

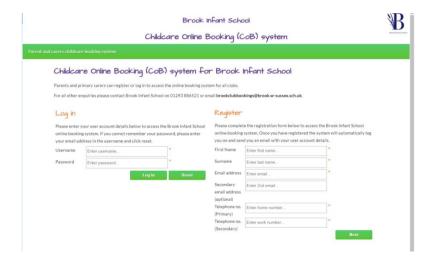
BROOK INFANT SCHOOL

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. Thank you.

1. Registering on the system

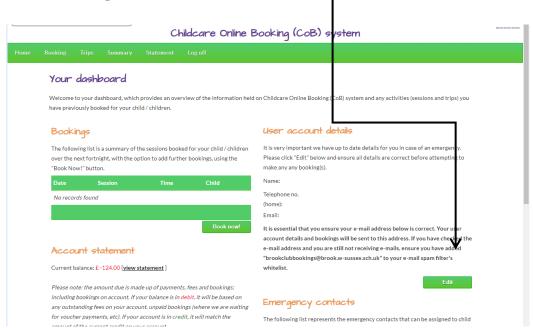
First, you will need to register yourself as a user on the new online booking system via https://brook.childcare-online-booking.co.uk/



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.



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.

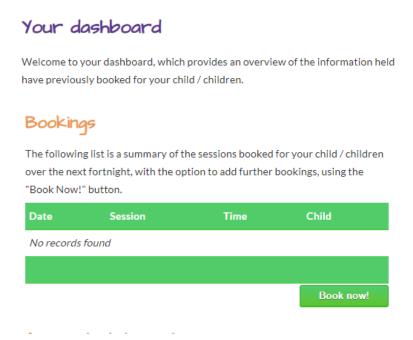
4. Registering your child (adding additional children to your account)

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!



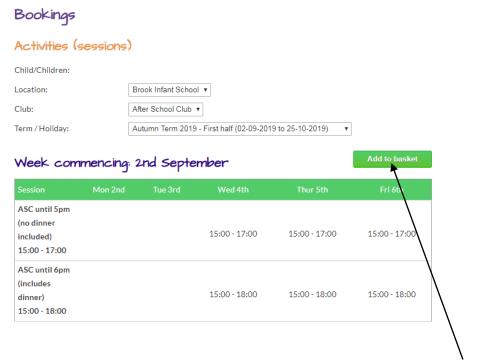
First, click on <u>Child</u> and choose your child's name or if more than one child registered you can choose Both or All children - this means you can book more than one child at a time.

The Location is Brook Infant School.

<u>Club</u> - Once the Brook Infant School has been selected as the location, please then select whether you want to make bookings in the Breakfast, After School or Holiday 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'.

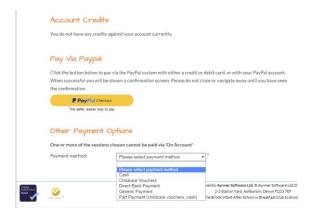
You can then choose the half term period for bookings. Please note that two weeks into each half term we will release the next half term dates to allow you to book in advance. We will send out a notification when the dates are released.

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.



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 or Holiday Club 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.



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 (rather than childcare vouchers, government tax- free childcare, cash or bank transfer) as this payment is then automatically reconciled onto your account. Please note other payment methods may take up to 10 working days to show on your account. So, if you are unable to use PayPal - cash can be dropped into the school office, you will need to contact your childcare company to authorise vouchers or you will need to contact your bank to make a direct bank payment. Once you have chosen your selected payment method you will receive a confirmation email.

After you have selected your payment type, a payment reference box will appear - please type your child's name as a reference in here. This should also be the same reference as the reference used when making any direct bank payments.

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. Theses 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.