

Ho to Set Up Your GoCardless Direct Debit Mandate

Parents are required to setup GoCardless Direct Debit (DD) for their CONTRACT bookings. Failure to do so, may result in cancelled bookings.

Before a payment can be taken for a using Direct Debit, you will need to set up a Direct Debit mandate with us using our partner GoCardless. This involves you supplying your bank account details and agreeing that we can take money from this account to pay for the bookings.

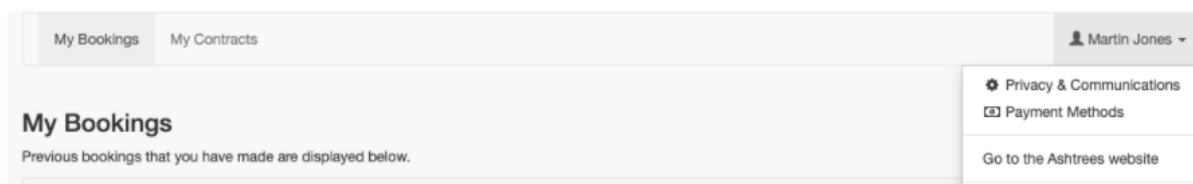
A Direct Debit mandate can be setup in 2 places

1. From your dashboard in Kids Club HQ
2. When choosing how to pay at the end of a booking

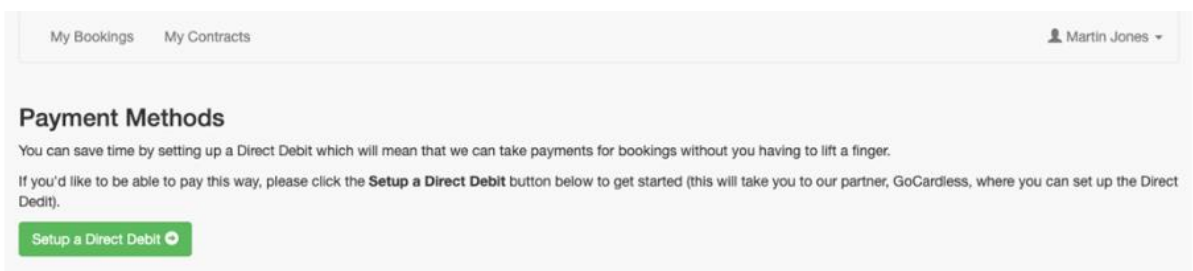
Setting up a mandate from your dashboard in Kids Club HQ

You must log in to the Kids Club HQ booking system.

Once logged in and on the main page which shows historical bookings, you click on their name (top right) then click **Payment Methods**:




In the view that is shown, you will see an introductory message and a button to set up a Direct Debit mandate:



You click **Setup a Direct Debit** to start the process of setting up a Direct Debit mandate using GoCardless.

There will be a few screens where you need to provide bank account details and confirm that you want to set up the Direct Debit mandate. The process will look like this:


Set up a Direct Debit with The Gap Club Ltd

Automatic booking payments to The Gap Club Ltd by Direct Debit

Country
United Kingdom

First name Last name
demo demo

[Click here to use a company name](#)

Your sort code Your account number
[redacted] [redacted]

[Click here to enter IBAN](#)

Billing address line 1
demo

Billing address line 2
[redacted]


Town or City Post code
[redacted] [redacted]

[Click here to find your address](#)

Email
demo@tehgapclub.com

More than one person is required to authorise Direct Debits

[Set up Direct Debit](#)


Check your details are correct

Account holder name
D DEMO

Customer or company name
DEMO DEMO

Your sort code Your account number
[redacted] [redacted]

[Change](#)

[Confirm](#)

[View your Direct Debit instruction](#)

GoCardless will appear on your bank statement.

Once you have confirmed the details and the Direct Debit mandate is set up, you will be redirected back to Kids Club HQ where you will see the mandate listed in your payment options screen with a status of **pending_submission**

08/07/2021

pending_submission (The mandate has not yet been submitted to the customer's bank.)

[Cancel...](#)

Your Direct Debit will be used to pay for your regular sessions when the bills are sent out and will be available to pay for any ad-hoc sessions that you may book.

Booking system provided for The Gap Club Ltd by Kids Club HQ.
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Data Protection

Please note that your personal details and those of your child(ren) or child(ren) you care for supplied during the booking process will be held and/or computerised by Kids Club HQ and The Gap Club Ltd for the purposes of processing your booking. Your personal details will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes. Joined-up Solutions Ltd (trading as Kids Club HQ) are registered with the Data Protection Act 1998 under the number ZA159194.

[Privacy Policy / Terms](#)

Version: 0.0.89

You can view the status of the mandate at any time by accessing this screen.

NOTE: Having a Direct Debit mandate is **MANDATORY** for contract bookings. Therefore you should not cancel the DD without firstly agreeing contract cancellation as per the Terms and Conditions. Cancelling a DD Mandate does not automatically cancel your contract agreement and payment obligations.

Payment by Direct Debit for a contract booking

For your contract bookings you will be automatically invoiced/billed for your child's sessions.

Once a Direct Debit mandate is setup, this will be used to take payment for the contract booking automatically, which will typically be 3 days after the invoice has been generated.

When you receive your contract invoice email it will note that payment for the booking will be taken on a particular date. Similar to this:

The screenshot shows an email from The Gap Club Ltd. The email content is as follows:

Dear [REDACTED]

The Gap Club Ltd is charging you £52.00 for Booking with The Gap Club Ltd made on 26 Apr 21 for Kings Court First School (Old Windsor, SL4 2NE): After School Club - Summer term 1 2021.

To confirm, the amount above is "52 Pounds".

We will debit your bank account *****(REDACTED) (MODULR FS LIMITED) by Direct Debit on or shortly after **April 29, 2021**.

This payment will appear on your bank statement as **GoCardless, ref: THEGAPCLUBL** (REDACTED).

We will notify you via email at least 3 working days in advance of any changes to your payment date or amount.

[Interested in using Direct Debit to take payments for your business? Contact our team to find out more.](#)

office@thegapclub.com | +44 1753 251077

You have the right to cancel your Direct Debit at any time.
[View the Direct Debit Guarantee.](#)

Read the updated GoCardless [Privacy Notice](#) to learn more about how we use personal data.

The invoice details can be found by logging in to KCHQ, where the booking invoice PDF can be downloaded, similar to:

26 April 2021 - Kings Court First School (Old Windsor, SL4 2NE): A...	Paid £52.00	Download PDF
27 March 2021 - Kings Court First School (Old Windsor, SL4 2NE): A...	Paid £26.00	Download PDF

The invoice download will have line items relating to the invoice, similar to below and marked asx Paid once payment collected.

Date	Club	Child	Session	Extra(s)	Price
7 May 21	Kings Court First School (Old Windsor, SL4 2NE): After School Club		15:00 - 17:30		£13.00
14 May 21	Kings Court First School (Old Windsor, SL4 2NE): After School Club		15:00 - 17:30		£13.00
21 May 21	Kings Court First School (Old Windsor, SL4 2NE): After School Club		15:00 - 17:30		£13.00
28 May 21	Kings Court First School (Old Windsor, SL4 2NE): After School Club		15:00 - 17:30		£13.00
Grand Total:					£52.00
Outstanding:					£0.00