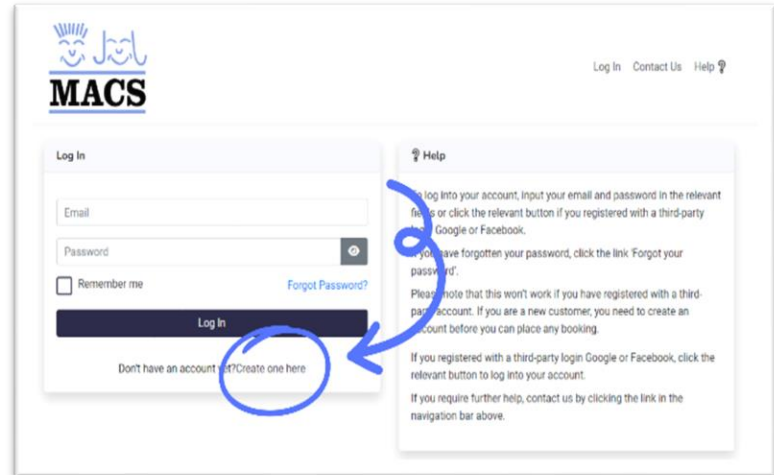


CREATE YOUR ACCOUNT

****You can find a video showing how to create your account [here](#)****

- Follow the link provided in your email to visit the MACS Magic Booking Log in page. From there create your account by clicking Create one here, located under the Log In box. You should create one account per family.
- Please select your region and from there the MACS project (centre) that your child attends. After this please follow the instructions and enter your account details.
- From here please enter your marketing preferences & read and agree to all Privacy Policies and Terms and Conditions. Please ensure to select that you wish to receive marketing information to be informed about upcoming holiday clubs & MACS events. **If you do not select that you wish to receive Marketing Information you will NOT receive Holiday Club Booking information.**
- You must then visit your emails and follow the instructions on the validation email to activate your account **THIS EMAIL MAY AUTOMATICALLY GO TO YOUR SPAM/JUNK FOLDER PLEASE CHECK THERE IF NOT IN YOUR INBOX**



ADDING AN ADDITIONAL ACCOUNT HOLDER

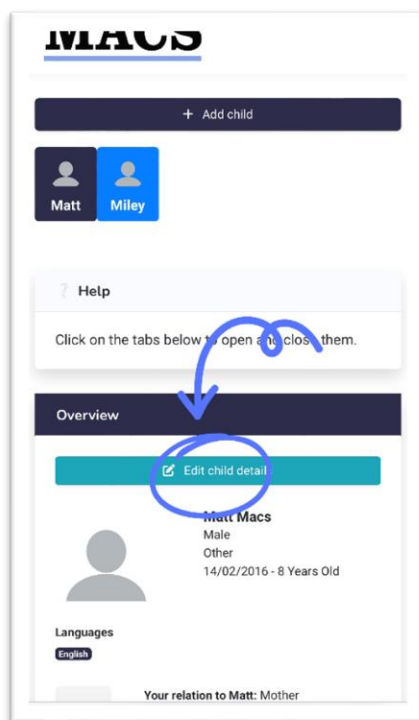
- PLEASE NOTE: We can only discuss account details, accept bookings, change and cancel contracted days etc with named account holders. Please ensure to add another account holder should you wish to share responsibility for your MACS account. If someone other than you make payments for this account, please ensure they are made an additional account holder so we can discuss any matters with them should they arise and identify the account where payments should be allocated.
- To add an additional account holder, select Account then click on the Additional Account Holder tab. From here click additional account holder and enter the details requested before clicking save.
- To access the account the additional account holder open [Magic Booking](#) and enter their email address and click forgot password. This will email a link allowing them to set up their own password for their login
- The account will now be shared allowing both account holders to make/view bookings and payments, discuss the account and request changes

ADD CHILDREN

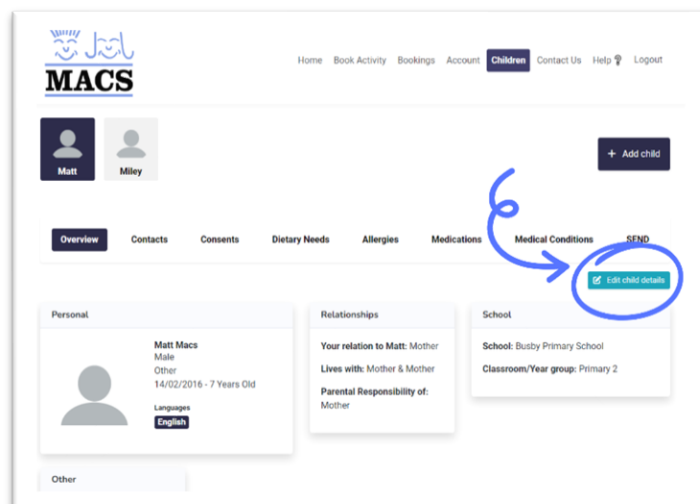
****You can find a video showing how to add children [here](#)****

- Please follow the instructions to tell us about each of your children separately, only 1 child can be created at a time. These details can be edited by you at any time should anything change or require to be updated such as any dietary needs, medication, additional support needs, allergies, change of contact details etc.
- Once finished please go to Edit child details to upload a photo of your child. If you are using a mobile device the Edit child details button can be found by clicking the overview tab.

Mobile View



Desktop View



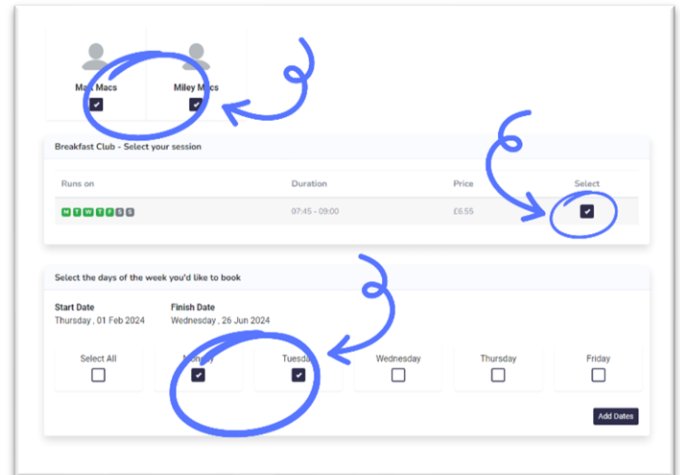
- When a 2nd child is registered, additional contacts (collectors, emergency contacts and doctors) can be reused. Simply tick the relevant check boxes at the bottom of the child's details form, this allows you to avoid re-entering the same information again.

BOOK AN ACTIVITY (Breakfast Club or After School Care)

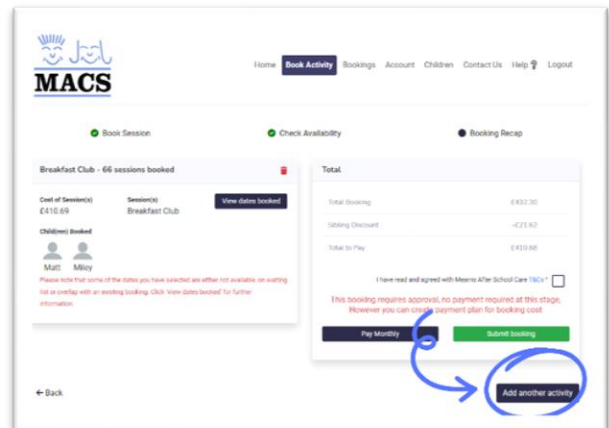
****You can find a video showing how to book an activity [here](#)****

PLEASE REMEMBER TO ONLY BOOK THE CARE THAT HAS BEEN OFFERED. ANYTHING OTHER THAN OFFERED CARE WILL NOT BE APPROVED AND THE BOOKING WILL BE DECLINED

- Select Book Activity from top menu
- Select the child/children you wish to book care for then select Breakfast Club and/or Afterschool Care
- If your children use the same days for both sessions please select all children, then the session being booked and the days required
- If your children require different days for Breakfast Club/After School care, please select one child then the session and days required. Then repeat for the next session.



- Added dates can be reviewed at the bottom of the page. Please review to ensure correct before proceeding.
- Any dates not available for care will then be highlighted (such as school holidays when term time care is not available) **Holiday care will be booked separately, you will be contacted when this is released.**
- To add another activity (e.g. to add Afterschool Care) click bottom right
- Review bookings, if you need to delete the sessions booked select the bin icon to cancel



PAYMENT ARRANGEMENTS & SUBMIT FOR BOOKING APPROVAL

Magic Booking calculates your total cost for care and divides this over the school year ensuring you pay the same amount each month

- At this stage you are ready to submit your booking for approval, prior to this however you **must** indicate your payment method

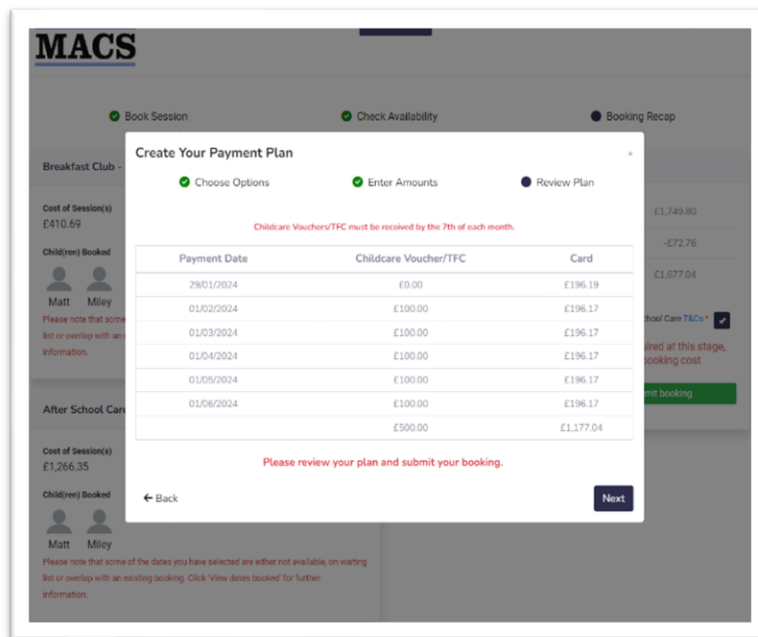
- **Paying via Tax Free Childcare**

Please select submit booking and then ensure you have included your child/children's TFC Ref Number on your account. To add this information please select Children then Edit Child Details and add the TFC number (4 letters followed by 5 numbers) into the box. This number will let us identify your payments. Once we approve your booking, we will also create your payment plan for you, this information will be emailed to you allowing you to set up your recurring payments to MACS from

your TFC account. We manually add your TFC payments to your Magic Booking account once they clear in our bank, please allow a couple of days for the payment to process.

- Paying via Childcare Voucher

Please select Pay Monthly, then select Childcare Voucher and select Next. Choose your voucher provider before entering the maximum amount of childcare voucher you can claim per month. If this amount does not cover your calculated monthly instalment, the system will automatically calculate a Credit/Debit card plan for the additional amount required to settle each month. Please make arrangements to release your monthly voucher to MACS each month. The card payment will automatically be deducted on the 1st of each month.

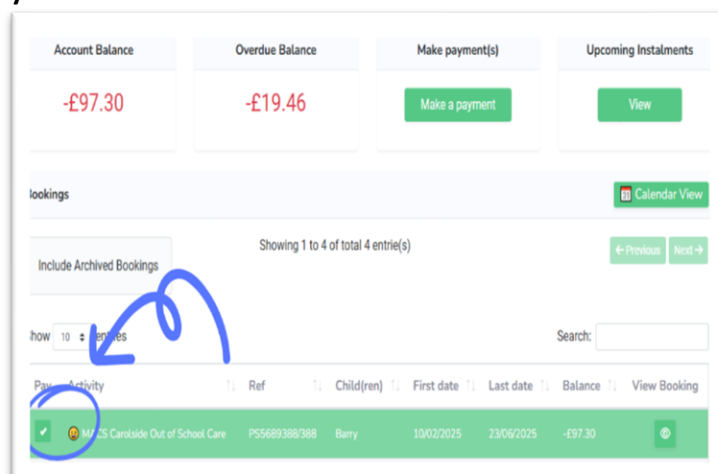


- Paying via Credit/Debit Card

Please select Pay Monthly, Card Instalment and then select the 1st of the month when your care begins (e.g. if your child's place starts on 25th August 2025, please select an instalment start date of 1st August 2025). Please then press submit. You will receive an email once your booking has been confirmed, please log into your Magic Booking account to arrange payment via the site.

To make your first payment please select Pay then make Payment. Once you have entered your card details the system will save them and deduct all future payments from this card.

The Debit/Credit card feature will replace the need for monthly bank transfers and the Direct Debit scheme we currently use.



- Your booking will now be under review. You will receive an email as soon as your booking is reviewed and care is accepted or declined. If the booking is declined, you will be emailed explaining why and what you need to do next.
- **Once accepted please visit your account to add your Debit/Credit card if you are paying either fully or in part using this method. Payments will be deducted monthly and you can view your payment plan under the Expected Payments tab to plan your finances ahead of time. The Debit/Credit card feature will replace the need for monthly bank transfers and the Direct Debit scheme we currently use.**

KEEPING YOUR ACCOUNT UP TO DATE

- Parents/Carers can access their Magic Booking account at any time to keep children's details up to date, view bookings, view upcoming instalments and make card payments
- To change your contract please contact the Project Manager to complete a Contract Amendment. Please note for all cancellations and reduction to care 4 weeks notice will apply as per our Terms and Conditions. Once we change your contract, your monthly payment plan will change accordingly.
- Please remember to update your child's account to reflect any changes to care needs (for example changes in allergies, health conditions, consents etc) or to edit/add contact details for account holders, emergency contacts and collectors.

HELP SECTION

- Please remember the help section is available at the top right of each screen if you require any assistance.

