

Guide to booking wrap-around care on SchoolsBuddy

Please watch this 5-minute parent guide before bookings open:

[Parent video guide to using SchoolsBuddy](#)

Log in to SchoolsBuddy

➤ **New parents: Activate your account using the details emailed to you by SchoolsBuddy**

➤ **Download the SchoolsBuddy app**

or

From a web browser, log in at www.schoolsbuddy.net or use this [direct link](#)



Select your wrap-around care sessions

➤ **Under 'Available Signups', select 'Earlybirds and Owls Autumn Term'**

Sessions are listed by days of the week. The number of places available to book will be visible.

➤ **Make your selection by ticking the box next to your child's name for every day that you require**

Parents booking for more than one child must tick the box next to each child's name.

➤ **Click 'Book'**

➤ **Click 'Agree to terms and conditions'**

➤ **Click 'Ok'**

Pay for your sessions

The next page asks you to check your selections and complete payment to book.

The sum due is 50% of the term's fees. If your child is in receipt of Pupil Premium, the fee shown will be the reduced rate.

Next to the 'Pay' button is a button with a drop-down menu showing your payment options: card, wallet balance (made up of any credits to your account) or voucher balance.

To pay by credit/debit card or wallet balance:

➤ **Click on the payment options button, select 'card' or 'wallet balance' and click 'Pay'**

To pay with childcare vouchers or Tax-Free Childcare account:

➤ **Select 'voucher balance' and click 'Pay'**

You should select this option even if your voucher balance is zero.

Once payment has been made by any of the options, you will receive an email from SchoolsBuddy confirming your booking.

If you paid by selecting voucher balance, complete these next steps:

- **Log in to your voucher provider or your Tax-Free Childcare account and transfer vouchers/funds to the school**
- **Email Claire Connor in the school office at info@thebelhamprimaryschool.org.uk with the sum paid and your reference number**

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

Autumn term bookings for Reception pupils

Reception pupils can use Earlybirds and Owls once they have completed their two-week transition to school. Parents should book as above and the first two weeks' fees will be refunded.

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 paid and the session is now full. Please contact Claire Connor in the school office to add your child's name to our waiting list.

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 by bank statement. Please allow up to 2 weeks for your balance to be updated.

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

Outstanding fees can be seen by both parents. Voucher balances can only be seen by the parent who made the voucher payment.

Contact details for booking and payment queries:

Claire Connor, Earlybirds and Owls administrator

020 8353 4290 / info@thebelhamprimaryschool.org.uk