



SANDWELL METROPOLITAN BOROUGH COUNCIL

The Federation of Abbey Infant and Junior School

Dr. Richard Kentish - Executive Head Teacher - Mrs Jade Yale - Executive Deputy Head Teacher

office@abbey-inf.sandwell.sch.uk office@abbey-jun.sandwell.sch.uk

www.abbeyfederation.co.uk

Booking System for Abbey Playden

All parents will be required to make their bookings directly through their child's ParentPay account.

This provides a more flexible approach for parents, as they will be able to make and amend their bookings up until midnight 2 days prior to the day of the required booking (excluding weekends). Please refer to table below for booking timescales:

For a Booking on:	Needs to be booked by midnight on:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

In order to make a booking you must have sufficient funds in the 'Playden Account' within ParentPay. Therefore, you will need to add funds before attempting to make the booking. If there are insufficient funds in the 'Playden Account' you will be able to choose the sessions you wish to book, but you will be unable to complete the booking and a warning message will appear telling you to add funds.

Bookings **cannot** be amended or cancelled after midnight two days prior to the session (excluding weekends) and you will still be charged. Sessions cancelled by parents in the agreed time will not be charged for and will appear as a credit on your Playden account to be used for further bookings.

If you pay by Childcare Vouchers, we will apply a credit to your 'Playden Account' within ParentPay for the amount we receive on your behalf. Please be mindful when instructing your individual voucher provider with the amount you wish to pay, that it can take several days for the money to actually arrive in our bank account. We will only be able to add the credit to your account when the money is actually received into our bank account. Therefore, you must allow sufficient time for the funds to reach us, as you will be unable to make bookings until the credit is applied by us.

We are encouraging parents to move over to the Government Tax-Free Childcare scheme as opposed to the various other companies used such as Sodexo, Computer Share, Fideliti and Busy Bees. The reason we are suggesting that you change over is because vouchers from some of the other voucher companies only send us a payment once a month. Therefore, if you make a payment to them just after the monthly payment has been

Abbey Infant School

Maurice Road, Smethwick, West Midlands, B67 5LR Tel: 0121 429 1689

Abbey Junior School

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made to us, it can take a further month for us to receive the payment into our bank account. This could have an impact on your 'Playden Account' as you wouldn't be able to make your bookings until the funds have cleared. You would need to add your own funds in the interim whilst awaiting the voucher credit to be added to your account. Funds from the Government Tax-Free Childcare scheme only take about 2-3 days to reach us which is why we are advising parents to move across to this method of voucher payment. Please see the link below for how to register for the Government Tax-Free Childcare:

<https://www.gov.uk/tax-free-childcare>

Yours sincerely

Ms S M Collins
School Business Director
Executive Head Teacher's PA

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