

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.

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 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.

I have a credit on my account, will this appear on the new system?

Any credits will be transferred to your account by the end of the month.

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%. Please select your payment method when prompted.

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.