

**Why do we have to book EVERY week, can't we just book for the term?** We need an accurate record of exactly which children attend each session. None of us know what we'll be doing in 3 or 4 weeks' time, restrictions and club plans could change at any time and at very short notice. So for now we are working on a week by week basis.

**Why can't we go back to the old way of registers and cash?** We are trying to get away from paper records and cash handling because of the risk of contamination, but we are also trying to reduce the administrative burden by moving to an electronic system. We have hundreds of children attending football each week and just two minutes of your time to book online saves us many hours each week.

**I can never remember to book, can you send us reminders like we used to get?** We know this is hard, we all have busy lives and so many things to remember especially with kids. But booking opens a full week in advance so if you really struggle to remember we recommend booking your child in when you drop them off at the previous week's session. We have tried our best to make it as quick and simple a process as possible, it really should only take 2 minutes now and with the new account system you can login anytime to double check your bookings, and cancel them if plans change. Just login and click the blue box in the top right which displays your name. Sorry we don't have the capacity to continue to send weekly reminders to book for each group and we don't want to bombard you with unnecessary emails.

**What's the point of buying a package of credits if I still have to book every week?** We are trying to make the booking system as simple and quick as possible. By buying a package you skip the need to enter your credit card details each time for a £2 payment. If you buy a package, next time you just have to login, choose the date and session, click continue a few times and your child is booked in. This is of particular benefit if you have more than one child or attend several sessions a week (see below).

**I want to book in two children, can I do it in one transaction?** Yes and no, you can add up to 3 children to one session in one go. Just choose the session, choose the date, click add place, click add place again, click continue a few times. Choose your payment option. (Full step by step instructions with screenshots are available on the football page of our website)

However if you want to book children onto more than one session you will need to do each session one at a time. This is where buying a package is of particular benefit so you don't have to keep entering your card details. Just book the first child on their session, click home and start the process again, this time you should only need to click continue a few times and not need to enter any details.

**I keep buying packages every time, why is that happening?** Firstly if this has happened to you please get in touch with Terri who will refund them for you. To avoid this happening, do not select a new package at the payment page. The system will automatically choose to deduct a credit from your existing package unless you choose to buy another. So just keep clicking continue without selecting a package. Sorry this is not clearer, but if you've previously bought a package it shouldn't ask you to enter credit card details again, if it does click back and make sure you have chosen to use your existing package and not purchase a new one. (Full step by step instructions with screenshots are available on the football page of our website)

**Can I pay by paypal?** Sorry but we do not have any way of accepting payment by paypal at this time.

**I can't remember whether I've booked or not, how can I check?** If you login and click the blue welcome button on the top right, you view and amend all your account details, including payments, appointments and packages. For here you can also cancel bookings if plans change.