

Cancelling or Amending Breakfast and After School Club Bookings

School Gateway app

You do need the latest version of the App.

Select ***Manage Bookings***.

Bookings can be changed by selecting the session and cancelled by swiping left. If the booking cut off is in the past, users will see an error dialog explaining that they can't cancel or amend the booking. School Gateway will encourage parents to pay if there is a balance due that is more than the minimum amount on the payment request.

School Gateway web

Parents will see two icons in the bottom right hand corner of their booked sessions – they'll need to click on the pencil icon to change their booking and the dustbin icon to cancel their booking. Like the app, they will see a dialog if the booking cut off is in the past and will be encouraged to pay if there is an outstanding balance.