

FAQ'S FOR ENROLMY BOOKING SYSTEM

How do I make a booking with Club Vale?

You will be guaranteed your existing booking ongoing if you complete the booking process each term. We will email you with full details and the deadline to ensure your booking is in place. You will need to book each term - 3 times each year. Once you have made the initial set up, rebooking will take less than 10 minutes each term.

What happens if I miss the deadline to re-book each term?

Please ensure you complete your booking by the deadline. If we do not receive your booking by the deadline your booking is not guaranteed.

What is a Safety Form and how often do I have to complete this?

The safety form replaces the registration pack we have. It's simple and means you can update us with any changes to your personal details or relevant information about your child. This is only completed once but you will be asked to check through each term you book.

Why do I need a pin number?

The PIN number is your unique password. Please ensure anyone who is authorised to collect your child is noted on the safety form and is aware of the PIN number. This PIN number will be provided in your account on Enrolmy.

Can I pay by childcare vouchers?

Absolutely! You will be able to pay us by vouchers. You will need to select the relevant voucher company and add your child's reference when prompted.

Do you accept Government Tax Free Childcare Vouchers TFC?

You can use these within Enrolmy, please add in your child's reference when prompted. (Example: ANOT12345TFC)

Can Universal Credit support me with my childcare costs?

If you pay for childcare while you go to work, Universal Credit can pay some of your childcare costs. Please visit the website below for further information regarding eligibility.

<https://www.gov.uk/guidance/universal-credit-childcare-costs>

What other payment options are available?

You can pay by the methods above, debit/credit card, or a combination of these.

Why do I have to pay £5.00 deposit?

At the time of booking, you will be able to arrange an instalment payment plan and fees will be due monthly, in advance, by 30th of each month (or other date if specified) to secure your booking you will need to pay £5.00 by **credit/debit card only**. NOT with vouchers for the deposit.

You will have to pay the £5.00 within 2 hours of making the booking otherwise the booking will be automatically cancelled. There is a box to tick to say whether you are in agreement to save your card details. If you wish for payment to be taken automatically each month from this card, please tick the box in agreement, you will find this under payment methods in Enrolmy.

This is not an additional charge and will be put against your fees for the term.

Why do I need to add my credit/debit card?

Enrolmy will automatically take payment from your registered credit/debit card if we do not receive your payment or vouchers by the instalment due date. This means you **MUST** ensure that we receive your payments by the DUE date. Please allow at least 5 days for voucher payments to be seen in your Enrolmy account and to avoid paying by credit/debit card. We advise parents to make their voucher payments on or before the 24th of the month.

Can I change my booking whenever I like?

Once you have a regular booking/Instalment Plan in place, you will not be able to make changes to your booking through the website. However, our terms remain the same and should you wish to make an ongoing change/cancellation please email us by the 20th of the month for changes to the following month.

You will not be able to do this in ENROLMY - please email or call us with any changes for us to action.

Do you offer ad-hoc sessions?

We do offer ad-hoc, subject to availability please text us on 07905394029

How do I cancel my booking?

Let us know by the 20th of the month and we will cancel from the following month. We will adjust your booking and Instalment plan where possible or add any credit to your account.

If there is any credit on your account throughout the term, you will be able apply this to your next booking. You will see any credit on your account in your 'basket' as you check out and can apply it to your invoice.

If you are experiencing financial difficulty, please do not hesitate to contact us at clubvale@hotmail.co.uk or give us a call on 07905 394 029

We are committed to supporting families in need and will do our best to explore available options together.

