



Kidz Play Step by Step Ipal User Guide

TO BOOK SESSIONS

- Book Now
- 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 from the whole academic year
- Select Breakfast or After School Club
- Create Booking
- Check your bookings
- Proceed to payment (You must select and enter how you intend to pay or your booking may be lost)
- If you wish to pay monthly check the pay monthly box (Only for sessions booked in more than 1 month)
- The payment needs to be made manually by you and verified by Kidz Play. It is not linked up to the system
- System will show amount due today

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

- 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.
- If we do not receive that payment within 7 days 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.

KidzPlay (UK) Ltd

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

Registered in the UK. Registration No. 6542170



TO ADD FUNDS TO YOUR WALLET TO USE FOR FUTURE BOOKINGS

- **Go to your dashboard**

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

- 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
- 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
- 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

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

KidzPlay (UK) Ltd

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

Registered in the UK. Registration No. 6542170