Magic Booking

Please see Magic Bookings 'Parent Help Centre and FAQs' for more information about the system. However, below are some basic instructions for parents using the system for the first time.

Logging on for the first time

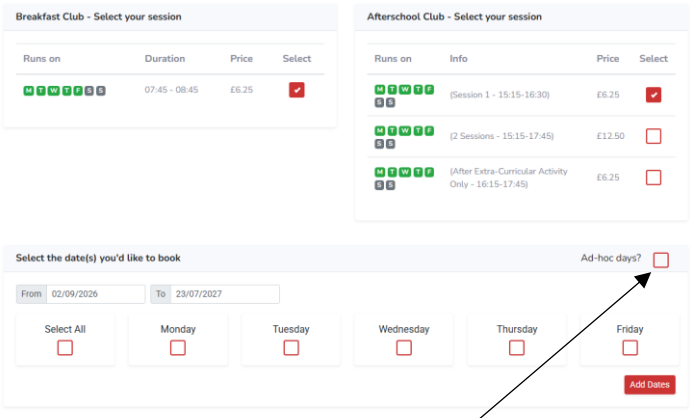
Go to https://queensgate.magicbooking.co.uk/Identity/Account/Login

MagicBooking has been integrated with our MIS system and your account will be pre-set up for you. To access your account for the first time you will need to click the 'Forgot your password?' link. You will then need to enter the email address that you have shared with the school, follow the instructions in the email sent to you to set up your password and finally log in with your new password.

When you log on for the first time you will be asked to give (or refuse) consent for Larks and Owls before you can book clubs.

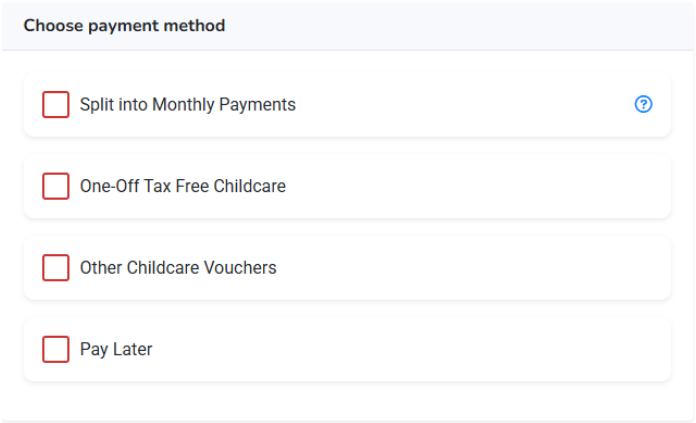
To book Larks and Owls (wrap around care)

1. Log into your account and go to 'Book an activity'.
2. If you have more than one child in EYFS or Years 1-6 you can book their sessions together if you want the same sessions for them.
3. Select the club you want to book (e.g. 'Nursery & Reception – Larks & Owls' or 'Year 1 – 6 – Larks & Owls').
4. Select which sessions you want to book (e.g. breakfast club or a specific session for after school club).
    a. If you want to book specific days for the whole term/year, ensure the date range is correct and select the day(s) you want to book.



b. Alternatively click on 'Ad-hoc days?' to choose specific dates you want to book.

5. Once you have selected all the sessions you want to book click on 'Next'. On this page you can review the sessions you have booked (they are displayed by week but you can change this to view all the dates in a calendar view.). Here you can check the availability of the dates you've selected on the previous step.
   The check availability step works on a traffic light system:
   - Green – full availability, if all days selected in the week are available
   - Orange – partial availability, if some of the days selected in the week are available and some aren't
   - Red – no availability, if none of the days selected in the week are available
6. Click on 'Next' to go to the payment page.



Whilst there is a '**Pay later**' option, we would encourage parents to choose one of the other options to avoid your account from going into debt (as this could result in your bookings being cancelled).

There is the option to **split the booking total into monthly payments.** This can be done using credit/debit card, TFC, childcare vouchers or standing order.
If you cancel (or add) bookings at a later date the monthly payments will be automatically adjusted accordingly.

If you pay using other **Childcare Vouchers**, please email us to let us know how much you have sent and, if you have more than one child, how to allocate the payment between the accounts as we will need to manually allocate this to the relevant accounts.
If the Childcare Voucher company your employee uses is not listed please contact the office so we can set it up on Magic Booking.

If you pay by **Tax Free Childcare (TFC)** you do not need to email us as Magic Booking can link to your Tax Free Childcare account so that the payment is credited directly to your child's balance (see instructions on page four for more details of how to do this).

If you do select the '**Pay later'** option you must ensure you pay for sessions before they are used.

To view my bookings?

To view your bookings, navigate to the ‘Bookings’ section and click ‘Calendar view’.

Here you’ll be able to see a list of all your bookings, past, present, and future.

To add or cancel dates

1. Go to ‘Bookings’ and click on the eye symbol in the ‘View Bookings’ column.
2. Select ‘Amend dates’.
3. Choose the activity (e.g. Year 1 – 6 – Larks & Owls) and sessions (e.g. before and/or after school club)

To view payments made in a booking?

To view the payment made on a booking, navigate to the ‘Bookings’ section and click on the ‘View’ button in the list next to the booking you wish to see in more detail.

Here you can see all the payments made on the booking under the ‘Payments Made’ tab.

How do I connect my HMRC Tax-Free Childcare account with MagicBooking?

To connect your HMRC Tax-Free Childcare account with MagicBooking, navigate to the ‘Account’ section and find the HMRC card under the ‘Account Details’ tab.

If you aren’t already connected, you’ll see a button to connect your account. Click on this button, where you will be redirected to the HMRC Tax-Free Childcare GOV.UK portal, and follow the steps to link your account to MagicBooking. Once completed you will be returned to MagicBooking.

Once connected, you’ll be able to see a breakdown of your Tax-Free Childcare account balance, the date and time you last connected your account, and an option to top-up and reload your balance.

How do I top up my Tax-Free Childcare account from MagicBooking?

To top up your Tax-Free Childcare account from MagicBooking, navigate to the ‘Account’ section and find the HMRC card under the ‘Account Details’ tab.

If you haven’t already connected your HMRC Tax-Free Childcare account with MagicBooking, you’ll have to do this first.

Once connected, you’ll see a ‘Top-up’ button, click this and you will be redirected to the HMRC Tax-Free Childcare GOV.UK portal where you can top-up your account.

How do I link my childcare provider to my Tax-Free Childcare account?

Navigate to your Tax-Free Childcare account, click here to sign in

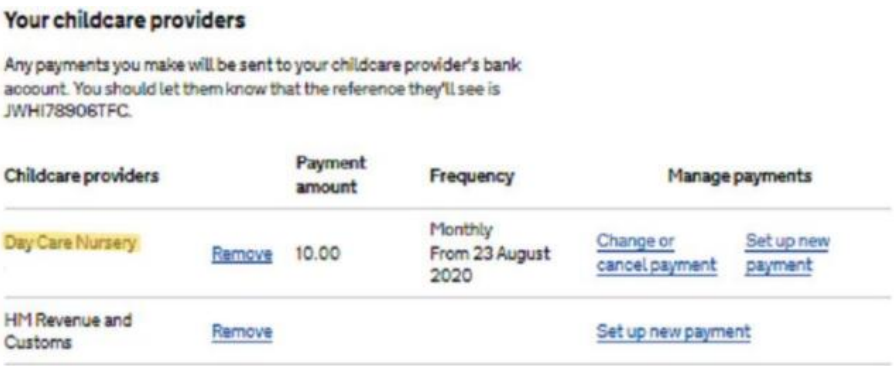
1. Click on the 'Your Tax-Free Childcare account' link pictured in the image below

2. Click to manage the child account that you need to link the childcare provider to

3. Click on 'Add Childcare Provider' button at the bottom of the page

4. Search for the childcare provider by their name, registration code, or postcode. You can find these details for each centre on your MagicBooking account by going to 'Account' -> clicking the 'Centres' tab. Here you will see the relevant information in the 'Tax-Free Childcare Info' column.

5. Select the childcare provider from the list and click 'Continue'

6. If you have more than one child on your Tax-Free Childcare account, you can choose to also link the selected childcare provider to their account. Once finished, click 'Continue'.

Your childcare provider should now be linked to your child's Tax-Free Childcare account. You can confirm this by checking the 'Your Childcare Providers' section of your child’s account and making sure the providers name is in your list.