



20 September 2026

Kia Ora Parents, Caregivers and Whānau,

Play Time is excited to announce that starting from **Term 4**, we are moving over to a brand-new NZ-based booking and payment platform called **Bookbear**.

Play Time has been trialling Bookbear at a Play Time site since Term 1, and it has been well-received by both our staff and families for making booking management much simpler and clearer.

What is changing?

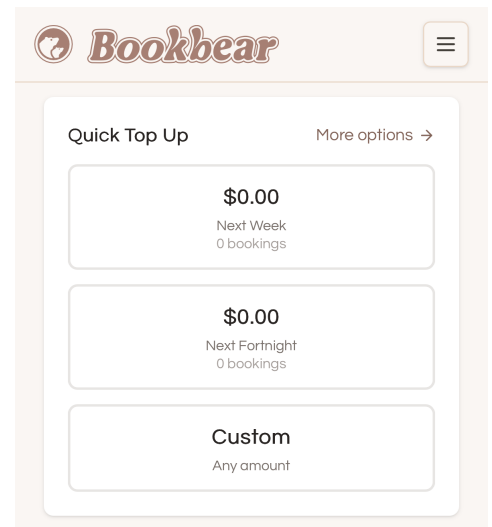
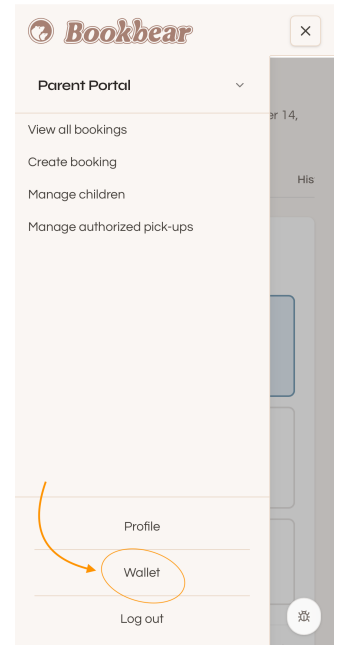
The move to Bookbear introduces a few key updates to how bookings and payments are handled:

- **Online Wallet System:** We are moving away from traditional invoices. Instead, all transactions, payments, and charges will be managed and viewable through your own secure online Wallet. If you have a credit balance in your current Play Time account, it will be transferred to your Bookbear wallet once you create your profile and make your first booking.
- **Weekly Upfront Daily Payments:** Payments will now be processed a week in advance on a daily rolling basis - for example, payment on Monday secures your booking for the following Monday.
- **Flexible Payment Options:** You can choose to:
 - pay daily, top up your Wallet **as and when required**
 - load a **Custom Amount** to your wallet to cover a longer period or
 - set up a **Payment Authority** in Bookbear for automatic payments.

There are no processing fees for Instant Bank transfers through supported banks.

Card Payments are also offered in Bookbear; these have a processing fee.

- **Low Balance ("Payment Required - Insufficient Funds") Reminders:** You will receive automated email reminders if your wallet needs a top-up to confirm a Pending booking. "Insufficient Funds" requires a payment to confirm the Pending date.



hello@bookbear.app

Payment Required - Insufficient Funds

Booking unable to confirm due to insufficient funds; ChildSessionDateAm...

- **"Booking Expired" Reminders:** You will receive an automated email if the Booking has expired. "Booking Expired" means the booking has expired and therefore it requires rebooking if needed, and payment to lock/confirm it.

To avoid confusion, the exact date of the booking is listed in the emails.

- **Simplified Booking:** You no longer need to choose between "Regular/Recurring" and "Casual" in Bookbear. Now, bookings are made simply by selecting a day of the week. Just click your first desired date on the calendar, and the system will prompt you with a **How Often?** question. From there, you choose which child/ren, and then it will prompt you to choose between:

- **Single Day** (1 date)
- **Weekly [Day of Week]** (e.g., Weekly Tuesdays)
- **Fortnightly**

- **How Discounts Work in Bookbear:** To keep booking simple, there is one flat price per session and up to 15% in discounts is available. Instead of a price drop at checkout, discounts are credited back to your Wallet as "Play Time Coins" after the sessions are completed.

Here is how you can earn your rewards:

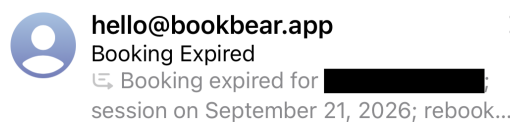
- **Full Week Booking (5% Reward):** Book a full week (**Monday to Friday**) and receive 5% credit at the end of that week. This also applies to sites or sessions that don't traditionally offer full-week options!
- **Sibling Discount (5% Reward):** Book siblings together for **3 or more days per week**, and get 5% credit at the end of each week.
- **Regular Term Booking (5% Reward):** Book the same day for the **entire term** (for example, every Tuesday in the Term), and receive 5% credit at the end of the term.

The system will also detect the reverse ie. if a booking is removed, and it will alert if you will lose Rewards. All earned Play Time Coins are automatically deposited into your Wallet, ready to use for your next booking!

- **1-Hour Window:** You can cancel and refund a booking within 1 hour of making it. This grace period excludes Emergency Bookings, which process instantly to secure the child's place on the roll.

- **Marking Absences:** Marking your child absent is now easier. You can log an absence directly in Bookbear up to 30 minutes before the session starts (click the 3 dots next to the "Booked" icon). Alternatively, you can still text the Venue Absence Number. As per our current policy, no credits apply for absences.

- Please note that **staff and admins cannot alter bookings inside Bookbear.**



Tuesday, October 13, 2026

1 How often? ✓

Single Day (1 date)

Weekly Tuesdays (10 dates) ✓

Fortnightly (5 dates)

2 Which children? ✓

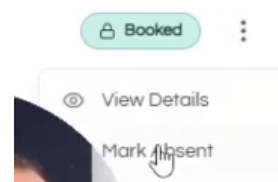
3 Which sessions? ✓

Te Manawa - drop off from 7am - 8.30am \$18.00

Te Manawa - drop off from 7.30am - 8.30am \$15.25

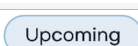
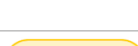
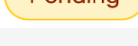
Te Manawa - 2.30pm - pickup by 4.30pm \$26.00

Te Manawa - 2.30pm - pickup by 6pm \$30.00



Understanding Your Booking Status - *only GREEN “BOOKED” bookings are confirmed.*

In the Bookbear app, your bookings will sit in one of the following statuses:

Child is on roll.		Booked (Green):	Booking has been paid and is now confirmed.
Child is not on roll.		In Cart (Purple):	This is still in your cart. Go to cart to schedule or confirm (pay) this booking.
Child is not on roll.		Upcoming (Blue):	Booking is <u>scheduled</u> for more than a week away, and does not yet require payment to confirm. If preferred, these can be paid converted to “booked”/confirmed.
Child is not on roll.		Pending (Amber):	ACTION IS REQUIRED. Booking requires payment now to be confirmed. If not paid now, these bookings will Expire and require rebooking.
Child is not on roll.		Failed (Red): Booking has Expired	This booking was automatically cancelled and removed due to non-payment. To secure this date, you must submit a new booking and pay immediately . Adding funds to your wallet will not restore an expired booking.
Child is not on roll.		Cancelled (Grey):	Booking has been cancelled/removed by you.

WINZ Clients - Important Notice for Families Receiving WINZ Subsidies: If you receive a WINZ subsidy, your confirmed subsidy hours must be pre-loaded into Bookbear.

Please submit your confirmation letter from WINZ with your confirmed subsidy details using one of the following methods:

- **Email:** Send your confirmation letter to oscarforms@play-time.co.nz for review
- **App:** Upload it via **Bookbear** (Go to **Wallet** > **WINZ Subsidy**) for review

How billing works once the subsidy is loaded:

- The system will automatically calculate your weekly **Parent Portion** in advance.
- You can view this amount directly on your **Payment Page**.
- To lock in your bookings for the upcoming week, you only need to ensure your **Wallet balance** covers this Parent Portion, or pay the Parent Portion when you receive the “Payment Required” email.
- **Please note:** Bookbear applies your estimated WINZ subsidy to your billing in advance, even though WINZ pays us later (in arrears). If WINZ stops or cancels your subsidy, these advanced discounts will be removed. Any unpaid balance will be added to your Wallet and must be paid by you.

Getting Started

Bookbear is a web-based app. For the best user experience, we recommend downloading the app to your phone.

Please find the attached **iOS and Android installation guides**, alongside a handy, hopefully easy, **Guideline document**, to help you get set up before Term 4 begins.

Thank you for your ongoing support as we transition to this improved system. If you have any questions, please don't hesitate to reach out to our team.

Warm regards,

Bruce, Thurla and your Play Time Team

PlayTime OSCAR Programmes | Greerton | Bellevue | Pāpāmoa | Golden Sands | Te Puke | Arataki