



Dear Parent / Guardian

We are delighted you have chosen PSD Childcare and look forward to welcoming your child to our after school club at Glebe Primary School from Monday 6th January 2025.

You will be able to book sessions via our online booking system **Magicbooking** from Monday 2nd December.

#### HOW IT WORKS

**Account:** You will be able to create your account and make and cancel bookings, access past booking details and payment history 24/7. You will also have full control of yours and your child's 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 bookings 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.

**Childcare vouchers and Tax Free Childcare:** You will be able to integrate Childcare voucher and Tax Free Childcare payments 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 vouchers or the tax-free scheme.

**\*Please note you will still need to instruct your childcare voucher provider or Tax Free scheme to pay us.**

#### WHERE TO FIND YOUR ACCOUNT

You can create your account by going to the link: <https://thepsdgroup.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 should only take 5 to 10 minutes to create your account and add your child's details.

Register with the centre '**Glebe Primary School**', then select the activity '**Glebe Primary School After School Club**'. Our activities will be published for booking ahead of each half term. You will be able to book in advance for the half term or up until 2pm on the day. Cancellations will be accepted up until 48 hours before the session starts, simply log in to your account to cancel and the credit will be automatically applied to your account.

If you have any questions, please feel free to contact us on 0203 397 7409 or speak to a member of our team.

Thank you for your cooperation, The PSD Team

**0203 397 7409**  
**info@thepsdgroup.org.uk**



RAISING THE STANDARDS IN  
PHYSICAL EDUCATION AND SPORT



## FREQUENTLY ASKED QUESTIONS



### **What snacks will my child be offered?**

We offer fruit, vegetables, bread and wraps with a selection of spreads and sandwich fillings.

### **What activities do you offer?**

Our clubs follow the Playwork Principles; giving the children in our care the opportunity to choose activities and resources as they wish from a variety of options including arts and crafts, board games, construction, physical play, outdoor activities and sport. We actively promote healthy lifestyle choices by encouraging participation in physical activities and educating children about nutrition and wellbeing.

### **Do you accept Childcare vouchers and payments through the Tax Free Childcare Service?**

We accept the following childcare voucher providers:

Amber People, Bravo, Caboodle, Care-4, Co-operative Employee Benefits, Computershare, Daisies Vouchers, Edenred, Employers for Children, Enjoy Benefits, Fair Care, Fideliti, Gemelli, Kiddivouchers, Reward Gateway, Sodexo, Tax Free Childcare, TEDS vouchers.

Please contact us for the reference codes in order to set up a payment.

### **How far in advance can I book?**

We will release bookings for each half term two weeks beforehand. You will receive a notification from our system that the sessions are available to book. You can make a block booking for the half term or individual ad-hoc sessions. Sessions can be booked up until 2pm on the day (if there is availability).

### **Can I secure my sessions for the whole year?**

After consultation with parents/carers, it was agreed that bookings should be made available each half term and not for the full academic year. Therefore sessions will need to be booked each half term and will be allocated on a first come, first served basis.

### **Can I cancel a booking?**

Cancellations are accepted up to 48 hours before the sessions starts. You can cancel a session via your account and the credit will be automatically applied.

### **What happens if I am running late to collect my child?**

Children must be collected promptly at the session finish time – if you are unsure of the time, please refer to your confirmation email. If you are running late, please inform us on 0203 397 7409. Failure to collect your child by the allocated pick up time will result in an additional charge of £5 up to 5 minutes and then £1 a minute thereafter. If we have no contact from a parent/guardian after 30 minutes, we will contact Social Services. We reserve the right to refuse future bookings from parents who continually pick up late.

### **What happens if my child is unwell?**

In fairness to others, we cannot accept children at our clubs if they are unwell or are still infectious – we are also unable to administer antibiotics or other medicines on site. We reserve the right to exclude a child at any time prior to or during a session due to illness and the parent/carer will be expected to come and collect their child.

Non-attendance due to illness will not be eligible for a refund or credit note.