below information on how to add/view/withdraw/pay with your ParentPay parent account

- [How to add Parent Account credit – Parent Support \(parentpaygroup.com\)](#)
- [How to view your current Parent Account credit – Parent Support \(parentpaygroup.com\)](#)
- [How to make a withdrawal from your Parent Account – Parent Support \(parentpaygroup.com\)](#)
- [How to pay with Parent Account credit – Parent Support \(parentpaygroup.com\)](#)

If you have any difficulties using the ParentPay system, please contact ParentPay support in the first instance using the link further up in this letter, or by clicking [here](#).

If you have forgotten your password please click on the forgotten password link on the ParentPay login screen.

If you have never logged in (activated your account please let the office know and your login details can be sent to you.)

Thank you for your support.