

Mighty Oaks Clubs Help & Information Pack.



Reviewed Oct 2018

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2. Who's who

The Admin Team

One of the Mighty Oaks admin team will be in every day of the week sharing tasks and available to help on the office phone (01285 655 505) if required.

Nicole Taylor General Manager
admin@mightyoaksclubs.com
 MORC Manager
nicole@mightyoaksclubs.com

Chantelle Davis Manager of MOAKs
moak@mightyoaksclubs.com

Miles Guerrini Founder and MD
miles@acornscirencester.com

Clubs Management Team

- After School at the Rugby Club (**MORCs**) and Holiday Club at CRFC
 - Manager – **Nicole Taylor** - nicole@mightyoaksclubs.com
- Mighty Oaks Ashton Keynes (**MOAKs**) After School Club
 - Manager - **Chantelle Davis** - moak@mightyoaksclubs.com
- Breakfast Club at Acorns - breakfastclub@mightyoaksclubs.com
- Holiday Club - Chantelle and Nicole share the role of managing the Holiday Club.

Emergency Numbers

Club mobile phones will be active from 2.30pm to 6pm Term time and 8am to 6pm Holiday Club:

- **MOAKs** mobile / Chantelle and Judie: 07749 144 601
- **MORCs** mobile / Nicole and Team: 07740024619

Club Mobile Phones

Please text your club mobile in the first instance. Please call only in emergencies. Texts are best as they create a paper trail and can be answered at manager's convenience. The manager's primary focus needs to be the children not the phone. Managers will endeavor to reply to every text so as to confirm your query has been received.

Acorns Office: 01285 655 505, 8am - 2.30pm, (Mighty Oaks staff are part time. If you have to

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leave a message you are probably better emailing).

3. BookTheChildcare.com Overview

Our bespoke online bookings system gives you full control of your childcare. This section contains an overview of some of the things you can (and in some cases, need to) do when making bookings for the **Breakfast**, **After School** and **Holiday Clubs** on BookTheChildcare.com.



Emergency Contact Details

In the interests of safeguarding your children, please make sure that you keep your emergency contact details up-to-date. You must provide two or more contacts (compulsory by law), three or more is fine (you can add as many as you like). The process is:

1. Click your child's name having logged in.
2. Add people allowed to collect.
3. Please leave emergency contact ticked except in unusual circumstances where this may be inappropriate.

Email addresses and Newsletters

The email addresses of all contacts will be collated and sent our newsletters. Subsequently, one can unsubscribe to this service but we advise as many people receive our notifications as possible (at least two per family) so information still gets through if parents are busy and do not confer or the mail providers junk our mail. You can add extra subscribers to the newsletters via the sign up form on the parent's area of the Mighty Oaks website.

Invoice payments are due on the 15th of each month

After which there's a 10% late fee added automatically.

Childcare Vouchers need to be paid by the 10th of the month

If they are not paid by the 10th of the month we cannot guarantee they will be approved (Confirmed in our band and reconciled on our system) by the 15th of the month, in which case a late fee may still be automatically applied by the software.

Bookings and cancellations must be made BY YOU online

The BTC system was designed to convenience the parent. Gone are the phone calls, hoping to

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get through to the right person, leaving a message and hoping your request has got through to the right person in the right team. Gone, for us, is the complicated process of converting verbal messages to the hard copy register which is not at the same venue as the verbal message and the potential pitfalls in this fragile process. We appreciate there will be circumstances where it is possible to make a call on a landline but not to go online: in which case you will have no option but to make that call. If you have mobile phone reception please text your club manager using the details above.

Separate accounts for divorced / separated parents

If you require a separate account to your child's mother/father then you need to add alternative, additional names to your account to make it clear who has made the booking and who will be paying the invoice. e.g 'John Dad Smith Dad'. This makes it clear to the staff who is responsible for your child for that booking and who they should be phoning first in an emergency etc.



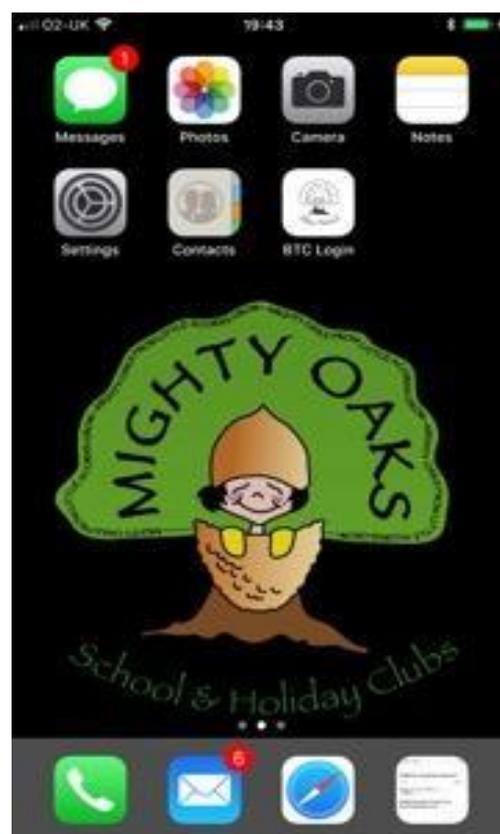
Adding BTC to your Home screen / Browser

On a computer or smartphone browser, go to www.bookthechildcare.com, enter your username and password. Once you are logged in to BTC.com and are on your parent portal homepage, now save to your favourites.

Or, have BTC appear like an app on your homescreen, as follows:

On iphone:

1. go to login page www.bookthechildcare.com
2. put in your username and password
3. return
4. this should bring you to your parent portal homepage
5. Now press the 'squarrow' (The share icon - the square with an arrow through it pointing up) at the bottom of the screen
6. find the plus sign saying 'Add to Home screen'
7. Name it what you like although perhaps BTC parent login makes most sense
8. It now appears like/as if it was an app on your home screens you can move it around to your preferred spot.
9. Once done, you won't have to visit the Mighty Oaks or Acorns websites to book with us, you will go straight to the action page.



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On Android:

The process is similar on an Android device, for details follow this link: <https://support.mozilla.org/en-US/kb/how-add-shortcut-website-android>

4. Paying by Childcare Vouchers

To pay by vouchers please follow this process:

- Click the [Pay Now](#) button on the invoice
- Click 'Part pay with childcare vouchers'
- Add reference to include your child(rens) name(s) and the voucher scheme name e.g. Busy Bees, Computershare, edenred, Sodexo, etc...
- Add amount (you can only pay all or part of the invoice. If you put in a greater amount the system will alert you in red and send you back).
- Click confirm and pay: this sends us a notification which prompts us to search for your payment.
- Your voucher scheme should send us a remittance by email but, as a backup, if you receive a remittance advice or confirmation of your payment it does no harm to forward this to us. If you think Mighty Oaks has not set up an account with your childcare voucher scheme, please email Nicole who will follow the registration process through.

Acorns Nursery Childcare Voucher payments go into different accounts. If you have another child who attends Acorns Nursery please pay Acorns invoices separately with the Acorns Nursery School Childcare voucher account reference numbers/codes.

Please do not lump Mighty Oaks and Acorns payments together, these are separate businesses now. Several parents are still paying Acorns for Mighty Oaks services which makes the accounting process rather complicated as it's often difficult to unpick and separate out these payments.

Currently, we are already registered with the following childcare voucher schemes:

- Edenred :P21043636
- Computershare: 0023067400
- Fideliti : 85113031
- Care-4: 74649213
- Kiddivouchers: Use this postcode – GL7 2ER
- Sodexo: 156667
- Busy Bees: they don't issue reg numbers, parents must quote our Ofsted Number (these differ for all clubs, as below, but most vouchers

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are registered to our nominal head office at CRFC which is EY438096)
or postcode (GL7 2BN).

If your scheme does not appear here please email:

admin@mightyoaksclubs.com

Childcare Vouchers need to be paid by 10th of month otherwise we cannot guarantee they will 'be approved' (Confirmed in our band and reconciled on our system) by the 15th of month, in which case a late fee may still be automatically applied by the software.

If you have any questions about childcare voucher payments please contact:

admin@mightyoaksclubs.com

5. Frequently Asked Questions

Who receives invoices?

No one. Account holders are notified by email in which they receive a unique link to the invoice on bookthechildcare.com. With the link (or indeed without it) anyone can go in (as long as they have the login details) and pay the invoice by credit or debit card.

How do we both get emails and notifications?

There are a couple of ways you can solve this:

1. Set up a filter to automatically forward the emails to the other person that are sent from bookthechildcare.com.
2. Use one of the many free email services to create a separate shared email account which you can both link your phones to so that both can receive emails from the book the childcare system.

Can Mighty Oaks make bookings for me?

We cannot make bookings for you, only parents or someone with YOUR login username and password can log in and make bookings. This ensures that parents are in control of bookings and take full responsibility for them and eliminates situations where confused, multiple and often conflicting messages put the trustworthiness and effectiveness of our service in jeopardy and undermined our ability to guarantee the children's wellbeing.

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How do I check the sibling discount?

As explained in the T&Cs, the sibling discount is applied retrospectively on days where two or more siblings have attended at the same time.

Consider the following from an invoice generated on the 1st of October 2016:

Quantity	Description	Unit Cost	Total Cost
Child the first			
8	Days Attending (Mighty Oaks at Rugby Club (Cirencester)) Days: 6 Sep 2016, 14 Sep 2016, 21 Sep 2016, 22 Sep 2016, 28 Sep 2016, 5 Oct 2016, 12 Oct 2016, 19 Oct 2016	£10.00	£80.00
Child the second			
7	Days Attending (Mighty Oaks at Rugby Club (Cirencester)) Days: 6 Sep 2016, 14 Sep 2016, 22 Sep 2016, 28 Sep 2016, 5 Oct 2016, 12 Oct 2016, 19 Oct 2016	£10.00	£70.00

As highlighted, there are four days in September where both children attended at the same time.

Four sessions at £10 a session = £40, 10% of which is £4, meaning a £4 sibling discount appeared on this invoice.

The dates in October are future bookings being paid in advance and therefore can't be included in the calculations for the sibling discount on this invoice.

Let's now imagine that on the 15th of October, the parent books both children onto an extra session on the 20th of October. This extra session will appear on the 1st of November invoice.

Let's assume that both children attended all booked dates in October.

When generating the 1st of November invoice, the system will include the extra session on the 20th (which will be on the November invoice) and the three paid-in-advance sessions from the October invoice when establishing which dates should be used to calculate the sibling discount.

If you think the discount is incorrect and you're trying to work out the discount manually, make sure you only take days in the past into account and check both the current and previous invoices for qualifying days.

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My Doctor's details aren't in the system – can I add them?

Yes! You can add your own doctor's details when registering or when editing your child's profile.

Select **Other Surgery** from the **Doctor's Surgery** drop-down menu and the system will display a form for you to enter your doctor's details:

Child Medical Information

Medical Information

Doctor's Surgery Other Surgery

Surgery Name

Address line 1

Address line 2

Town

County

Postcode

Phone Number

Doctor's Name

How do I change my password or email address?

To change your password or the email address used by the system, log in to your account on bookthechildcare.com and click on **Account** and then click a **Change** button as appropriate:

Parent Portal
People
Invoices
Contact Your Club Manager
Account
Logout

Login Details

Email	test@test-email.test	<input type="button" value="Change"/>
Password	*****	<input type="button" value="Change"/>

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How do I cancel one session inside a pattern booking?

On the Week or Calendar view, click on the session you'd like to cancel. For example, we're going to cancel the Breakfast club on Tuesday 30th of May:

Charlie Spiggles's Calendar Book Weekly Pattern ▾

To manage bookings for a day, choose it from the calendar.

[June 2017 >](#)

Mon	Tue	Wed	Thu	Fri
1	8 a.m. 2	3	8 a.m. 4 3:15 p.m.	5
8	8 a.m. 9	10	8 a.m. 11	12
15	8 a.m. 16	17	8 a.m. 18 3:15 p.m.	19
22	8 a.m. 23	24	8 a.m. 25	26 8:13 p.m.
29	8 a.m. 30	31		

Key:

- Breakfast Club
- After School Club
- Holiday Club

Clicking on the 30th displays a summary of the bookings on that day:

[Back to Calendar](#)

Breakfast Club Schedule

Club	Days	Dates	
Breakfast Club 2	Mo Tu We Th Fr	1 May 2017 – 22 May 2017 24 May 2017 – 2 Jun 2017	Change Days Cancel ▾

Cancel Tuesday 30th May 2017

Cancel Part of This Booking

Cancel This Booking

[Back to Calendar](#)

Tuesday 30th May is part of a pattern booking. To cancel this single session, select the first option in the **Cancel** menu.

If you select **Cancel Part of This Booking**, you can cancel sessions over a date range. If you pick **Cancel This Booking**, the entire booking from the 1st of May to the 2nd of June will be cancelled.

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My child will attend an after school activity before attending Mighty Oaks – how do I let you know?

You need to alter the time we pick-up your child from school. Let's say that the school's activity club takes place on a Friday afternoon until 8:13pm (an extreme time difference is used to make the change obvious).

On the calendar, click on the session you need to update. A summary page will be displayed, at the bottom of which you'll see a Pick-up Times section:

Click the **Change Pick-up Time** button to change the pick-up time for just Friday 26th, i.e. as a one-off. The one-off collection time will be shown in the **This Week Only** row of the table.

Pick-up Times

On Friday 26th May 2017, Charlie Spiggles will be picked up at 3:15 p.m.

for Friday 26th May 2017

After School Club Pick-up Times:

	Monday	Tuesday	Wednesday
Normally	8:13 p.m.	8:13 p.m.	8:13 p.m.
This Week Only		8:13 p.m.	

Changing Your Child's Pick-up Times:

the normal pick-up times for Charlie Spiggles

Click on the **Change** button to change the normal pick up times for any day of the week. This displays an overlay which you use to change the pickup time for the appropriate day:

Normal Pickup Times for Charlie Spiggles

Choose the times that your child should usually be picked up from school.

Mon	Tue	Wed	Thu	Fri
3:15 p.m.				

Changes to the normal pickup times are applied to all after school club bookings.

I Booked and immediately cancelled a session – why have I been charged?

As stated in the Terms and Conditions, if you book a session within 48hrs of it starting, you will be charged for it. Please take the appropriate care before you click.

I've cancelled a session – why am I still charged for it?

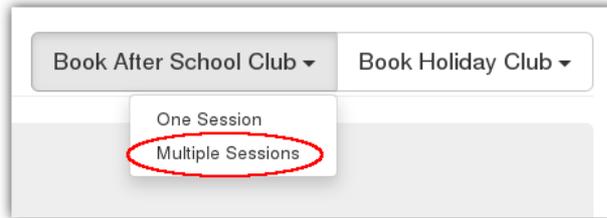
Cancellations (after invoice generation at the beginning of the month) and sibling discounts will be applied retrospectively in your next month's invoice. You will need to pay the current invoice in full and await this credit in the following invoice. Please see our Terms and Conditions for more information on this.

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I work alternate weekly shift patterns can I book two repeating patterns?

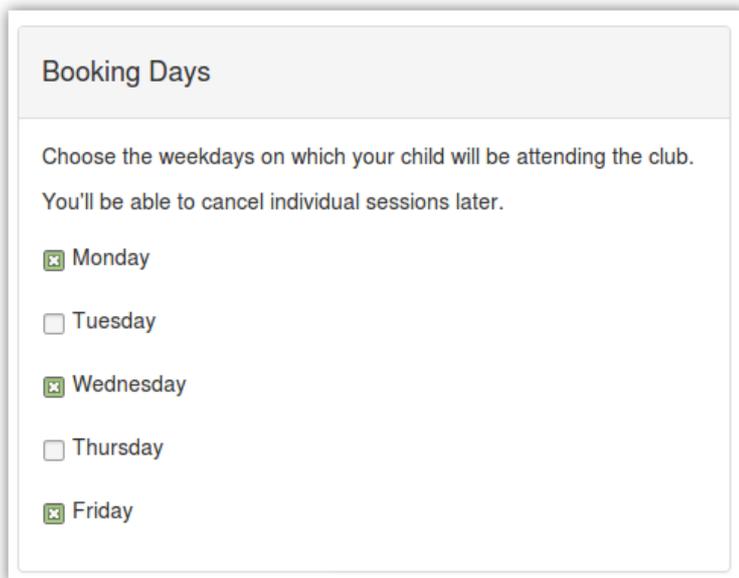
Yes – the system can handle this, you just need to be careful when booking.

This works for both **Holiday** and **After School** club bookings. We'll use the **After School** club as an example. Select **Multiple Sessions** from the appropriate club's drop-down menu:



The screenshot shows two dropdown menus: 'Book After School Club' and 'Book Holiday Club'. The 'Book After School Club' menu is open, showing two options: 'One Session' and 'Multiple Sessions'. The 'Multiple Sessions' option is circled in red.

Select the appropriate days from the **Bookings Days** section:



The 'Booking Days' section contains the following text: 'Choose the weekdays on which your child will be attending the club. You'll be able to cancel individual sessions later.' Below this are five days with checkboxes: Monday (checked), Tuesday (unchecked), Wednesday (checked), Thursday (unchecked), and Friday (checked).

Select the following options from the drop-down menus in the **Booking Weeks** section:



The 'Booking Weeks' section contains the following text: 'Choose the term weeks in which the child will be attending the club.' Below this are two dropdown menus. The first is labeled 'This school year' and has the option 'My child will only attend some terms/weeks' selected. The second is labeled 'Spring Term 2017' and has the option 'Some weeks' selected.

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Select appropriate weeks for the first pattern:

- Week 1 (3 Jan 2017 to 6 Jan 2017)
- Week 2 (9 Jan 2017 to 13 Jan 2017)
- Week 3 (16 Jan 2017 to 20 Jan 2017)
- Week 4 (23 Jan 2017 to 27 Jan 2017)
- Week 5 (30 Jan 2017 to 3 Feb 2017)
- Week 6 (6 Feb 2017 to 10 Feb 2017)
- Week 7 (13 Feb 2017 to 17 Feb 2017)
- Week 8 (20 Feb 2017 to 24 Feb 2017)
- Week 9 (27 Feb 2017 to 3 Mar 2017)
- Week 10 (6 Mar 2017 to 10 Mar 2017)
- Week 11 (13 Mar 2017 to 17 Mar 2017)

Repeat the steps, selecting the days for the second pattern, and then select the alternative weeks you need:

- Week 1 (3 Jan 2017 to 6 Jan 2017)
- Week 2 (9 Jan 2017 to 13 Jan 2017)
- Week 3 (16 Jan 2017 to 20 Jan 2017)
- Week 4 (23 Jan 2017 to 27 Jan 2017)
- Week 5 (30 Jan 2017 to 3 Feb 2017)
- Week 6 (6 Feb 2017 to 10 Feb 2017)
- Week 7 (13 Feb 2017 to 17 Feb 2017)
- Week 8 (20 Feb 2017 to 24 Feb 2017)
- Week 9 (27 Feb 2017 to 3 Mar 2017)
- Week 10 (6 Mar 2017 to 10 Mar 2017)
- Week 11 (13 Mar 2017 to 17 Mar 2017)

Here's an example, using this method to book alternative weekly patterns for the Holiday Club:

Charlie Spiggles's Calendar Book Weekly Pattern ▾

To manage bookings for a day, choose it from the calendar.

[< May 2017](#)
June 2017
[July 2017 >](#)

Mon	Tue	Wed	Thu	Fri
			8 a.m.	
			1	2
	5	6	7	8
6 a.m.		6 a.m.		6 a.m.
	12	13	14	15
	6 a.m.		6 a.m.	
	19	20	21	22
6 a.m.		6 a.m.		6 a.m.
	26	27	28	29
	6 a.m.		6 a.m.	
				30

Key:

- Breakfast Club
- After School Club
- Holiday Club

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Thank you, for taking the time to read this document. We hope your children will have wonderful experiences at Mighty Oaks and carry them with them into a confident and happy adulthood.

Miles Guerrini

Mighty Oaks is a branch out from Acorns Nursery School, in Cirencester.

For more about us and how BookTheChildare.com can help you, go to our website: www.mightyoaksclubs.com

