

8<sup>th</sup> July 2024

**Bagel Club – New Booking System for September 2024**

Dear Parent/Carer,

We are implementing a new booking system for Bagel Club bookings for the academic year 2024/2025. This will improve efficiency and enhance the overall experience for both staff and parents.

All sessions for Bagel Club **must be booked and paid for in advance** using the new 'School Clubs' module. The club booking module forms part of our already successful payment system, SchoolComm's.

The system gives flexibility in booking sessions up to 3.00pm the day prior to the day required and amending or cancelling bookings. Any sessions booked and paid for that are subsequently cancelled, will be refunded in the form of a credit to your School Gateway account and used towards future bookings.

The booking module 'School Clubs' will sit on the menu on your School Comms/School Gateway account.

Benefits of the school club's module include;

- **Booking Management:** Enable users to book, modify, or cancel their slots.
- **Availability Display:** Show available slots and the status of bookings in real-time.
- **Payment Integration:** Allow online payments for the bookings. Show real time balances.
- **Notifications:** Sends booking confirmations, reminders, and updates via email or SMS.

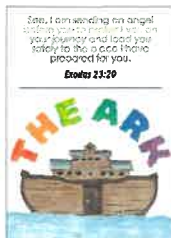
Bookings for Bagel Club for September 2024 onwards will go live from **Monday 15<sup>th</sup> July 2024** and you will be able to make bookings for ad hoc days, regular days or whole week bookings for the academic year 24/25. The cost of bagel club will be £3.00 per day from September 2024.

*For current users of Bagel Club - if your account is in a debit or credit position at the end of term a manual transaction will be added to the School Clubs module to enable you to make further bookings or clear outstanding debts owed to school. This will be actioned during the summer holiday period by school office staff.*

Please find attached a copy of the School Clubs user guide, which has further information and a step by step booking process.

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## ST MICHAEL'S CE (A) PRIMARY SCHOOL

Headteacher: Mrs Kate Jackson

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If any parents/carers are not yet registered to make online payments, please find the School Comms payment and user guide on the school website under the heading 'Letters Home'.

If you require any further information or assistance in the new booking system, please contact the school office.

Yours sincerely,

Kate Jackson  
Headteacher

[stmichaelsceprimaryschool@wolverhampton.gov.uk](mailto:stmichaelsceprimaryschool@wolverhampton.gov.uk) [www.stmichaelscofeprimary.co.uk](http://www.stmichaelscofeprimary.co.uk)



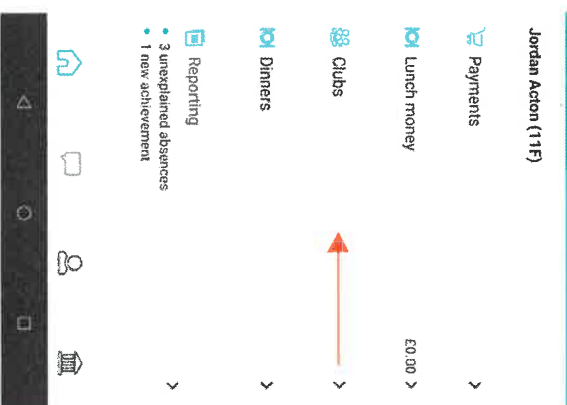
# Clubs Guide ✨

Learn how to make, amend, or cancel club bookings with our guide

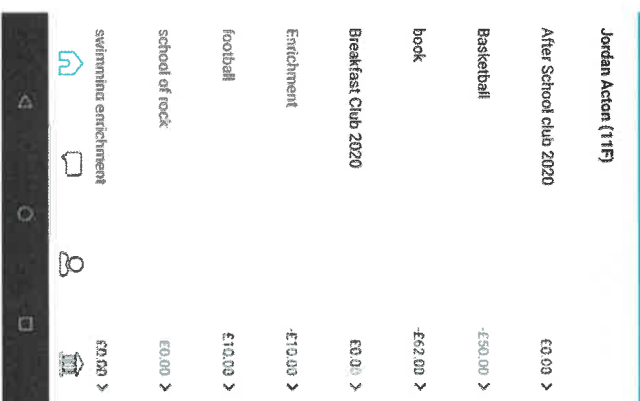


## How to book and pay for a Club session/s

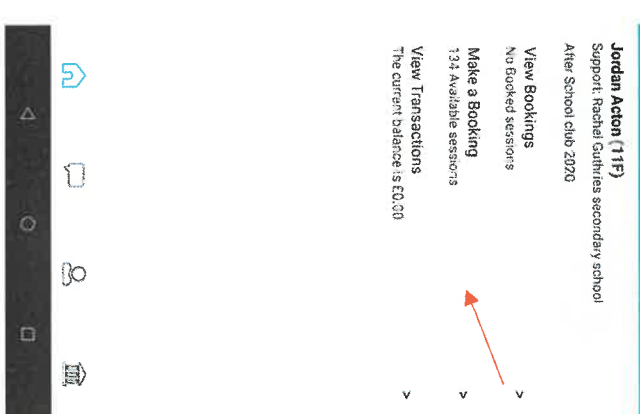
- To book a Club session you must go to the Clubs tab first and book the session before paying. Paying for a Club without selecting any sessions will not secure a booking.
- If you have payed on a Club but not booked the session please go to the Clubs tab and select the Club required and book the session using the credit you have already applied.
- Please contact the school if you are having any issues.



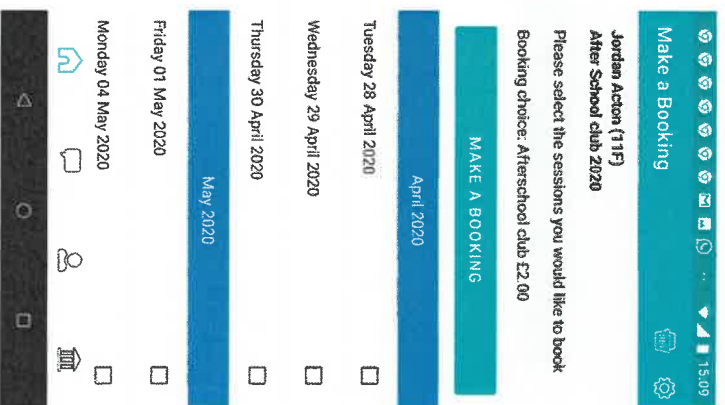
Click on the Clubs Tab



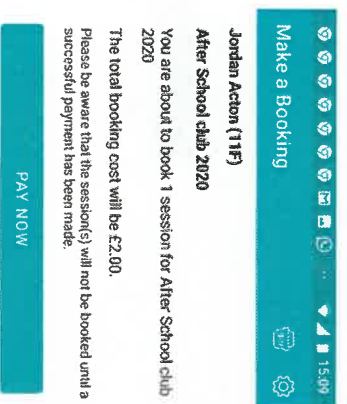
Select the required Club



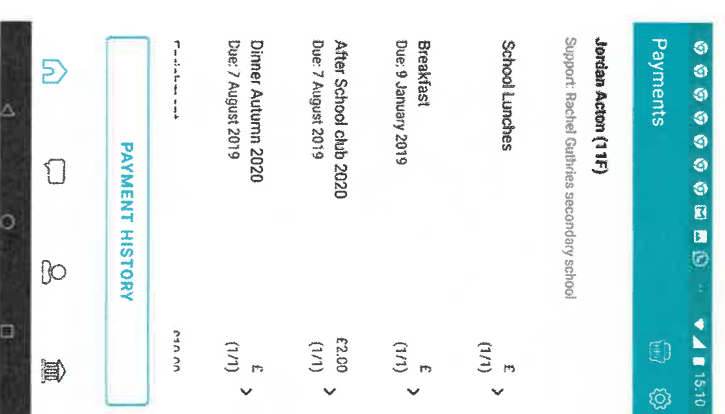
Click on Make a booking



Select the dates required and click on Make a booking



Click on Pay Now



Click on the Club Payment option

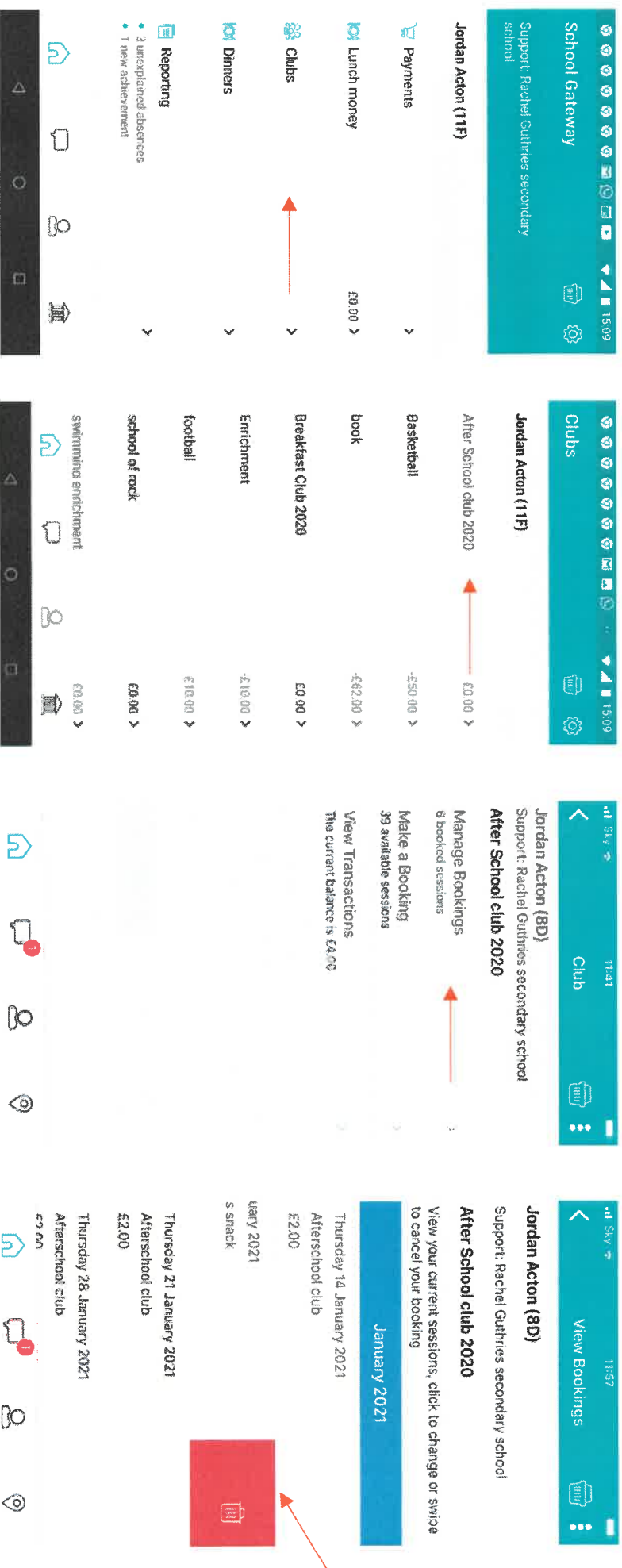
## Cancel/amend a club booking

When a booking is cancelled a credit will be applied to the balance to reverse the charge that was created when the booking was made. When a booking is changed a credit will be applied to the balance to reverse the charge that was created when the booking was made, and a new charge will be applied.

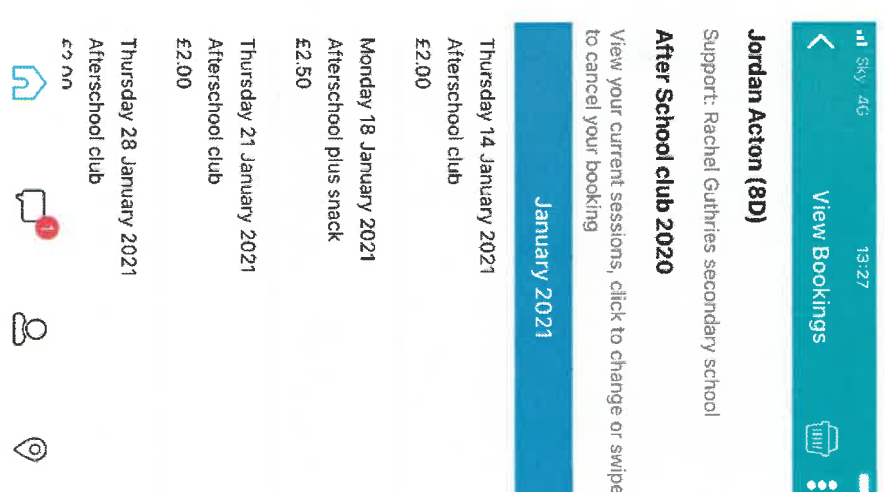
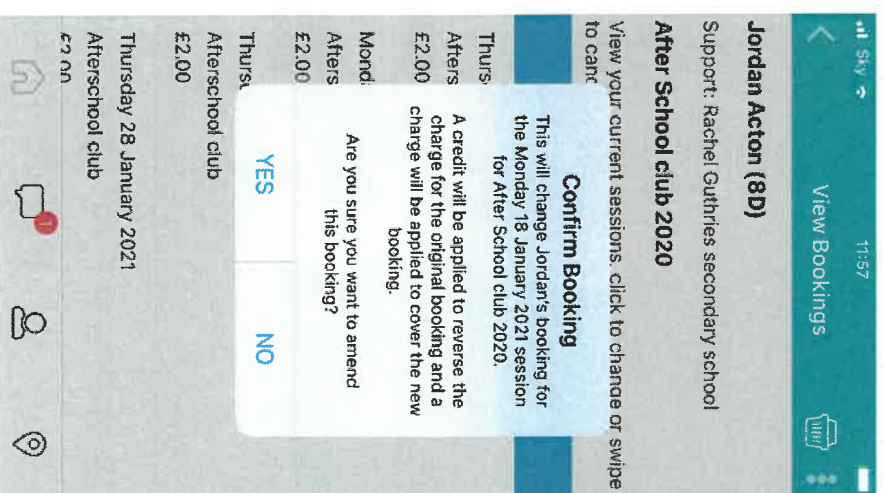
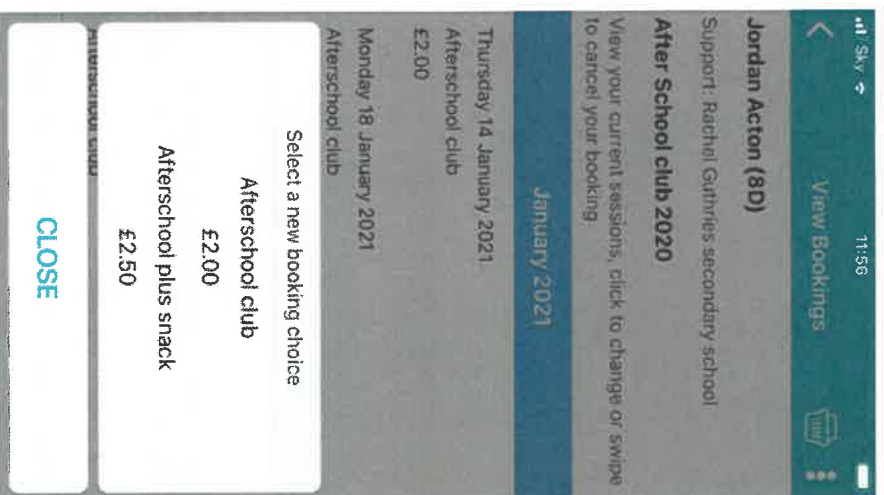


## To Cancel or amend a Club booking on the app

- Click on Clubs
- Click on the club you want to cancel the session on
- Click on Manage Bookings
- Find the date you want to cancel and swipe from right to left
- Click on the bin icon to delete and click on Yes to confirm

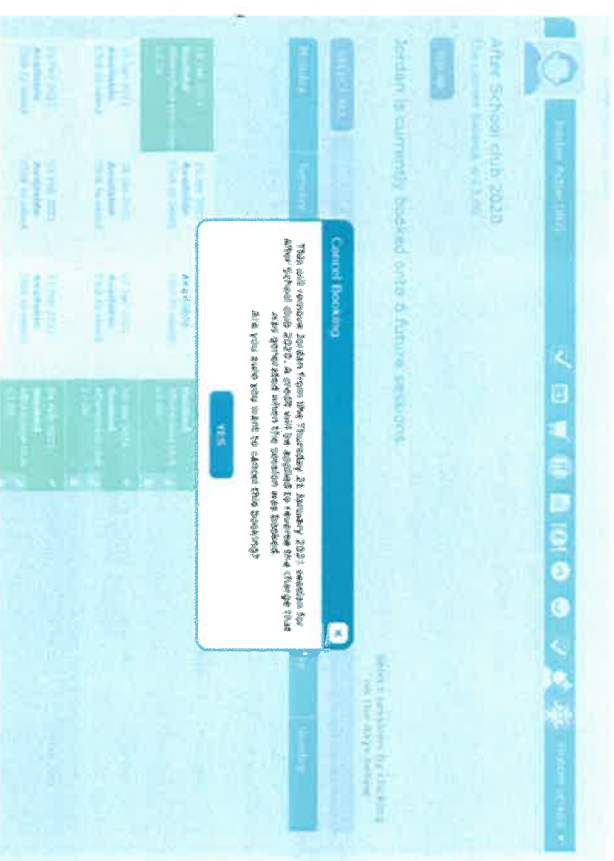


- Or if you want to change the booking choice (if the club has more than one booking choice), you can click on the session and you will be given the option to select an alternative booking choice.
- Once selected click Yes to confirm the booking
- The booking choice will then update



## To cancel a Club booking on the web version of School Gateway

- Click on the Club you want to cancel the session on
- Find the session on the calendar you want to cancel
- You will then see two icons on the session, a Bin and a Pencil, to cancel the session please click on the Bin icon and click yes to confirm



- To change the booking choice (if the club has more than one booking choice) you can click on the Pencil icon and you will be given the option to select an alternative booking choice.
- Once selected, click Yes to confirm the booking.



