



November 2020

Dear Parents/ Carers,

As you were notified a few weeks ago by text, after 20 years Kidz Play have finally caught up with the times and will be launching our online booking system in November. This will allow you to make bookings ready for the new term in January 2021.

The system we will be using is called iPAL and moving forward this will be the only way you will be able to register and book your child's sessions.

We believe this is a very positive step, which will allow you to manage your own bookings and have full control over your own accounts.

What does this mean?

You will now have 24/7 access to your online account and will be able to manage your bookings and payments in one secure place straight from a phone, tablet or computer.

Supervisors will no longer be able to take bookings, make cancellations or changes to booked sessions.

All club information e.g. planned activities, newsletters, updates etc. will now be sent to your online account, ensuring you receive all information immediately instead of when you next attend the settings and receive a paper copy.

You will be able to print any invoices you may require for outside agencies e.g. universal credits.

Once booking has been made an invoice will be automatically generated for that month, to be paid immediately. Bookings can be made in advance for some or all of the current academic year and you will be invoiced on a monthly basis. All booked sessions will have to be paid for unless you cancel before the invoice is generated at the end of the current month. E.g. invoice generated 30<sup>th</sup> October for November. If the invoice is not settled in full, you will be unable to make any more bookings until the debt has been cleared.

If you wish to cancel a session within 28 days you will be unable to do so, as full payment will be required. You must contact your Supervisor to inform them that your child will not be attending so they can mark them as absent on the register. Failure to do so could result in our missing child policy being implemented and you will incur a non notification fine. However, if you would like to cancel a session with more than 28 days notice (before the new invoice is produced) you will not be charged.

There are still several ways you can pay for your sessions, if you choose to pay by debit/credit card directly through iPAL, there will be a small transaction fee of £3.00 per payment. To avoid this extra charge, payments can be made via the Kidz Play website, along with voucher payments, tax free childcare and direct bank transfer.

You will still be asked to sign your child/ren in and out of the setting, this will now be done on the setting's tablet by inputting your login password. Should you be late collecting your child, additional fees will be added to your account by head office based on your recorded signing out time.

It is still crucially important that you keep all records of your child and emergency contacts up to date, again this is not something your Supervisor can do on your behalf anymore. All details can be updated via your account and your Supervisor will be notified of the changes made. Failure to update details or found to be withholding information about your child, may result in terminating your contract with Kidz Play.

Every setting will still operate under the same ratios and as before and will have a maximum number of children allowed at the setting at any one time. The online system will not allow you to book a session if the club is full for that day, therefore we strongly advise you book in advance to guarantee your child's place.

For more information and to watch the tutorial video to guide you through the registration process and learn how to book, pay and manage your account, please visit [www.ipal.education/parents-user-video](http://www.ipal.education/parents-user-video), there are also helpful tips on the booking site.

#### To register with iPAL you will need to:

1. Visit our website [Kidzplayuk.co.uk](http://Kidzplayuk.co.uk) and click on the link
2. Alternatively, you can use [kidzplayukltd.schoolipal.co.uk](http://kidzplayukltd.schoolipal.co.uk) on your web browser
3. Select parent login in the top right-hand corner. Please note it is important that you remember your username and password.
4. Complete the new parent registration form and click register, ensuring all marked fields are completed. We strongly advise you read through our terms and conditions. At this point you will receive a confirmation email, please note this email may go in to your junk folder.
5. Then add your child/ren's details and submit. These can be amended by yourselves as and when you need to.
6. Select make a booking.
7. Select Kidz Play Breakfast and After School Club.
8. Select the school your child attends.
9. Select dates you would like your child/ren to attend.
10. Proceed to payment, fill out details and submit.