



Superstar Sports

www.superstarsportsuk.com

07772060840

Superstar Sports BRAND NEW Booking System for Holiday Courses

iPAL is the next generation of management systems for registration, booking and payments for all Superstar Sports services. As a parent/guardian you are in full control of all your bookings with us.

Here is a guide for using our new booking system; videos of each section are available on youtube - <https://youtube.com/playlist?list=PL6uAIAdCedhZgZ4hbRXfd8B4xGWE6MAOG>

PLEASE CREATE AN ACCOUNT AS SOON AS YOU RECEIVE THIS EMAIL. YOU WILL BE ABLE TO BOOK AND PAY FOR UPCOMING HOLIDAY COURSES

Web handle - <https://superstarsports.schoolipal.co.uk>

LOGIN and REGISTER

PLEASE REGISTER AS SOON AS POSSIBLE USING OUR NEW BOOKING SYSTEM. This enables us to secure your child's place as soon as classes become available to book (see below for more detail).

To get started you will need to register, select Parents Login and complete the registration form. You will receive an email to confirm your registration. Please check your spam folder and mark the email as safe. The next time you use the iPAL system you will be able to use your login details to access your account.

ADDING CHILDREN

Once you have registered you will need to add your children's details by completing the add children form. Ensure the information you input is correct and accurate, especially details such as medical and dietary information. Please also answer the questions at the bottom of the form, these are essential safeguarding questions. Once submitted you can add additional children by selecting the "My Children" tab and "Add More Children".

You can also add additional parents the same way, by selecting "Profile" and "Add Other Parent".



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PROFILE

The "Profile" section contains all your information, you can change any of your details here.

CHILDREN

The "Children" section contains the information for the children you have imputed onto the system, you can edit any of their details here.

BOOK COURSES

To book your child on to any of our services, login and select "Make Booking"

1. Select Region
2. Select Holiday Course
3. Select Venue
4. Select Course
5. Select Times/Sessions
6. Add your Child(ren)
7. Check Course Summary
8. Proceed To Payment

PAYMENT OPTIONS

Wallet

To pay using money already added to your iPAL wallet, please select this option. To pay with this option you will need to add money to your wallet from your card, using the "My Wallet" tab.

Card

To pay using your credit or debit card please select this option. You can also save your card details for future purchases, if you wish.

Cash (Holiday Course ONLY)

To pay using cash, you will need to select "Alternative Pay Option" and "Make Payment". Please complete sections: Parents name, Child's name and school. For payment provider/method please type CASH and confirm the amount you would like to pay for selected courses, for example 1 day at our holiday course amount paid would be £18. Please confirm the date you complete this form. This form will be sent to the admin team to verify, when you make your cash payment to a member of staff from Superstar Sports, the admin team will verify your payment and you will receive an email confirmation.



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ChildCare Vouchers and Tax Free Childcare

To make a childcare voucher payment you will need to select “Alternative Pay Option” and “Make Payment”. Please complete sections: Parents name, Child’s name and school. For payment provider/method please type your childcare provider and confirm the amount you would like to pay for selected courses, for example 1 day at our holiday course amount paid would be £18. Please confirm the date you complete this form. **For Tax free childcare please enter your code beginning with your child's initials.** This form will be sent to the admin team to verify.

MY BOOKINGS

In the “Booking” section you are able to view all existing and past bookings. This is where you can view all of your invoices. You can also archive past bookings, this will store your past bookings.

CANCEL or AMEND

To cancel or amend your booking, head to the “Booking” section. Please find the session you wish to cancel or amend, select the invoice and locate the cancel/amend tab. A breakdown of all the sessions and costs will appear, please select which dates you would like to cancel or amend. Any changes you make will be automatically updated on the invoice for the selected booking. If you cancel a session, a refund will automatically be given and the amount will appear in your wallet; the money in your wallet can then be used towards other Superstar Sports services. Some courses may not have a cancellation period, or may only be cancelled as a whole and not just individual sessions. For further information please check our terms and conditions. To cancel after school clubs and academies you are required to email superstarbookings@gmail.com. Superstar Sports admin will verify your cancellation and refund the remaining balance into credit, available within your iPAL Wallet. To request a full refund, to return the remaining balance back to your card, you are required to email superstarsportsuk@gmail.com.

MY WALLET

The current balance of your iPAL wallet is visible on any section of the booking system. Click “Wallet” to view a more detailed breakdown of all your payments made. You can add money to your wallet by clicking “ADD MONEY TO WALLET”, select an amount to add via debit or credit card.



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SESSION NOTES

If you choose to make a payment in cash, when the cash payment is made the member of Superstar Sports staff will record the payment on the register in the notes section. This can then be viewed on the "Notes" on your dashboard. The admin team may also add notes to the register for late sign ups and other information.

HINTS AND TIPS

If you are having issues with using our new booking system you can gain additional information in the hints and tips at the bottom of each page, this will show you a video for how to complete each section.