



St Joseph's Out of School Club

St Joseph's Catholic Primary School, Front Street, Nympsfield, Stonehouse GL10 3TY

Online booking system FAQs

1. How do I make a booking for OOSC now that the yellow book no longer exists?

You will need to create an account on the online booking system and add each child that you wish to book into OOSC. The online booking system can be accessed via the following URL:

<https://stjosephsoutofschoolclub.kidsclubhq.co.uk/rdr?u=home>

This link will also be available on the school website (<http://www.st-josephs-nympsfield.com/website>) under the OOSC tab in due course.

Instructions are available to help you. You will have received these on an email sent out announcing the launch of the new online booking system. Please speak to Marie, Mary or Brenda if you require another copy

2. How can I see what bookings I have made?

Click on My Bookings and all your bookings will be visible. You will also receive an email confirming the bookings you have made.

3. How do I amend the registration details I have entered onto the system?

Currently you can only amend the registration details when you are making a booking. If you have an amend you wish to make, please speak to Marie, Mary, Brenda or Sara and they will amend them for you.

Telephone: 01453 860 311/mobile 07384 726577

Email: oosc@st-josephs.gloucs.sch.uk

4. I need to amend/cancel my booking. How do I do this?

Parents are unable to amend their bookings. Please speak to a member of the OOSC team (Mary, Brenda, Marie or Sara) who will do this for you.

Telephone: 01453 860 311/mobile 07384 726577

Email: oosc@st-josephs.gloucs.sch.uk

5. When do I need to pay for my OOSC bookings?

Ad hoc/flexi requests – payment should be made at the time of the booking, either via BACS transfer or via Childcare vouchers.

Contract bookings – invoices will be sent a month in arrears and should be paid by the 15th of the month.

6. I have paid for my booking, but it is still saying pending? Does this mean the space I have requested is not confirmed?

No. The system we are using is not bespoke to St Joseph's so we're unable to change this working. If you have booked an ad hoc space and paid, then that place is confirmed. The only occasion where this is the case is if your account is in arrears and is blocked. In this instance, all future bookings made will be cancelled and you will not be able to use the OOSC.

If you have requested a Contract place, your booking is only confirmed once you have received a communication from us confirming this is the case.

7. I've paid for my session but it is saying it is still pending. Why?

Payments into the OOSC bank account are reconciled monthly and accounts updated to reflect payments received. If you look at your balance prior to this reconciliation, it will not reflect the true amount outstanding

8. Why don't I receive an invoice for OOSC anymore?

As all Ad hoc (flexi bookings) should be paid for at the time that the booking is made, there is no need to issue invoices. Invoices are still issued monthly in arrears to those who have Contract bookings.

9. I have tried to access my account but it is saying there is a problem and I should contact the Treasurer. Why is this?

Accounts will be blocked if there is an outstanding balance on the account at the end of the month during which a booking was made. (i.e. for bookings in May, if payment has not been received by the end of June). No-one with outstanding balances will be able to book a place in the OOSC and any future bookings will be cancelled, in accordance with our Terms and Conditions.

Please email Helen Tarr on treasureroosc.st.josephs@gmail.com for help.

10. I have a contract booking but need to add some extra bookings. How do I do this?

You can book the additional bookings via the online booking system. Just select "Start a new booking for" and select the dates you required. You will need to pay for these sessions at the time of booking. They will not be added to your monthly invoice.

11. I've had an emergency and need my child to go to OOSC but haven't booked them a space. What should I do?

The OOSC team can book your child into OOSC so long as:

- There is space available
- You have previously registered your child via the online system. We are unable to accept children who are not registered as we will not have key information for them.
- Your account has not been blocked

Please call either the school office (01453 860 311) and ask to be transferred to OOSC or call the OOSC mobile 07384 726577 during session times.

12. I have booked my child in for an early afternoon and paid for this session. My account is now showing that I have outstanding balance. Why is this?

When you sign your child out of OOSC at the end of the day, your signature is recorded along with a timestamp. Anyone collecting their child after 4.30pm who had only booked an early afternoon place, will have their booking updated and will be required to pay the full afternoon cost. The difference will be added to your account.

13. Who should I contact about what?

Financial queries: Club Treasurer (treasureroosc.st.josephs@gmail.com)

Requests for Contract bookings: Club Secretary (secretaryoosc.st.josephs@gmail.com)

Requests for emergency bookings/changes to existing bookings – excluding contract bookings – OOSC team (oosc@st-josephs.gloucs.sch.uk)

Complaints/feedback/escalations: Club Chair (chairoosc.st.josephs@gmail.com)

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