



BREAKFAST AND AFTER SCHOOL CARE

Coombe Connections Club

UNDERSTANDING THE BOOKING SYSTEM

Information valid for bookings from September 2026

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CONNECTIONS CLUB ACCOUNT

New Connections Families

Families who are new to Connections must complete a “New Booking” form in order to set up an online booking portal account. Deadline dates for new bookings are published for upcoming half terms in the school newsletter. If you wish to apply for a place for your child during the half term, please email connectionsclub@coombehill.org.uk Further information about the club is available in our Parent’s Handbook and FAQ’s on website page.

Existing Connections Families

To access your account please follow the instructions below using the link provided by email from connectionsclub@coombehill.org.uk

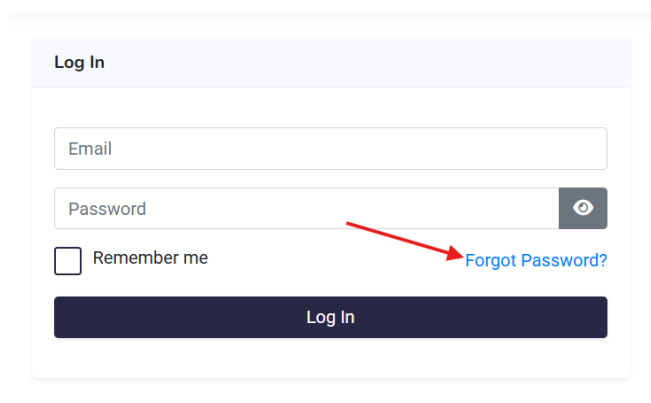
ACCOUNT SETUP

Parent Account Roles (Priority 1 & Priority 2)

The parent recorded as **Priority 1** on **Arbor** will be designated as the **main account holder (MAH)**, while the parent recorded as **Priority 2** will be set as the **additional account holder (AAH)**.

How do I first log in into my account?

To access your account for the first time you will need to click the ‘**Forgot your password?**’ link (shown below). You will then need to enter the email address that you have shared with the school on Arbor, follow the instructions in the email sent to you to set up your password and finally log in with your new password. Check your junk folder if you don’t see the email in your inbox.



The screenshot shows a 'Log In' form with the following elements:

- Email** input field
- Password** input field with a toggle icon (eye) on the right
- ☐ **Remember me**
- [Forgot Password?](#) link (highlighted with a red arrow)
- Log In** button

What does ‘Password Validation’ failed mean when I try to reset my password?

The “password reset” link that is emailed to you when you request a password reset is only valid for 2 hours and you can only click the link once. This “invalid” message is shown if you click the link after 2 hours or if you have already clicked it. If you request a password reset more than once, make sure you use the link sent in the last email received.



Password Validation failed

OK

Where do I find help?

From within the **Connections Club online booking system** there is a **Help?** section in the menu bar offering full guidance:



BOOKING SESSIONS

(Note: Sessions are referred to as Activities)

How do I view activities that I can book?

To book an activity, you can use the quick '**Activity**' links on your homepage or you can navigate to the '**Book Activity**' section of your account. Here you will see all the activities currently published for booking.

How do I book an activity?

Navigate to the 'Book Activity' section, find the activity you would like to book, and click the '**Book**' button. From here you can follow the steps to book your activity.

There are 4 – 5 steps to complete your booking.

Step 1 – Book Sessions

- Here you will select the child(ren) you'd like to book the activity for, the session you'd like to book, and the dates you'd like to book. Note: Bookings are for full half terms.
- Once you have selected your child(ren)'s, session and dates you can confirm your selection by clicking the '**Add Dates**' button. From here you can add more dates for a different child/session, or you can continue with your booking by clicking the '**Next**' button.

Step 2 – Check Availability

- Here you can check the availability of the dates you've selected on the previous step.

- You can see the dates you've selected week by week with the week tab picker or you can view all the dates in a calendar view.
- Navigating from tab to tab will show you the dates selected along with additional information and the ability to select/unselect specific days if you wish to remove them from your booking.
- The check availability step works on a traffic light system:
 - **Green** – full availability, if all days selected in the week are available
 - **Orange** – partial availability, if some of the days selected in the week are available and some aren't
 - **Red** – no availability, if none of the days selected in the week are available

 As bookings are for full half terms, if you unselect a day of the week, it will unselect all of those days for that half term. eg. Unselecting Tuesday will unselect all Tuesdays.

 If an activity has no more availability but has an active waiting list, you will see the option to join the waiting list for the days where the activity is full.

Step 3 – Booking Recap

- Here you'll be able to see all the information about your booking before proceeding to checkout.
- You can view the activity and sessions you have booked, the number of sessions, the children booked, and the cost of the sessions and booking.
- You can view the dates booked in a calendar view.
- If you made a mistake or no longer want to book the activity, you can delete it from your basket.
- If you want to add another activity before checking out, you can do so by clicking the '**Add another activity**' button.
- You will see a breakdown of your booking totals.
- When you are ready to checkout, click the '**Proceed to Checkout**' button.

Step 4 – Checkout

- At checkout, you'll be able to select how you'd like to pay for your booking.
- There is the option to set up monthly instalment plans or you can select to pay in a one-off payment.

CHECKOUT AND PAYMENTS

What is Bank Transfer and why is it the safest way to pay?

Paying via Bank Transfer allows you to directly authorise the payment from your banking app. You don't have to enter any card details, making it simple, effective, and secure.

How can I pay using Bank Transfer?

Select the 'Bank Transfer' option on checkout and proceed to the next step to select your bank.

Once you've selected your bank, you'll be redirected to your banking app where you can authorise the payment.

Once authorised, you'll be taken back to the Connections Club online booking system and if successful your booking will be confirmed.

How can I pay using a credit or debit card?

Select the 'Credit/Debit Card' option on checkout. Your billing details will automatically be pulled from your account details. If you'd like to pay with a card that has different billing details to those on your account, you can edit it by clicking the 'edit' button and saving your changes.

Once you are happy with the billing details, proceed to the next step to enter your card details and make your payment.

If your payment is successful, you'll be taken back to Connections Club online booking system and your booking will be confirmed.

How can I pay in instalments? (Split into monthly payments)

If you'd like to spread the cost of your booking, select the '**Split into monthly payments**' option on checkout.

You have 3 different payment options when splitting payments into a monthly instalment plan:

- Credit/Debit Card
- Tax-Free Childcare Vouchers
- Other Childcare Vouchers

How can I pay using a one-off Tax-Free Childcare voucher?

Select the 'Tax-Free Childcare Voucher' option on checkout.

If you haven't already done so, you'll be able to connect your HMRC Tax-Free Childcare account with the Connections Club online booking system. For more information on how to connect your account, [click here](#)

Check that your account balance can cover the amount you are paying by Tax-Free Childcare voucher. If you don't have enough funds on your account, you can click the 'Top-up' button to add money to your account.

If not already populated, enter the Tax-Free Childcare unique reference number for each child in your booking.

Select the amount you would like to pay by Tax-Free Childcare voucher, you can cover the full amount or a partial amount.

If you select a partial amount and there are multiple children in your booking, you'll have to specify the amount to be paid by Tax-Free Childcare for each child.

If you cover a partial amount, you'll have to pay for the rest of the booking with another payment option.

 To make a successful Tax-Free Childcare payment, you must link Connections Club as the childcare provider. The Connections Club HMRC reference can be found via our postcode, OFSTED number or the school name. If not linked, your payment will fail.

How can I pay using a one-off childcare voucher?

Select the 'Other childcare voucher' option on checkout, choose your childcare voucher provider, and specify the amount you would like to cover with the voucher.

You can cover the full amount or a partial amount.

If you cover a partial amount, you'll have to pay for the rest of the booking with another payment option.

 Childcare Voucher references can be found on the Connections Page of the school website under tab Childcare Voucher and HMRC Ref

How can I pay using my account credit?

If you have credit on your account, you'll be able to select the option to apply the credit on checkout.

If your credit only covers a partial amount, you'll have to pay for the rest of the booking with another payment option.

HELP WITH BOOKINGS

How do I view my bookings?

To view your bookings, navigate to the '**Bookings**' section.

Here you'll be able to see a list of all your bookings, past, present, and future.

What are archived bookings and how do I view them?

Archived bookings are bookings with no outstanding payments that are 30+ days old.

These are kept in a separate list to keep the list of newer bookings streamlined for easy navigation.

To view your archived bookings, navigate to the '**Bookings**' section and click on the '**Include Archived Bookings**' button. To remove the archived bookings from the list, click on the button again.

How do I view my bookings in a calendar view?

To view your bookings in a calendar, navigate to the '**Bookings**' section and click the '**Calendar View**' button.

Here you'll be able to select which activities and children you want to see in the calendar. Once you have made your selection, click '**View Calendar**' and you will see all the bookings in your selection in a calendar view.

What does my account balance mean?

Your account balance reflects any outstanding or overdue payments and any credits on your account.

If you have an outstanding payment and no credits on your account, your balance will be negative to indicate the amount outstanding.

If you have sufficient credit on your account to outweigh any outstanding payments, your balance will be positive to indicate the amount in credit.

You can have two types of credit, normal credit and CCV credit. CCV credit indicates payment made on your account using childcare vouchers.

CCV credit can only be used to pay for childcare. Normal credit can be used on anything.

How do I view my account balance?

To view your account balance, navigate to the **'Bookings'** section.

Here you'll be able to see a breakdown of your account balance.

How do I make a payment for one or more bookings?

To make a payment for one or more bookings, navigate to the **'Bookings'** section.

Select one or more bookings you'd like to make a payment for by checking the checkbox against the booking in the list and then click the **'Make payment'** button.

Here you'll be taken to a recap page where you can view what you are paying for before proceeding to checkout.

 If you are making a payment on an instalment plan, you can choose to pay the next instalment or pay a partial amount.

How do I view my upcoming instalments?

To view your upcoming instalments, navigate to the **'Bookings'** section and click on the **'View'** button in the **'Upcoming Instalments'** section.

Here you'll see a list of all your upcoming instalments within the next 3 months with a link to go directly to the relevant booking.

You won't be able to see past instalments in this section; if you wish to view specific past instalments navigate to the booking and view more details.

How do I view more details about my bookings?

To view more details about a booking, navigate to the **'Bookings'** section and click on the **'View'** button in the list next to the booking you wish to see in more detail.

You'll be taken to that bookings page where you can see all the information relating to it.

How do I view the dates booked in my booking?

To view the dates booked in a booking, navigate to the '**Bookings**' section and click on the '**View**' button in the list next to the booking you wish to see in more detail.

Here you can see all the dates booked within the booking as well as their status under the '**Dates Booked**' tab.

How do I view the payments made in my booking?

To view the payment made on a booking, navigate to the '**Bookings**' section and click on the '**View**' button in the list next to the booking you wish to see in more detail.

Here you can see all the payments made on the booking under the '**Payments Made**' tab.

How do I view the expected payments in my booking?

To view the expected payments on a booking, navigate to the '**Bookings**' section and click on the '**View**' button in the list next to the booking you wish to see in more detail.

Here you can see all the expected payments on the booking under the '**Expected Payments**' tab.

How can I amend my booking to add or cancel dates?

To amend your booking, navigate to the '**Bookings**' section and click on the '**View**' button in the list next to the booking you wish to amend.

You can add or cancel dates to a booking.

Adding Dates

- To add dates, select the add dates checkbox and enter the required fields, and click '**Check Availability**'.
- You will see a list of all dates within your search criteria and their booking availability.
- You can select/unselect whichever dates you wish to add and do the same for any extra-options the activity may have.
- Once you are happy with your selection, click the '**Add Dates**' button to add your selected dates to your booking.

Cancelling Dates

- To cancel dates, select the cancel dates checkbox and enter the required fields, and click '**View Dates**'.
- You will see a list of all dates within your search criteria.
- You can select/unselect whichever dates you wish to cancel.

Once you are happy with your selection, click the '**Cancel Dates**' button to cancel your selected dates from your booking.

 No refund is given for cancelled dates.

How do I view invoices or credit notes in my booking?

To view invoices/credit notes for a booking, navigate to the **'Bookings'** section and click on the **'View'** button in the list next to the booking you wish to see in more detail.

Here you can see all the invoices/credit notes for the booking under the **'Invoices/Credit Notes'** tab.

HELP WITH MY ACCOUNT

How do I view and update my account?

Navigate to the **'Account'** section.

Here you'll be able to view all your account information as well as view your saved cards, statements, obtain payment proof, and add additional account holders.

You will not be able to update any account details (email address, address, phone number) directly. Please do reach out to the school if you need any changes making.

How do I delete my account?

To delete your account, navigate to the **'Account'** section and click the **'Edit account details'** button.

Here, you'll see a **'Delete Account'** button in the Right to be Forgotten section. This will send a request to Connections Club admin to delete your account.

How do I view the Connections Club T&Cs and Privacy Policy?

To view the Connections Club T&Cs and Privacy Policy, navigate to the **'Account'** section. In the **'Preferences & T&Cs'** section you will see a hyperlink to open the T&Cs and Privacy Policy.

Click on the hyperlink to open and view the relevant file.

How do I connect my HMRC Tax-Free Childcare account with Connections Club booking system?

To connect your HMRC Tax-Free Childcare account with the Connections Club booking system, navigate to the **'Account'** section and find the HMRC card under the **'Account Details'** tab.

If you aren't already connected, you'll see a button to connect your account. Click on this button, where you will be redirected to the HMRC Tax-Free Childcare GOV.UK portal, and follow the steps to link your account. Once completed you will be returned to the booking system.

Once connected, you'll be able to see a breakdown of your Tax-Free Childcare account balance, the date and time you last connected your account, and an option to top-up and reload your balance.

How do I top up my Tax-Free Childcare account from Connections Club booking system?

To top up your Tax-Free Childcare account from Connections Club booking system, navigate to the **'Account'** section and find the HMRC card under the **'Account Details'** tab.

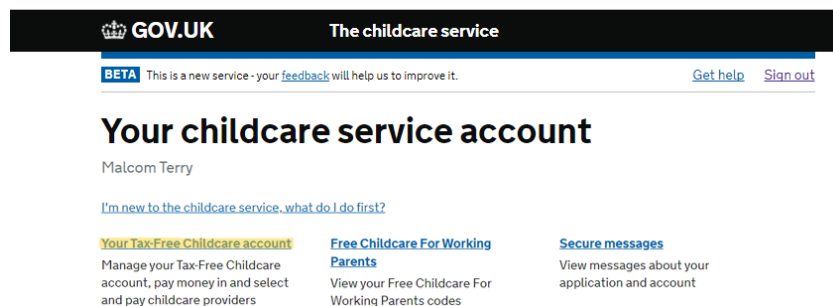
If you haven't already connected your HMRC Tax-Free Childcare account with Connections Club, you'll have to do this first.

Once connected, you'll see a **'Top-up'** button, click this and you will be redirected to the HMRC Tax-Free Childcare GOV.UK portal where you can top-up your account.

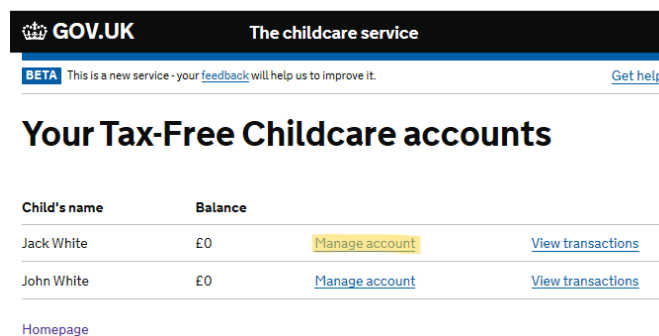
How do I link my Connections Club to my Tax-Free Childcare account?

Navigate to your Tax-Free Childcare account, [click here to sign in](#)

1. Click on the **'Your Tax-Free Childcare account'** link pictured in the image below



2. Click to manage the child account that you need to link the Connections Club to



3. Click on **'Add Childcare Provider'** button at the bottom of the page
4. Search for the Connections Club by using one of the following options:-

Post Code: KT2 7DD
Ofsted Number: 102567
School name: Coombe Hill Infant's School

You can find these details on your account by going to **'Account'** -> clicking the **'Centres'** tab. Here you will see the relevant information in the **'Tax-Free Childcare Info'** column.

5. Select provider from the list and click **'Continue'**

6. If you have more than one child on your Tax-Free Childcare account, you can choose to also link the selected provider to their account. Once finished, click '**Continue**'.

The provider should now be linked to your child's Tax-Free Childcare account. You can confirm this by checking the 'Your Childcare Providers' section of your child's account and making sure the providers name is in your list.

Your childcare providers

Any payments you make will be sent to your childcare provider's bank account. You should let them know that the reference they'll see is JWHI78906TFC.

Childcare providers		Payment amount	Frequency	Manage payments	
Day Care Nursery	Remove	10.00	Monthly From 23 August 2020	Change or cancel payment	Set up new payment
HM Revenue and Customs	Remove			Set up new payment	

What are saved cards?

When you pay for a booking with a card instalment plan, the card details you enter at checkout for the initial payment are saved for future instalment plan payments on that booking.

The '**Saved Cards**' tab in the '**Account**' section shows you all the cards you have saved on your account that are linked to active instalment plans.

How do I get payment proof?

To obtain payment proof of fees, navigate to the 'Account' section and click on the '**Payment Proof**' tab.

Here you'll be able to filter what transactions you are looking/need payment proof for. Fill out the required fields and click '**View Statement**' to see a list of all transactions matching your search criteria.

You can download your payment proof statement by clicking the '**Download**' button.

What are additional account holders?

Additional account holders are individuals you give access to your account and children, so they can make bookings and payments.

Additional account holders won't be able to see or have access to your bookings unless they are granted full access.

HELP WITH MY CHILDREN

How do I add a child to my account?

As your account is integrated with your school's MIS data, your children will be added automatically to your account. If you do not see your child(ren) please do reach out to connectionsclub@coombehill.org.uk

How do I view my child's details?

Navigate to the '**Children**' section and click on the child you would like to view. If there are no children on your account, you'll have to add one.

You'll be able to view all your child's details here—click on the different tabs to view a section.

How do I update my child's details?

You will not be able to update your child's details directly as your account is integrated with Arbor the school's MIS system. Any amendments made to your child's school record via Arbor will be updated on the Connections Club booking system as applicable.