

**Booking procedure**

You will need to register with **Magic**booking via our website [www.towerhamlets.gov.uk/hcs](http://www.towerhamlets.gov.uk/hcs)

You will receive a verification email, please click on the link to verify the account.

Click on ‘Add Child’ and insert your child(s) information. Please complete all the relevant tabs such as allergies, medication or special need requirements that your child might need.

Once the above is completed you will be able to book your child. Go to the ‘Book’ tab and select the date and time you wish to book your child in.

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| --- | --- |
| E-mail | holiday.childcare@towerhamlets.gov.uk  |
| Telephone | We can assist in helping you create a **Magic**booking account. Please contact us on 020 7364 0523 from 10am to 4pm |

**Booking payment**

In order to secure and finalise a booking, payment must be made by:

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| --- | --- |
| Debit/Credit  | Please make payment through **Magic**booking. |
| Childcare Vouchers  | Not applicable – all booking fees for Easter scheme must be made via debit/credit card.  |

**Confirmation of scheme place(s)**

You will receive a confirmation email verifying your child has been booked into the holiday scheme.

On your child/children’s first day at the scheme you will be asked to sign them in.

**Cancellation and Refunds**

If you wish to make any cancellations this must be made within 1 week (5 working days) before the Holiday Childcare Scheme starts. Please note cancellations must be

made prior to 16:00 on the last cancellation date which will be the second Friday before a scheme commences. Please note:

* Parents can receive a refund if a doctor’s certificate can be presented during or after a period of sickness.
* Parents cannot carry the days that their child is sick over to another scheme.

Please note you are paying for your child’s place not your child’s attendance. If your child does not attend you will not receive a refund unless as stated above.

**Bookings**

The bookings open at various times for working, non-working and parents/carers not resident in Tower Hamlets. Please be aware that bookings close once all places have been filled.

**Booking process**

Create your account on our website by clicking on the link on our website [www.towerhamlets.gov.uk/hcs](http://www.towerhamlets.gov.uk/hcs)

Simply click the button ‘Create an account’ and follow the process to create your account and add your children’s details.

As soon as your account has been created you will be able to make or cancel bookings when the booking opens, access past bookings and payment history 24/7.

You will make your bookings online instead of filling forms, sending emails or calling us. This will make the booking process more accessible and convenient for you.

Please note that children requiring 1:1 support will have their place confirmed once they have contacted the holiday childcare team to ensure we can provide the support required.

Payments will be made through the **Magic**booking system and you will no longer be required to contact the Holiday Childcare team to book your child onto the scheme. Once payment is made a confirmation email will be sent to you directly.

Parents/Carers are required to sign in at the start and end of each day at the holiday scheme.