



St Joseph's Nympsfield Out Of School Club

Parent Online booking system FAQs

1. How do I make a booking for St Joseph's Nympsfield Out Of School Club (OOSC)?

You will need to create an account on the online booking system and add each child that you wish to book into OOSC. The online booking system (Kids Club HQ) can be accessed via the following URL:

<https://stjosephsoutofschoolclub.kidsclubhq.co.uk/rdr?u=home>

This link is also available on St Joseph's Catholic Primary School's website (<http://www.st-josephs.nympsfield.com/website>) under the OOSC tab.

Instructions are available to help you, see the OOSC tab of the school website/booking guides and these FAQs!

2. How can I see what bookings I have made?

Click on MyBookings and all your bookings will be visible. You will also receive an email confirming the bookings you have made.

3. How do I amend the registration details I have entered onto the system?

You can only amend the registration details when you are making a booking at initial registration. If you have an amendment you wish to make after this, then please speak to Marie and she will amend for you.

Email your amendment to: oosc@st-josephs.gloucs.sch.uk (preferred method) or telephone: 01453 860311

4. Why am I being asked to consent to the Club's Privacy Notice on the online booking system?

The privacy statement and consent checkbox are shown when you first register for a login, and also if you have not yet accepted the Club's Privacy Notice when you next log in.

The General Data Protection Regulation (GDPR) 2018 and the Data Protection Act (DPA) 2018, require us to have a Privacy Notice so that you understand what personal data we hold for you and your child and how we process it. Please ensure that you tick the consent checkbox, if you haven't already done it, next time you log into your account.

Our Privacy Notice can also be found on Club's section of the St Joseph's Catholic Primary School's website.

5. I need to amend/cancel my ad hoc booking. How do I do this?

A minimum of 24 hours' notice is required to amend or cancel a booking. Unfortunately, parents are unable to amend/cancel bookings via the online booking system. However, please speak to Marie who will do this for you.

If you cancel a booking within the 24 hours minimum notice, then any monies you have paid will be kept on account and used against the next booking you make.

Email your amendment to: oosc@st-josephs.gloucs.sch.uk (preferred method), or telephone 01453 860311.

6. I need to add more days/decrease the number of days to my contract. How do I do this?

If you wish to amend your child's contract, then please contact Marie with details. Please note that amendments to contracts will come into effect the month following the request, ie. request received September, amendment implemented October.

Email your amendment to oosc@st-josephs.gloucs.sch.uk (preferred method).

7. When do I need to pay for my OOSC booking?

Ad hoc/flexi requests: payments must be made at the time of the booking, either via BACS transfer, childcare vouchers or via your child's tax-free account. Failure to pay will mean that your child's booking will not be confirmed or held.

Contract bookings: invoices are sent out, by the system, a month in arrears and should be paid by the 15th of the month. If payment is not received by the 15th, or the system has not been reconciled with the OOSC bank¹, then an automated reminder is sent out on the 20th of the month.

Please refer to policy 4.8 Payment of Fees which details financial requirements for using OOSC.

8. I have paid for my booking, but it is still saying pending. Does this mean that the space I requested is not confirmed?

No. The system we are using is not bespoke to St Joseph's Nympsfield Out Of School Club, so we are unable to change this setting.

Ad hoc bookings: If you have booked an ad hoc space and paid, then that place is confirmed. However, the only occasion where 'pending' would be displayed is if your account is in arrears and is blocked. In this instance, all future bookings made will be cancelled and you will not be able to use the OOSC. Please ensure you pay promptly.

Contract bookings: If you have requested a Contract place, then your booking is only confirmed once you have received a communication from us confirming this is the case.

¹ Payments are reconciled monthly

9. I have paid for my session but it is saying it is still pending. Why?

Payments into the OOSC bank account are reconciled monthly and the accounts are updated to reflect payments received. If you look at your balance prior to this reconciliation, it will not reflect the true amount outstanding.

10. Why don't I receive an invoice for OOSC anymore?

Ad hoc/flexi bookings: These bookings should be paid for at the time that the booking is made – failure to do this will mean that your child's booking is not confirmed. Paying at the time of booking means that there is no need to issue invoices.

Contract booking: Invoices are issued monthly in arrears via the online booking system. Payment is expected by the 15th of the month.

Please refer to policy 4.8 Payment of Fees which details financial requirements for using OOSC.

11. I have tried to access my account but it is saying there is a problem and I should contact the Club Treasurer. Why is this?

Accounts will be blocked if there is an outstanding balance on the account at the end of the month during which the booking was made (ie. for bookings in May if payment has not been received by the end of June). No one with outstanding balances will be able to book a place in the OOSC and any future bookings will be cancelled, in accordance with our Terms and Conditions.

For help, please email the Club Treasurer on: treasureroosc.st.josephs@gmail.com

12. I have a contract booking but need to add some extra bookings. How do I do this?

You can book additional (one-off) bookings via the online booking system. Just select "start a new booking for ..." and select the dates you require. You will need to pay for these sessions at the time of booking as they are logged as ad hoc. They will **not** be added to your monthly invoice.

If you wish to permanently amend your contract, ie. increase/decrease attendance, then you will need to raise a "new contract", via the online booking system. The Club Treasurer will pick this up and merge your current contract with the changes. Changes will be implemented for the month after the request.

13. I have had an emergency and need my child to go to the OOSC, but I have not booked them a space. What should I do?

The OOSC team can book your child into the OOSC as long as:

- there is space available;
- you have previously registered your child via the online booking system. We are unable to accept children who are not registered as we will not have key information for them;
- your account has not been blocked.

Please call the OOSC team either via the school office (01453 860311) and ask to be transferred to the OOSC (during session time only), or contact them via mobile on 07743 599080 (voice calls

only, **no** text of WhatsApp messages), or send an email to oosc@st-josephs.gloucs.sch.uk (outside session time).

14. I have booked my child in for an early afternoon and paid for this session. My account is showing that I have an outstanding balance. Why is this?

When you sign your child out of OOSC at the end of the day, your signature is recorded along with a timestamp. Anyone collecting their child after 4.30pm who had only booked an early afternoon place, will have their booking updated and will be required to pay the full afternoon cost. The difference will be added to your account.

15. I am struggling to pay my invoice, what should I do?

Please speak to the Club Treasurer as soon as possible if you envisage that you will have problems settling your invoice. We can discuss a payment plan with agreed payment dates. Remember that failure to pay will mean that your account will be blocked and any future bookings will be cancelled.

We are here to help, but can't if you don't talk to us. Please email the Club Treasurer on treasureroosc.st.josephs@gmail.com.

Please refer to policy 4.8 Payment of Fees which details financial requirements for using OOSC.

16. Who should I contact about what?

- *Financial queries:* Club Treasurer on treasureroosc.st.josephs@gmail.com
- *Requests for Contract bookings:* Club Chair on chairroosc.st.josephs@gmail.com or the Club Treasurer on treasureroosc.st.josephs@gmail.com
- *Requests for emergency bookings/changes to existing ad hoc bookings:* OOSC team on oosc@st-josephs.gloucs.sch.uk
- *Requests to change contracts:* via the online system.
- *Complaints/feedback/escalations:* Club Chair on chairroosc.st.josephs@gmail.com

17. Can you remind me of the OOSC's bank details:

When you set up your online account, details of the OOSC's bank will be available to enable you to set up payment (BACS/childcare vouchers/child tax-free accounts). When you book an ad hoc session for your child, payment is required at the time of booking and the bank details will be available then.

However, if, for any other reason, you need the OOSC's bank details, eg. for paying off outstanding monies owed, then please contact Marie on oosc@st-josephs.gloucs.sch.uk. She will send you details by return.

18. Is the OOSC registered to accept payments from child tax-free accounts?

Yes, we are registered to accept payments from child tax-free accounts. You will find us under

St Joseph's Nympsfield Out of School Club

Double check the name and address to make sure you do not select St Joseph's Pre-school by mistake!