



Kidz Play Step by Step Ipal User Guide

WE ARE NOT CURRENTLY TAKING CARD PAYMENTS SO THE PAY BY CARD OPTION WILL NOT WORK

TO BOOK SESSIONS

- Book
- Choose your child/children's Kidz Club (Coloured Tile)
- Book Now
- Select Children
- Select Venue
- Select Club
- Select Individual Dates on the calendar or select all for the whole academic year
- Select Breakfast or After School Club
- Check your bookings
- Create Booking
- Proceed to payment
- The system is automatically set so payments are not due until 1st of the month that the booking are in
- Confirm Booking
- If bookings cover more than 1 month then you will be asked if you require equal monthly payments. Please note; if booking for the whole year then the payments are due over 11 months, September 2024 – July 2025
- Your booking is secure
- The payment needs to be made manually by you and verified by Kidz Play. It is not linked up the system
- If booking within the current month then payment will be due today. You must choose your payment method or the booking will cancel after 10 minutes.
- If there are funds in your wallet click pay by wallet
- For **ALL** other payments methods click pay by voucher (INCLUDING BANK TRANSFER & CASH)
- Select your payment method
- Fill in the form and confirm the payment will be made
- The payment needs to be made manually by you and verified by Kidzplay. It is not linked up to the system.

BANK DETAILS: Kidz Play UK Ltd; Sort Code 60-18-46; Account Number 21060843

- This creates a pending payment that can take up to 5 working days to be verified by Head Office.
- You can only have 2 pending payments at any time.

KidzPlay (UK) Ltd

Unit 3, Romsey Industrial Estate, Greatbridge Road, Romsey, SO51 0HR
Tel: 01794 519999

Registered in the UK. Registration No. 6542170



- If we do not receive that payment within 7 days, of the date stated by you, then the pending payment will be cancelled and the amount will show as an outstanding on your account.
- You will be unable to book further sessions and all future sessions could be removed.

TO ADD FUNDS TO YOUR WALLET TO USE FOR FUTURE BOOKINGS

- **Go to your dashboard**
- Click add voucher
- For **ALL** other payments methods click pay by voucher (INCLUDING BANK TRANSFER & CASH)
- Select your payment method
- Fill in the form and confirm the payment will be made
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- Once it has been verified the funds will be added to your wallet
- If we do not receive that payment within 7 days stated by you then the pending payment will be removed and you will need to go through the process again

FOR MONTHLY INVOICE PAYMENTS

- You will receive a reminder around the 27th of each month for fees due for the following month
- Click pay now on the monthly invoice (Upcoming payments will show on hour dashboard)
- If there are funds in your wallet click pay by wallet
- For **ALL** other payments methods click pay by voucher (INCLUDING BANK TRANSFER & CASH)
- Select your payment method
- Fill in the form and confirm the payment will be made
- The payment needs to be made manually by you and verified by Kidzplay. It is not linked up to the system.

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TO AMEND/CANCEL SESSIONS

Sessions Can only be cancelled or amended with a minimum of 14 days' notice, anything less, the fees remain chargeable.

- Click My Bookings
- Choose the invoice that includes the relevant sessions/s

To Amend

- Click amend to change the date or time of the session. The system will show sessions that can be amended after 14 days

To Cancel

- Click Cancel. The system will show sessions that can be cancelled. You can choose a particular session or cancel all sessions within the selected invoice

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