



Head office  
Rosegarth, Hamble Lane  
Hamble  
Southampton  
Hampshire  
SO31 4HT

07588662120  
[admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk)  
[www.creativekidz.org.uk](http://www.creativekidz.org.uk)

## Ponchopay parent guide

Process to make a payment via Kids club HQ

To make payments to Creative Kidz, please ensure that upon receipt of an email containing your invoice booking confirmation, that you follow these steps:

- Click on the link on your emailed invoice " **Confirm payment for this booking**". This will take you to your [Kids club HQ account](#) where you can view your booking history on the "My Bookings" tab.

Alternatively if you don't have access to your emails you can simply log into your [Kids club HQ account](#) via any internet ready device and select the "My bookings" tab to view your booking history and select an invoice to pay.

- Select the invoice you wish to pay. Unpaid invoices are indicated with the text " awaiting payment".
- Click the green pay now button and you will see two options :
  - make a direct debit payment, or
  - make a payment with poncho pay .
- If you wish to pay by direct debit, please select **Make a direct debit payment** and you will be taken to the payment screen where you will need to confirm that you wish to pay using direct debit by selecting **Set up direct debit and pay**. You will now be directed to the Go cardless system to confirm payment for the booking.
- If you wish to pay by Tax Free childcare, Childcare voucher or Debit/credit card you must choose the option **Make a payment with Ponchopay** and you will be taken to the payment screen where you will need to select **Poncho pay** as your preferred method of payment. You will now be directed to the Poncho pay system to checkout.

### ***Please note:***

***If you wish to pay with multiple payment methods you must select this option at this checkout stage.***

***If you are making payment for more than 1 child you will need to enter details for each child at the checkout stage.***

***If you are paying with Tax free childcare and you have more than 1 child, please ensure that you enter the TFC reference numbers for each child to enable the system to link payments from each child's account.***

Here are some useful links to find out more about PonchoPay and the way these payments work.

**Checkout process:**

<https://www.loom.com/share/923eec44ab6447cc8bb1ff2e913e1fd2?sid=0dc88f80-b96c-424a-a331-d26f0aca9c84>

**Adding multiple tax free childcare codes:**

<https://www.loom.com/share/363d2db971c343e6b57f9ff2a716d09e?sid=45b17387-9176-4000-bf0b-976ca4751a6b>

**Ponchopay for Parents:**

<https://www.ponchopay.com/parents>

**PonchoPay FAQs:**

<https://www.ponchopay.com/ponchopay-faqs>

PonchoPay also has built-in chat, so, if you as a parent are having trouble or have any questions during your payment, please ask the chat pop-up and it will be able to help you complete your payment.