

Parent Guide to iPAL Booking System

Welcome to our booking system, we hope you find this guide useful, look for the purple help boxes for further information and guidance.

Landing Page

If your child has attended with us before you should already have an account in place and have your log in details. If you cant remember them but know the email used please reset the password.

If you are new to us Hello! Please click the blue register link and it will take you to the registration page.



Existing Customers

Once logged into the system you will be taken to your Dashboard.

On this page you can see any bookings you have made, access yours and any child profiles to update information. You can also book directly from this page using the green Book Session button near the calendar or simply click book down the left hand side list.

My Bookings - View, amend or pay for any bookings outstanding

Wallet - View any outstanding fees, add money to account.

The dashboard features a sidebar with navigation options: Home, Book, Profile, My Bookings, Waiting List, Calendar, Accident Forms, Wallet, Voucher History, Register, Documents, Gallery, Communication, and Consent Forms. The main content area includes a 'Welcome Test' header with a 'SUBSCRIBED' status. Below this are three panels: 'Calendar' with a 'Book Session' button, 'Wallet' with 'Add Voucher' and 'Add From Card' buttons, and 'Upcoming Payments'. A table at the bottom lists activities, including 'Bolton Summer Holiday Club' with details on child, price, and status.

Activity	Child	Information	Price	Outstanding	Status	Invoice	Cancel or Amend
Bolton Summer Holiday Club Quality Sport Bolton Holiday Clubs	Test HC2 HC KID 2	1 Timeslot, 1 Days 26/07/2023-26/07/2023 Created By : Test Profile Created At : 12/06/2023 19:35:54	£ 16.00	£0.00	Order Paid		

This section highlights the 'Calendar' and 'Test Profile' navigation elements. A callout box with the text 'Click here to book' has two arrows: one pointing to the 'Book Session' button above the calendar and another pointing to the 'Book' option in the 'Test Profile' sidebar.

Calendar

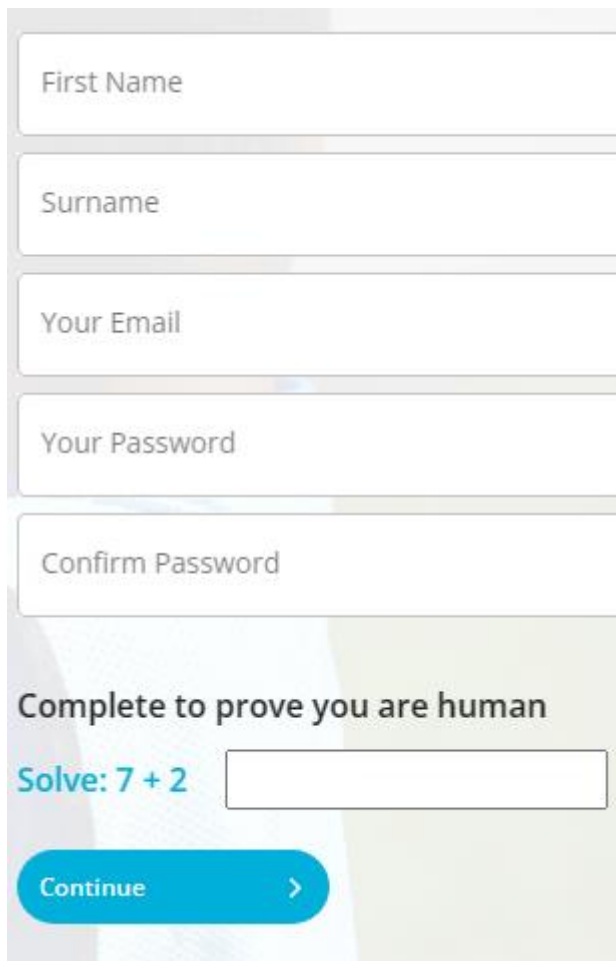
Book Session

Test Profile

- Home
- Book**
- Profile
- My Bookings
- Waiting List
- Calendar

New Customers

Once you have clicked on the blue registration link you will be presented with some boxes to fill in. Following this you will then access the full registration form.



First Name

Surname

Your Email

Your Password

Confirm Password

Complete to prove you are human

Solve: 7 + 2

Continue >

Parent & Child Profiles

Parent Profile

When you click on profile it will take you to the Parent profile, please ensure all your details are up to date in here.

There are shortcuts on the strip bar above and also the links to child profiles.

The screenshot displays the QualitySport website interface. At the top, a navigation bar contains buttons for 'Profile', 'Bookings', 'Wallet', 'Calendar', and 'TEST HC KID'. A purple box highlights the 'Parent & Child Profiles' header. Below the navigation bar, a section titled 'Your Profile' includes a 'Parent Profile' button and an 'Add Children' button. A red arrow points from the 'Add Children' button to the 'TEST HC KID' button in the navigation bar. A text box with a black border and purple background states: 'Child Profiles are here! Use the arrow to scroll across'. The 'Your Details' section contains form fields for 'First Name', 'Surname', 'Email Address', 'Home Phone', and 'Mobile Phone'. The 'Address' section is also visible. The sidebar on the left lists various user options, and the QualitySport logo is at the bottom left.

Child Profile

The child profile needs to have as much information as possible in it and there needs to be a minimum of 2 emergency contacts including yourself so if we are unable to get hold you there is someone else we can contact. On the school please select other and write your child's school they attend in the middle box. You can also add your child's HAF Number to their profile.

Please also make sure the permissions questions have been answered.

Child Profile

Child Information Required Fields *

Enter child information

First Name: TEST

Surname: HC KID

Name to be used at club: QS HC KID

Date of Birth: 03/03/2017 (6 years, 3 months)

Gender: Female

School Select school

School: Other

Media

min size: 180 x 180pixels upload size: 2mb

UPLOAD

Additional questions: English? language?

EAL: No

Test Profile Online

- Dashboard
- Book Now
- Profile
- Calendar
- Communication
- My Bookings
- Wallet
- Accident & Incident
- Waiting List

We need your childs school they attend. Select other and type in the school. Dont forget the year group!

Make sure every box with a * is completed or registration won't complete

Does your child have HAF eligibility code?

HAF eligibility code

Yes

Please enter your HAF eligibility code here

Permissions

Do you give consent for staff at the club to apply sun cream to your child in hot conditions? * Yes No

Do you give consent for us to take photos for use on Social Media & Marketing (If you prefer not to have photos used for marketing please email us)? * Yes No

Is able to walk home alone (PN not all clubs allow children to walk home alone)? * Yes No

Do you consent for staff and emergency services to administer first aid in an emergency? * Yes No

Do you give consent for your child to have plasters if needed? * Yes No

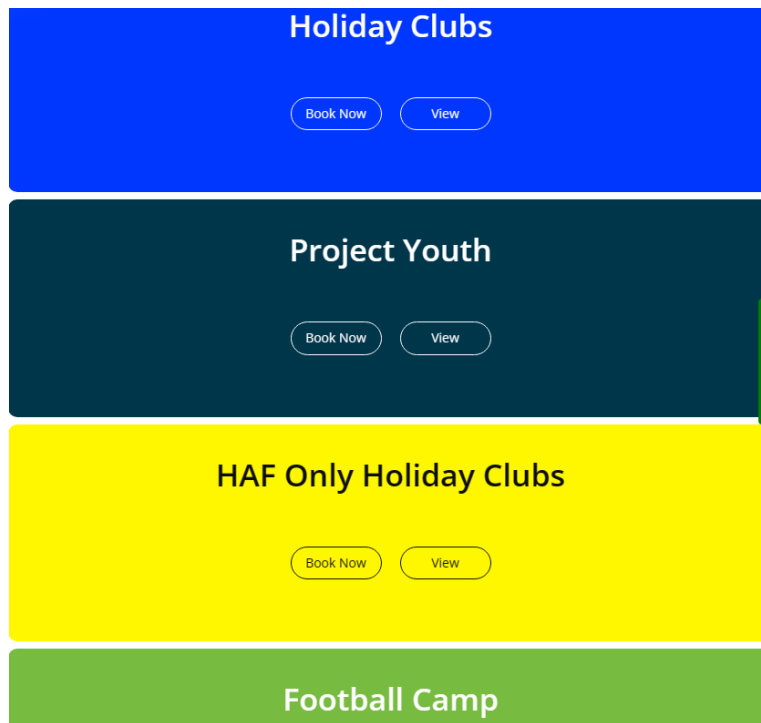
Do you give consent for your child to go on local community walks? * Yes No

Do you give consent for your child to have their face painted? * Yes No

Do you give consent for your child to attend the local park (PN not available at all clubs)? * Yes No

Making a booking

Click on book and you will be presented with the different clubs we have. Pick the correct one and then click on Book Now.



Next tick the child you are booking for, the venue, the club you want to book, the dates and session times and then click on create booking.

May 2024

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Select All Individual

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

● Available ● Selected ● Unavailable ● Waiting List

Select sessions

Full Day	Activity Day	Breakfast & Activity Day	Activity and Chill Day
08:30am-17:30pm	10:00am-16:00pm	08:30am-16:00pm	10:00am-17:30pm
Standard £26.00	Standard £20.00	Standard £24.00	Standard £24.00

CREATE BOOKING >

You will then be presented with the order and payment screens. All bookings will show pending until they are paid.


Your Order

Pending

£ 26.00


Booking	Activity / School	Cost
TEST HC1 HC KID	Radcliffe Holiday Club - May Half Term Quality Sport Radcliffe	£26.00

Payment options are Card, Voucher or by Wallet.




PAY BY CARD

MAKE PAYMENT



PAY BY VOUCHER

MAKE PAYMENT



PAY BY WALLET

MAKE PAYMENT

If paying by voucher you will be presented with this pop up box, all information must be completed.

Deposit Voucher

Payment Provider / Method

Payment Provider / Method

Child Name

Reference

Date this payment was made



Amount Paid

£ 0.00

I can confirm I have transferred correct funds from my voucher provider where necessary.

Back




Add Voucher

My Bookings

In this section you can see all the bookings you have made and whether they are still pending payment or not.

If payment is not selected through the checkout process the booking will be shown as this “Incomplete deleting soon” there is roughly around 10 minutes before the booking gets deleted and doesn’t go through.

To make payment on this booking simply press the red “Pay” button and select your payment of choice, if the booking is no longer there you will need to start the booking process again.

Chorley Holiday Club - May Half Term Quality Sport Chorley Holiday Clubs	TEST HC1 HC KID	1 Timeslot, 1 Days 28/05/2024-28/05/2024 Created By : Jo Sedman Created At : 01/05/2024 08:55:25	£ 26.00	£0.00	Incomplete - Deleting Soon		 	Pay
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On some occasions you may pay by card and the booking fails the money paid would then go into your wallet but there will be no booking simply rebook and use wallet as the payment option.

Troubleshooting & Queries

Q. I cant book my child into a session no clubs are showing

A. Check your child's DOB is the correct one applied in their profile? If the DOB is not the problem is your child too old or young for the club your selecting?

Q. Can I cancel my booking and get a refund?

A. Cancellations can be done on your booking 7 days before the date of the session. As a company refunds are at our discretion and when bookings are cancelled by the customer this would go into the credit wallet on the parent account.

If the booking is cancelled by Quality Sport a refund or credit option will be offered

Q. I need to amend some dates I have booked

A. Email the office info@qualitysport.co.uk with your child's name and the dates you currently have and want to change.

Q. Do you offer any discounts?

A. We offer a sibling discount of 10% off the 2nd child.