

2024

# ParentPay Clubs System – A Parent's Guide

A STEP-BY STEP GUIDE TO BOOKING AND PAYING FOR SCHOOL  
CLUBS AND MEALS

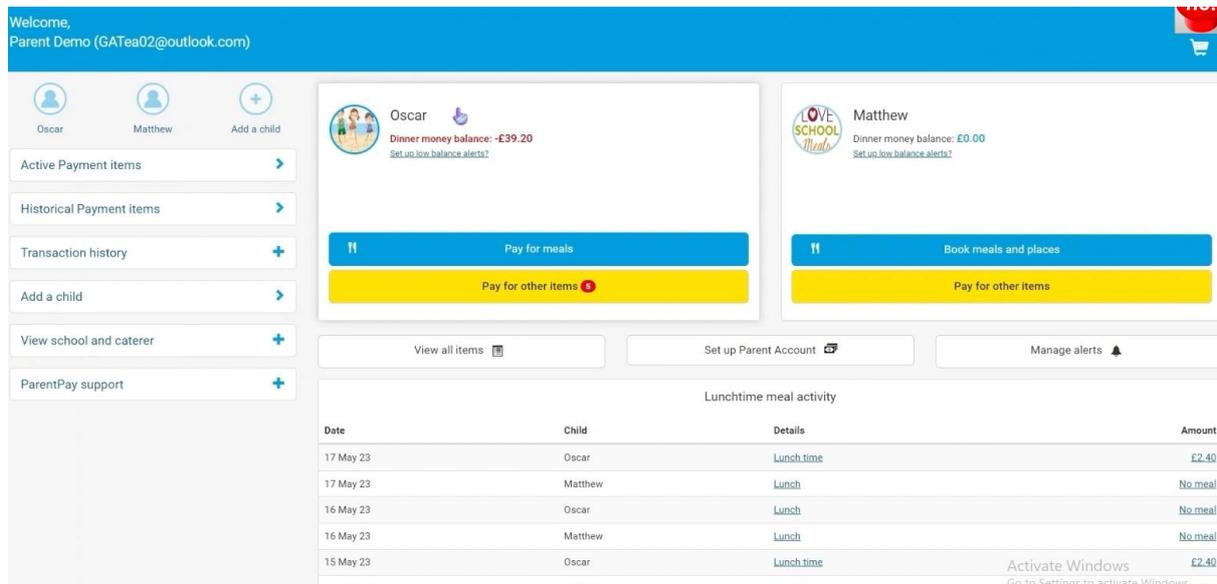
BLACKWELL FIRST SCHOOL | St. Catherine's Road, Blackwell, Bromsgrove, B60 1BN

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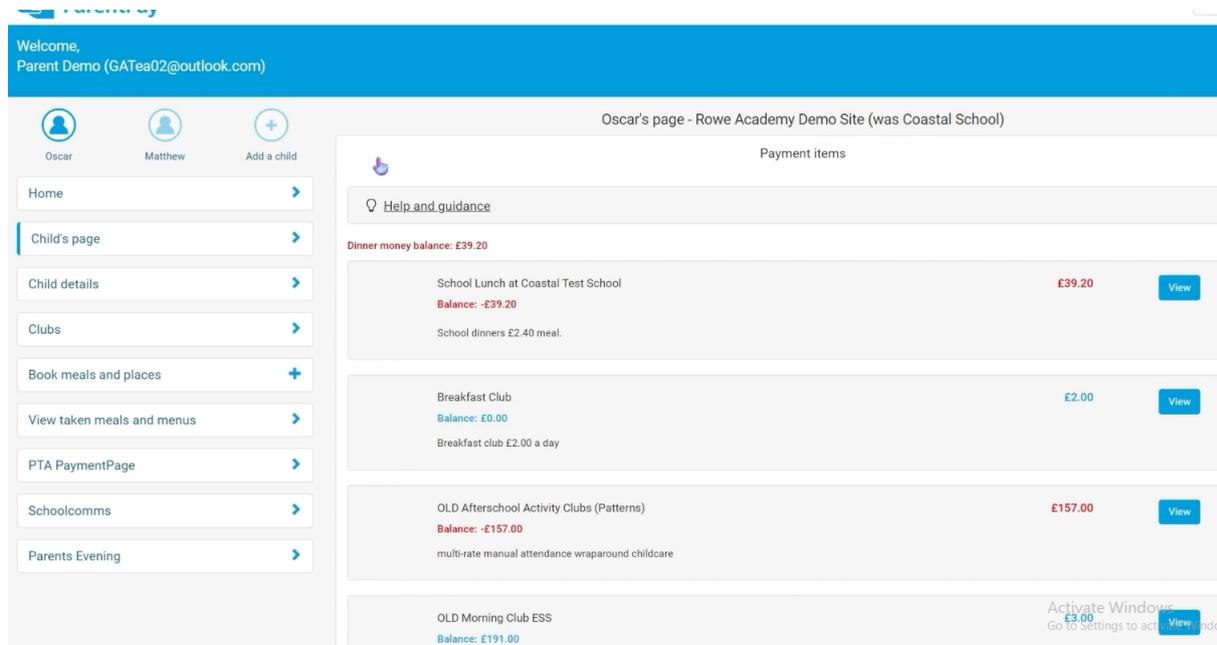
# 1 Getting Started

## 1.1 How to access ParentPay Clubs

From a browser window type <https://www.parentpay.com> in the search bar. Log in to your ParentPay account and select the child for whom you want to make a booking.



Once the child's page has displayed, click the 'Clubs' option from the left-hand menu.



## 1.2 Which Clubs can I book for my child?

You will now see the set of Clubs which are available to book for your child. We will go through each type of club in turn.

Some clubs will be visible for every child, such as Before School Club, After School Club and Holiday Club. The 3:15 Clubs are allocated to specific classes so will only appear to children within those classes. School Meals are only payable by Yellow and Blue Class children so will not appear for lower classes.

The screenshot displays the 'Mary's Clubs' interface for Blackwell First School. It features a grid of club cards, each with a blue icon of two people, a title, a description, a balance of £0.00, and a 'View club' button. The clubs listed are:

- 3:15-4:00 Club - Spring - Tuesday - Choir (G, P, Y, B)
- Before School Club
- School Meals
- 3:15-4:00 Club - Spring - Monday - Pick n Mix (P, Y, B)
- 3:15-4:00 Club - Spring - Wednesday - EY French (N,R)
- Holiday Club
- After School Club

## 1.3 Club Balances

### 1.3.1 £0 balance

The figure showing beneath each club title indicates the current balance for that club. If the value is £0 that indicates nothing is owing.

### 1.3.2 Negative balance

A negative balance indicates a charge or booking has been made by the school. Charges are applied for late pick-ups from either After School Club or Holiday Club. These are applied at a rate of £10 for every 10 minutes delay in collecting a child.

Bookings can be made by the school if a child were to attend a club without a prior booking by a parent. For example, an unplanned attendance at BSC, ASC or Holiday Club. School Meal bookings will also be made by the school if a child from Yellow or Blue class takes a school meal which has not been paid for.

We do expect that parents will make bookings for unplanned attendance at a club or an unplanned meal being taken. These bookings must be made before midnight on the day of the unplanned event.

### 1.3.3 Positive balance

A positive balance indicates that a BSC, ASC or Holiday Club session has been cancelled by a parent or refunded by the school due to non-attendance. 3:15 Clubs are payable for the whole term and no refunds are given for non-attendance.

If a school meal has been booked for a particular day, but a child was absent on that day, then a refund will be given. Parents should cancel any school meals for days that they know their child will be absent. The option to cancel is available up to midnight on the day for which the event has been booked.

School administrators will endeavour to review bookings for all clubs on a weekly basis to apply any refunds/charges or bookings necessary.

## 2 Support using the new system

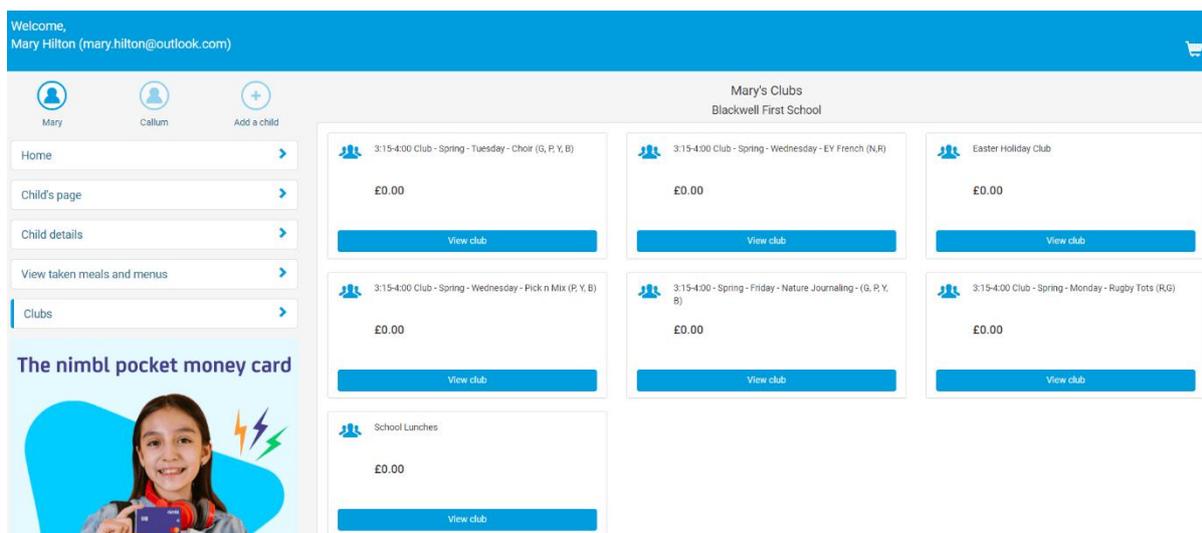
As with any new system it may take some time to become familiar with how things work. We hope this guide will answer most of the common questions that may arise, but please use the following means to allow us to support you further:

- For technical support using the system and for general queries please call the office on 0121 4451622 or email [office@blackwell.worcs.sch.uk](mailto:office@blackwell.worcs.sch.uk)
- For queries regarding charges or bookings made by the ASC Administrator to the BSC, ASC or Holiday Clubs, parents can use the [BSCASC@blackwell.worcs.sch.uk](mailto:BSCASC@blackwell.worcs.sch.uk) email address.
- For queries regarding any School Meals bookings, please use the [office@blackwell.worcs.sch.uk](mailto:office@blackwell.worcs.sch.uk) address or call the office on 0121 4451622.
- Parents do not need to call the office to make advance bookings for their child into any of the clubs. Simply complete the booking via the 'Clubs' menu within ParentPay.
- Parents of children who require additional adult support should still contact the office if they wish to book into any of the clubs, so that we can ensure sufficient staffing levels are in place.
- Where an unplanned attendance at ASC is required, parents should contact the office before 3pm so that there is a smooth transition for the child to ASC.

### 3 Making a Booking

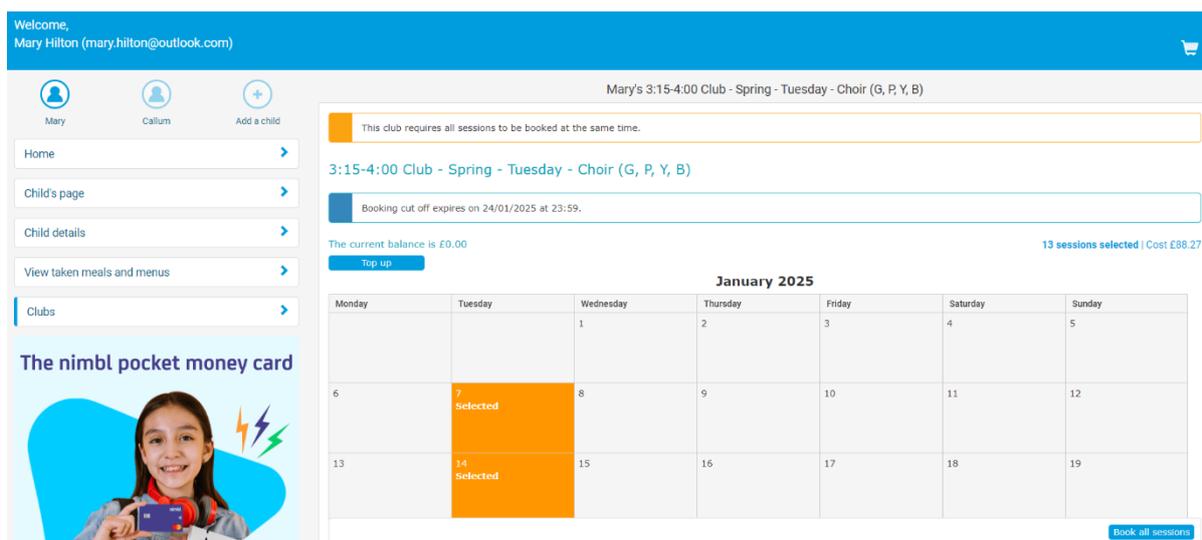
#### 3.1 3:15 Clubs

3:15 Clubs are open to specific classes; parents will only see clubs relevant to their child’s class. This is indicated by the class letter in brackets following the club’s name. Each 3:15 Club has its own calendar and booking system.

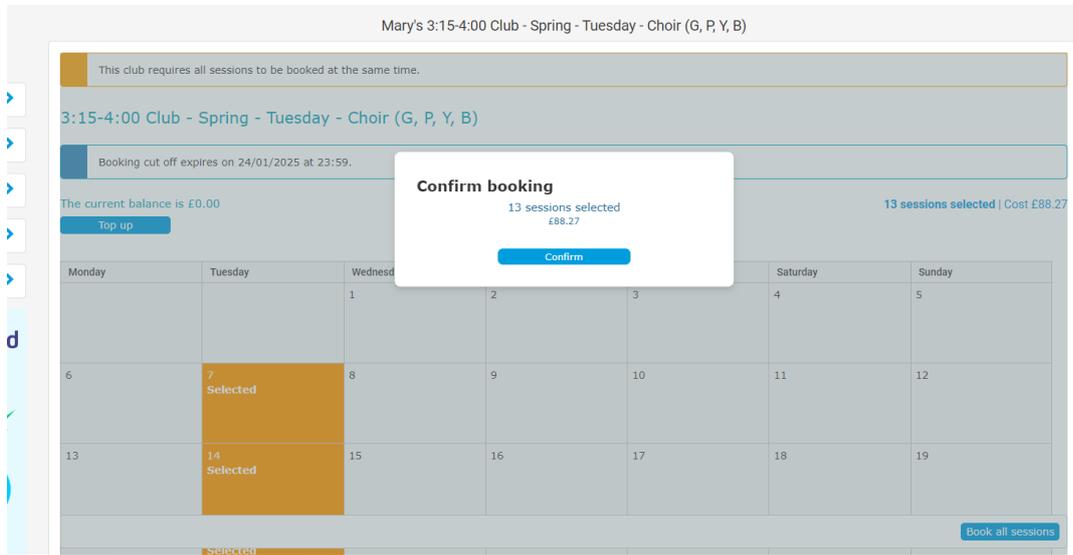


To book a 3:15 Club, click the ‘View club’ button under the club heading for example ‘3:15–4:00 Club – Spring – Tuesday – Choir (G, P, Y, B)’.

This is a block booking of sessions for each Tuesday in the designated period. Click ‘Book all sessions’ to book all 13 sessions at a total cost of £88.27. The cut-off date for booking this club has been set at the Friday of Week 3.



3:15 Clubs sessions are block-booked and paid for on a termly basis. The amount shown is the total cost of all the sessions for that term. The session dates are pre-defined. To book the club simply click the 'Book all sessions' button at the bottom of the screen.



Click 'Confirm' to proceed to the payment page. There is a 15-minute window for payment to be made to secure your child's place on the club.

Parents can add multiple bookings from one or more children to their basket but must complete the payment within the 15 minutes since the first item was added to the basket.

See the [Payment](#) section for the payment procedure.

## 3.2 Before School Club

From the 'Clubs' menu, click 'View Club' under the 'Before School Club' heading. The calendar for the Before School Club will display the dates available for booking. Select each date that you wish to book by clicking on it. Selected dates will display with an orange-coloured background. Clicking the weekday name e.g. 'Monday', will select every Monday session for the whole of the booking period. To remove any Mondays not required simply click the date and it will be de-selected.

The top right corner of the screen will show the number of sessions selected and the total cost. When you are finished, click 'Book selected sessions'.

Parents may book a Before School Club session up to 11:59pm on the day of attendance – to facilitate a late booking. But we would prefer all Before School Club sessions to be booked no later than 3pm the day before.

**Before School Club**

Booking cut off expires the day of the session.

The current balance is £0.00 3 sessions selected | Cost £20.10

[Top up](#) [Select all](#) [Unselect all](#)

**January 2025**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6 Available Click to select	7 Available Click to select	8 Available Click to select	9 Available Click to select	10 Available Click to select	11	12
13 Selected Before School Club £6.70	14 Available Click to select	15 Selected Before School Club £6.70	16 Available Click to select	17 Selected Before School Club £6.70	18	19
20 Available Click to select	21 Available Click to select	22 Available Click to select	23 Available Click to select	24 Available Click to select	25	26
27 Available Click to select	28 Available Click to select	29 Available Click to select	30 Available Click to select	31 Available Click to select		

[Book selected sessions](#)

Before School Club

Booking cut off expires the day of the session.

The current balance is £0.00 4 sessions selected | Cost £26.80

[Top up](#) [Select all](#) [Unselect all](#)

**January 2025**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1			4	5
6 <b>Selected</b> Before School Club £6.70	7 <b>Selected</b> Before School Club £6.70	8 <b>Available</b> Click to select			11	12
13 <b>Available</b> Click to select	14 <b>Selected</b> Before School Club £6.70	15 <b>Available</b> Click to select			18	19
20 <b>Available</b> Click to select	21 <b>Selected</b> Before School Club £6.70	22 <b>Available</b> Click to select	23 <b>Available</b> Click to select	24 <b>Available</b> Click to select	25	26
27 <b>Available</b> Click to select	28 <b>Available</b> Click to select	29 <b>Available</b> Click to select	30 <b>Available</b> Click to select	31 <b>Available</b> Click to select		

[Book selected sessions](#)

**Confirm booking**

Sessions will not be booked until a payment has been made. If your place is still available and the booking cut off is in the future, once you click 'Confirm' your sessions are reserved for 15 minutes or until the booking cut off, whichever is sooner. If no payment is received in that time, your place will be made available for others to book.

4 sessions selected  
£26.80

[Confirm](#)

Then click 'Confirm' to proceed to the payments page.

Basket

Item	Total cost	Edit	Remove
Mary - Before School Club <span style="font-size: small;">i</span>	£26.80		🗑️

Order summary

Items:	£26.80
Total:	£26.80
Pay by Parent Account credit:	-£0.00
<b>Amount to pay:</b>	<b>£26.80</b>

[Proceed to checkout](#)

[Continue shopping](#)

There is a 15-minute window for payment to be made to secure your child's place on the club.

Parents can add multiple bookings from one or more children to their basket but must complete the payment within the 15 minutes since the first item was added to the basket.

See the [Payment](#) section for the payment procedure.

### 3.3 After School Club

From the 'Clubs' menu, click 'View Club' under the 'After School Club' heading. The calendar for the After School Club will display the dates available for booking.

The After School Club sessions differ from the Before School Club sessions in that parents have a choice of time slots to book. These time slots are defined as booking options.

Select the date that you wish to book by clicking on it. A window will pop up prompting you to select a booking option. In our case the options will be the After School Club time slots:

- 3:15pm-4:30pm
- 3:15pm-6pm
- 4pm-4:30pm
- 4:00pm-6pm

If your child will attend a 3:15 club on a particular day, please ensure that you select either of the last two options (which commence at 4:00pm) when booking ASC for that day. These are discounted to account for the 3:15 Club. Please make sure you select the correct pick-up time. As with the current system, late pick-up charges will be applied by the ASC Administrator.

Select the timeslot you require and Click 'OK'.

After School Club

Booking cut off expires the day of the session.

The current balance is £0.00 3 sessions selected | Cost £30.60

[Top up](#) [Select all](#) [Unselect all](#)

### January 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1			4	5
6 Available Click to select	7 Available Click to select	8 Available Click to select			11	12
13 Selected 3:15pm-6:00pm £18.70	14 Selected 4:00pm-4:30pm (after ... £3.40	15 Selected 3:15pm-6:00pm £8.50			18	19
20 Available Click to select	21 Available Click to select	22 Available Click to select	Available Click to select	Available Click to select	25	26
27 Available Click to select	28 Available Click to select	29 Available Click to select	30 Available Click to select	31 Available Click to select		

### February 2025

[Book selected sessions](#)

Continue selecting the dates that you wish to book along with the relevant booking option.

Selected dates will display with an orange-coloured background and will also show the selected booking option and price. To remove a selected session simply click the date and it will be de-selected.

Parents may book an After School Club session up to 11:59pm on the day of attendance – to facilitate a late booking. If your child does attend an unplanned ASC session, we do ask that you kindly book and pay for that session before midnight that day.

After School Club

Booking cut off expires the day of the session.

The current balance is £0.00 4 sessions selected | Cost £44.20

[Top up](#) [Select all](#) [Unselect all](#)

**January 2025**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
<b>6 Available</b> Click to select	<b>7 Available</b> Click to select	<b>8 Available</b> Click to select	<b>9 Available</b> Click to select	<b>10 Available</b> Click to select	11	12
<b>13 Selected</b> 3:15pm-6:00pm £18.70	<b>14 Selected</b> 4:00pm-4:30pm (after ... £3.40	<b>15 Selected</b> 3:15pm-4:30pm £8.50	<b>16 Available</b> Click to select	<b>17 Selected</b> 4:00pm-6:00pm (after ... £13.60	18	19
<b>20 Available</b> Click to select	<b>21 Available</b> Click to select	<b>22 Available</b> Click to select	<b>23 Available</b> Click to select	<b>24 Available</b> Click to select	25	26
<b>27 Available</b> Click to select	<b>28 Available</b> Click to select	<b>29 Available</b> Click to select	<b>30 Available</b> Click to select	<b>31 Available</b> Click to select		

[Book selected sessions](#)

**February 2025**

The number of sessions selected and the total cost is displayed in the top right-hand corner of the screen. When you have finished selecting dates and booking options, please click ‘Book selected sessions’.

Parents are advised they have 15 minutes to confirm the booking. The price and the number of sessions they have selected are displayed again. To escape from this window without confirming the bookings click anywhere on the screen.

After School Club

Booking cut off expires the day of the session.

The current balance is £0.00 4 sessions selected | Cost £44.20

[Top up](#) [Select all](#) [Unselect all](#)

**Confirm booking**

Sessions will not be booked until a payment has been made. If your place is still available and the booking cut off is in the future, once you click 'Confirm' your sessions are reserved for 15 minutes or until the booking cut off, whichever is sooner. If no payment is received in that time, your place will be made available for others to book.

4 sessions selected  
£44.20

[Confirm](#)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1			4	5
<b>6 Available</b> Click to select	<b>7 Available</b> Click to select	<b>8 Available</b> Click to select			11	12
<b>13 Selected</b> 3:15pm-6:00pm £18.70	<b>14 Selected</b> 4:00pm-4:30pm (after ... £3.40	<b>15 Selected</b> 3:15pm-4:30pm £8.50	<b>16 Available</b> Click to select	<b>17 Selected</b> 4:00pm-6:00pm (after ... £13.60	18	19
<b>20 Available</b> Click to select	<b>21 Available</b> Click to select	<b>22 Available</b> Click to select	<b>23 Available</b> Click to select	<b>24 Available</b> Click to select	25	26

[Book selected sessions](#)

Click ‘Confirm’ to display the payment screen. See the [Payment](#) section for the payment procedure.

### 3.4 Holiday Club

From the 'Clubs' menu, click 'View Club' under the 'Holiday Club' heading. The calendar for the Holiday Club will display the dates available for booking.

The Easter holiday club for 2025 will run for 4 days during the first week of the holidays from Monday 14<sup>th</sup> to Thursday 17<sup>th</sup> April.

The Summer Holiday club for 2025 will run for the first week of the holidays (21<sup>st</sup>-25<sup>th</sup> July) and from Tuesday 26<sup>th</sup> to Friday 29<sup>th</sup> August during the final week of the holidays.

**Holiday Club**

Booking cut off expires the day of the session.

The current balance is £0.00 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

**April 2025**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
<b>14 Available</b> Click to select	<b>15 Available</b> Click to select	<b>16 Available</b> Click to select	<b>17 Available</b> Click to select	18	19	20
21	22	23	24	25	26	27

Activate Windows  
Go to Settings to activate Windows.  
[Book selected sessions](#)

Select each date that you wish to book by clicking on it. Parents have two options to choose from when booking a place for their child:

- Full day
- Half day (up to 5 hours)

It is school policy that late pickups will incur a charge of £10 per 10-minute interval up to 30 minutes. Pickups later than 30 minutes overdue for a half day booking, will mean the full day charge of £35 will be applied.

Any late pickup charges will be applied to the Holiday Club account for the child/ren in question by the ASC administrator. These charges will show as a negative balance on the account and parents will be required to make payment to return the balance to £0.

**Holiday Club**

Booking cut off expires the day of the session.

The current balance is £0.00 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

**April 2025**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2			5	6
7	8	9			12	13
14 Available Click to select	15 Available Click to select	16 Available Click to select	17 Available Click to select	18 Available Click to select	19	20
21	22	23	24	25	26	27
28	29	30				

[Book selected sessions](#)

**Select booking choice:**

Half Day - up to 5 hours  
£17.50

Full Day 8am to 5pm  
£35.00

[OK](#)

Select the required booking option, then click 'OK'.

Selected dates will display with an orange-coloured background and will also show the selected booking option and price. To remove a selected session simply click the date and it will be de-selected.

**Holiday Club**

Booking cut off expires the day of the session.

The current balance is £0.00 4 sessions selected | Cost £87.50

[Top up](#) [Select all](#) [Unselect all](#)

**April 2025**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14 <b>Selected</b> Half Day - up to 5 hours £17.50	15 <b>Selected</b> Half Day - up to 5 hours £17.50	16 <b>Selected</b> Half Day - up to 5 hours £17.50	17 <b>Selected</b> Full Day 8am to 5pm £35.00	18	19	20
21	22	23	24	25	26	27

[Book selected sessions](#)

The top right corner of the screen will show the number of sessions selected and the total cost. When you are finished, click 'Book selected sessions'.

Parents may book a Holiday Club session up to 11:59pm on the day of attendance – to facilitate a late booking. But we would prefer all Holiday Club sessions to be booked no later than 3pm on the last day of the preceding term.

### 3.5 School Meals

From the 'Clubs' menu, click 'View Club' under the 'School Meals' heading. This will only be visible to children in Yellow and Blue classes.

As the school meals menu changes every half term, the calendar will display the dates available for booking over the corresponding half term. When the next menu is published, the following half-term sessions will be released for booking.

#### School Meals

Booking cut off expires the day of the session.

The current balance is £0.00 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

**January 2025**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
<b>6 Available</b> Click to select	<b>7 Available</b> Click to select	<b>8 Available</b> Click to select	<b>9 Available</b> Click to select	<b>10 Available</b> Click to select	11	12
<b>13 Available</b> Click to select	<b>14 Available</b> Click to select	<b>15 Available</b> Click to select	<b>16 Available</b> Click to select	<b>17 Available</b> Click to select	18	19
<b>20 Available</b> Click to select	<b>21 Available</b> Click to select	<b>22 Available</b> Click to select	<b>23 Available</b> Click to select	<b>24 Available</b> Click to select	25	26
<b>27 Available</b> Click to select	<b>28 Available</b> Click to select	<b>29 Available</b> Click to select	<b>30 Available</b> Click to select	<b>31 Available</b> Click to select		

**February 2025**

[Book selected sessions](#)

Select each date that you wish to book by clicking on it. Selected dates will display with an orange-coloured background. Clicking the weekday name e.g. 'Monday', will select every Monday session for the whole of the booking period.

Should you wish to book a meal for every day of the half term, simply click the 'Select all' button at the top right of the screen.

## School Meals

Booking cut off expires the day of the session.

The current balance is £0.00

8 sessions selected | Cost £21.20

Top up

Select all

Unselect all

### January 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
<b>6 Available</b> Click to select	<b>7 Available</b> Click to select	<b>8 Available</b> Click to select	<b>9 Available</b> Click to select	<b>10 Available</b> Click to select	11	12
<b>13 Selected</b> School Lunch £2.65	<b>14 Selected</b> School Lunch £2.65	<b>15 Selected</b> School Lunch £2.65	<b>16 Available</b> Click to select	<b>17 Available</b> Click to select	18	19
<b>20 Available</b> Click to select	<b>21 Selected</b> School Lunch £2.65	<b>22 Selected</b> School Lunch £2.65	<b>23 Selected</b> School Lunch £2.65	<b>24 Available</b> Click to select	25	26
<b>27 Available</b> Click to select	<b>28 Selected</b> School Lunch £2.65	<b>29 Available</b> Click to select	<b>30 Available</b> Click to select	<b>31 Selected</b> School Lunch £2.65		

### February 2025

Book selected sessions

To remove any days not required simply click the date and it will be de-selected.

The top right corner of the screen will show the number of sessions selected and the total cost. When you have selected all of the dates that you wish to book in this instance, click 'Book selected sessions'.

## School Meals

Booking cut off expires the day of the session.

The current balance is £0.00

8 sessions selected | Cost £21.20

Top up

Select all

Unselect all

### January 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1			4	5
<b>6 Available</b> Click to select	<b>7 Available</b> Click to select	<b>8 Available</b> Click to select			11	12
<b>13 Selected</b> School Lunch £2.65	<b>14 Selected</b> School Lunch £2.65	<b>15 Selected</b> School Lunch £2.65			18	19
<b>20 Available</b> Click to select	<b>21 Selected</b> School Lunch £2.65	<b>22 Selected</b> School Lunch £2.65	<b>23 Selected</b> School Lunch £2.65	<b>24 Available</b> Click to select	25	26
<b>27 Available</b> Click to select	<b>28 Selected</b> School Lunch £2.65	<b>29 Available</b> Click to select	<b>30 Available</b> Click to select	<b>31 Selected</b> School Lunch £2.65		

### February 2025

Book selected sessions

#### Confirm booking

Sessions will not be booked until a payment has been made. If your place is still available and the booking cut off is in the future, once you click 'Confirm' your sessions are reserved for 15 minutes or until the booking cut off, whichever is sooner. If no payment is received in that time, your place will be made available for others to book.

8 sessions selected

£21.20

Confirm

Basket			
Item	Total cost	Edit	Remove
Mary - Club - School Lunches 	£21.20		

Order summary	
Items:	£21.20
Total:	£21.20
Pay by Parent Account credit:	-£0.00
<b>Amount to pay:</b>	<b>£21.20</b>

[Proceed to checkout](#)

[Continue shopping](#)

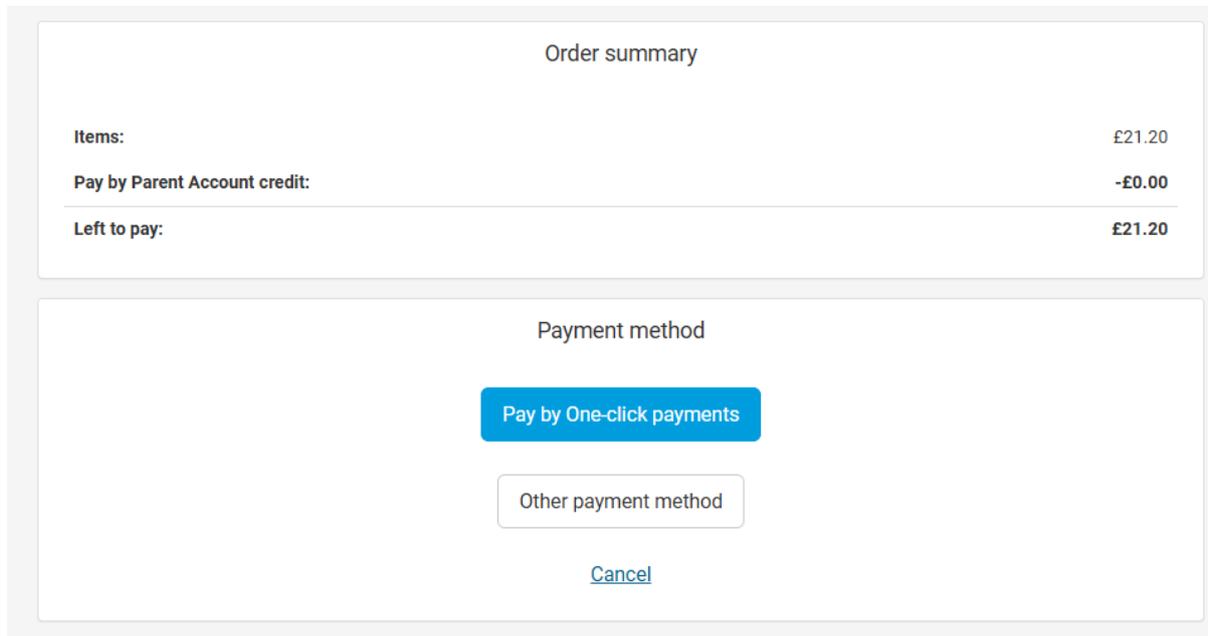
Order summary	
Items:	£21.20
Pay by Parent Account credit:	-£0.00
<b>Left to pay:</b>	<b>£21.20</b>

Payment method	
<a href="#">Pay by One-click payments</a>	
<a href="#">Other payment method</a>	
<a href="#">Cancel</a>	

Parents may book a School Meal up to 11:59pm on the day of attendance – to facilitate an occasional late booking. But we would kindly ask that all School Meals are booked no later than 12pm the day before the meal is to be taken.

## 5 Payment

Parents may choose to make payment by debit or credit card or by using the 'One-click payment' option.



The screenshot displays a payment interface with two main sections. The top section, titled "Order summary", contains a table with the following items:

Order summary	
Items:	£21.20
Pay by Parent Account credit:	-£0.00
<b>Left to pay:</b>	<b>£21.20</b>

The bottom section, titled "Payment method", contains three buttons:

- A blue button labeled "Pay by One-click payments".
- A white button with a grey border labeled "Other payment method".
- A blue link labeled "Cancel".

### 5.1 Debit/credit card payments

Select 'Other payment method' to pay by debit or credit card. Following a debit or credit card payment the transactions are completed immediately and the status of the payment item will be 'Paid'.

 Secure checkout

### Your payment information

We accept:   

Card number

Cardholder name

Expiry date  
 /

CVW 

 [Why we need this information](#)

Remember card details (optional)

Card nickname

I consent to ParentPay remembering my card details for future use

[Review payment](#)

## 5.2 One-click payment option

This method of payment sets up a link between the ParentPay account and the payer's bank account. On first use, the payer enters their bank account details and gives permission for a direct debit to be set up. This initial process can take up to 10 days to complete.

Each time the payer selects 'One-click payment' to purchase an item, an instruction is sent to the payer's bank account to retrieve the funds.

Each transaction can take up to 3 days to complete and until the funds have been received by ParentPay, the status of the payment item within ParentPay will be 'Pending'. If there are insufficient funds within the bank account, then the payment will fail and the status of the payment will be 'Failed payment'. Parents will need to ensure that funds are available and make a new payment to cover the item.

Bank accounts

Connect your bank to pay by One-click payments

One-click payments use a Direct Debit from your bank account to pay for one-off transactions when you tell us.  
Direct Debit is simply how we securely connect to your bank.  
It's faster than remembering card details.

---

Account holder's names:  [Why we need this information](#)

Account number:

Sort code:  -  -

I confirm that I am the account holder and the only person required to authorise debits on this account.

[Back](#) [Continue](#)

---

ParentPay Limited  
The Exchange, Express Park, Bridgewater, Somerset, TA6 4RR  
The details of your Direct Debit Instruction will be confirmed to you within 3 working days or no later than 10 working days before the first collection.  
Your payments are protected by the [Direct Debit Guarantee](#) 

[Click here](#) for further details about paying using the 'One-click payment' option.

[One-click payment FAQ](#)

### 5.3 15 Minute Payment Window

Payment must be completed within 15 minutes for each individual club booking. Dates selected are reserved and become bookings once payment has been made.

It is advisable to have identified in advance the dates you wish to book for each club to ensure the booking process can be completed within 15 minutes.

This is most relevant to the bookings for the After School Club, as for each date selected you must also select a booking option.

If you add several bookings to your basket, for example a School Meals, a BSC and an ASC booking, then the payment must be completed within 15 minutes of the first item being added to your basket. You can choose to checkout each club booking separately to allow 15 minutes for each if you wish.

If during the payment process you see one of the items appear greyed out, with the blue information symbol beside it and clicking the symbol reveals the wording 'Reserved session(s) has expired', then the system is telling you that the 15-minute payment window has passed for that item and it will need to be re-booked.

### Basket

Item	Total cost	Edit	Remove
Mary - Club - School Lunches <span style="float: right; font-size: small;">Reserved session(s) has expired</span>	£21.20		🗑️
Mary - Club - Holiday Club	£105.00	✍️	🗑️

### Order summary

Items:	£126.20
<b>Total:</b>	<b>£126.20</b>
Pay by Parent Account credit:	-£0.00
<b>Amount to pay:</b>	<b>£126.20</b>

[Proceed to checkout](#)  
[Continue shopping](#)

In which case, you will need to remove that item from your basket to complete the payment process for the remaining bookings. Then you will need to go back to the Club in question, re-select the dates to be booked and complete a separate payment process for that booking.

Communication Profile Logout

2

A booking reservation has expired

A reservation in the basket has expired. To proceed with payment please remove expired reservations.

[OK](#)

### Basket

Item	Total cost	Edit	Remove
Mary - Club - School Lunches <span style="float: right; font-size: small;">Reserved session(s) has expired</span>	£21.20		🗑️
Mary - Club - Holiday Club	£105.00	✍️	🗑️

### Order summary

Items:	£126.20
<b>Total:</b>	<b>£126.20</b>
Pay by Parent Account credit:	-£0.00
<b>Amount to pay:</b>	<b>£126.20</b>

[Proceed to checkout](#)  
[Continue shopping](#)

## 6 Viewing, amending or cancelling existing bookings

### 6.1 Before School Club

#### 6.1.1 Cancelling a session

Before School Club sessions may be cancelled any time up to midnight on the day of each session.

Open the calendar for the Before School Club for the child in question. The previously booked sessions will display with a green background. Select the date to be cancelled.

The screenshot shows the 'Before School Club' interface. At the top, it states 'Booking cut off expires the day of the session.' Below this, the current balance is shown as '-£42.30' with a 'Top up' button. On the right, it indicates '0 sessions selected | Cost £0.00' with 'Select all' and 'Unselect all' buttons. The main area is a calendar grid with columns for Monday, Tuesday, Wednesday, Saturday, and Sunday. Sessions are listed for dates 6, 7, 13, 14, 20, and 21, all marked as 'Booked' with a price of £7.05. Sessions for dates 8, 9, 15, 16, 17, 22, 23, and 24 are marked as 'Available' with a 'Click to select' link. A modal dialog box titled 'Cancel booking' is centered over the calendar, asking 'Are you sure you want to amend this booking?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted in blue. At the bottom right of the calendar, there is a 'Book selected sessions' button.

Click 'Yes' to proceed with the cancellation of this booking. A refund for the booking will be made to the Before School Club balance for this child.

### 6.2 After School Club

Parents can return to the After School Club calendar to view confirmed bookings at any time. Individual sessions may be cancelled or amended at any time up to midnight on the day of each session. If booking choices are updated, for example, to change a 4:30pm pickup to a 6pm pickup, the system will automatically cancel the original choice and payment and re-book with the new option and charges. For cancellations, the system will automatically refund the session price to the Club balance for that child.

#### 6.2.1 Amending an existing session

Click 'View Club' to display the After School Club calendar. Any existing bookings you have made will appear in green, and the word 'Booked' will appear together with the booking choice you have made e.g. 3:15-6:00pm on 13<sup>th</sup> January 2025.

Click on the date of the session you wish to change and the following window is displayed.

Booking cut off expires the day of the session.

The current balance is -£52.70 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

### January 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6 <b>Available</b> Click to select	7 <b>Available</b> Click to select	8 <b>Available</b> Click to select			11	12
13 <b>Booked</b> 3:15pm-6:00pm £18.70	14 <b>Booked</b> 4:00pm-4:30pm (aft... £3.40	15 <b>Booked</b> 3:15pm-6:00pm £8.50			18	19
20 <b>Available</b> Click to select	21 <b>Available</b> Click to select	22 <b>Available</b> Click to select			25	26
27 <b>Available</b> Click to select	28 <b>Available</b> Click to select	29 <b>Available</b> Click to select	30 <b>Available</b> Click to select	31 <b>Available</b> Click to select		

### February 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

**Edit booking choice:**

3:15pm-4:30pm  
£8.50

3:15pm-6:00pm  
£18.70

4:00pm-4:30pm (after 3:15 Club)  
£3.40

4:00pm-6:00pm (after 3:15 Club)  
£13.60

[Remove](#) [OK](#)

Choose a different booking choice, then click 'OK'. In our example we will select '3:15-4:30pm'.

Booking cut off expires the day of the session.

The current balance is -£52.70 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

### January 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	
6 <b>Available</b> Click to select	7 <b>Available</b> Click to select	8 <b>Available</b> Click to select			11	
13 <b>Booked</b> 3:15pm-6:00pm £18.70	14 <b>Booked</b> 4:00pm-4:30pm (aft... £3.40	15 <b>Booked</b> 3:15pm-6:00pm £8.50			18	
20 <b>Available</b> Click to select	21 <b>Available</b> Click to select	22 <b>Available</b> Click to select	23 <b>Available</b> Click to select	24 <b>Available</b> Click to select	25 <b>Available</b> Click to select	
27 <b>Available</b> Click to select	28 <b>Available</b> Click to select	29 <b>Available</b> Click to select	30 <b>Available</b> Click to select	31 <b>Available</b> Click to select		

### February 2025

**Change booking choice**

This will change Mary Hilton's booking for After School Club. A credit will be applied to reverse the charge for the original booking and a charge will be applied to cover the new booking.

Are you sure you want to amend this booking?

[Yes](#) [No](#)

Click 'Yes' to confirm or 'No' to cancel the amendment.

<b>6</b> <b>Available</b> Click to select	<b>7</b> <b>Available</b> Click to select	<b>8</b> <b>Available</b> Click to select	<b>9</b> <b>Available</b> Click to select	<b>10</b> <b>Av</b> Cli
<b>13</b> <b>Booked</b> 3:15pm-4:30pm £8.50	<b>14</b> <b>Booked</b> 4:00pm-4:30pm (aft... £3.40	<b>15</b> <b>Booked</b> 3:15pm-4:30pm £8.50	<b>16</b> <b>Available</b> Click to select	<b>17</b> <b>Bo</b> 4: £1
<b>20</b> <b>Available</b> Click to select	<b>21</b> <b>Available</b> Click to select	<b>22</b> <b>Available</b> Click to select	<b>23</b> <b>Available</b> Click to select	<b>24</b> <b>Av</b> Cli

The booking choice for the 13<sup>th</sup> of January has now been changed to 3:15-4:30pm.

### 6.2.2 Cancelling a session

Previously booked sessions will display with a green background in the calendar. Select the session to be cancelled by clicking on the date in the calendar. Within the 'Edit booking choice' window, click the 'Remove' button.

**January 2025**

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2	3
<b>6</b> <b>Available</b> Click to select	<b>7</b> <b>Available</b> Click to select	<b>8</b> <b>Available</b> Click to select		
<b>13</b> <b>Booked</b> 3:15pm-4:30pm £8.50	<b>14</b> <b>Booked</b> 4:00pm-4:30pm (aft... £3.40	<b>15</b> <b>Booked</b> 3:15pm-4:30pm £8.50		
<b>20</b> <b>Available</b> Click to select	<b>21</b> <b>Available</b> Click to select	<b>22</b> <b>Available</b> Click to select		

**Edit booking choice:**

- 3:15pm-4:30pm  
£8.50
- 3:15pm-6:00pm  
£18.70
- 4:00pm-4:30pm (after 3:15 Club)  
£3.40
- 4:00pm-6:00pm (after 3:15 Club)  
£13.60

Remove
OK

January 2025					
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4
<b>6</b> Available Click to select	<b>7</b> Available Click to select	<b>8</b> Available Click to select			
<b>13</b> Booked 3:15pm-4:30pm £8.50	<b>14</b> Booked 4:00pm-4:30pm (aft... £3.40	<b>15</b> Booked 3:15pm-4:30pm £8.50			
<b>20</b> Available Click to select	<b>21</b> Available Click to select	<b>22</b> Available Click to select	<b>23</b> Available Click to select	<b>24</b> Available Click to select	<b>25</b> Available Click to select

**Cancel booking**

This will remove Mary Hilton's from Tuesday 14 January session for After School Club. A credit will be applied to reverse the charge that was generated when the session was booked.

Are you sure you want to amend this booking?

Click 'Yes'. The booked session has been removed from the calendar.

January 2025					
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4
<b>6</b> Available Click to select	<b>7</b> Available Click to select	<b>8</b> Available Click to select	<b>9</b> Available Click to select	<b>10</b> Available Click to select	<b>11</b> Available Click to select
<b>13</b> Booked 3:15pm-4:30pm £8.50	<b>14</b> Available Click to select	<b>15</b> Booked 3:15pm-4:30pm £8.50	<b>16</b> Available Click to select	<b>17</b> Booked 4:00pm-6:00pm (aft... £13.60	<b>18</b> Available Click to select
<b>20</b> Available Click to select	<b>21</b> Available Click to select	<b>22</b> Available Click to select	<b>23</b> Available Click to select	<b>24</b> Available Click to select	<b>25</b> Available Click to select

## 6.3 Holiday Club

### 6.3.1 Amending an existing session

Click 'View Club' to display the Holiday Club calendar. Any existing bookings you have made will appear in green, and the word 'Booked' will appear together with the booking choice you have made e.g. Half day on 14<sup>th</sup> April 2025.

Click on the date of the session you wish to change and the following window is displayed.

There are currently no sessions available to book for this club.

### Holiday Club

Booking cut off expires the day of the session.

The current balance is -£87.50 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2			5	6
7	8	9			12	13
14 <b>Booked</b> Half Day - up to 5 ho... £17.50	15 <b>Booked</b> Half Day - up to 5 ho... £17.50	16 <b>Booked</b> Half Day - up to 5 ho... £17.50	17 <b>Booked</b> Full Day 8am to 5pm £35.00	18	19	20
21	22	23	24	25	26	27
28	29	30				

**Edit booking choice:**

Half Day - up to 5 hours  
£17.50

Full Day 8am to 5pm  
£35.00

[Remove](#) [OK](#)

[Book selected sessions](#)

Choose a different booking choice, then click 'OK'. In our example we will select 'Full day' for the 14<sup>th</sup> April.

There are currently no sessions available to book for this club.

### Holiday Club

Booking cut off expires the day of the session.

The current balance is -£87.50 0 sessions selected | Cost £0.00

[Top up](#) [Select all](#) [Unselect all](#)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2			5	6
7	8	9			12	13
14 <b>Booked</b> Half Day - up to 5 ho... £17.50	15 <b>Booked</b> Half Day - up to 5 ho... £17.50	16 <b>Booked</b> Half Day - up to 5 ho... £17.50	17 <b>Booked</b> Full Day 8am to 5pm £35.00	18	19	20
21	22	23	24	25	26	27

**Change booking choice**

This will change Mary Hilton's booking for Holiday Club. A credit will be applied to reverse the charge for the original booking and a charge will be applied to cover the new booking.

Are you sure you want to amend this booking?

[Yes](#) [No](#)

[Book selected sessions](#)

Click 'Yes' to confirm or 'No' to cancel the amendment.

The booking choice for the 14<sup>th</sup> of April has now been changed to 'Full day' and the Holiday Club balance has been refunded the original booking fee of £17.50 and charged £35 for the new full day booking.

### 6.3.2 Cancelling a session

Previously booked sessions will display with a green background in the calendar. Select the session to be cancelled by clicking on the date in the calendar. Within the 'Edit booking choice' window, click the 'Remove' button.

The screenshot shows the 'Holiday Club' booking interface. At the top, it states 'Booking cut off expires the day of the session.' Below this, the current balance is shown as '-£105.00' and '0 sessions selected | Cost £0.00'. A 'Top up' button is visible. The main area is a calendar for 'April 2025' with days of the week as columns. Several dates are highlighted in green, indicating booked sessions: Monday 14 (Full Day 8am to 5pm, £35.00), Tuesday 15 (Half Day - up to 5 hours, £17.50), Wednesday 16 (Half Day - up to 5 hours, £17.50), and Thursday 24 (Full Day 8am to 5pm, £35.00). A modal window titled 'Edit booking choice:' is open over the calendar, showing two options: 'Half Day - up to 5 hours' (selected, £17.50) and 'Full Day 8am to 5pm' (£35.00). The modal has 'Remove' and 'OK' buttons.

Click 'Yes'. The booked session will be removed from the calendar.

This screenshot shows the same 'Holiday Club' booking interface as above. The modal window is now titled 'Cancel booking' and contains the following text: 'This will remove Mary Hilton's from Tuesday 15 April session for Holiday Club. A credit will be applied to reverse the charge that was generated when the session was booked. Are you sure you want to amend this booking?'. The modal has 'Yes' and 'No' buttons.

## Holiday Club

Booking cut off expires the day of the session.

The current balance is -£87.50

0 sessions selected | Cost £0.00

Top up

Select all

Unselect all

### April 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14 <b>Booked</b> Full Day 8am to 5pm £35.00	15 <b>Available</b> Click to select	16 <b>Booked</b> Half Day - up to 5 ho... £17.50	17 <b>Booked</b> Full Day 8am to 5pm £35.00	18	19	20
21	22	23	24	25	26	27

## 6.4 School Meals

### 6.4.1 Cancelling a school meal

Open the calendar for the School Meals Club for the child in question. Any previously booked sessions will display with a green background.

Select the meal booking to be cancelled by clicking on the date in the calendar.

### School Meals

Booking cut off expires the day of the session.

The current balance is -£7.95

0 sessions selected | Cost £0.00

Top up

Select all Unselect all

#### January 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6 <b>Available</b> Click to select	7 <b>Available</b> Click to select	8 <b>Available</b> Click to select	9	10	11	12
13 <b>Available</b> Click to select	14 <b>Booked</b> School Lunch £2.65	15 <b>Booked</b> School Lunch £2.65	16 <b>Booked</b> School Lunch £2.65	17	18	19
20 <b>Available</b> Click to select	21 <b>Available</b> Click to select	22 <b>Available</b> Click to select	23 <b>Available</b> Click to select	24 <b>Available</b> Click to select	25	26
27 <b>Available</b> Click to select	28 <b>Available</b> Click to select	29 <b>Available</b> Click to select	30 <b>Available</b> Click to select	31 <b>Available</b> Click to select		

#### February 2025

Book selected sessions

**Cancel booking**

This will remove Mary Hilton's from Thursday 16 January session for School Meals. A credit will be applied to reverse the charge that was generated when the session was booked.

Are you sure you want to amend this booking?

Yes No

Click 'Yes' to proceed with the cancellation of this booking. A refund for the booking will be made to the School Meals Club balance for this child.

### School Meals

Booking cut off expires the day of the session.

The current balance is -£5.30

0 sessions selected | Cost £0.00

[Top up](#)

[Select all](#)

[Unselect all](#)

#### January 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
<b>6</b> Available Click to select	<b>7</b> Available Click to select	<b>8</b> Available Click to select	<b>9</b> Available Click to select	<b>10</b> Available Click to select	11	12
<b>13</b> Available Click to select	<b>14</b> Booked School Lunch £2.65	<b>15</b> Booked School Lunch £2.65	<b>16</b> Available Click to select	<b>17</b> Available Click to select	18	19
<b>20</b> Available Click to select	<b>21</b> Available Click to select	<b>22</b> Available Click to select	<b>23</b> Available Click to select	<b>24</b> Available Click to select	25	26
<b>27</b> Available Click to select	<b>28</b> Available Click to select	<b>29</b> Available Click to select	<b>30</b> Available Click to select	<b>31</b> Available Click to select		

#### February 2025

[Book selected sessions](#)