

# IPAL BOOKING SYSTEM

## FAQ'S



### **Q. I did not get the code to verify my email address?**

A. Check your junk mail as the email with the code may be sent there.

### **Q. I have put my annual bookings in and its now saying I need to pay the whole year**

A. If you click confirm booking, it will ask you if you wish to pay in equal instalments, select YES to spread costs evenly each month or NO to pay each month as you go. Or you can click PAY NOW to pay the whole amount.

### **Q. Is my term time space guaranteed**

A. Your space is safe, we verify all bookings our end, but **you** need to make the booking for your normal set days.

### **Q. Can I book Ad hoc/Extra spaces?**

A. Yes, once all our fixed spaces are confirmed and verified you will be able to log on and book extra days and holiday dates if available.

### **Q. How far in advance do I need to book?**

A. If you know you need certain days/sessions for the full school year then please book for the full year, otherwise we can't guarantee the space. You can cancel/amend without charge if within 28days.

### **Q. I cannot cancel my booking?**

A. Please refer to our 28 Day Cancellation Policy. Sessions cannot be amended within 28 days, any sessions after 28 days you can cancel or amend on your account.

### **Q. When are invoices due?**

A. Once you have booked sessions, monthly invoices will appear on your account, click on the small blue icon to view, download or print. Invoices are due payment between 1<sup>st</sup> and 14<sup>th</sup> of every month, Ipal will email reminders for outstanding invoices.

### **Q. Can parents/carers have separate log ins for one child?**

A. You can't have the same account unless you share log in details, however you can create a separate account with the same child details.

### **Q. Can I book school care and holiday club at the same time?**

A. Unfortunately holiday bookings are booked separately, you have to confirm the term time bookings and then select holiday club bookings. Sorry this is outwith our control.

### **Q. Is there an App?**

A. Yes an app is available to download for both android and iOS. Search ipal bookings and download app, enter Perceptive Action in the search bar and select: School's Out - Perceptive Action C.I.C.

### **Q. It is not working?**

A. Try logging in on a desktop/laptop instead of your mobile as more features are available.