

Family FAQs

For general questions about how Family works or where to find information about your child, Family has an [online help section](#) with instructional videos.

When are bookings open?

We usually open bookings 4 weeks ahead of the start of term or the holidays.

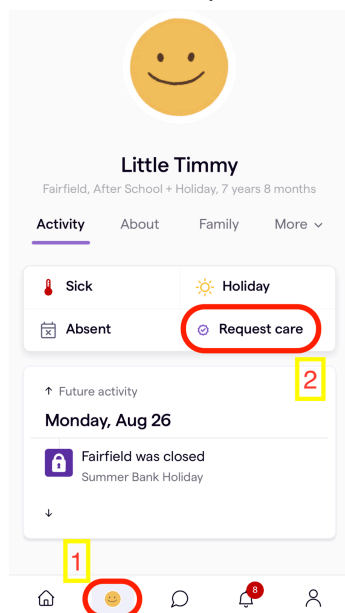
After School Club sessions can be booked online anytime before **12 noon on the same day**. **Holiday Playscheme** sessions can be booked online by **9pm the night before**.

If you need to make a late booking after these times, please call your playcentre directly to see if they have any last-minute availability!

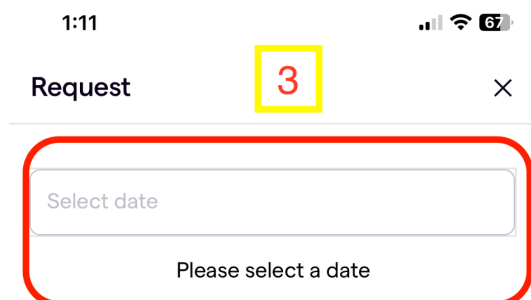
How do I book a spot for my child?

Once bookings are open, you can book your spot by [logging into Family](#) and following these instructions:

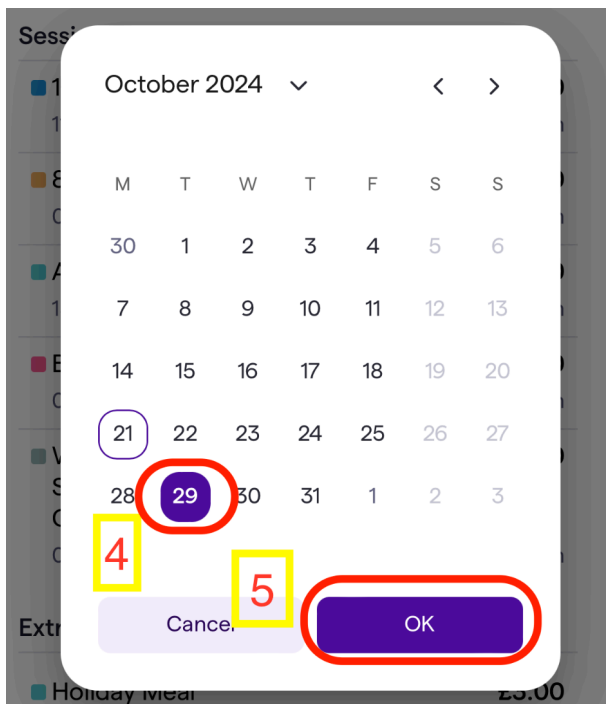
1. Head to your child's profile
2. Choose "request care".



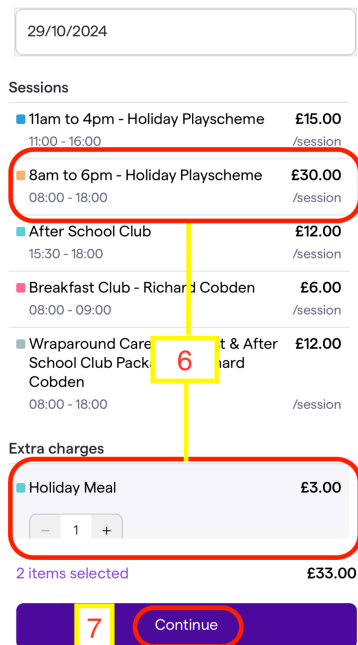
3. Hit "select date"






4. Choose your date from the pop-up calendar
5. Hit ok.



6. Select session and extra charge (if applicable).
To book multiple dates at the same time, repeat steps 3 to 6.
7. Hit Continue





8. If you are happy with the booking, hit Request

1:08   

Confirmation ×

Summary

 8am to 6pm - Holiday Playscheme	£30.00
Oct 29 2024, 08:00 - 18:00	Remove
 Holiday Meal	£3.00
Oct 29 2024	Remove
Total due	£33.00

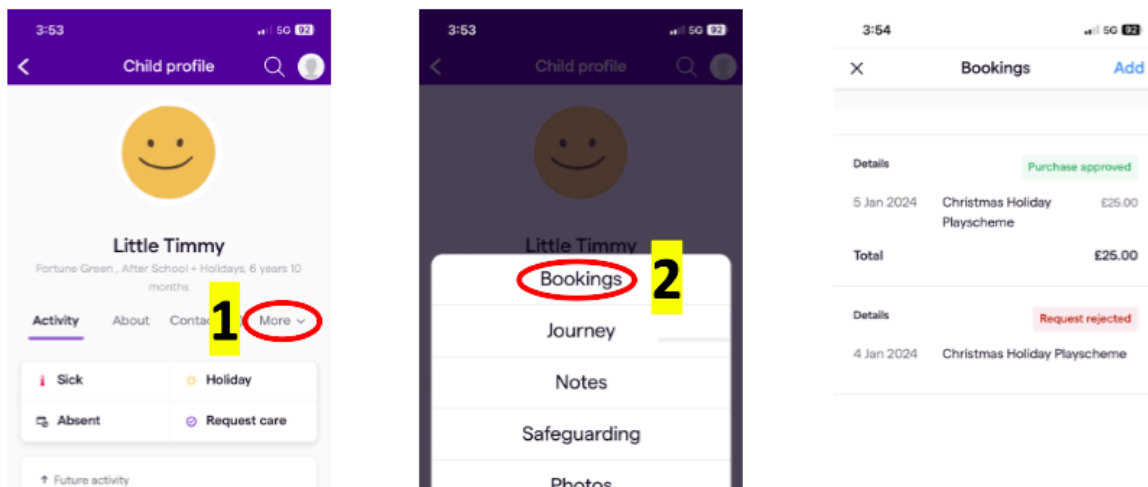


[You can view the Famly instructions here](#)

Once you have requested your bookings, our team will review and approve them. You will receive a notification in Famly once the booking is approved. Once your booking is approved, your child's place is confirmed.

How do I see what sessions I have booked?

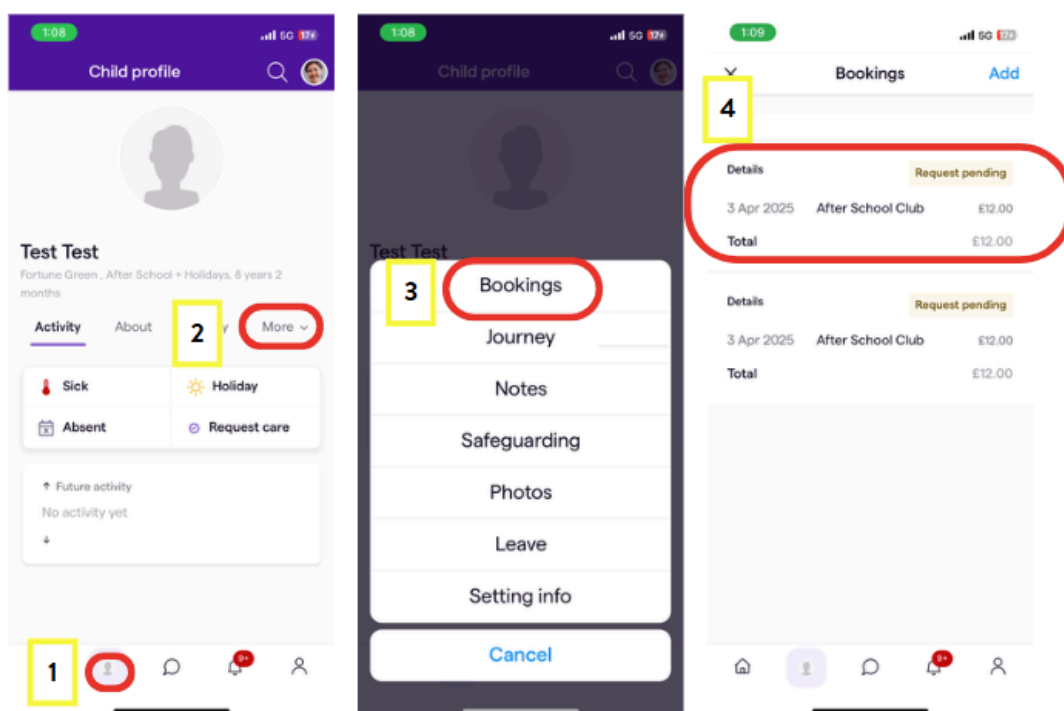
To see the sessions your child has booked, go to their profile, choose “More” and then “Bookings”



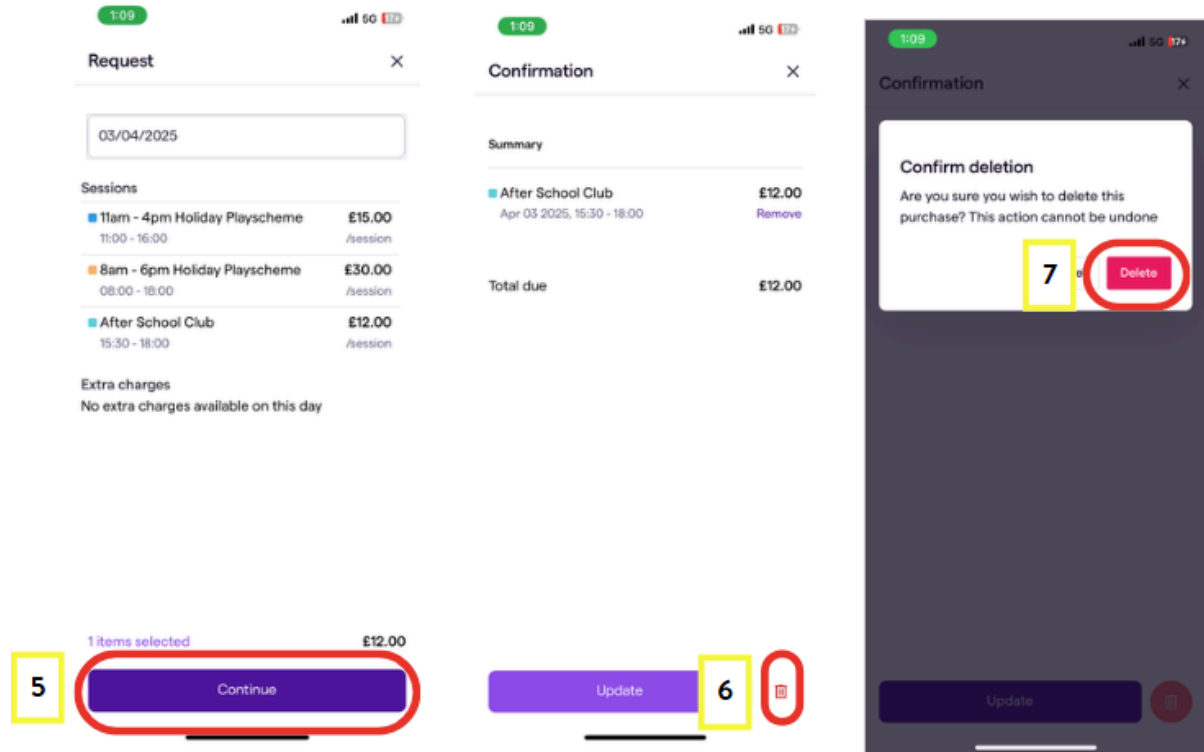
How do I cancel a booked session?

If the booking you've requested *has not yet been approved*, you cancel or edit it. To do this:

1. Go to **your child's profile**
2. Hit **More**
3. Select **Bookings**
4. Tap on the day you want to cancel



5. Hit Continue
6. Hit the rubbish bin icon
7. Hit Delete



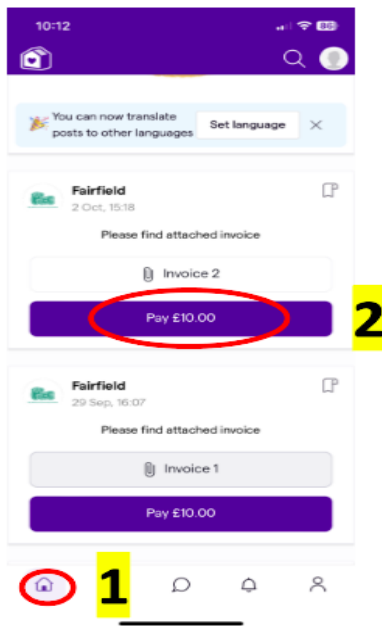
If the booking you requested has already been approved, please contact your centre manager and request a cancellation. Please note that our cancellation policy applies.

I have booked my sessions, when do I pay?

You will pay for your sessions monthly, once your invoice is issued. This is usually done monthly towards the end of the month. If you will have difficulties making your payment, please speak to your Playcentre Manager as soon as possible.

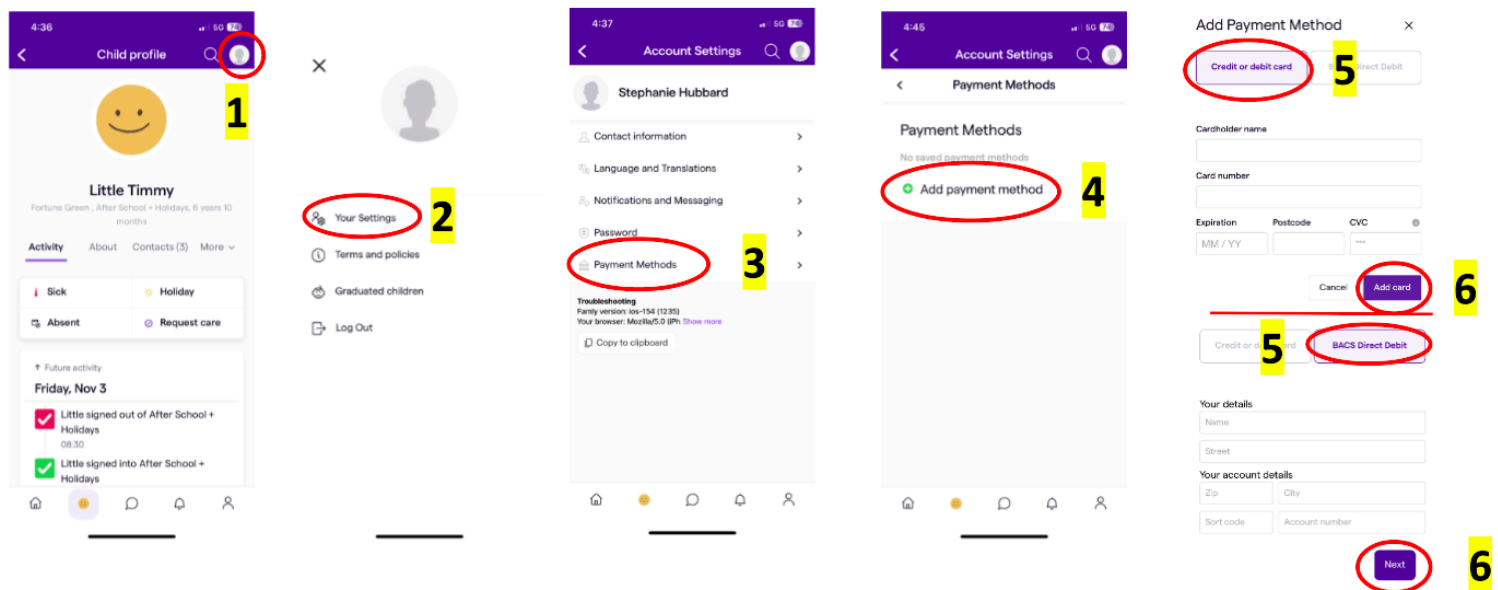
How Do I Pay?

You will be issued an invoice at the end of the month. Your invoice will appear on your home screen, alongside a payment button. To pay, click the purple payment button.



You will need to set up either a card or direct debit payment. To set this up, either add the payment method when you pay for the first time, or follow the steps below:

1. Go to your profile
2. Go to Your Settings
3. Select Payment Methods
4. Click "Add payment method"
5. Select either credit card or direct debit and add your details
6. Click either "Add card" or "Next"



[You can view the Famly instructions here](#)

I want to pay with my Childcare Voucher / Tax-Free Childcare from HMRC, how do I do this?

We can now accept Tax-Free Childcare payments directly in Famly. [See how to make Tax-Free Childcare Payments here.](#)

How do I get my Sibling discount (or other discount)?

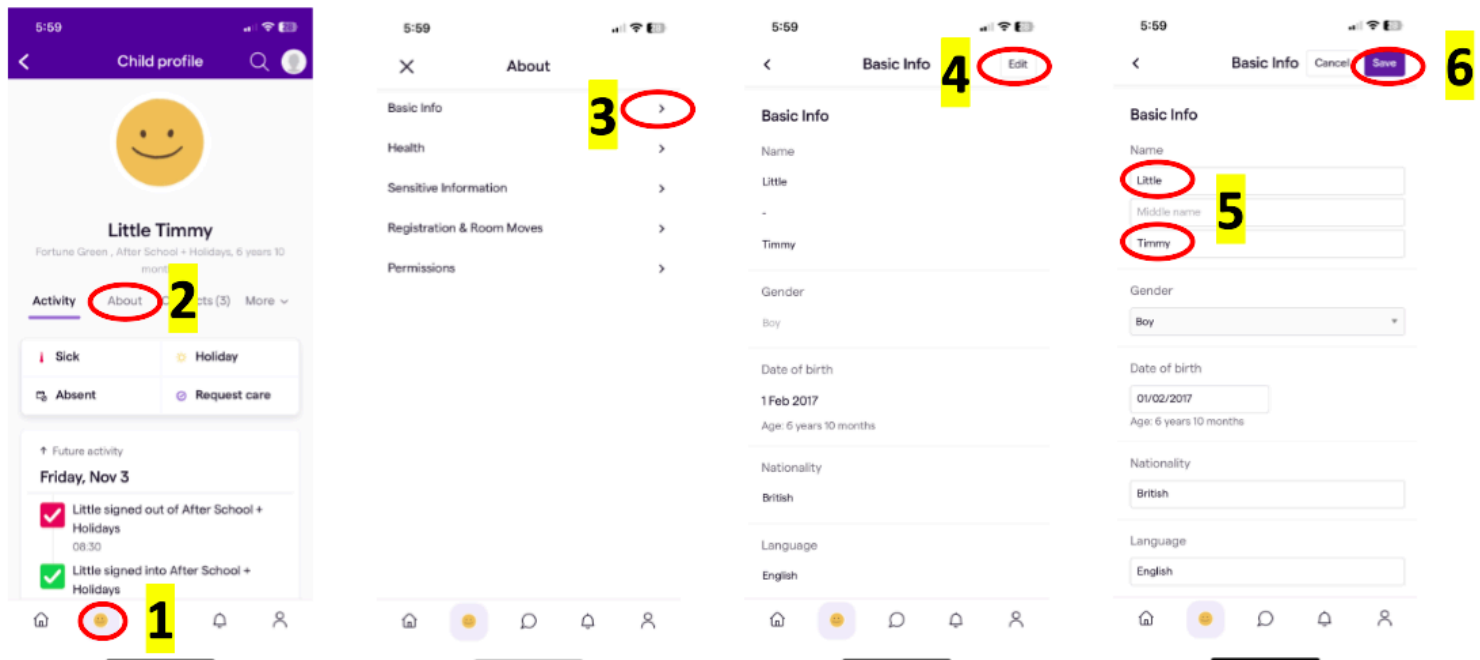
Please request a booking for all your children as usual. We will apply your discounts for you when we approve your booking request.

If your child receives a funded place (e.g. HAF or through a referral from Camden Council) we will book a spot on your behalf.

Some of the information in my child's profile is incorrect – how do I change it?

You can update most of the information on your child's profile yourself:

1. Go to your child's profile
2. Tap the "About" tab
3. Choose the section you want to update and tap the associated chevron
4. Tap "edit"
5. Change the fields with incorrect information, by clicking on them and typing on
6. Hit "save"



Why haven't I got my login?

If you have not yet received your login, please fill in the form for either [Camden Square](#), [Fairfield](#) or [Fortune Green](#) to let us know. If you have already filled in the form and still do not have a login, please check your junk email folder for any emails from Famly. You should receive your login email within 2 working days of filling in the form.

If you have filled in the form and the email is not in your junk email folder, please speak to us at the Playcentre at pick-up and we will help you out.

I got my login email, but I still can't get onto Famly?

Firstly, please make sure you have downloaded the Famly app from the [Apple Store](#) (for iPhones/iPads), or the [Google Play](#) or [Amazon Appstore](#) (for Android phones and tablets).

Then, follow the link that says "You can access the Famly app using this link: app.famly.co"

