

## **Kids club HQ Questions & answers - Parents**

### **What device do I need to be able to access the system?**

You can log on from any device with internet access.

### **I am not able to complete the registration process myself, what do I do?**

That is no problem, we can help you do this. Please call us on 01159 313 562 and we can register for you and help you make your booking.

### **Do I need to go online to make my bookings every month?**

You will only need to enter your information and the information for your children once. When you have requested your regular days and sessions you do not need to do anything further. You will receive a notification confirming those places and then each month you will receive a message from the system requesting payment. If you wish to book an adhoc place, please select your date and session you require. Payment will be due immediately for adhoc places including holiday clubs.

### **What else can I see on the new system?**

Once registered you will be able to log in to view your bookings, see the balance on your account and make holiday club or adhoc bookings.

### **Do I still need to let you know if my child is not coming to the club?**

Yes please. If you do not need your place, please continue to let the club manager know or email us in the usual way.

### **How can I make payment?**

You can pay by credit or debit card or by direct debit or with childcare vouchers. If your childcare is covered partly by the Childcare grant payment service (CGPS) you will still need to pay your 15%. Simply click on 'Complete Booking' and check all details are correct. The last page allows you to select your payment method. If you choose childcare vouchers you will need to select your voucher provider in the drop-down menu. This notifies us of how you wish to pay for your childcare. Please remember to log onto your voucher providers website and process the payment.

### **What if my child is off sick, when will I receive a credit?**

Please refer to our Terms and Conditions regarding illness. If you are due a refund this will appear on your account, the month following the absence.

**I am going on holiday in term time, so I do not need my places, how does this work?**

That is fine. Please refer to our Terms and Conditions and give one months' notice via email. We will then deduct your holiday dates from your account. Please ensure you give the correct notice.

**I no longer need some of my sessions, how do I let you know?**

Please refer to our Terms and Conditions and give one calendar months' notice via email to terminate your sessions.

**I want to add book more regular sessions for my child, how do I do this?**

If you need to add extra regular places, please request a new contract and we will confirm if places are available.