

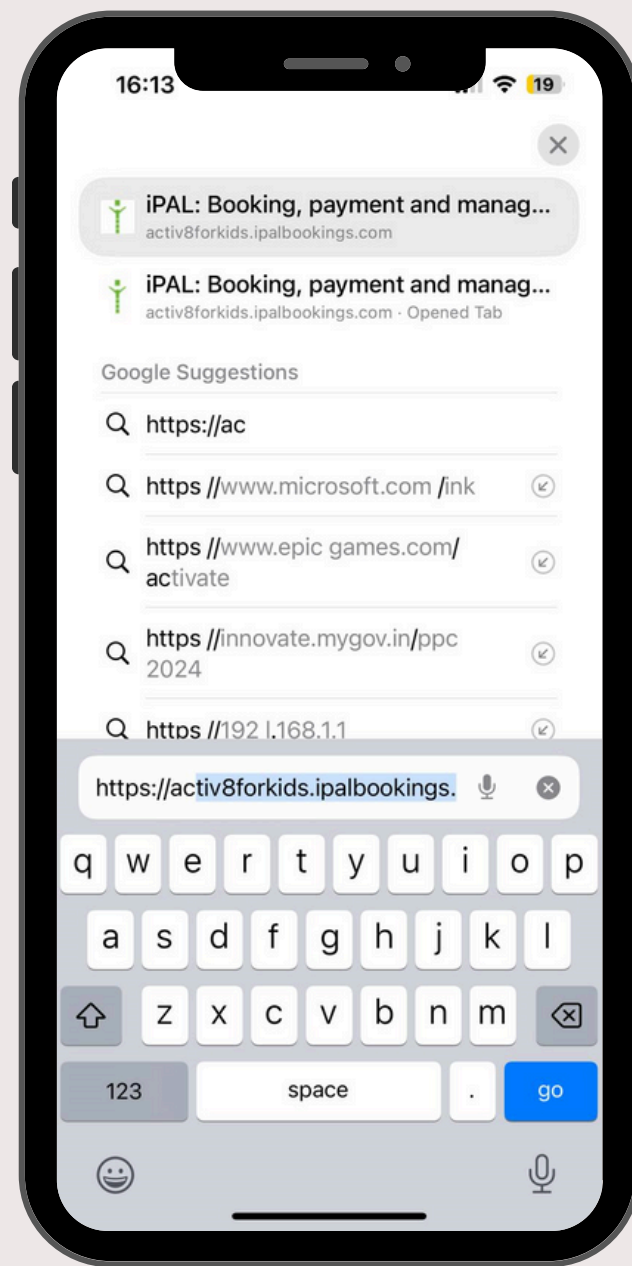


HOW TO USE OUR NEW BOOKING SYSTEM- IPAL 2

<https://activ8forkids.ipalbookings.com>

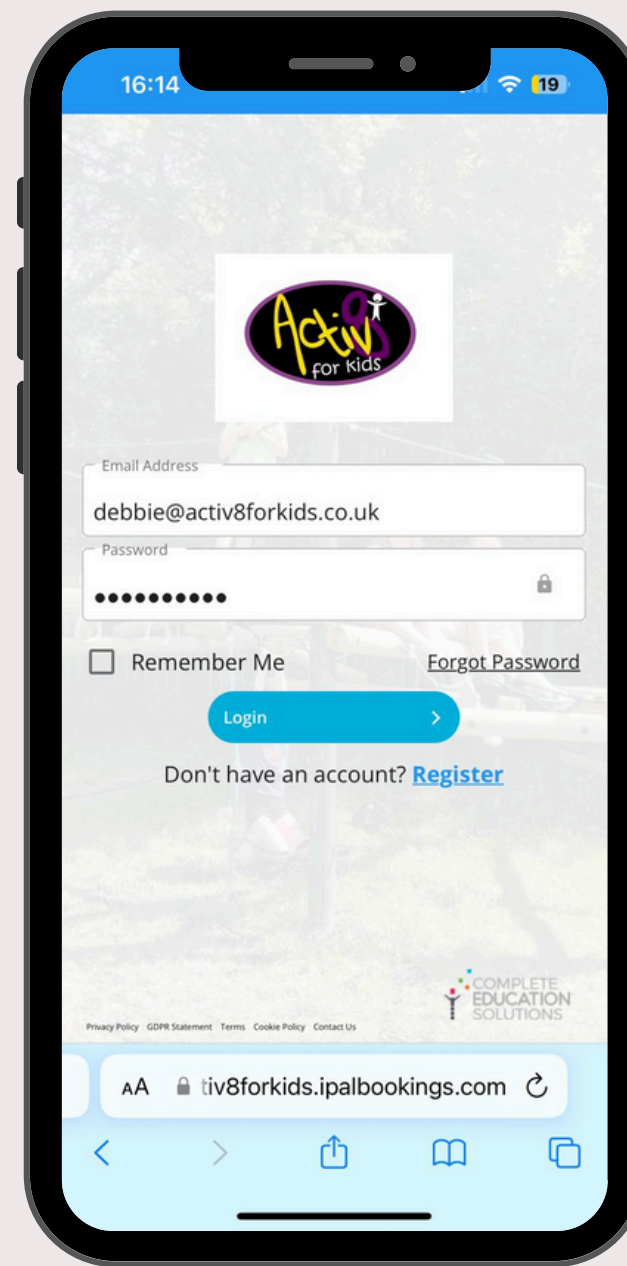
STEP 1

Type our Ipal link into your chosen browser, we like to use google.



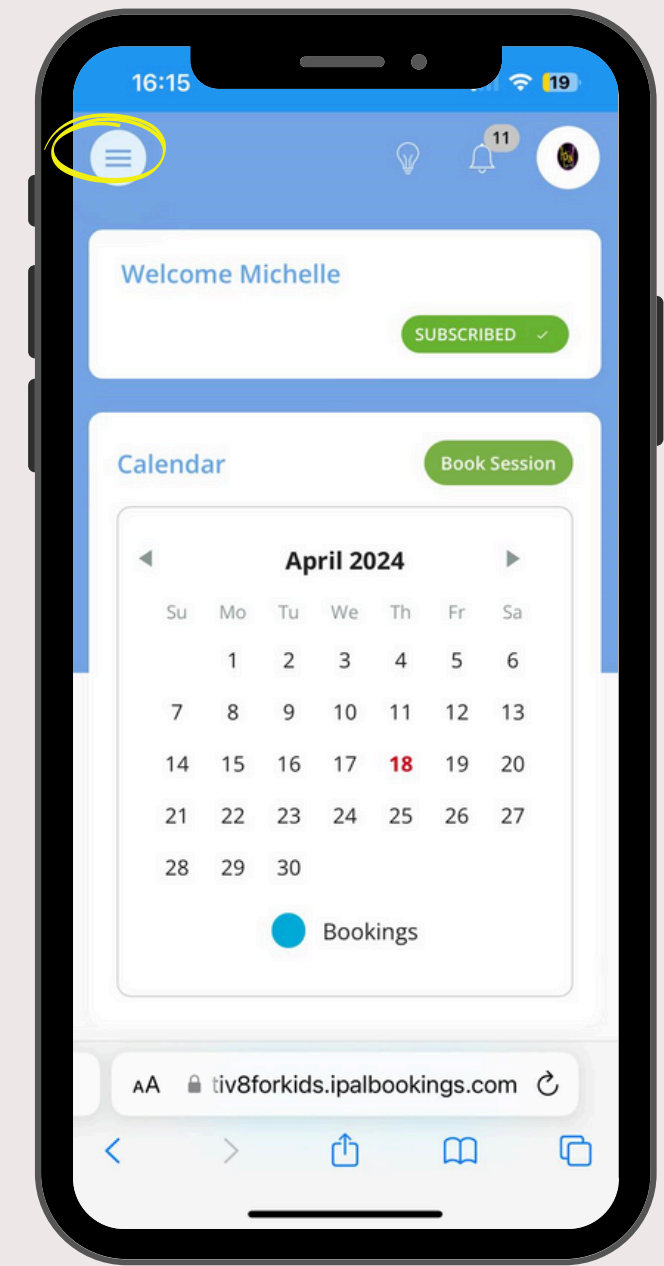
STEP 2

Login or create an account by clicking the blue register button.



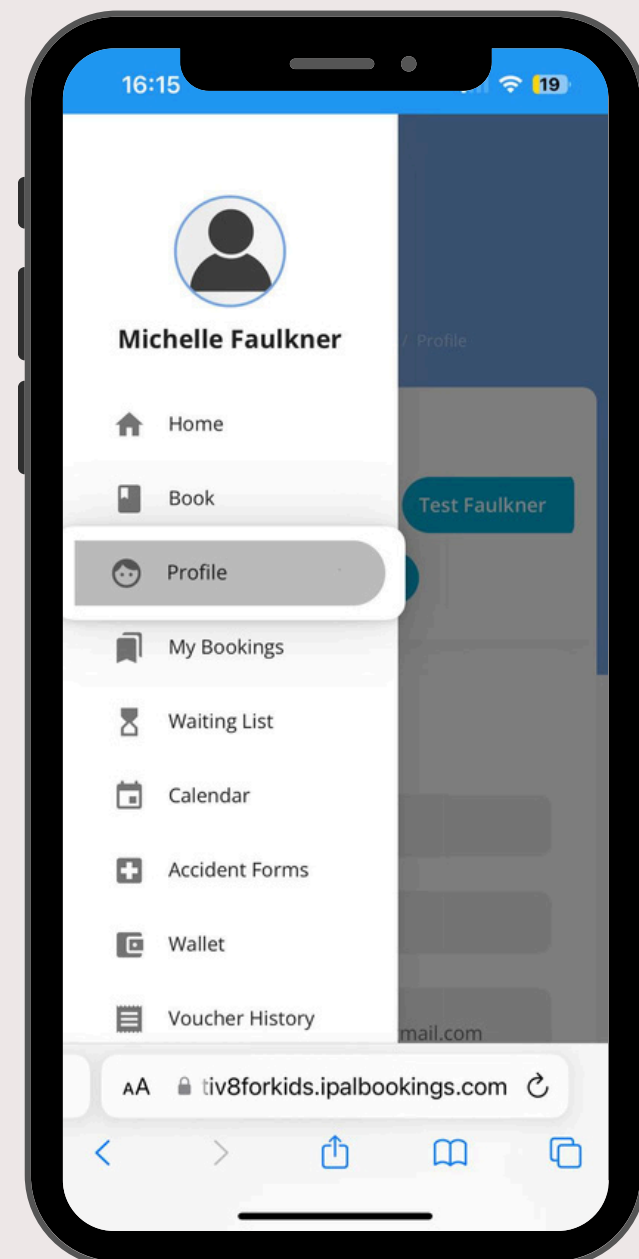
STEP 3

Once you are logged in this screen will show, click the 3 lines in the top left hand corner.



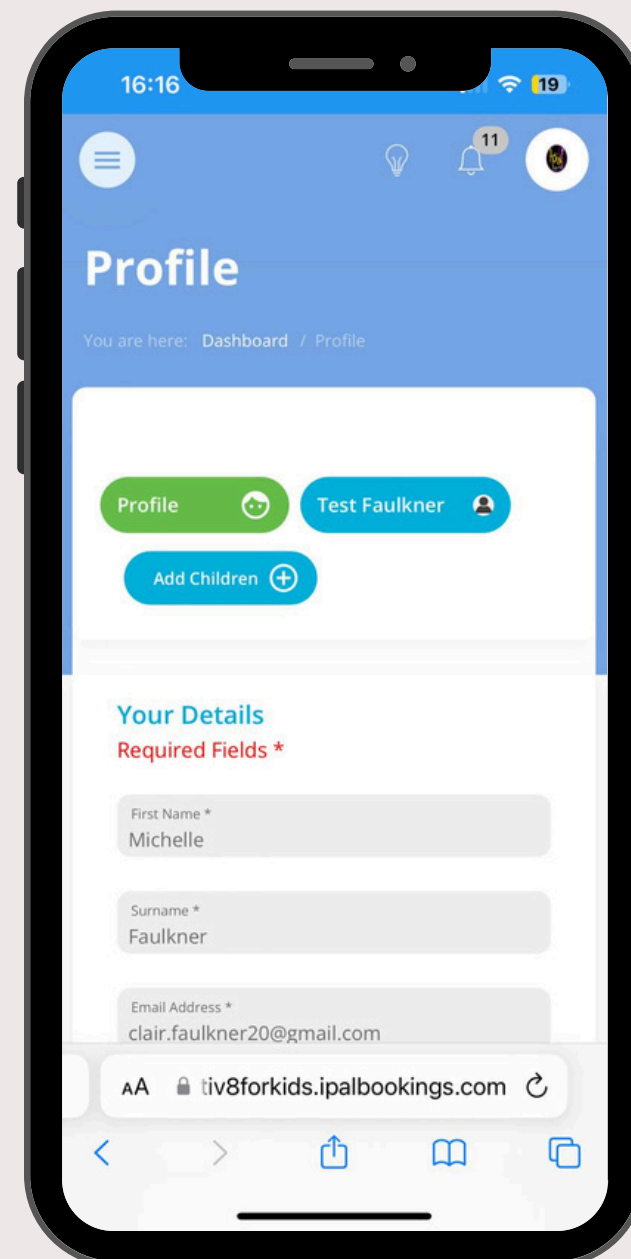
STEP 4

Click My Profile to add your child onto your account.



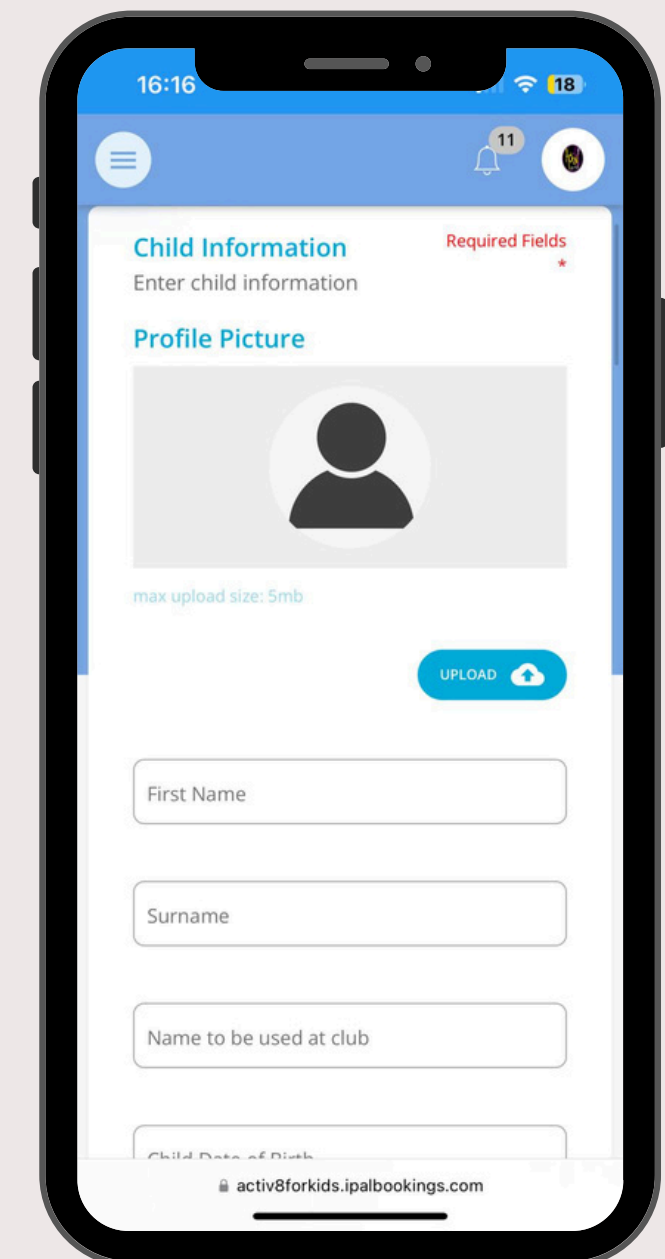
STEP 5

Click 'Add Child'.



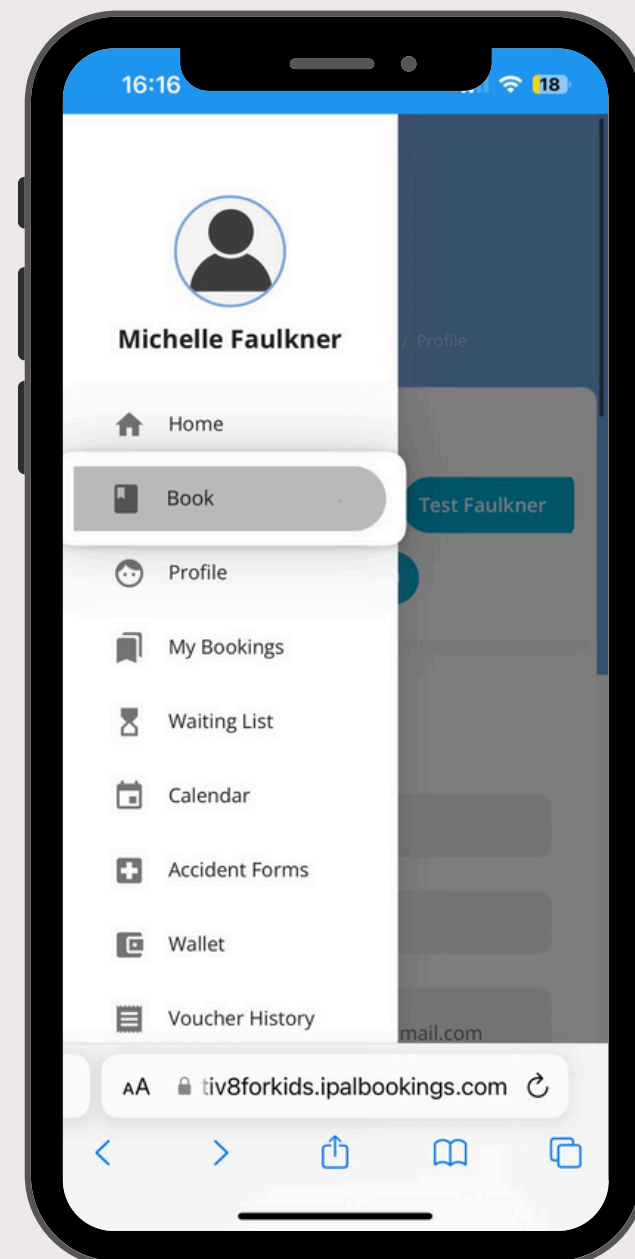
STEP 6

Fill in all details about your child, include a photo if you can and then scroll to the bottom to click Complete registration.



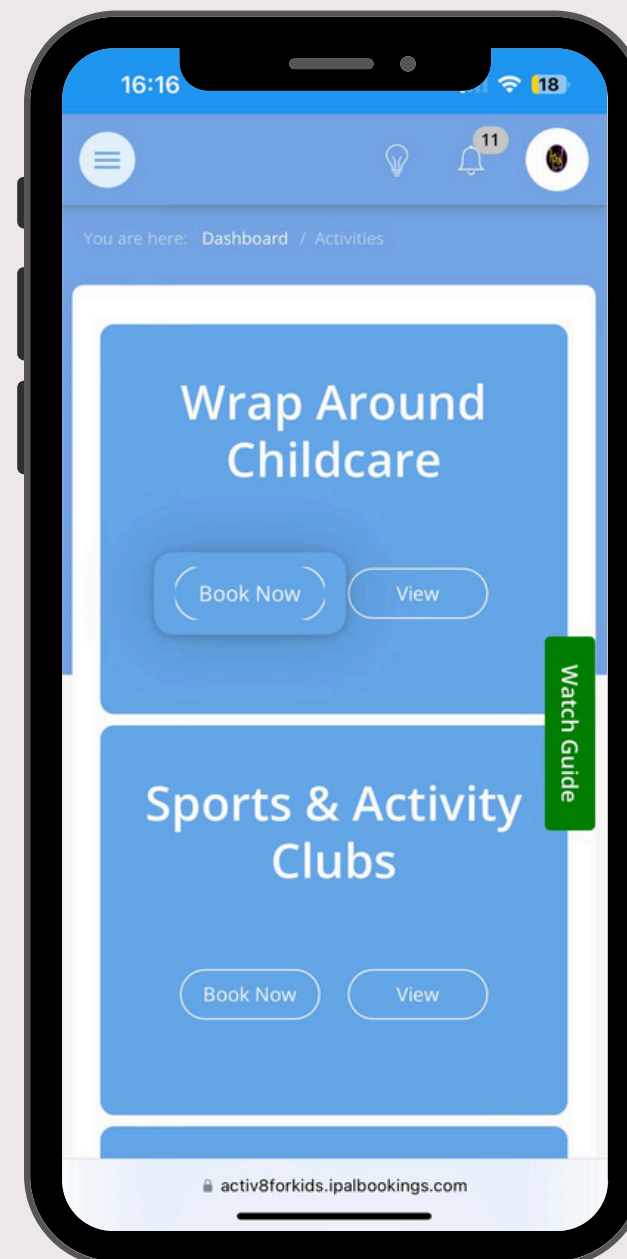
STEP 7

Now click the 3 lines in the top left corner again and click the book button.



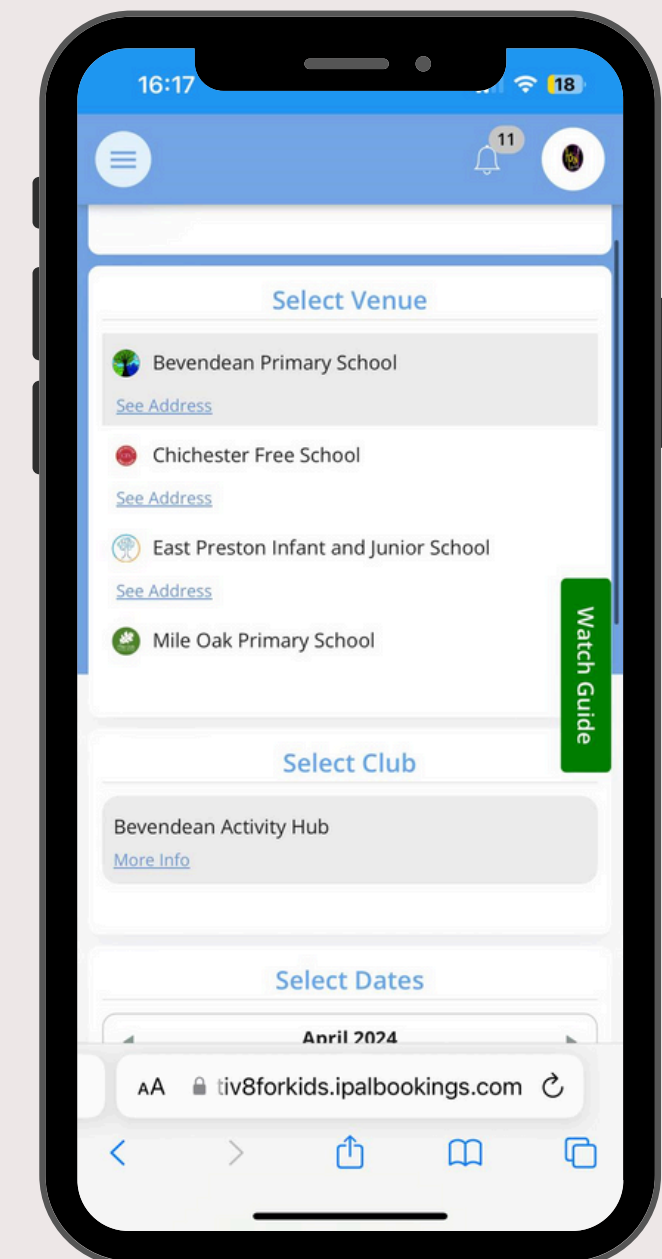
STEP 8

You will see all our listed clubs on a page, click the type of club you'd like and click Book Now.



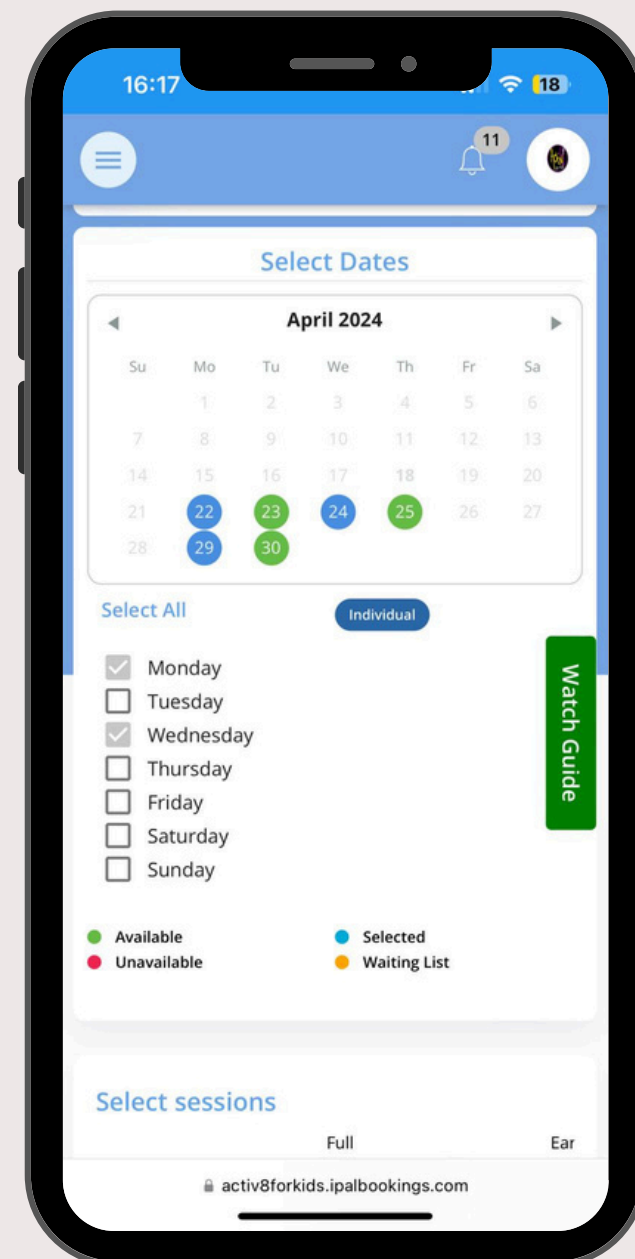
STEP 9

Select your child/ren and the venue you would like.



STEP 10

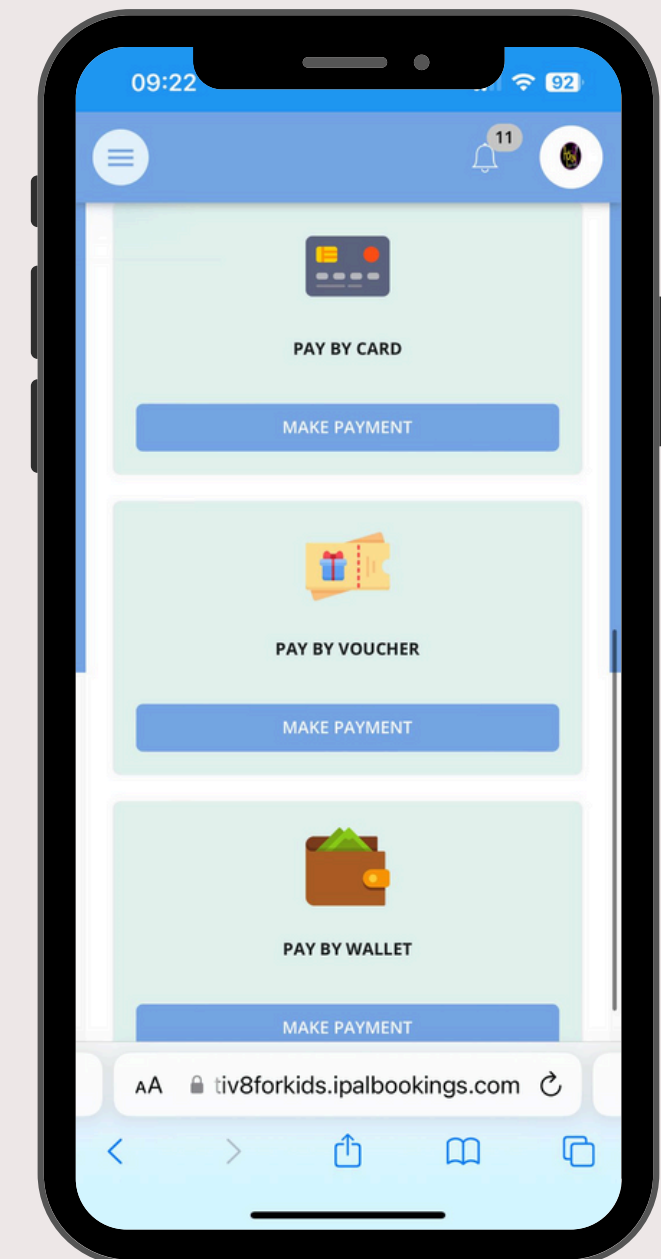
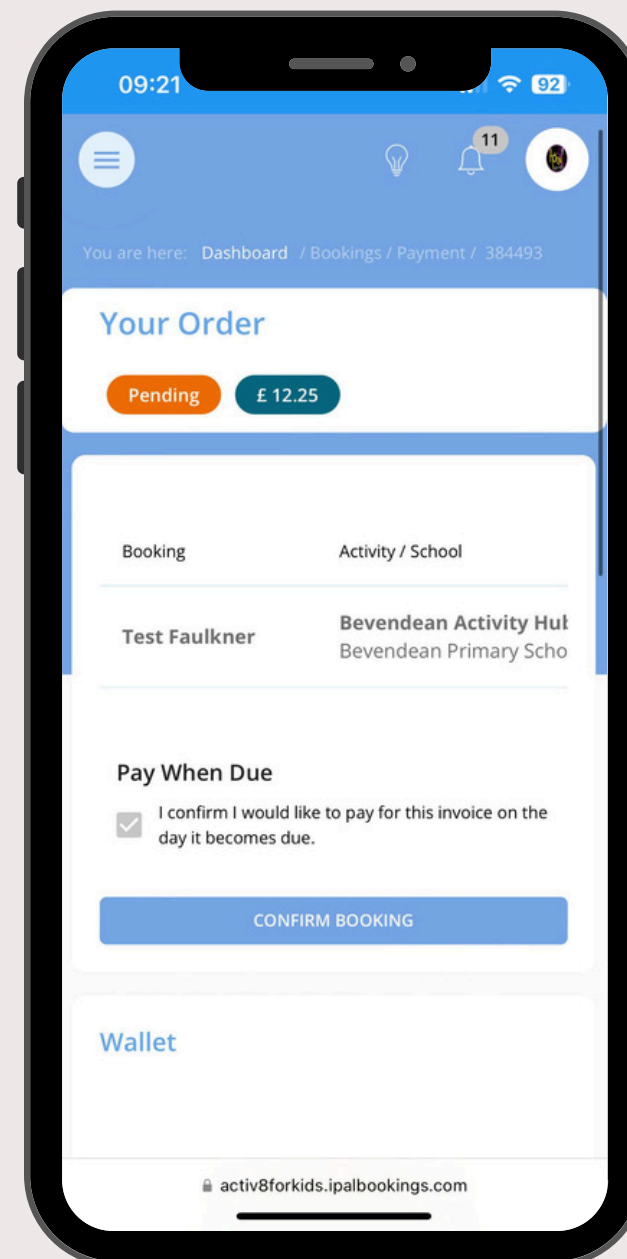
Select the dates and times you would like then click Create Booking.



STEP 11

Once you have created your booking you will need to pay.

This can be achieved in three ways.



1- BY CARD

Simply put in your bank card details at checkout and click Add funds.

A screenshot of a mobile app interface showing a form to add a new card. The form includes fields for 'Amount' (set to £12.25), a card icon, 'FULL NAME', 'Name on Card', 'Card number', 'Card Expiry (MM/YY)', and 'CVC'. There is a checkbox for 'Save card details'. The background is a blurred view of the app's main screen.

2- BY VOUCHER

Add in voucher details, **make sure you add in the reference number!**

A screenshot of a mobile app interface showing a 'Deposit Voucher' form. The form includes fields for 'Payment Provider / Method' (two instances), 'Child Name', 'Reference', 'Date this payment was made', and 'Amount Paid' (set to £0.00). There is a checkbox for 'I can confirm I have transferred correct funds from my voucher provider where necessary.' and buttons for 'Back' and 'Add Voucher'. The background is a blurred view of the app's main screen.

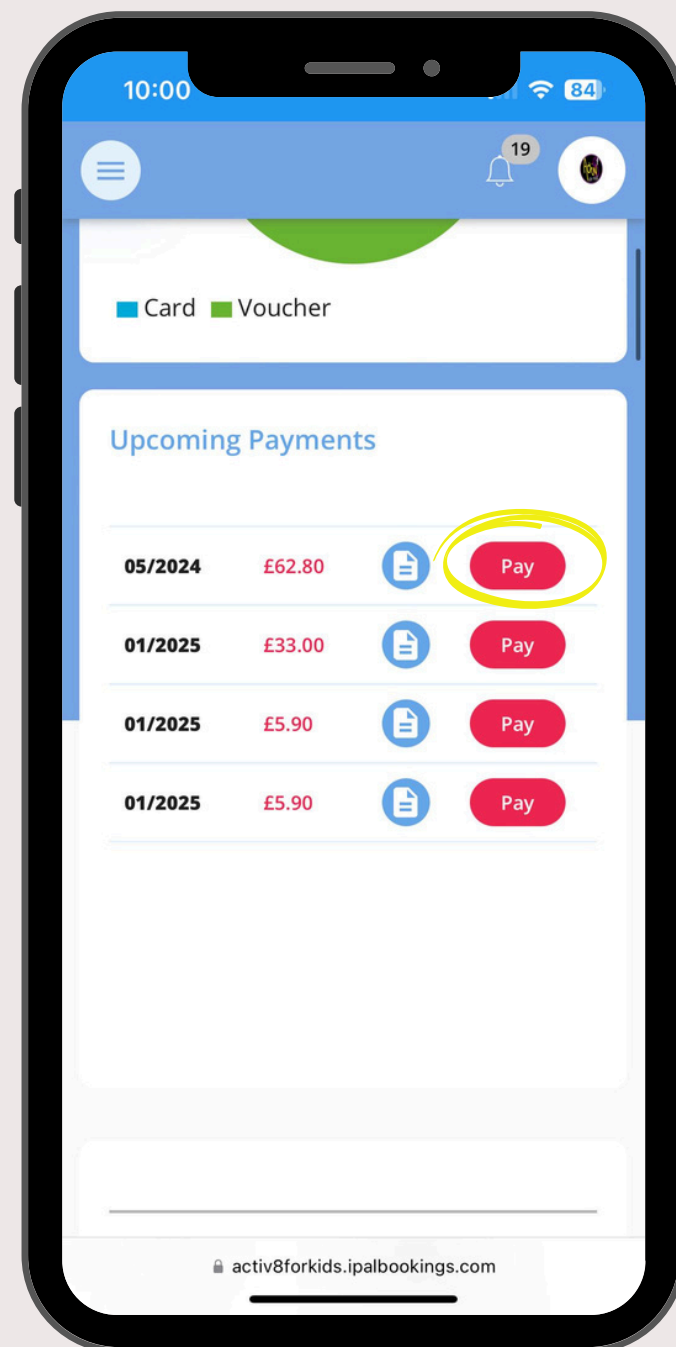
3- BY WALLET

Your wallet is located in the Wallet section of your account. This is where you can add vouchers and funds, simplifying the payment process for your bookings.

A screenshot of a mobile app interface showing a 'Pay from Wallet' form. The form includes fields for 'Voucher from Wallet' (set to £0.00), 'Voucher Total' (set to £0.00), 'Cash from Wallet' (set to £0.00), and 'Credit Total' (set to £0.00). It also shows 'Order Total : £12.25' and 'Amount to Pay : £12.25'. There are buttons for 'Close', 'Pay', and 'MAKE PAYMENT'. The background is a blurred view of the app's main screen.

PAYING FOR A CLUB

MONTHLY PAYMENT METHOD



You can check for any upcoming payments here:

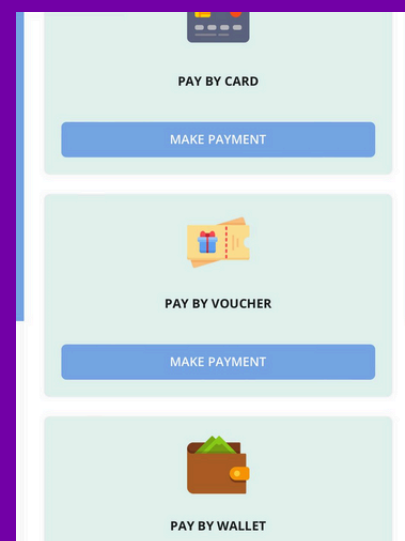
1- Navigate to the homepage

2- Scroll down to find the upcoming payments section

The payments are divided monthly, so you only need to pay for the current month unless you prefer to pay for all at once.

3- Pay for these by clicking the red pay button.

If you are paying/ have already paid with a voucher please make sure you are letting us know by still clicking Pay and putting in your voucher details, making sure you include the reference number.



4- Then choose your preferred method.

PAYING FOR A CLUB

FAQS- FREQUENTLY ASKED QUESTIONS

Q: I still had funds on your old bookings system where are they?

A: If you had funds remaining on our previous booking system, they have been transferred to your new account. You can now utilize these funds for payments and they will be accessible in the Wallet section.

Q: Why do I have upcoming payments?

A: These are bookings you have created and haven't paid for yet, making it easier to do more than 1 booking at a time.

Q: I have upcoming payments but the club isn't for 1 months time, why do I need to pay now?

A: There is no need to pay this charge until the month the club/ upcoming payment shows.

Q: If I've paid online with a voucher, why do I need to make upcoming payments?

A: It's important for us to have confirmation that you've used a voucher to make your payment through our system. This way, we can acknowledge that your voucher payment was made.

FAQS- FREQUENTLY ASKED QUESTIONS

Q: How do I cancel a booking?

A: If the booking is for our Wrap Around or Holiday Club you can cancel up to a few days before. Go to the homepage, click on the date on the calendar you want to cancel and if we accept cancellations there will be 3 options: cancel, change date, change time. **We cannot accept cancellations less than 3 days before the club as the staff have already been confirmed and any food required will have already been purchased.**

Q: Can I add money to my account to use for later?

A: Yes just go to the wallet tab and choose add voucher or add from card. There is also an option to set up a monthly Direct Debit to cover the monthly amounts.

Q: How do I use money from my wallet?

A: Click pay next to the amount that is due that month and choose 'pay by wallet' you will then see how much credit you have in your wallet and can tell the system how much you want it to take towards the due payment.

Q: Do I have to pay for the whole term for the sports clubs/ why can't we book just for a half term?

A: We are now booking a term at a time, this means you are reassured that the club is in place for the term and it also means you do not have to remember to rebook after half term. It helps us to plan for the term knowing the number of children we have coming, most clubs book termly. We didn't before due to the high up front cost, but our system allows you to pay monthly so you can book for the whole term and split the payment across the term

FOR FURTHER QUESTIONS PLEASE CONTACT DEBBIE@ACTIV8FORKIDS.CO.UK