



May 2018

X CLUB UPDATE

Dear Parents/Carers

Thank you for your patience in moving over from ParentPay to our new booking and payment system 'Scopay'. It is now fully up and running and hopefully you have all managed to remember your log in!

Following a meeting with our governors, we are pleased to announce that:

- Prices will be staying the same for next year.
- The two week booking and cancellation deadline will be reduced to **one week** from 8th May. If you need to cancel or make a booking within one week, please email xclub@templemoor.trafford.sch.uk or text the X Club mobile on 07443 468842. (Please note that bookings and cancellations cannot be taken over the phone.)
- Bookings for Holiday Club may now be made up to 10 days beforehand (instead of two weeks). After this deadline, parents may still apply for a holiday club place by emailing xclub@templemoor.trafford.sch.uk to see if there are places still available.

From September 2018 the way sessions are booked and paid for will be changing:

- Bookings can be made at any time up to a week in advance.
- As soon as you make a booking, the charges will show on your account. Debt will now not be permitted so you will have to have enough credit in your account to book a place in club or pay for your bookings immediately.
- If you make a regular payment with Childcare Vouchers, a small amount of arrears will be permitted in order to book sessions.
- There is no need to book for the whole year at a time. The new booking system has been introduced to enable parents/carers to make and cancel bookings with increased flexibility.
- You may book sessions for September 2018 onwards from Monday 11th June by logging onto **www.scopay.com/templemoorinf**.

We are aware that there is concern about availability of places in X Club if bookings can't be made well in advance. We would like to reassure parents that we have been able to accommodate all bookings this year including those with short notice. If you experience any difficulty in making a booking at any time throughout the year, please contact the school office.

Frequently Asked Questions

How can I book for next year if I still have debt on my account from this year?

Arrears from this school year should be cleared by the end of July. If you want to book for next September, you will have to clear any debt on your account.

What if I can't afford to pay at the same time of booking?

You will be able to book for September onwards at any time from 11th June. The booking system will be open throughout the summer holidays. You can manage your bookings in shorter term intervals.

Why is my balance so high at the moment?

Currently your accounts are showing how much you owe up to the end of the summer term.

Why is there a delay between paying my childcare voucher payment and it showing in my account?

When a payment has been made to a voucher company, a remittance email is sent to the school. These remittances are processed throughout the week but there will be a delay between the parent/carer making the payment and the credit being applied to your account.

If I work full time and need to have a guaranteed place in X Club for the whole year, how can I afford to book for the whole year?

We have been working alongside Tucasi to improve our system. Requiring payment at the time of booking will have a huge impact on admin time chasing debts. Bookings and payments can be made at regular intervals throughout the year to ensure a place for your child. If you have any problems making a booking due to over capacity, please contact the school office.

Why do we need a booking and cancellation deadline?

We need to ensure that there are adequate staff in our X Club for the number of children.

Why doesn't the office make the bookings and cancellations for me?

X Club attendance has increased over the past five years which has led us to introduce a more efficient system to reduce admin time.

How do I contact X Club admin?

All bookings and cancellation requests should be made in writing. Please email xclub@templemoor.trafford.sch.uk or text 07443 468842.

If you have any questions about using the Scopay system, there are 'Quick Reference Guides' which can be found on the Scopay website after you have logged in under the 'Help' section.

Finally if you have any concerns about the new booking system, please don't hesitate to come to the school office.

Best regards

Templemoor X Club Admin