



BROOK INFANT SCHOOL

Brook Infant School Club Booking System Guidance Notes

Welcome to the Brook Infant School's online booking system for Breakfast and After School Clubs. We really hope that you enjoy using this system. If you have any questions about the system please email brookclubbookings@brookinfant.school. Please be aware that this system is only for School children from Reception to Year 6.

If you have a Nursery child please contact brookclubbookings@brookinfant.school as they are registered via a different system because of the difference in funding.

1. Registering on the system

First, you will need to register yourself as a user on the new online booking system via <https://brook.childcare-online-booking.co.uk/>

The screenshot shows the Brook Infant School Childcare Online Booking (CoB) system interface. At the top, it says 'Brook Infant School' and 'Childcare Online Booking (CoB) system'. Below this is a green banner with the text 'Parent and carers childcare booking system'. The main heading is 'Childcare Online Booking (CoB) system for Brook Infant School'. Below this, it states 'Parents and primary carers can register or log in to access the online booking system for all clubs.' and 'For all other enquiries please contact Brook Infant School on 01293 886521 or email brookclubbookings@brook-inf-sussex.sch.uk'.

There are two main sections: 'Log in' and 'Register'.

Log in: This section asks the user to enter their username and password. It includes a 'Log in' button and a 'Forgot' button.

Register: This section asks the user to complete the registration form. It includes fields for First Name, Surname, Email address, Secondary email address (optional), Telephone no. (Primary), and Telephone no. (Secondary). It also includes a 'Next' button.

Once you have registered as a user you will receive an email with your login/password details, although the system does log you in automatically.

2. Completing your details

Click on Edit under Account Details and enter your home address - PLEASE MAKE SURE YOU CHANGE YOUR PASSWORD TO SOMETHING MEMORABLE AT THIS POINT - THE PASSWORD WILL NEED TO BE 8 CHARACTERS LONG HAVE 1 NUMBER, 1 LOWERCASE AND 1 UPPERCASE. Users who have not done this are then unable to log back in to their accounts.

The screenshot shows the 'Childcare Online Booking (CoB) system' dashboard. The top navigation bar includes links for Home, Booking, Trips, Summary, Statement, and Log off. The main content area is divided into three sections: 'Your dashboard', 'Bookings', and 'User account details'. The 'Bookings' section shows a table with columns for Date, Session, Time, and Child, with a 'Book now!' button. The 'User account details' section contains fields for Name, Telephone no., Email, and a green 'Edit' button. An arrow points from the text above to the 'Edit' button. The 'Account statement' section shows the current balance and a 'view statement' link. The 'Emergency contacts' section is partially visible at the bottom.

Childcare Online Booking (CoB) system

Home Booking Trips Summary Statement Log off

Your dashboard

Welcome to your dashboard, which provides an overview of the information held on Childcare Online Booking (CoB) system and any activities (sessions and trips) you have previously booked for your child / children.

Bookings

The following list is a summary of the sessions booked for your child / children over the next fortnight, with the option to add further bookings, using the "Book Now!" button.

Date	Session	Time	Child
No records found			

Book now!

User account details

It is very important we have up to date details for you in case of an emergency. Please click "Edit" below and ensure all details are correct before attempting to make any any booking(s).

Name: Mark Butcher

Telephone no. 074

(home):

Email: 10t

It is essential that y Press below is correct. Your user account details and ensure this is his address. If you have checked the e-mail address and you are still not receiving e-mails, ensure you have added "brookclubbookings@brook.w-sussex.sch.uk" to your e-mail spam filter's whitelist.

Edit

Account statement

Current balance: £-124.00 [view statement](#)

Please note: the amount due is made up of payments, fees and bookings; including bookings on account. If your balance is in debit, it will be based on any outstanding fees on your account, unpaid bookings (where we are waiting for voucher payments, etc). If your account is in credit, it will match the amount of the current credit on your account.

Emergency contacts

The following list represents the emergency contacts that can be assigned to child

Please note: The system will not let you make any bookings until the registration process is complete - this means that there is full and up to date information on the system, including parent contacts, addresses and all child information including medical, allergies etc.

3. Emergency Contacts

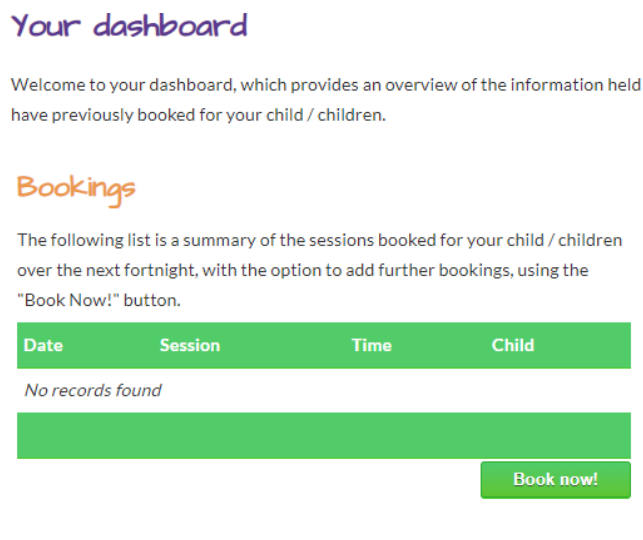
Please ensure you have completed all emergency contacts for both parents/carers as well as two additional contacts in the event that we can't contact parents - you will not be able to make any bookings unless you have two emergency contacts registered.

4. Registering your child (adding additional children to your account)

All children that are attending the clubs - Breakfast, After School and Holiday Clubs will need to be registered in order to make bookings for them - this is under section 'Child/children details'. Please click on 'Add New' and add each child separately. There are a series of consent questions at the end of this section for each child e.g. do you agree to emergency medical treatment etc. Each question is mandatory and unfortunately if not completed, the system will not allow you to make bookings.

5. How to book your sessions for your child(ren)

To book your children onto the new booking system click on Booking on the menu bar at the top of the page or scroll down to Bookings and click on Book Now!



First, click on **Child** and choose your child's name or if more than one child registered you can choose Both or All children - this means you can book more than one child at a time.

The **Location** is Brook Infant School.

Club - Once the Brook Infant School has been selected as the location, please then select whether you want to make bookings in the Breakfast or After School Club. Please note, you have to book into each club separately although you can chose dates for one club and 'Add to basket' then chose 'Return to bookings' and then add more dates from the other club before you then go to 'Checkout'.

You can then choose the half term period for bookings. ***Please note that two weeks into each half term we will release the next half term dates to allow you to book in advance. We will send out a notification when the dates are released.***

Below is a screen shot of the bookings. When you have sessions booked already it stamps the word BOOKED across the date, when the session is full there will be a no entry sign across the date.

Bookings

Activities (sessions)

Child/Children:

Location:

Brook Infant School ▼

Club:

After School Club ▼

Term / Holiday:

Autumn Term 2019 - First half (02-09-2019 to 25-10-2019) ▼

Week commencing: 2nd September

Add to basket

Session	Mon 2nd	Tue 3rd	Wed 4th	Thur 5th	Fri 6th
ASC until 5pm (no dinner included) 15:00 - 17:00			15:00 - 17:00	15:00 - 17:00	15:00 - 17:00
ASC until 6pm (includes dinner) 15:00 - 18:00			15:00 - 18:00	15:00 - 18:00	15:00 - 18:00

Click on the session(s) you would like to book. And then click on 'Add to Basket'.

If you have booked sessions in BFC and then wish to book further sessions in ASC then 'Add to basket' and then choose 'Return to Bookings'. Once you had added all of your sessions you can then go to the basket.

Account Credits

You do not have any credits against your account currently.

Pay Via Paypal

Click the button below to pay via the PayPal system with either a credit or debit card, or with your PayPal account. When successful you will be shown a confirmation screen. Please do not close or navigate away until you have seen the confirmation.

PayPal Checkout
The safer, easier way to pay

Other Payment Options

One or more of the sessions chosen cannot be paid via 'On Account'

Payment method:

Please select payment method

- Cash
- Childcare Vouchers
- Direct Bank Payment
- Generic Payment
- Post Payment (childcare vouchers, cash)

© 2019 Ammer Software Ltd. All Rights Reserved. 2-2 Station Yard, Ashburton, Devon TQ12 7EP. The Brook Infant After School Club or Brook Infant Club is a limited company.

You can then choose your payment options from the dropdown box.

Once you have selected your method of payment you will then need to make that payment. We encourage you to make the payment by PayPal as this payment is then automatically reconciled onto your account.

Please note other payment methods can take up to 10 working days to show on your account.

Other methods of payment available are:

- Cash - can be dropped into the school office and a receipt will be provided;
- Childcare Vouchers - you will need to contact your childcare company to authorise payment to be transferred to us.
- Bank Transfer - you will need to arrange the payment to be made from your bank directly. Payment can't be sent through the Online Booking System

- Government Tax Free Childcare - please ensure you have let brookclubbookings@brookinfant.school know what your reference code is so that the payment can be match up to your account.

Once you have chosen your selected payment method you will receive a confirmation email.

6. Reviewing your booked sessions

You can check which sessions you have booked by clicking on the Booked menu option. This is where you can cancel bookings and claim credits if sessions are cancelled in the cancellation timeframe. Please see Cancellations below for more information.

7. Credits

If you book and have paid for a session(s) but then don't require that session you can cancel them via Booked on the main menu this will credit your account if cancelled in the required cancellation timeframe. The credit can be used for future bookings.

8. Cancellations

Please note if you cancel a session you will not be able to rebook this via the system. We are able to release this date for you so please call us on 01293 886521 and we will release this date for you.

Please note we have different cancellation deadlines for all clubs:

Breakfast Club - 9am the day* before the booking
After School Club - 7pm 14 days* before the booking

*Day/Days - this includes every day - weekend and working days.

This will mean that cancellations need to be before the above deadlines in order to receive a credit (if payment has been received for those sessions) or a reduction in the outstanding balance (if payment has not been received). Cancellations after these deadlines can be made but no refund can be given. These deadlines are in place as we have to order food and arrange staffing in advance.

We really hope this guide has been useful and that you have enjoyed using this new system. Please get in touch with us on brookclubbookings@brookinfant.school if you have any questions. Thank you.