

# Magic Booking Parents FAQ

Do you have a question regarding Magic Booking? Hopefully we have answered it below but if not please do not hesitate to [email us!](#)

## Frequently Asked Questions

### Why is Magic Booking being introduced?

At MACS we are continually listening to customer feedback, researching and thinking about how we can improve our customer service. We constantly strive to become more efficient, deliver a better service and make life easier for the families who use our service. All our hard work has led us to Magic Booking as a solution.

By using Magic Booking we are:

- Making it easier for you to book care for your children
- Allowing you to access and update the information we need to care for your children
- Improving our payment systems by allowing automatic payments for your convenience
- Assisting with your financial management by ensuring you pay the same amount each month for your childcare
- Improving communication between ourselves and customers using a more centralized system
- Reducing our dependence on paper-based systems in an effort to reduce our environmental impact as a company

With the introduction of any new system we understand there may be some teething issues however we do hope that Magic Booking will help improve the service we offer. We thank you for your patience while we migrate to the new software.

### Will Magic Booking be used in the

Yes, you will notice a couple of changes in project.

At the end of the day when signing your child out from MACS you will do this on a tablet rather than on paper. If someone arrives to collect your child who is not a regular collector the system can request that they type in your nominated password for security purposes.

<p><b>MACS projects too?</b></p>	<p>Furthermore, if there is an incident or accident involving your child a form can be completed and emailed to you directly by staff improving our communication.</p> <p>Staff are also emailed automatically when you update any of your child's information meaning we know immediately if your child's needs change in any way.</p>
<p><b>Can I access Magic Booking on my phone?</b></p>	<p>Yes! Magic Booking can be accessed on your phone, tablet, desktop computer - anywhere with internet connection. This means you can access your account at any time to make bookings, update your child's information, check your payments..... all at a time convenient to you!</p>
<p><b>How do I sign up for Magic Booking?</b></p>	<p>You will receive an email invitation to sign up to the Magic Booking system. Please follow our <a href="#">User Guide</a> to set up your account. If you have any problems the Help? section is available on Magic Booking with helpful videos taking you through the process step by step.</p> <p>If you have any problems, please do not hesitate to <a href="#">contact us!</a></p>
<p><b>Can I add an additional account holder?</b></p>	<p>Yes! Once you have initially set up your account you can then add an additional account holder at any time. Simply log in to your Magic Booking account, select the 'Account' tab then 'Additional Account Holder(s)' to enter the details of the person you wish to share your account with.</p>
<p><b>How do I pay for the care booked?</b></p>	<p>Once you have selected the care you require you will be prompted to indicate your payment method. <b>You must select PAY MONTHLY</b> to avoid the system requesting the entire academic year fees in one payment.</p> <p><b>Tax Free Childcare (TFC)</b></p> <p>You can indicate you wish to pay the full monthly amount by TFC and arrange this recurring payment via your HMRC TFC account. Please follow the TFC account instructions to allow you to set up this payment. For more information on the savings you can make using TFC please click <a href="#">here</a>.</p> <p><b>Childcare Vouchers (CCV)</b></p> <p>If you are in receipt of Childcare Vouchers, you can indicate you wish to pay via this method. Simply enter the monthly amount you wish to pay via CCV and</p>

	<p>arrange this with your employers CCV scheme. If the monthly amount of CCV available does not meet your monthly instalment amount you can indicate you wish to pay the shortfall by Credit/Debit card.</p> <p><b>Debit/Credit Card</b></p> <p>Monthly invoices can also be settled using automatic Debit/Credit card payments. The monthly plan will calculate your monthly instalment amount and request your card details. The monthly amount will be deducted automatically with reminders emailed to you should a payment fail or your card is approaching its expiration date.</p> <p><b>College/University Funding</b></p> <p>Funded childcare places are subject to an additional charge per session, this covers the periods when care must be reserved and when no notice period is charged. When you receive your childcare funding award notice from your College/University please <a href="#">email</a> a copy to us. Students are liable for any fees that are not covered by funding. We will assist with setting up a payment plan in this instance.</p> <p><b><i>Please note all payment instalments must be entered as the 1st of each month. Failure to pay monthly instalments will result in the beginning of our Credit Control Procedures and your childcare place being at risk of cancellation.</i></b></p>
<p><b>I currently pay my invoices by Direct Debit, will this change?</b></p>	<p>Yes, we will stop using our current Direct Debit system however we will still offer convenient, automatic payments. The difference will be that payments will come from your saved debit/credit card rather than your bank account. Once you save your card details and agree to the payment plan – that’s it! You will be reminded when payments will be taken and we conveniently deduct the payment on the 1<sup>st</sup> of each month every month automatically with no further input required from you. We will even send a reminder when your saved card is nearing its expiry date giving you notice to update to your new card.</p>
<p><b>Can I receive proof of payment for a Universal Credit Claim?</b></p>	<p>Yes, statements can be downloaded at any time by logging in to your account, selecting the Account tab and the selecting statement. You can also obtain proof of payment by again selecting ‘Account’ then ‘Payment Proof’. This will allow you to download a copy of the information required.</p> <p>If at any point you require any further proof of care or payment, please <a href="#">email</a> us to request this.</p>

<p><b>I would like to change my contract; how do I do that?</b></p>	<p><b>To add additional days to your contract:</b></p> <p>Please contact your Project Manager to request additional care and they can advise if this is available. If care is not immediately available your child’s name will be added to our waiting list. Once we are in a position to offer the care you require, we will add the care to your booking at Head Office then email confirmation to you. You can view your bookings at any time by accessing the Bookings tab in your Magic Booking account.</p> <hr/> <p><b>To cancel some days of your contract:</b></p> <p>Bookings can be cancelled via your Magic Booking account - please note our 4 week notice policy will be enforced for any cancellation of care. Magic Booking will automatically take the 4 week notice period into account with any cancellation and will charge accordingly. To cancel dates please click Bookings the navigate to the Amend Date(s) tab.</p> <p><i>If you are cancelling your contract entirely, please also <a href="#">email us to advise</a>.</i></p> <hr/> <p><b>To add ad hoc/one-off care without changing your contract:</b></p> <p>Please contact the Project Manager to request the additional care. The Manager can then add this date to your account for you if space is available.</p>
<p><b>How do I add a sibling to my account?</b></p>	<p>Siblings can be added by clicking the ‘Children’ tab then ‘Add child’.</p>
<p><b>How do I book Holiday Club care?</b></p>	<p>Currently Holiday Clubs will be booked via our normal online form. However, to ensure all your childcare bookings and payments are located in the same place we will ensure your Holiday Club booking is uploaded to your Magic Booking account for you. This means you will be able to view the dates booked once confirmed and payment for the care will be added to your payment plan. As soon as we are in a position to allow bookings for holiday club via Magic Booking, we will let you know.</p>
<p><b>My child is on the MACS Waiting List -</b></p>	<p>Although Magic Booking offers a waiting list feature, we will ensure we keep our previous waiting list system running meaning your child’s place on the waiting list</p>

<p><b>is this affected by the change to Magic Booking?</b></p>	<p>is unchanged. Please be reassured this move to the Magic Booking system will not result in any delays with offering places to children currently on our waiting lists.</p>
<p><b>Does my contract renew each year automatically?</b></p>	<p>No. Customers must rebook each year – don't worry we will remind you to do this! You will not need to complete the whole registration process; you just need to book the care you need and set up your payment plan. We will reserve the care you currently use for the following academic year for a certain period of time to allow you to book. If you require to change your care for the following year this will be offered subject to availability. If you do not book your care before the stated closing date, we will assume care is no longer required and offer your place to the next person on our waiting list. To avoid losing your place please follow the instructions on your re-booking email when received and book within the timeframe given.</p>
<p><b>I'm having a problem with my Magic Booking account, what do I do?</b></p>	<p>Please refer to the User Guide, Help section on the Magic Booking site and the FAQs provided in the first instance. We have provided as much information as possible regarding setting up and using the Magic Booking system and will continue to add to this as we receive feedback.</p> <p>If you are still having an issue, please <a href="#">email us</a> and let us know. Working together with the Magic Booking Helpdesk we will try to resolve all issues as soon as possible. Don't worry – during this transition period we will keep our normal systems running so there will be no disruption to your childcare booking if there is a delay in setting up your Magic Booking account.</p>

**Have another question?**



*There is lots of information in the Magic Booking Help section and our User Guide, if you can't find the answer there, please ask us! You can [email us](#) or call 0141 887 0002.*

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