

POWER UP KIDS ACTIVITY CAMPS

FAQ Guide

How Do I Book?



HEAD TO OUR BOOKING WEBSITE
wokinghamboroughcouncil.magicbooking.co.uk

We now take bookings via our online platform for our Power Up Kids Activity Camps. Head over to our website and register your account to book in.

Make sure you answer our consent questions too!

Once you have registered, please click on 'account', then 'centres', click on 'update centres' and select the venue of your choice. Once you have selected a venue, please click 'book activity' and you'll be able to make bookings from here.

How Can I Pay?



WE TAKE PAYMENT VIA CARD, CHILDCARE VOUCHERS (CCV) & TAX FREE CHILDCARE

You can pay via credit/debit card or CCV & Tax free childcare. Once you have checked availability for your desired dates you will be able to book and make payment. You can pay with a combination of card and CCV's/Tax free childcare.

When paying with childcare vouchers or tax free childcare, please pay on your childcare voucher/tax free childcare site, screenshot the page showing outgoing payment made to us and send that screenshot to powerup@wokingham.gov.uk, we will then reconcile your booking on magicbooking once this is done. Debit and credit card payments can be made directly on the magicbooking site.

Booking Conditions



ONCE YOUR BOOKING IS MADE YOU WILL RECEIVE A CONFIRMATION EMAIL

Book in for session 2 days before that date. In order to receive a credit note you must cancel with minimum of 24 hours notice. Failure to do so will mean you will not receive a refund unless under exceptional circumstances.



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POWER UP KIDS ACTIVITY CAMPS

On the Day FAQs

What Does my Child/ Children Need to Bring?



DON'T FORGET TO BRING A BAG FOR YOUR BELONGINGS AND A COAT

- Suitable clothing and footwear for sporting activities
- Packed lunch - no nuts!
- Water bottle - drinking water available
- Clothing to go outside
- Swim kit if pool fun is on the timetable that day

Drop Off and Collection Times



MAKE SURE YOU CHECK YOUR SELECTED SESSION TIMES

When booking, you must select one of the two available sessions; 8am-6pm or 9.30am-3.30pm. You will be unable to drop your child/children off earlier than your stated session and you may incur charges for late pick up.

Drop Off and Pick Up



YOU MUST HAVE A MINIMUM OF 2 COLLECTOR NAMES ON YOUR ACCOUNT

You will choose a pick-up password that is required to be quoted to the supervisor when you collect your child/children. Please ensure the persons picking up your child/children are registered collectors on your magicbooking account and they have the password. Pick-up will be in the sports hall of all venues.

What Activities are Offered?



WE OFFER A WIDE VARIETY OF SPORTS & ACTIVITIES ACROSS THE CAMPS

Pool fun • Badminton • Inflatable fun • Children's yoga • Hockey • Martial arts • Football • Rounders • Cricket • Athletics • Trampolining • Dodgeball • Tag Rugby • Basketball • Tennis • Soft play • Dance and many more!

Timetables for each camp are released just before camp begins.



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Further Help

Do You Have Any Offers/Discounts?



Discounts are advertised on camp flyers and on our website and Facebook page ahead of the camps. Terms and conditions apply.

What Happens If I Need to Change My Booking?



You can change sessions or booked dates but it is subject to availability. If you wish to change your session type or booking date, you must do this 2 days prior to the original booked date. To change your session or booked date, please call 0118 974 3728 or email powerup@wokingham.gov.uk

What If My Child Requires Medication?



PLEASE MAKE SURE THE MEDICATION SECTION ON YOUR ACCOUNT IS UP TO DATE

Make sure all details including time to be administered are correct and ensure you have informed the supervisor, filled out a medication administration consent form and handed over the medication to the supervisor to be stored in a safe place. If you wish for your child to receive first aid please also check consents.

If you Require Additional Help



IF YOU STILL NEED HELP WITH AN ISSUE OR BOOKING PLEASE...

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