



1. Can school book/cancel/amend my children's sessions?

No, unfortunately school cannot book, cancel or amend any sessions by phone, text or email. This all has to be done on your iPAL account. Please can we remind you that any cancellations made within 48hours of the session occurring will be charged.

2. Do all sessions need to be booked in advance?

Yes, all sessions must now be booked in advance. This needs to be done by 7.30am for breakfast club and 3.00pm for after school club if there is capacity available in the club. There is a limited number of 45 spaces per session and these fill up rapidly, so we cannot guarantee a space will be available. If we are full and your child turns up, we will have to turn them away and you will need to arrange for immediate collection of your child.

3. Do all sessions need to be paid for in advance?

Yes, all sessions need to be paid for in advance either by card, tax free childcare voucher or by using any credit in your wallet. The system will not allow you to book without payment.

4. There are technical payment issues when I am trying to pay for a session.

Please contact support@completeeducationsolutions.uk

5. My account is in arrears and it is not allowing me to make any amendments or new bookings.

If monies are owed on your TASC account, you will be unable to make any new bookings or any changes to existing bookings until this debt is cleared. This includes cancelling bookings.

6. Who do I communicate with if I have any queries?

Please use tasc@tattenhallpark.cheshire.sch.uk or admin@tattenhallpark.cheshire.sch.uk

Please do not use any member of staff's personal email as this is not the correct communication channel and staff will be unable to respond and you would still be charged for sessions.

7. How do I set up an account?

To register on iPAL, so you have full access to the system and can continue to book and pay for your child or children's sessions, please follow the following steps. It is important that you remember your username and password. IPAL have advised that the initial setup is easier on a computer or laptop, following this you can use a phone app or IPAD app to make bookings, cancellations and payments.

Information on how to register is below or you can access an online tutorial at www.ipal.education/parents-user-video to see how easy it is to book and manage your child's activities.

For additional support or booking / payment help please email: TASC@tattenhallpark.cheshire.sch.uk and send a copy email to: admin@tattenhallpark.cheshire.sch.uk

Register with iPAL in 4 easy steps

Step 1. Visit <https://tattenhallparkprimary.schoolipal.co.uk/>

Step 2. Select parent login in the top right-hand corner

Step 3. Complete the new parent registration form and click register, at this point you will receive a confirmation email, please note this email may go in to your junk folder, please mark it as safe.

Step 4. Once you have completed your registration you will then need to add your child or children

For more information and to watch the tutorial video to guide you through the registration process and learn how to book, pay and manage activity clubs visit www.ipal.education/parents-user-video, there are also helpful tips on the booking site.

8. What are the terms and conditions?

The TASC Terms and Conditions are uploaded to our website.

https://www.tattenhallpark.cheshire.sch.uk/serve_file/3696898