

**Can I change or cancel my booking in AimyPlus?**

No, once a booking is confirmed you cannot make changes in the parent portal, ALL changes/cancellations must be emailed to [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz) and will be made in accordance with our T&C. A pending booking can be changed.

**Why can't I see my credit balance in AimyPlus?**

AimyPlus and Xero (our accounting software) are not yet fully integrated so only outstanding and partially paid invoices will show in AimyPlus. We will send a Statement from Xero mid and end of the month to help you keep track of your invoices and payments. You can contact [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz) anytime for a statement.

**Why am I receiving an outstanding invoice when my account is in credit?**

Generally, this is only a timing issue. Credits are allocated 24-48 hours after the invoices have gone out, you can check this in the parent portal.

**When will I receive my invoice?**

Invoices for a permanent booking will be issued on the Monday before care and are due within 7 days. There are no invoices in arrears. Invoices for casual bookings will be issued when the booking is confirmed and are due before care. Extra time will be accumulated over the week and a separate invoice will be issued the Monday after care.

**Can I extend my booking as a one off?**

Yes, please let the site supervisor know you are going to be late. AimyPlus will register your late sign out when you collect your child. Extra time will be calculated in 1/2 increments at the casual rate of \$9.75 per hour. Extra time will be accumulated over the week, and one invoice will be issued on the Monday after the care.

**Do you still offer a sibling discount?**

Yes, children must be booked at the same time and attend on the same days to receive a sibling discount. The discount will be applied to your invoices. Please note - you will not see the discount in the booking confirmation screen.

**What reference should I put when making a payment?**

Payments must include your invoice number, if you wish to set up an automatic payment please use your child's name and surname.

**Why is my booking still pending?**

Bookings will be confirmed within 24 hours; our office hours are Monday – Friday 9am – 2.30pm. Any bookings made outside of these hours will be confirmed the next business day. If your booking is urgent, please contact the supervisor at your venue.

**I made a booking but it's not showing in AimyPlus?**

If a booking has been successful it will be showing in the parent portal as pending. If you don't see a pending booking or receive a pending booking email - your booking was not completed. Try making the booking again.

**Can I pay fortnightly?**

Yes, but payment must be fortnightly in advance so that your account is not in arrears. You can select weekly or termly in advance on the payment screen.

**Why am I receiving an outstanding invoice reminder?**

You may have missed an invoice, login to the parent portal to check for outstanding invoices. If an invoice number is noted as a reference, payment will be allocated accordingly otherwise payment will be applied to the oldest outstanding invoice first.

**Can I book my child in for the whole year?**

Yes, you can currently book for terms 1-3, we will advise when term 4 is bookable. If your booking is likely to change, we suggest booking at the end of each term.

**I have made a casual booking for the term, why have I been billed on one invoice?**

Casual bookings are designed to be made weekly, if you wish to make your casual bookings for the term, we suggest you submit each week separately so that you still receive a weekly invoice.

**How can I make Payment?**

Payment can be made by bank transfer or credit card. To pay by credit card please email [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz) with your credit card number, name and the expiry date. A 3% surcharge will apply. Payment via the parent portal will be available within the next couple of months.

Over the next few months we are looking at improvements to our booking systems and payments – please don't hesitate to contact [accounts@busybumbles.co.nz](mailto:accounts@busybumbles.co.nz) with any queries.