

Twilight Club – Registration, Booking & Payment Process FAQ's

If your question is not answered below please contact the office team who will be happy to help.

REGISTRATION AND ALLOCATION OF PLACES

To access Twilight Club, parents/carers must:

- Complete the registration form
- Read and sign the Terms and Conditions
- Return the form to the school office

Once received, Twilight Club will:

- Confirm a **place** for your child, or
- Offer a **waiting list place** if sessions are full

If a place is offered, you will be notified and your child will be set up on **ParentPay**, allowing you to book available sessions.

If no place is available, your child will remain on the waiting list for the requested days.

WHAT DOES A PLACE MEAN?

A place gives you access to Twilight Club on ParentPay.

- You must **book sessions in advance** using ParentPay
- You should book sessions that match your **agreed days**
- A session is only secured once it is **booked**

To support flexibility:

- Occasional extra sessions may be booked
- These must be booked **no earlier than one week in advance** (This ensures regular users can secure their sessions first)

HOW DO I PAY WITH TAX FREE CHILD CARE VOUCHERS?

Childcare Vouchers

If paying via vouchers:

- Send payment to **Herne Junior School (Hampshire County Council)**
- Email **admin@hernejunior.com** and **twilight@hernejunior.com** with:
 - Date
 - Amount
 - Voucher provider (private company or government scheme)
 - Allocation between children/ clubs required.

Once received:

- HCC will confirm payment
- Twilight staff will credit your ParentPay club account(s)
- You will receive email confirmation

Please allow **5 working days** for processing.

Bookings **cannot be made unless your account is in credit**, so please plan ahead.

HOW DO I PAY?

- Log into ParentPay and select **Clubs**
- Add funds via card or bank transfer
- Book sessions using the calendar feature

Please note:

 *Paying is not the same as booking — both steps are required.*

KEY BOOKING RULES

- Sessions must be **booked in advance up to the night before (we recommend a week)**
- No booking means your child will **not be expected to attend**.
- If your child attends but didn't book you will be notified and charged a fee of £20.
- Accounts must remain **in credit** to allow bookings

If you forget to book, you will need to ensure your account is in credit and contact the school office in advance of the required session. Otherwise you will incur the £20 booking fee.

EXPECTATIONS FOR YOUR PLACE

When you are allocated a place:

- Your child is expected to attend sessions **only if booked**
- You are responsible for managing bookings
- You should book all sessions you intend to use

If you know in advance your child will not attend (e.g. appointment), simply do not book that session.

CAN I BOOK AN OCCASIONAL DIFFERENT OF EXTRA DAY?

-  Yes, you can. Please wait until a week before to do so to give regulars priority when booking their usual sessions. If there are spaces, ParentPay will allow you to book. If there are no spaces please contact the office.

WHAT IS THE ADHOC CLUB?

- There are a limited number of places, which in an emergency you may request a place via the office. They will include your child in the club for you to make a payment.

WHAT IF THE CLUB IS FULL?

- Please contact the office to see what help they can provide, especially if you are a registered user for a particular evening.

WHAT DO I DO IF MY CHILD IS BOOKED IN AND THEY ARE OFF SICK FROM SCHOOL?

- The office will let the Twilight team know not to expect your child.

WHAT DO I DO IF MY CHILD IS BOOKED IN BUT IS GOING TO THE DENTIST INSTEAD?

- Please email the Office and Twilight the day before if possible or telephone the office on the day to let us know not to expect your child.
- Failure to do so will mean you will be called to establish their safety as part of our safeguarding procedures.

CAN I CANCEL A BOOKING?

- You cannot cancel a booking on ParentPay.
- If you make a mistake, please telephone or email the office or Twilight immediately with your request as they cannot be rectified later.
- If you a pre-booked session and then arrange a play date – we cannot refund the fee but please let us know not to expect your child on that day, preferably by telephone.

WHAT IF I FORGET TO BOOK MY CHILD INTO A SESSION THEY USUALLY ATTEND AND IT IS TOO LATE FOR ME TO BOOK ON PARENTPAY?

- Ensure your account is in credit and ring the office team to help you.
- If you do not ring the office in advance, you will be charged the non booking fee of £20. This should be paid before you can book any future sessions.

Support and Further Information for PARENTPAY

For ParentPay help, please visit: <https://www.parentpaygroup.com>

WHAT HAPPENS IF MY CHILD ATTENDS ANOTHER CLUB FIRST e.g CM Sports or Choir?

Unless you can collect them when those clubs finish (between 4.15p and 4.30pm dependent on club) you need to book a full Twilight session, for collection before 5pm or before 6pm. The club leader will deliver them to Twilight for you to collect later.