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Dear Parents/ Carers

New Havannah Hangout Online Booking System Launch – August 2023

I'm pleased to share with you that further to our recent communication regarding the introduction of a new, more convenient online way to make Hangout bookings, our system is now live! The booking system has been built specifically for Havannah Primary School using a platform called HiveLink.

I would like to invite you to create a Havannah HiveLink Account for your child/children so you are ready to start booking.

havannah.hivelink.co.uk

For step by step instructions please use the easy to use guide which is attached.

We hope that through using the new HiveLink platform you will find it much easier to book a place for your child/children at Havannah Hangout club.

As we move onto the new system, there are some important changes that I would like to you be aware of.

- To make a Breakfast/after school club booking via HiveLink you **must** have created a HiveLink account (instructions attached). Once you have entered the relevant information and your account is generated, you will not be asked for these details again, ensuring a smooth process for future bookings.
- The **only** way to book Hangout Club sessions will be via your HiveLink account. Bookings **cannot** be taken over the phone or via email.
- Current Hangout patterns will **not** apply once HiveLink is launched. All sessions must be pre-booked online. You are able to book as far ahead as you wish. P.T.O.



- Payments for Hangout will be taken via HiveLink and **payment in advance** is required to secure a booking.
- If you have credit on your Hangout ParentPay account prior to the HiveLink launch, please don't worry, we will transfer the credit over to your Hivelink account.
- If you normally pay for Hangout via Childcare Vouchers, Tax Free Childcare or the Childcare Grant Scheme, we will contact you separately with information on how to book sessions using these payment methods.

All Hangout sessions will be made via HiveLink for 6th September onwards, once you have created an account you can start booking!

Please be aware that any outstanding fees for Hangout on ParentPay will need to be cleared as soon as possible.

Prior to the Summer break, there will be further communication given regarding how to manage your account so you can, edit bookings, cancel bookings, etc.

If you have any questions regarding the new Hangout Booking system, or experience any difficulties setting up your HiveLink account, please contact the school office on 01260 542 182 or via email on admin@havannah.cheshire.sch.uk

Yours sincerely

Mrs S Williams
Head Teacher

