

STEP 1: Register

Go to: <https://ymcaeastsurrey.magicbooking.co.uk>

Click the button 'Create an account'

1. Fill out the form shown below, using a valid email address as you will be asked to validate it via a link sent to that same email address. Only one account per family should be created.

Create your account

In order to use the service, you need to register first.

Please fill in the form below and click save.

Details

Email *	<input type="text"/>
Confirm Email *	<input type="text"/>
Title *	--Select--
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Gender *	--Select--
Ethnicity *	--Select--
Address 1 *	<input type="text"/>
Address 2	<input type="text"/>
Town *	<input type="text"/>
County	<input type="text"/>
Postcode (E.g N1 5YP) *	<input type="text"/>
Primary Contact Number *	<input type="text"/>
Secondary Contact Number	<input type="text"/>
How did you hear about us?	--Select--

Security Details

Enter Password *

Password should be at least 6 characters long with one number, one lower and one upper case characters.

Repeat Password *

Save & Continue

HOME

CONTACT US

Sign In

[Forgotten password?](#)

demo@myplayservice.co.uk

.....

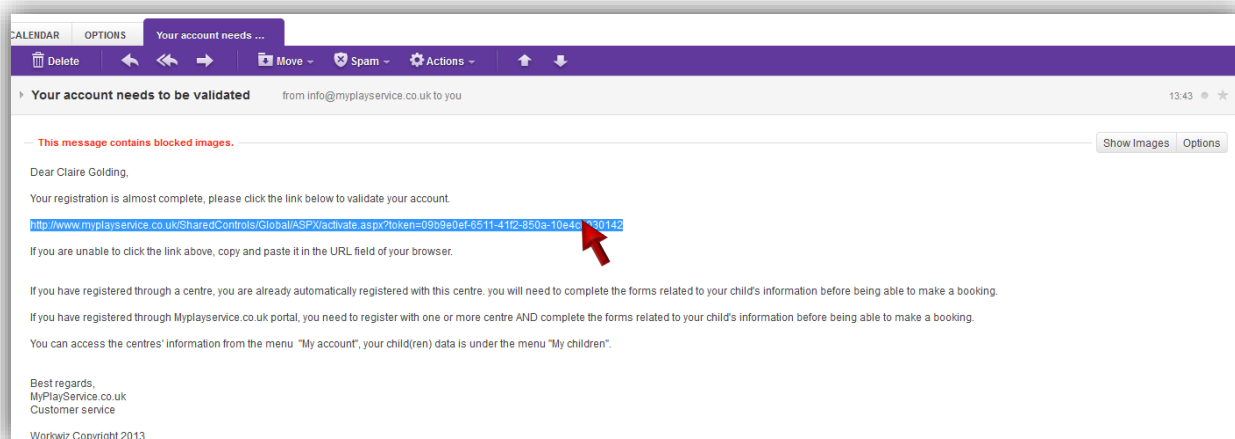
☐ Remember me?

Sign in

New to our service?

Create an account

1. When you click the button 'Save & Continue', an email will automatically be sent to the email address you used. Check your mail box, including your junk folder and validate your account by clicking the link in the email. If the link is not 'active', i.e. it is not clickable, simply copy and paste it in your browser address bar.



Then follow the steps below.

STEP 2: Register your child

You now need to add your child's details,

Important information! (this might prevent you from booking)

Parent's necessary information is missing. Please click [Here](#) My Account to provide the mandatory information.

You must now create your children. Click [here](#)

[+ Add Child](#)

Add New Child

Child Details

First Name *

Last Name *

Date of Birth *

Free childcare entitlement code

Gender *

Ethnicity *

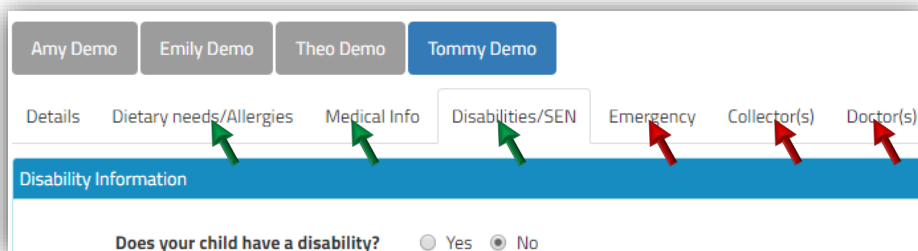
What is your relationship with the child? *

Who does your child live with? *

Who has the legal responsibility of the child? *

navigate to the menu 'My Children', then click the button 'Add Child'. Complete the first form, then save.

Now, click each tab (Dietary needs/Allergies, Medical Info, Disabilities/SEN, Emergency contacts, Collectors and Doctors) and complete the forms (see below). Only Emergency, Collectors and Doctor are compulsory.



Dietary needs/Allergies

Select the relevant option in the Dietary Requirement drop down list and add additional information if needed. If your child has any allergies, click the button '+Add', pick the appropriate option in the Allergies drop down list, then add any relevant information in the fields provided.

Medical information

Under this menu you can add both medical conditions and medication.

Click button '+Add' in the relevant section to add medical condition and medication, you can add several if needed.

Make sure you complete all details, including, allergies and emergency treatment if needed, as it is important for your child's wellbeing and safety that staffs are aware of any health problems or medications your child might have or need.

Disability & Special Needs

Again, it is important for your child's wellbeing and safety that staffs are aware of any disabilities or Special Needs your child might have. Hiding such information may result in your child being turned down at the door if no resources are available to provide adequate care to him/her.

Emergency contacts and Collectors

When you register, your contact details are automatically added on both the Emergency and Collectors lists, however it is advisable to add another emergency contact in case you are not reachable in the event of an emergency. Some organisations impose more than one emergency contact; if it is the case you won't be able to make a booking until you have entered the requested number of contacts.

You can't use the same phone number for two emergency contacts.

Doctor

This is the contact details of the Surgery your child is registered with.

Note: When you register a second child, additional contacts (collectors, Emergency contact and doctor) can be reused. Simply tick the relevant check boxes at the bottom of the child's details form, so you won't need to re-enter the same information again.

Reuse existing contacts?

- ☐ Emergency
- ☐ Collector
- ☐ Doctor

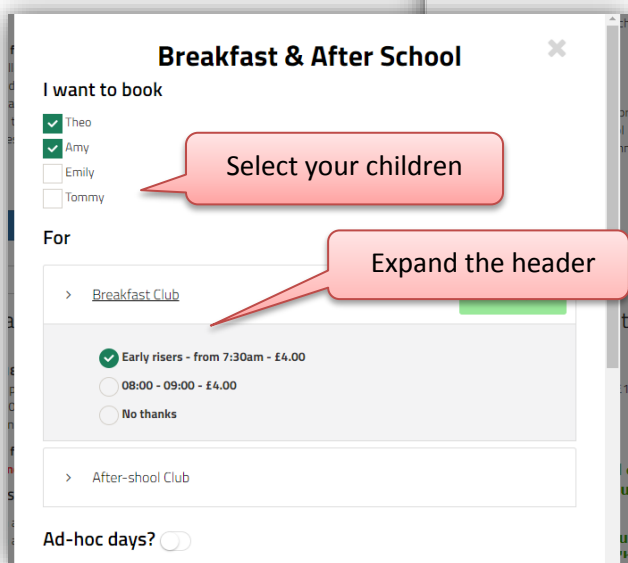
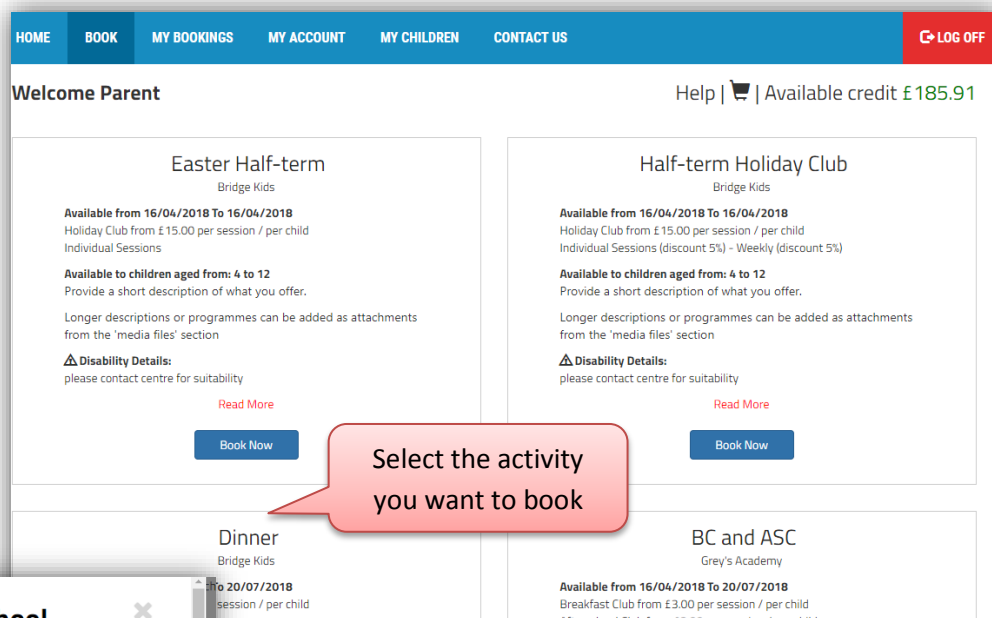
STEP 4: Membership (Optional)

For those pre-registered, your membership validity is updated on the system, if you need to make a payment you will be prompted to do so.

Parents who were not pre-registered will need to contact YMCA East Surrey to have their membership updated on the system if they have already made a payment.

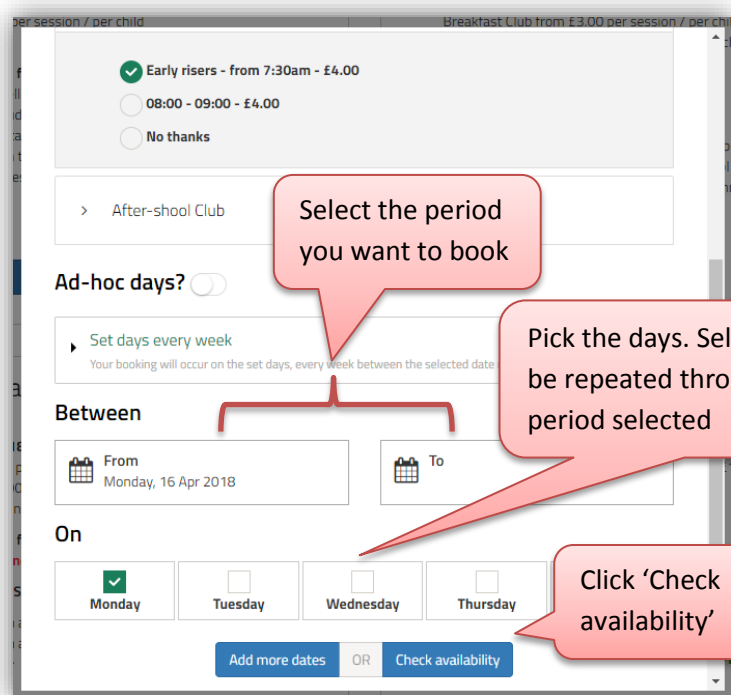
STEP 5: Book an activity

Once you have completed the above steps you can book activities online. The system automatically checks your child's age group and you will only be offered activities available for the child(ren) selected and at the centre you are registered with, **you can register at any of our**



settings.

Available activities are listed on the page along with some information, pictures and documents to be downloaded (when available).



The screenshot shows the booking interface for 'Breakfast Club from £3.00 per session / per child'. It includes options for 'Early risers - from 7:30am - £4.00', '08:00 - 09:00 - £4.00', and 'No thanks'. Below this is a section for 'After-school Club' and 'Ad-hoc days?'. The 'Set days every week' section is highlighted with a red bracket and a callout: 'Select the period you want to book'. The 'Between' section shows 'From Monday, 16 Apr 2018' and 'To' with a callout: 'Pick the days. Selected days will be repeated throughout the period selected'. The 'On' section shows 'Monday' selected with a callout: 'Click 'Check availability''. At the bottom are buttons for 'Add more dates', 'OR', and 'Check availability'.

To book an activity, click 'Book Now', select the child(ren) you want to book.

Select the date range, or pick days (if available), select the days of the week and sessions.

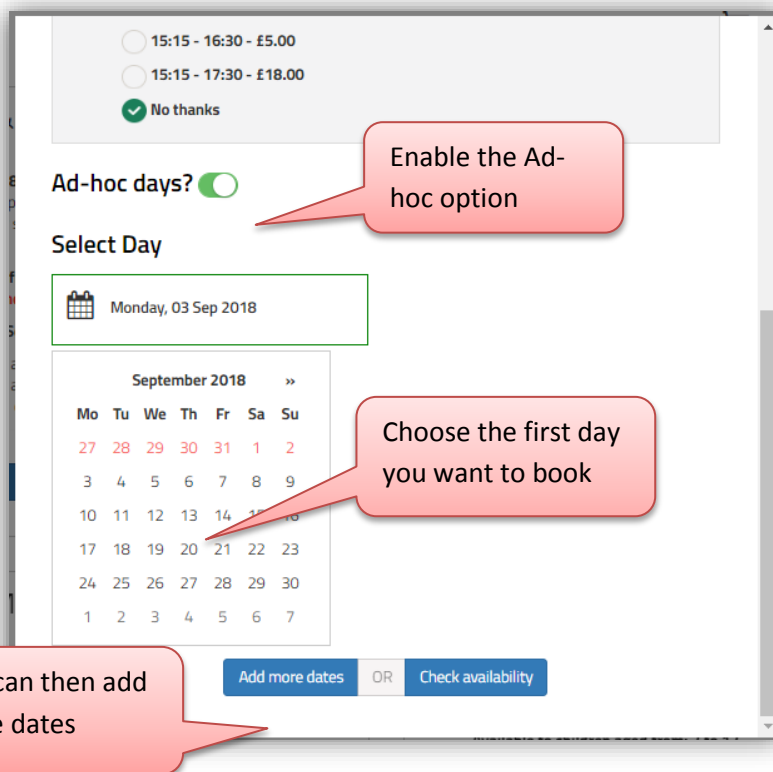
When booking a date range the days and sessions will be repeated throughout the period selected.

Then click check availability.

Note 1: Activities can be set up with different booking modes. These will impact the way you can book activities; activities can be booked.

On a **daily basis** (as described above), you select the start and end date of the period, the week days and sessions are repeated throughout the period chosen. It is possible to remove some random dates the 'availability page', for example, if the grand-parents are going to be around on a particular week you can remove the days for that period.

On ad-hoc basis, this is suitable if you book different weekdays every week. You can pick different week days and sessions i.e.: your selection is different each week:



15:15 - 16:30 - £5.00
15:15 - 17:30 - £18.00
☒ No thanks

Ad-hoc days? ☒

Select Day

Monday, 03 Sep 2018

September 2018

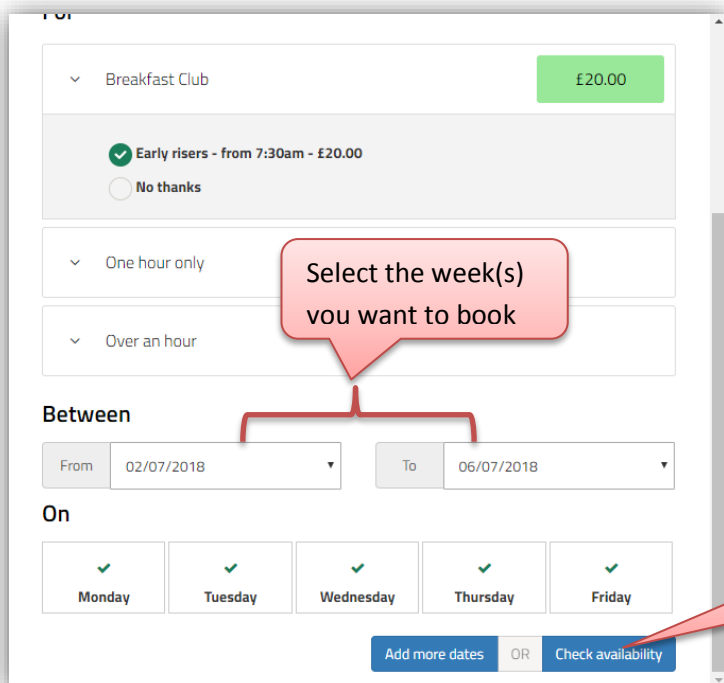
Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Add more dates OR Check availability

Enable the Ad-hoc option

Choose the first day you want to book

You can then add more dates



Breakfast Club £20.00

☒ Early risers - from 7:30am - £20.00
☐ No thanks

One hour only

Over an hour

Between

From 02/07/2018 To 06/07/2018

On

Monday Tuesday Wednesday Thursday Friday

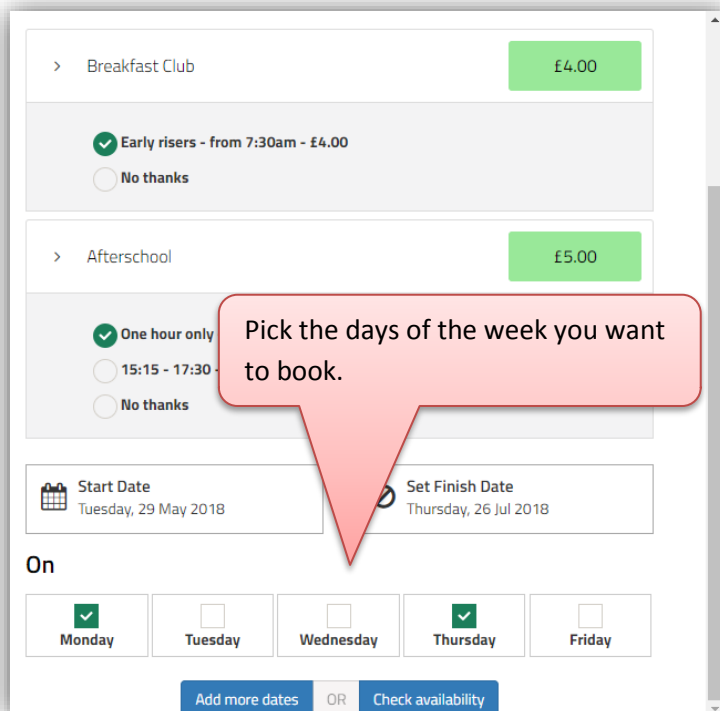
Add more dates OR Check availability

Select the week(s) you want to book

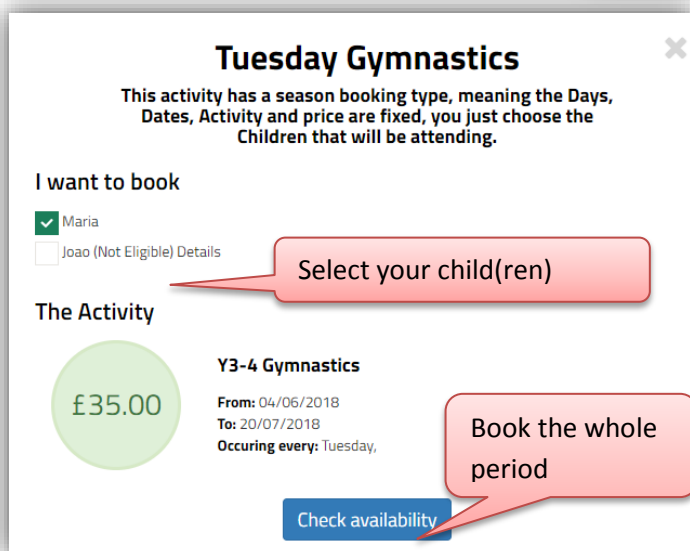
Click 'Check availability'

On a weekly basis, you must book one or more full weeks, you can only select the beginning and the end of the week from the drop down list.

On a [repeating pattern](#) basis, -same as daily booking, but you cannot choose the start or end-date of the period. The same days and sessions are repeated throughout the whole period the activity runs for.



The screenshot shows two activity cards. The first is 'Breakfast Club' with a price of £4.00 and a checked option 'Early risers - from 7:30am - £4.00'. The second is 'Afterschool' with a price of £5.00 and a checked option 'One hour only'. Below these are date pickers for 'Start Date' (Tuesday, 29 May 2018) and 'Set Finish Date' (Thursday, 26 Jul 2018). At the bottom, there are checkboxes for days of the week: Monday (checked), Tuesday, Wednesday, Thursday (checked), and Friday. A red callout bubble points to the 'One hour only' option with the text 'Pick the days of the week you want to book.' Below the days are buttons for 'Add more dates', 'OR', and 'Check availability'.



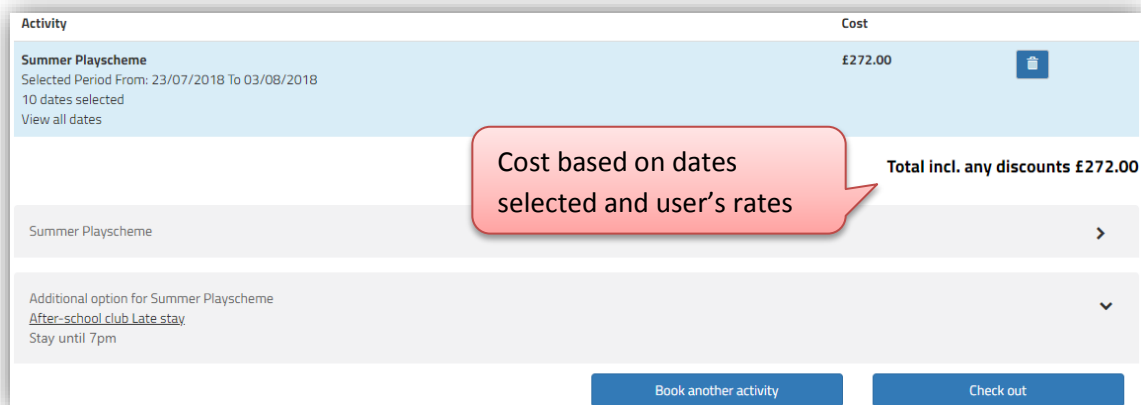
The screenshot shows a booking screen for 'Tuesday Gymnastics'. It states: 'This activity has a season booking type, meaning the Days, Dates, Activity and price are fixed, you just choose the Children that will be attending.' Under 'I want to book', there are two options: 'Maria' (checked) and 'Joao (Not Eligible) Details'. A red callout bubble points to this section with the text 'Select your child(ren)'. Under 'The Activity', there is a green circle with '£35.00', the text 'Y3-4 Gymnastics', and dates 'From: 04/06/2018 To: 20/07/2018' and 'Occuring every: Tuesday,'. A red callout bubble points to the 'Check availability' button with the text 'Book the whole period'.

For [whole period](#) bookings, you cannot choose the days, all available days in the period will be booked.


Note 2: When the activity is bookable on a daily basis, you can amend the days selected on the following screen (availability page), e.g.: if you are booking your child for the after-school club every day of the week for 3 months but you need to remove a few days in the period, you will be able to remove these individually.

After clicking “Check Availability” the system returns the list of dates available. Dates can be removed individually if you don’t need them*. In case of weekly bookings, a whole week can be removed. The cost of the booking is automatically updated.

* Only available with the daily booking mode



Activity **Cost**

Summer Playscheme £272.00 

Selected Period From: 23/07/2018 To 03/08/2018
10 dates selected
[View all dates](#)

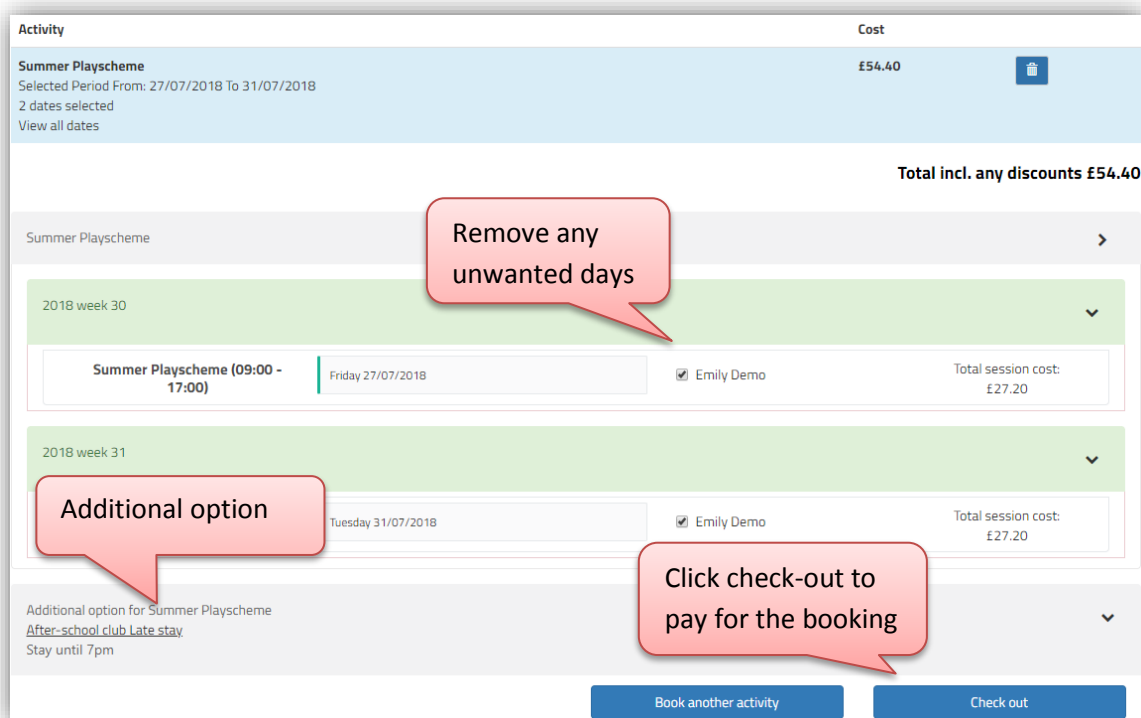
Total incl. any discounts £272.00

Summer Playscheme >


Additional option for Summer Playscheme
[After-school club Late stay](#)
Stay until 7pm v

[Book another activity](#)
[Check out](#)

Cost based on dates selected and user's rates



Activity **Cost**

Summer Playscheme £54.40 

Selected Period From: 27/07/2018 To 31/07/2018
2 dates selected
[View all dates](#)

Total incl. any discounts £54.40

Summer Playscheme >

2018 week 30 v

Summer Playscheme (09:00 - 17:00) | Friday 27/07/2018 | ☒ Emily Demo | Total session cost: £27.20

2018 week 31 v

Additional option v

Additional option for Summer Playscheme
[After-school club Late stay](#)
Stay until 7pm

[Book another activity](#)
[Check out](#)

Remove any unwanted days

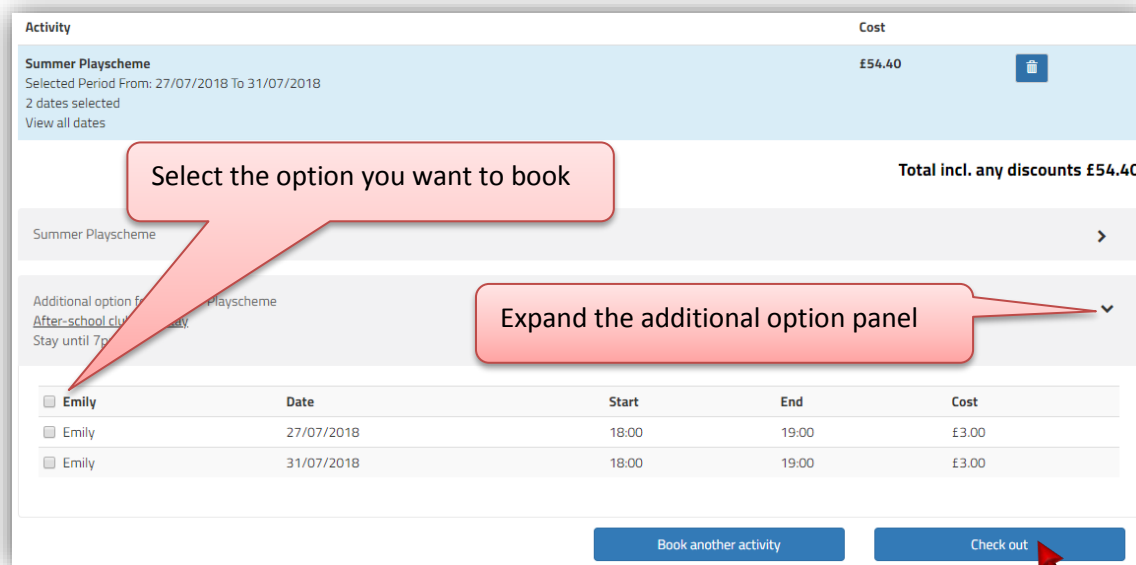
Additional option

Click check-out to pay for the booking

STEP 6: Add another activity or book options

You can book another activity for the same or another child, to do so, click “Book another activity” and repeat the process described on Step 5.

Additional option can sometimes be available and will then be displayed below the list of dates booked. Option are often a day out, an extra time or a walk-over. Click the “Additional option” panel. The list of options is then displayed, simply select your options, your selection will be added to your booking.



Activity Summer Playscheme
Selected Period From: 27/07/2018 To 31/07/2018
2 dates selected
View all dates

Cost £54.40

Total incl. any discounts £54.40

Select the option you want to book

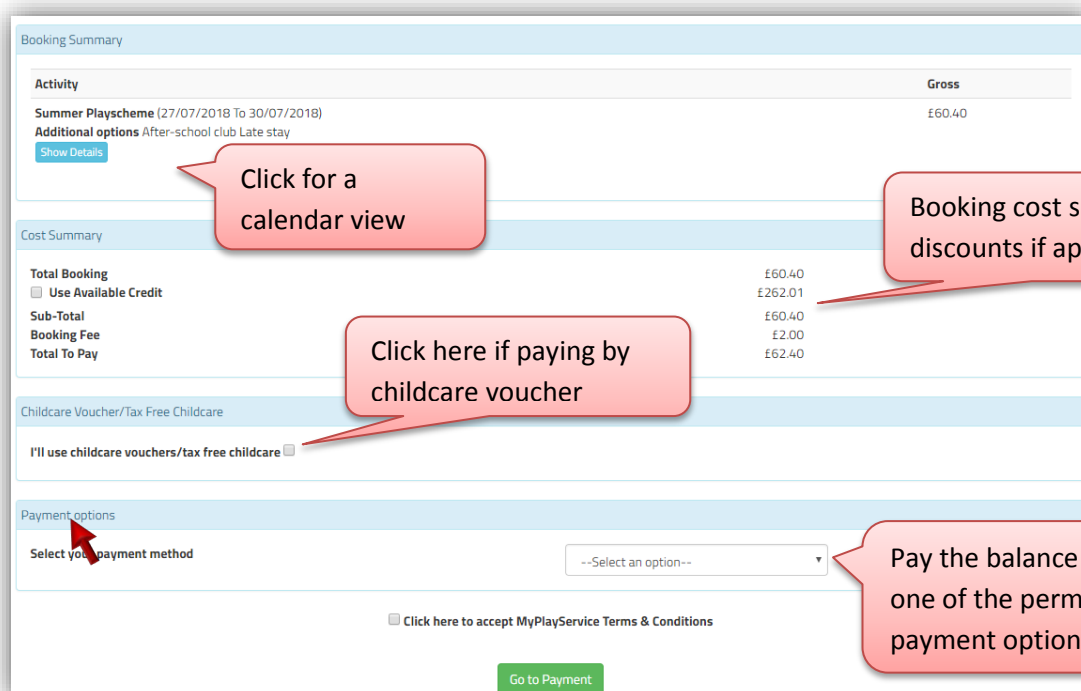
Expand the additional option panel

Emily	Date	Start	End	Cost
<input type="checkbox"/> Emily	27/07/2018	18:00	19:00	£3.00
<input type="checkbox"/> Emily	31/07/2018	18:00	19:00	£3.00

Book another activity Check out

STEP 7: Complete your booking

Once you are happy with your selection, click “Check out”. You will be redirected to the booking summary page where you will be able to choose your payment option (based on what’s allowed by the centre). You can partially or fully pay by childcare vouchers, if these are permitted. In most cases you will have to make a payment online (either in full or partial followed by instalments).



Booking Summary

Activity Summer Playscheme (27/07/2018 To 30/07/2018)
Additional options After-school club Late stay
Show Details

Gross £60.40

Click for a calendar view

Cost Summary

Total Booking	£60.40
<input type="checkbox"/> Use Available Credit	£262.01
Sub-Total	£60.40
Booking Fee	£2.00
Total To Pay	£62.40

Booking cost showing discounts if applicable

Click here if paying by childcare voucher

Childcare Voucher/Tax Free Childcare

I'll use childcare vouchers/tax free childcare ☐

Payment options

Select your payment method --Select an option--

Pay the balance with one of the permitted payment option

☐ Click here to accept MyPlayService Terms & Conditions

Go to Payment

After selecting the preferred payment method and verifying the total cost, you can complete the purchase by clicking “go to payment”. If have select to pay by instalments (CCV, standing order or card), a payment plan will be automatically created for you and you’ll be redirected to the recap booking page.

Recap Bookings

Card Instalment

You have chosen to pay by instalments, the full payment must be received before the end of the activity/holiday booked.

Please choose your debit date from the drop down list below, the system will automatically calculate the number of payments and the amount for each of them.

Total Gross: 62.40

A first payment by card of £26.20 will be taken now the balance will be taken in instalments as per the schedule below

Total Booking	£62.40
Childcare Payment	£10.00
Card Payment	£52.40

Cost summary

Childcare Voucher/Tax Free Childcare

I'll use childcare vouchers/tax free childcare ☒

Provider Edenred Amount 10 Remove

☒ monthly

Maximum payment by childcare voucher/tax free childcare per month is £486

Your payment plan is based on the activities booked and their duration. If you are using monthly childcare voucher/tax free childcare payments and they do not cover the total amount due you can select an additional payment method below

Monthly card instalments can vary when you book

Please, use the booking reference when sending your voucher

Choose your payments dates

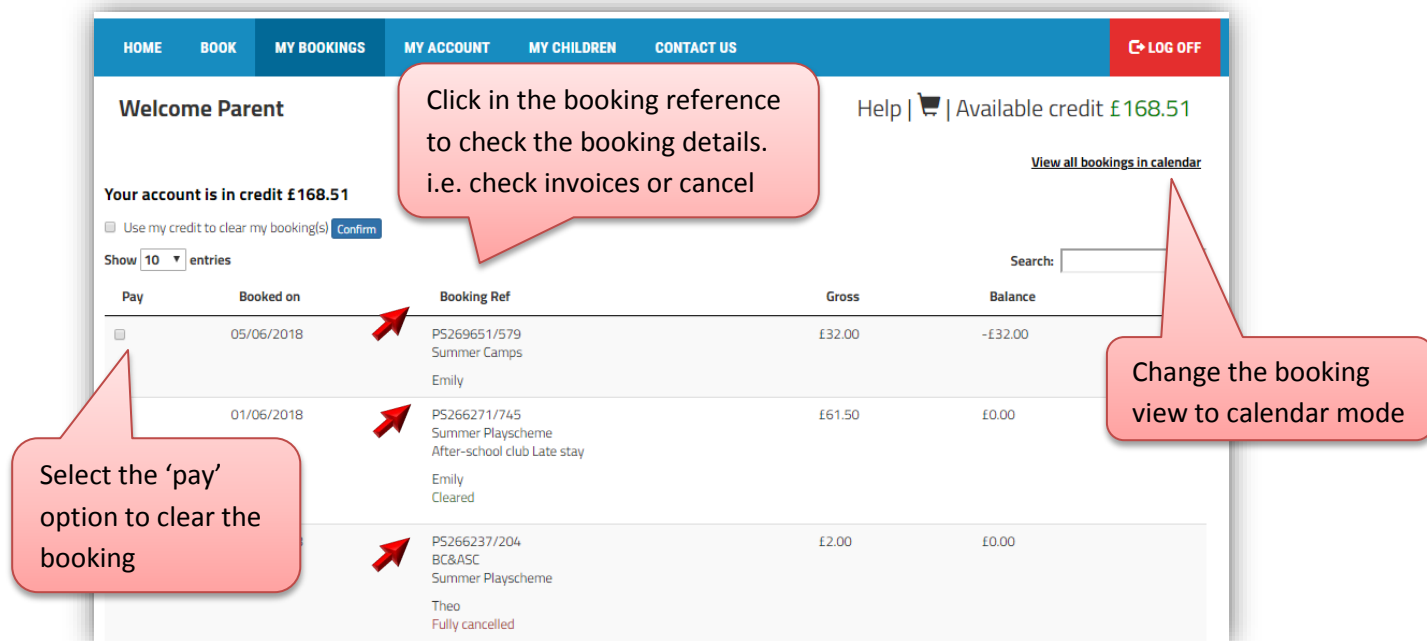
Select Payment Day	Amount	CCV/TFC
01/06/2018	£26.20	£0.00
09/07/2018	£26.20	£10.00

☐ [Click here to accept MyPlayService Terms & Conditions](#)

[Go to Payment](#)

STEP 8: Accessing to booking details

All bookings made are available from the top bar menu. You can access the listing of bookings made by clicking on 'My Bookings'. Check the payments made, the upcoming payments if there's an instalment plan created or cancel some sessions if the club allows to do so.



Welcome Parent

Your account is in credit **£168.51**

☐ Use my credit to clear my booking(s) [Confirm](#)

Show **10** entries

Search:

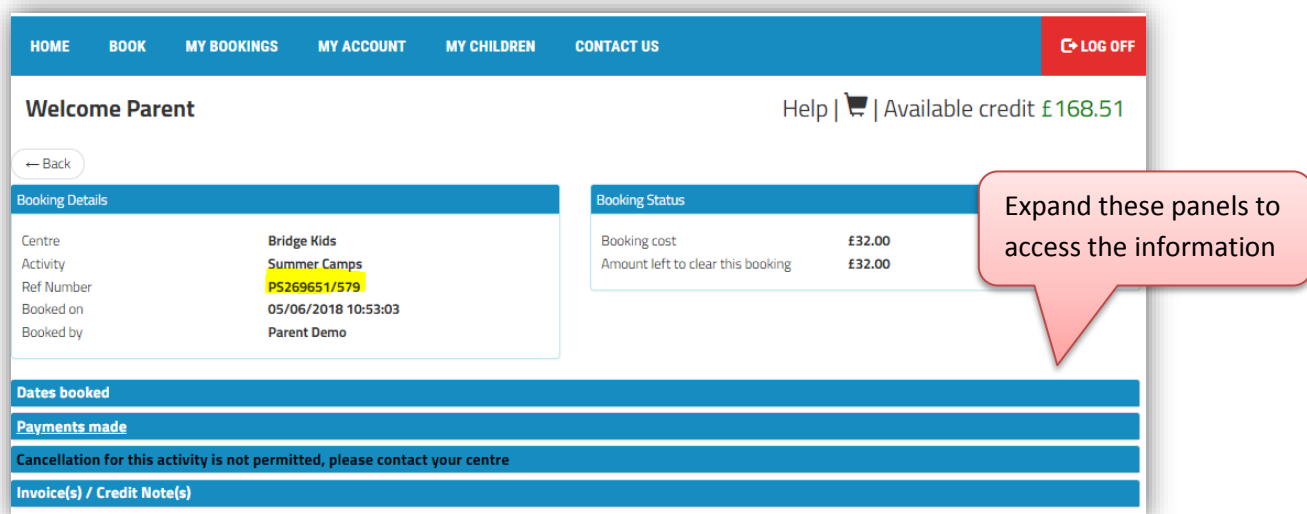
[View all bookings in calendar](#)

Pay	Booked on	Booking Ref	Gross	Balance
<input type="checkbox"/>	05/06/2018	PS269651/579 Summer Camps Emily	£32.00	-£32.00
	01/06/2018	PS266271/745 Summer Playscheme After-school club Late stay Emily Cleared	£61.50	£0.00
		PS266237/204 BC&ASC Summer Playscheme Theo Fully cancelled	£2.00	£0.00

Callouts:

- Click in the booking reference to check the booking details. i.e. check invoices or cancel
- Select the 'pay' option to clear the booking
- Change the booking view to calendar mode

After selecting the booking reference, payments made, dates booked, and invoices will be accessible. You can login to your account and check this information at any time you need to.



Welcome Parent

Help | | Available credit **£168.51**

[← Back](#)

Booking Details

Centre: Bridge Kids

Activity: Summer Camps

Ref Number: **PS269651/579**

Booked on: 05/06/2018 10:53:03

Booked by: Parent Demo

Booking Status

Booking cost: **£32.00**

Amount left to clear this booking: **£32.00**

Expand these panels to access the information

Dates booked

Payments made

Cancellation for this activity is not permitted, please contact your centre

Invoice(s) / Credit Note(s)

Tip

Telephone shortcut

For a quick and easy access to your organisation' booking page, we suggest that you create a shortcut on your phone, so that you can access the correct URL easily:

On Android

Go to <https://ymcaeast Surrey.magicbooking.co.uk>, then, click the 3 little dots on the top right-hand side, and select 'Add to Home Screen'

On iPhone

Go to <https://ymcaeast Surrey.magicbooking.co.uk>, then, click the square icon with an arrow going up at the bottom of the screen, then scroll across to 'Add to Home Screen', and click 'Done'.

On a computer or laptop, use the 'Bookmark' option.