

Admissions and Registration

Book, manage and pay for activity clubs and childcare in one easy-to-use and secure place.

Admission to our Mighty Allstars club, is made via our online

booking system, iPAL. Through iPAL, parents and carers can register their children to enable them to book and pay for activities and childcare in advance.

iPAL gives you full access to your account information and makes it easy to book and manage your child's, care and out of school club bookings and attendance.

Our online booking and payment platform is available 24 hours a day 7 days a week and allows you to book sessions up to 15 minutes before the session starts. Places are not guaranteed and are subject to availability. Please note that preschool and nursery settings may not be able to take emergency childcare bookings as adult to child ratios need to be considered to ensure there are enough

staff.

The iPAL platform is used to securely store your child's medical records and emergency contact information and a way for you to inform the staff of any relevant information you feel we should know about. We ask that parents and carers provide all relevant information and as many contact details as possible in case we need to contact you in an emergency.

How to Register

Registering with iPAL is easy. Register in 4 simple steps.

Step 1. Visit **mightyallstars.schoolipal.co.uk** and click bookings

Step 2. Complete the new parent registration form and click register

Step 3. Once you have completed your registration you will then need to add your child or children

Step 4. After you have registered you can use your username and password to sign in

For more information or to watch videos to guide you through the registration process and learn how to book, make payment and manage activity clubs and childcare there are helpful videos

Bookings and Fees

All bookings, excluding nursery or preschool set and funded sessions (please see nursery and preschool set and funded hours section), are made via our online booking and payment platform, iPAL.

Sessions are booked and paid for in advance and can be made up to 15 minutes before the start of a session, please note same day booking places are not guaranteed. Parents or carers will not be charged for bank holidays or professional days.

We ask that all sessions are paid for in advance. Any parent with unpaid fees will not be able to make any further bookings via iPAL. Should the balance remain unpaid after 7 days the account will be temporarily suspended until payment has been received.

Booking your child's sessions is your responsibility. If parents or carers continuously fail to book their child's sessions, in order to safeguard the children in our care, our setting, we may no longer be able to accept the booking.

Unable to Book

In the event of the iPAL system not working please contact support@completeeducationsolutions.uk

At Mighty Allstars, we accept the following payment methods.

Card Payments

Credit and debit card payments can be made instantly online and card details can be securely saved for quick payments.

Childcare Voucher Payments

We accept Childcare Voucher Payments from the providers detailed further in this handbook. Please let us know if we are missing a provider. Childcare Voucher payments can be made via iPAL in two ways:

- Add voucher payments to your wallet so that you can then use your wallet for ad-hoc bookings
- OR make a booking and select to pay by Childcare Voucher

When making a payment with Childcare Voucher it is important that you provide us with all the information including the provider name to help us locate and verify your voucher payment and that

you ensure payments are transferred from Childcare Voucher accounts at the time of booking. You will also need to log in to your Childcare Voucher provider's account and make the payment manually to Doreen Lawrence. Please note this can take up to 5 working days to be verified. Please also note that iPAL cannot take the payment for you. It is the parent or carer's responsibility to add the voucher information to iPAL. It can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.

Cancellations and Credits

If you want to make any changes to your child's booking you need to cancel the session or sessions 14 days in advance. This is your responsibility and can be done via the iPAL booking system. Please note

that preschool funded and set sessions cannot be amended please see the policy below in the nursery/pre-school section.

Any credit will be refunded to your online wallet and can be used to pay for future bookings. If your child is ill, it is important that you inform us (even if you can't cancel the session) so we know not to expect them on that day.

If at any reason we fully close the setting or are unable to open we will credit the appropriate fees back to your ipal account

In the result of any over payment this will be returned upon your request to either your bank account or childcare voucher provider depending on the original payment method. Please note for refunds back to a bank account the amount refunded will be subject to a 3% transaction fee.

Late Fees

If you are late collecting your child you will be charged £18 per 15 minutes to cover the costs of the two staff who are legally required to stay to supervise your child, the rental of the setting space and the school caretaker/site manager.

For example, if you are due to collect your child at 6pm and you arrive at 6.15pm you will be expected to pay a late fee of £18. This fee is automatically deducted from your ipal wallet to collect your child at 6.16pm the fee would be £36.

Non-Booking Fees

You will be charged a £10 administration fee per child for each booking made on your behalf. It is the

parents or carers responsibility to manage the booking of sessions. If parents or carers continuously fail to book their child's sessions, we may no longer be able to accept your child into our care in order to safeguard the children in our care, our settings and our staff.

Increase in Fees

Our fees are reviewed annually and may be subject to an increase at the beginning of the school year.