



## Your guide to booking wraparound care on SchoolsBuddy

You may find this [5-minute parent video guide](#) provided by SchoolsBuddy helpful.

### Step-by-step guide

Please make sure that you read through these steps in order as you make your booking.

#### **Log in to SchoolsBuddy:**

- Download the SchoolsBuddy app, log in at [www.schoolsbuddy.net](http://www.schoolsbuddy.net) from a web browser, or use this direct [link](#).
- **New parents/carers joining the school:** You will need to activate your account first using the details emailed to you directly by SchoolsBuddy. If you have not received this email and it isn't in your spam folder, please email [wraparound@belleville.q1e.org.uk](mailto:wraparound@belleville.q1e.org.uk) and we will be able to help you.

#### **Select your wraparound care sessions:**

- Under 'Available Signups', select the term that you would like to book for.
- **Please make sure that you are booking wraparound care for the correct school site for your child – Meteor Street or Webb's Road.** We have set-up SchoolsBuddy so that only the breakfast and after-school club sessions at your school site should appear to you. However, for new joiners and parents with children at both sites – e.g. a Nursery child with an older sibling at Meteor, you may find options for both sites appear in your SchoolsBuddy account.
- Each term for the 24/25 academic year is set up separately. **If you wish to book all three terms at the beginning of the year, you will need to go back to the 'available sign ups' page and choose each term separately**, i.e. if you want after-school sessions for the whole year, you will need to make three separate bookings.

Once you select your term on the 'Available Signups' page, you will be taken to a page which says the site and term you are booking for, e.g. Webb's Breakfast and Afterschool Club Autumn Term 2024.

- **Please note that Breakfast and After-School sessions are listed separately** so if you wish to book both, please ensure you select both.
- All available sessions are listed in date order.
- The number of places available to book will be visible.
- **IMPORTANT: Now click on the Filter button towards the top of the page** to make additional options appear.
- If you wish to book the same day/s throughout the term, please tick the day/s of the week you are interested in.

- In the 'Events' drop-down box, if you want to book only breakfast or only after-school, please select that from the drop-down menu. If you leave this box blank both breakfast and after-school options will be available to select.
- **For previous customers of Balham Community Centre only, please use the 'Group' drop down box to select whether you were on a 5-day week contract or a 1-4 day week contract.**
- For all other parents/carers, please leave the 'Group' drop-down box blank.
- **Once you have completed the days and events options and not before, click 'Select all' by your child's name.** This will then select all sessions that meet your criteria. i.e. all after-school sessions on a Tuesday and Wednesday from the start to the end of the autumn term. ***NB: If you select 'Select all' next to your child's name before using the filter buttons, it will select every available session.***
- If you only require a small number of days or wish to add an additional session later, you can make your selection by ticking the box next to your child's name for the session/s that you require.
- Parents/Carers booking for more than one child must tick the box next to each child's name.
- SchoolsBuddy has an automated 15-minute timer that will start to count down from when you select your sessions.
- Once you are happy with your selections, click the 'Book' button.
- Complete the Wraparound Care Registration form asking for emergency contact numbers, allergy information, etc. For your child's class, please put their current 23/24 class. For new joiners, please put the year group they are joining in 24/25 e.g. Reception.
- Tick 'I Agree to terms and conditions.' They are available to view on our website and via the link underneath the tick box.
- Click 'OK'.

### **Making your payments:**

- The next page asks you to check your selections and complete payment to book. The sum due is 10% of each term's fees that you wish to book, i.e. each £14 after-school session will appear as £1.40 per day.
- Next to the 'Pay' button is a 'Payment method' box with a drop-down menu showing your payment options: card (BlueSnap) or voucher balance.
- To pay by credit/debit card - click on the 'payment method' box, select 'BlueSnap' and click 'Pay'. Then follow the instructions to enter your card details.
- To pay with childcare vouchers or your Tax-Free Childcare account - select 'voucher balance' and click 'Pay'. You should select this option even if your voucher balance is zero. You must then pay with your vouchers using the instructions in the section below.
- Once payment has been made by any of the options, you will receive an email from SchoolsBuddy confirming your booking.
- **Sessions are not confirmed until payment has been made.** If you can no longer see any sessions, or a reduced number of sessions are visible, this means that other parents have booked and paid at the same time, and the session is now full.
- Once you have paid your deposit, the remaining balance is due by the end of each half term for that half term. You can log into SchoolsBuddy at any time to pay the balance due in instalments or in full.

### **Childcare Voucher payments:**

- If you paid by selecting voucher balance, you need to complete these steps straightaway.
- Log in to your voucher provider or your Tax-Free Childcare account and transfer vouchers/funds to the school. Please ensure that the reference is Wraparound – your child’s name – e.g. Wraparound – Jo Smith.
- A list of the childcare vouchers we can accept is given below. If you use a different provider, please let us know at [wraparound@belleville.q1e.org.uk](mailto:wraparound@belleville.q1e.org.uk) and we will try and get that set up for you.

<b>Voucher Provider</b>	<b>Account Number</b>
HMRC Tax-Free Childcare	137563
Bravo (formerly Busy Bees)	Belleville Primary School
Care 4	28601655
Computershare	0026985178
Edenred	P21356155
Fideliti	BEL095C
Kiddivouchers	50098605038
Pluxee UK (formerly Sodexo)	920820

- When payment to the school account has been confirmed by bank statement, your SchoolsBuddy voucher balance will be updated.

### **FAQs**

#### **I selected my sessions, why did they disappear at the payment page?**

Sessions are not confirmed until payment has been made. If you can no longer see any sessions, or a reduced number of sessions are visible, this means that other parents have booked and paid at the same time, and the session is now full.

#### **How can I see a record of payments I have made to my account?**

From the ‘Fees’ tab, select ‘History’. Use the date filter to view transactions.

#### **I have made a voucher payment, why does it not show in my voucher balance?**

Vouchers and Tax-Free Childcare payments are manually added to SchoolsBuddy accounts once they have been confirmed on the school’s bank statement. Please allow up to two weeks for your balance to be updated.

#### **I have made a voucher payment, why does it only show in one parent’s voucher balance?**

Both parents/carers can see outstanding fees. Voucher balances can only be seen by the parent/carer who made the voucher payment.