

HIGH FLYERS **FREQUENTLY ASKED QUESTIONS ON THE BOOKING SYSTEM**

How to Register

First of all, you have to be registered, on the booking page:

<https://highflyersoxfordlimited.schoolipal.co.uk/>

It is easier to register on a main computer, just because the boxes are bigger but can be done on an iPhone. It takes about 10 minutes to register.

Step 1. Visit <https://highflyersoxfordlimited.schoolipal.co.uk/>

Step 2. Select parent login in the top right-hand corner

Step 3. Register for children's bookings

Step 4. Complete the new parent registration form and click register, at this point you will receive a confirmation email, *this email may go in to your junk folder, please mark it as safe.

Step 5. Once you have completed your registration you will then need to add your child or children

Please complete all the registration details of all children. Once this is complete you can then book your sessions. You will need to book as much in advance as possible to secure your place and payment is needed for the next rolling 30 days, you can book until the end of the school year, in advance.

MAKING A BOOKING

Click: make booking

Use the calendar, and press for the dates you require

It will give you options down on the left-hand side; for which sessions you require.

Click on the sessions you need.

Once selected, in the bottom middle it will attach the booking, to your child, or if you have more than child, you can select either or both children

On the right you then have the option to 'book more activities' or 'proceed to payment'.

Please be careful, when booking, as it can't be changed, also if you make a duplicate booking, they will be chargeable, as it fills an available place.

How much are the sessions? Everything you need to know, what we do, our prospectus, times and prices are all on our website: <http://www.highflyers.org.uk/>

Can I book just one session? Yes of course you can, as long as there are spaces available.

Can I book a term at a time? Or for the whole school year? Yes, you can book for the whole year; If you go onto the calendar, on the right-hand side you can click on: the day of the week you require and it will automatically book that day/ session you require.

As it is a rolling 30 days, it will only ask you to pay for the first 30 days. Every month you go on and pay the system. So, your sessions are booked and secure for your child. You can cancel or amend any dates, 30 days in advance. Bookings in the next 30 days can't be changed.

The system has asked for payment in April?

When every you create a new invoice, no matter how far in advance it is, it will always ask you for the first 30 days payment of that invoice, so be careful when booking multiple invoices.

How do I cancel/ amend booking? You go 'My bookings 'On the right-hand side of your invoice there is a cancel/ amend blue icon, click onto that. scroll onto the date you which to amend and click cancel, update.

If you cancel a booking within 30 days you will not be refunded, outside of that the system will automatically credit your wallet.

Can I cancel a session?

You can cancel the session but as it is within the 30 days, the cancellation policy is such that payment for the session can't be refunded. Only cancellations/ amendments outside the 30 days are automatically credited to your account.

I have an incomplete transaction. This actually means that your child is not booked into the session. You can amend it by clicking on the invoice, it may just need the payment details adding to the system.

How can I check what I've booked? You can look at the calendar or click on the blue icon 'invoice' then click on view dates.

I need to extend a session. That's fine, you go 'My bookings 'On the right-hand side of your invoice there is a cancel/ amend blue icon, click onto that. scroll onto the date you which to amend. If it is within 30 just send me an email and I will extend it for you.

Why can't I book my child on to a session? There may be a number of reasons for this. If you have a negative balance in your wallet. You may have 2 'pending transactions' waiting to be verified. Vouchers sometimes take a while to come through, so it's always best to pay a month in advance.

We may be full.

PAYMENTS

How do I pay? To pay simply click on My Bookings , you will then see a list of your bookings, on the right against each booking there is a little **blue icon that says INVOICE**, click on that and you will then see all the outstanding amounts to pay as **red PAY NOW icons**, then click on the blue invoice icon and then click on the red pay now button.

Click payment method 'alternative payment' for vouchers or BACS payments. Please always use your child's name as a reference.

How do I make a BACS payment? Click payment method 'alternative payment' and enter the BACS payment details. Please always use your child's name as a reference. High Flyers Oxford Limited, Barclays Bank Plc, Sort: 20 03 84 A/C: 83967069,

Can I pay with vouchers? If you pay by Vouchers you press the pay, next to the blue icon invoice- Click payment method 'alternative payment' for vouchers or BACS payments. It asks you to enter a number/ Confirmation / Date from your provider. Once the payment is received, this is then verified. Please always use your child's name as a reference.

Can we pay by child care vouchers or government vouchers.

You can pay with vouchers; In fact, most people are better off tax wise if you do. We are actually signed up with most voucher companies. Depending which company you use you will need a code, which I can email to you highflyersclub@hotmail.co.uk you will also need the registered address:

High Flyers Oxford Limited
Christopher Rawlins school
Adderbury
OX17 3NH

EY472762

Why have I been charged a booking fee? The booking fee is for just card payments. This is very quick and convenient, but understand that sometimes you may want to just pay for one session. If you pay by vouchers, on line or BACS you don't pay the booking fee. Click payment method 'alternative payment' for vouchers or BACS payments. Please always use your child's name as a reference.

However, it does seem to be applied when it is calculating the invoice, but never charges you.

What if I forget to pay?

If the account is unpaid when items become due (by the first of the month) they will drop into your wallet as a negative balance and you will then have to clear your wallet before making future bookings. You do this by 'add money to wallet'.

The late fee of £25.00 is automatically added to all accounts if not paid on the due date.

- Top tip- what ever method of payment you have paid with, you have to let the system know.

THE WALLET

If you have sufficient funds in your prepaid wallet you can use pay by wallet, please note this method is only to be used if you have funds in your wallet, you can fund your wallet anytime by clicking on 'add money to wallet', clicking payment.

If you have a negative balance, the system will not let you make any further bookings.

EVERYTHING ELSE

Is there an App? Everything is easier on a main computer, as there is so much information, on every page. You also need to keep the App updated, as it is constantly been improved.

Do I need a password to collect my child? When you collect you child you will need your password to sign them out. This is instead of a signature. You will have to give the password to whoever collects you child. (if your password is long or complicated, it may be worth making it smaller)

How do I let you know if my child isn't attending on the day? You can go onto the system and add a note. This way, when register is taken, staff have confirmation that you child is not attending.

Can I change my password? Yes, you just go onto your 'parent profile' then click edit and more information will come up on the screen, including your password. Then you can change.

How often are holiday clubs? And how do we book? Information is available on our website for what great things we do, and you book on the same system under HOLIDAY CLUB on the main page. We only have a few places available on our fantastic holiday clubs so book early.

How do I get in touch? To contact us during the session: each setting has it's own mobile so you can get in touch anytime: Christopher Rawlins tel: 07818 558 680 Deddington tel: 07502 293 025 you can email highflyersclub@hotmail.co.uk

For more information go to our website <http://www.highflyers.org.uk/> or call anytime 07766 290 242.