Kickstart

Making an Ad-hoc Booking
A Parents' Guide for the Kids Club HQ Booking System

This guide is an introduction on how to make an ad-hoc booking with the system. Before we get started, it's important to understand the two different types of bookings that Kids Club HQ provides:

- **Contracted**: If your children attend one of Kickstart clubs on a regular basis, i.e. same times on the same days every week, you probably have contracted sessions.
- **Ad-hoc**: If you book your children in as and when you need sessions, you probably make ad-hoc bookings.

This document covers **ad-hoc** bookings. If you would like to request a contract (regular days each month), please click here to view the guide on requesting a contract.

Registering

If you haven't already registered, you will need to do this the first time you need to book.

To register, you can click on this link - a new tab or window will open so that this guide is still available.

When the page loads, there will be a login form shown. Since you do not yet have a login account, click the link labelled '**Not got a login yet? Register Here**' below the log in form.

Please fill in the registration form, ensuring you use a password that is secure and that you will remember, then click the **Register** button:

Congratulations! You have just registered your login details.

Logging in

Once you have registered, you will be able to log in by clicking here - a new tab or window will open so that this guide is still available.

When the page loads, you will see the login form. Please supply the email address and password you registered with then click the **Login** button:

Making an ad-hoc booking

From the **My Bookings** tab, click on the **Start a New Booking...** button and you will be able to select which club to start a booking for:

The steps involved in making an ad-hoc booking are:

1. Add the children that you would like to book in
2. Choose the days and sessions that you would like the children to attend
3. Add contacts and collection passwords
4. Supply medical information
5. Agree to terms and conditions and select consents
6. Choose how you will pay for the booking

This looks like quite a few steps but it's very easy to go through and once you have done this once, the details are automatically populated for future bookings. You will only need to make changes if the details previously supplied change.

Step 1: Add the children that you would like to book in

The first step in the process is to add your children to the system. You will initially see a form to complete for your first child like this:

Fill in the name and date of birth for your child then click the **Change...** button to the right of the address field. This will show you a form where you should add the address for the child you are adding:

Click **Save Address** to save the address for the child.

Once the child's details have been specified, click **Save**.

You will then see a list of children with just this child in it and a tick to the left to indicate that this child is selected for the booking:

If you would like to add more children, click the **Add Child** button and go through the above process for each child you would like to add.

Once all the children you would like to include in the booking have been added, click **Next** to go to the next step.

Step 2: Choose the days and sessions that you would like the children to attend

The next step is to choose the sessions for the days that you would like your child(ren) to attend the club. You will see a page similar to the following:

For each day you would like your child to attend the club, click the button to show the available sessions for that day. This will show you a list of sessions like this (the sessions for the club you are booking may be different to those shown here):

Select the session you would like your child to attend and then click **OK**.

If you are requesting a booking for multiple children, add the sessions for the appropriate days for each child.

Once you have selected the days and sessions you require, the page will look something like this:

Once you have selected all the days/sessions you would like to book, click to continue to the next step.

Step 3. Add contacts and collection passwords

Parents, Carers and Emergency Contacts

When this page first shows, there are some warning messages in orange about missing information:

To fill in the missing information, click the **Edit** button to the right of the contact in the list. This will allow you to edit the details for this contact:

Please ensure that you populate the required details which include:

- Name
- At least one of: Phone, Work Phone, Mobile
- Select the child(ren) that this is a contact for, the relationship and which emergency contact they are

You will need to add several contacts as defined by the club you use (usually 2). You can add additional contacts by clicking the **Add A Contact...** button.

If you added a contact in error, you can remove them by clicking the **Remove** button to the right of the contacts name.

Child Collection Passwords

Some clubs have the option for you to specify a collection password for your child(ren). This password can be used by staff to help ensure that the person collecting your child is the person who should be collecting them as they must know the collection password.

If you would like to specify a collection password for your child(ren), select **Yes** to the right of the question, "Would you like to use a password for collection of your children?".

This will give you the option to add a password for each of your children:

Click the **Set a Collection Password** button to the right of the child's name to add a collection password:

Click **Set Collection Password** to save it. This will then show in the list like this:

To view the collection passwords for your children, click **Show Passwords**.

To change a collection password, click **Change...**.

Once the contacts and collection passwords (if necessary) have been set, click **Next** to go to the next step.

Step 4. Supply medical Information

In this step, you can add any medical conditions, dietary requirements and doctor information for your children:

Medical Information

If your child(ren) has any medical conditions or allergies, you can add them in this section.

Click the **Add Medical Condition or Allergy...** button to add information, this will show the following form:

Click the **Save** button to add the condition, a summary will then be shown in the list:

Dietary Requirements

If your child(ren) has any dietary requirements, select **Yes** to the right of the question “Does your child have any dietary requirements?”:

Click **Add Dietary Requirements...** to add dietary requirements:

Click **Save** and the requirement is added to the list:

Doctors

Doctor information for each of your children is required and can be added in the Doctors section:

Click on **Add Doctor** to add the details for a doctor and select which children the doctor is for.

Please note: if the doctor covers more than 1 of your children, please make sure that you select all children this doctor covers by ticking the box to the left of the child's name at the top of this form.

Click to add the doctor and a summary is shown in the list:

Once the medical information, dietary requirements and doctors have been added, click **Next** to go to the next step.

Step 5. Terms & conditions and other consents

There will usually be a set of terms and conditions that you must read and agree to before you complete your booking. These are shown at this stage.

There may also be some other consents that the club has which you can opt in or out of here.

Once you have agreed to the terms and conditions and any other consents, click **Next**.

Step 6: Select payment method

The final stage is to make payment for the upcoming sessions. To do this, click on the method of payment that you would like to use:

The actual payment methods that are available will depend on those that the club you use supports.

Click on the payment option that you would like to use and follow the instructions on screen to make your payment. Some examples are shown below:

Childcare Voucher

When you select to pay by Childcare Voucher, the list of providers that the club supports will be listed:

Select the Childcare Voucher provider that you intend to use and you will see any specific code or instruction that will help you to identify the club in the Childcare Voucher providers payment system.

Once you have selected the Childcare Voucher provider you use, please make sure you click the **Complete Booking** button. Otherwise, your booking will not be confirmed.

You should then make the payment required via the Childcare Voucher provider's payment system.

Bank Transfer

When you select to pay by Bank Transfer, the bank account details to make payment to are shown:

Please make sure you click the **Complete Booking** button. Otherwise, your booking will not be confirmed.

You should then make the payment required via your bank.

Booking system provided for Kickstart by Kids Club HQ

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