

FAQ's

What will happen to my current balance at 31st October?

Your current balance will be carried forward to eeZeetrip. If you are in credit this will show on your account and if you are in debit then you will see an item called **ASC arrears carried forward** or **BSC arrears carried forward** (as relevant) and you will see an amount to be paid against this item.

How do I book a place for my child?

You still need to place bookings in the same way (by emailing either ASC@rainowpri.cheshire.sch.uk or BSC@rainowpri.cheshire.sch.uk)

If you already have a long-standing arrangement with either club, please send them an email to confirm that you wish that pattern to continue after half-term. (You only need to email on a weekly basis if there are any changes for the following week).

What if I want to pay with Childcare Vouchers?

There will be no change in the way childcare vouchers are processed. Once the office receives a remittance from your childcare provider, the credit will be allocated to your account automatically.

If you are paying for both clubs using childcare vouchers, you will still need to indicate how you want the amount to be allocated.

Will payments show up on my account if I don't pay electronically?

Yes, all payments will show up on your account via the app or in a web browser, regardless of how you have paid. Please note however, that our preferred method of payment is electronic (because you will then see the credit immediately). If you pay via childcare vouchers, cheque or cash (which is our least preferred option!) please bear in mind that these have to be input manually so there may be a delay of a day before you see this credit on your account.

How can I check if my child is 'linked' to my account?

If you are using the eeZeetrip app on your phone, click on the Settings icon and then click on 'Medical Notes'. All associate children will show here.

If you are using eeZeetrip in a web browser, click on the 'Linked People' option.