

St Paul's Stars Breakfast and After School Club

Kids Club HQ booking system: Intro guide for new parents.



Register for a Kids Club parent account

To begin making bookings, you first need to sign up to Kids Club HQ. To do this please head to the link below to set up your account:

<https://stpaulsstarsbreakfastandafterschoolclub.kidsclubhq.co.uk/login#/home>

Making bookings

Once you have registered you can begin making your bookings. When you make your first booking you will need to add your child(ren)s details and 3 emergency contacts (one of these will be your details you entered when you registered). You will only need to enter this the first time- for subsequent bookings you will just be asked to confirm the details are still correct (or update them if something has changed).

There is no termly booking form to complete, you can make bookings now for the rest of this academic year, and at any time during the year subject to availability. You will book Breakfast Club and After School Club separately (as you do now) within your account.

There are two different types of bookings in Kids Club:

1) Contracts: <https://stpaulsstarsbreakfastandafterschoolclub.kidsclubhq.co.uk/rdr?u=contract-guide>

These are bookings which are the same every week. If you have a regular pattern which is the same every week, then you can set this up by requesting a contract. You just need to select the sessions/days that you want and when you want the contract to start from (this is likely to be the first day of the Spring term). When you submit your contract request it needs to be approved by the club (subject to availability). Once approved the contract will continue every term unless you request to change or cancel it. NB this will mean it rolls over to the next academic year, so if you want to change it for next year you will need to let us know. We will issue a reminder about this near the end of the school year, as well as notifying parents of year 6 children that their contract will be cancelled.

2) Bookings: <https://stpaulsstarsbreakfastandafterschoolclub.kidsclubhq.co.uk/rdr?u=ad-hoc-guide>

This covers any booking which is not part of a weekly pattern and is booked individually. So if you have a regular pattern which is fortnightly, or if you know you will need an extra booking one week as a one off, these are all covered by bookings. You can do all bookings now for the rest of the academic year, and these can be booked at any point up to 24 hours before the session starts. However, they will only be available to book for sessions where there is capacity, so if you need to book in this way its best to do this as soon as you can. If you need a last-minute session, you can check if there is space available by logging in and booking in the usual way, as long as bookings are still open. NB: All bookings will now be handled in this way, to ensure we have enough time to produce registers and are able to track payments, and to ensure we do not accumulate cash at the school.

Payments

When you make a booking, you will be asked to confirm the payment method for that booking from the options in the system, this helps us with reconciling payments. These are the same as before, including bank transfer, childcare vouchers, tax free childcare. If you use a voucher provider which is not listed in the system, please let us know and we can add it for you.

You will then receive an invoice by email with details of when it is due. You can check your balance, credit/debit at any time by logging into the system. Please note that payments into our bank account are not reconciled automatically so there may be a delay between a payment being made and it being visible in the system.

Help and support

We know that with any new system there can be unexpected issues or things that aren't clear. If you have any problems with setting up or using the system do get in touch with us by email and we'll do our best to help: st.paul.asc@gmail.com