

Parents Guide - How to create an ad-hoc booking

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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 Alana Test Trial 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:

<https://kidsclubhq.freshdesk.com/en/support/solutions/articles/33000272896-parents-guide-how-to-request-a-contract> (<https://kidsclubhq.freshdesk.com/en/support/solutions/articles/33000272896-parents-guide-how-to-request-a-contract>).

Logging in

Once you have registered (guide here on how to register:

<https://kidsclubhq.freshdesk.com/support/solutions/articles/33000250896-guides-for-customers>) <https://kidsclubhq.freshdesk.com/en/support/solutions/articles/33000250896-parent-guide-how-to-sign-up> (<https://kidsclubhq.freshdesk.com/en/support/solutions/articles/33000250896-parent-guide-how-to-sign-up>)), you will be able to log in using the email address and password you registered with.

Login

E-Mail:

Password:

[Forgot Your Password?](#)

Not got a login yet? [Register Here](#)

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:

- Ashtrees Primary School - After School Club
- Ashtrees Primary School - Breakfast Club
- Ashtrees Primary School - Gymnastics
- Ashtrees Primary School - Holiday Camp

ub HQ.

Please note that your personal details and those of your ch

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:

Ashtrees Primary School: After School Club, Winter Term 1 2019

Please specify the details for the first child you would like to book for then click the 'Add Child' button to add them to this booking.

Full name (*):

Birth (*):

School (*):

School Year Group (*):

Address (*): 19 Test Road, Testerton, TE9 9ST

Do you have Parental Responsibility for Amber Stevens?: Yes No

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:

Please Supply an Address

You do not currently have an address recorded for you. Please add your address below.

Address 1 (*):

Address 2:

Town/City (*):

Post Code (*):

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:

Ashtrees Primary School: After School Club, Winter Term 1 2019

Please select the children you would like to book for.

You can add more children using the "Add Child" button or edit details using the "edit" button for the child

Name	Birth	
<input checked="" type="checkbox"/> Amber Stevens	17/11/2014	<input type="text" value="Edit..."/> <input type="text" value="X"/>

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:

Children / Session Selection

Ashtrees Primary School: After School Club, Winter Term 1 2019

£0.00


Offer Code:

Please add the details for the children you would like to book for on the left hand side. Click on the plus button (+) to choose the session you would like to book for each of the days you need

25th November 2019 – 29th November 2019

Child	Mon (25 Nov)	Tue (26 Nov)	Wed (27 Nov)	Thu (28 Nov)	Fri (29 Nov)
Amber Stevens <input type="text" value="Edit..."/>	Booking Closed	Booking Closed	<input type="button" value="+"/> 36 spaces left	<input type="button" value="+"/> 32 spaces left	<input type="button" value="+"/> 36 spaces left

2nd December 2019 – 6th December 2019

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):

Add Session for Wednesday 27th November 2019



Sessions for Wednesday 27th November 2019

15:15 - 17:00 (£8.00)

15:15 - 18:00 (£10.00)


Cancel

OK

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:



Ashtrees Wrap Around Care

Children / Session Selection

Ashtrees Primary School: After School Club, Winter Term 1 2019

£8.00

Offer Code: Apply

Please add the details for the children you would like to book for on the left hand side. Click on the plus button (+) to choose the session you would like to book for each of the days you need

25th November 2019 – 29th November 2019

Child	Mon <small>(25 Nov)</small>	Tue <small>(26 Nov)</small>	Wed <small>(27 Nov)</small>	Thu <small>(28 Nov)</small>	Fri <small>(29 Nov)</small>
Amber Stevens ✎ Edit...	Booking Closed	Booking Closed	15:15 - 17:00	+	+
				32 spaces left	36 spaces left

2nd December 2019 – 6th December 2019

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:

Ashtrees Wrap Around Care

[Children](#) / [Session Selection](#) / [Parents, Carers and Emergency contacts](#)

Ashtrees Primary School: After School Club, Winter Term 1 2019

Parents/Carers and Emergency Contacts

Person	Contact Details	For Children		
		Child	Relationship	Emergency Contact
Mary Stevens Missing information	mary@kidsclubhq.co.uk	Amber Stevens	Parent ✓ Has Parental Responsibility	1st Emergency Contact Edit...

[Add A Contact...](#)

Child Collection Passwords

Would you like to use a password for collection of your children? Yes No

[Back](#)
[Cancel & Go To Homepage](#)
[Next](#)

Some required information is missing, please check the information provided.

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:

Edit Contact ✕

Full name (*):

Email:

Address:

Please enter at least one phone number (*):

Phone:

Work Phone:

Mobile:

Relationship to Child

Please provide details on the relationship of this contact to the child and whether they are an emergency contact.

Child	Relationship	Is Emergency Contact
<input checked="" type="checkbox"/> Amber Stevens	<input type="text" value="Parent"/>	<input type="text" value="1st Emergency Contact"/>

Does Mary Stevens have parental responsibility for Amber Stevens? Yes No

[Cancel](#)
[Save](#)

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:

Child Collection Passwords

Would you like to use a password for collection of your children? Yes No

Please specify the collection password for your child below.

Collection passwords are used in the club when collecting children so that staff can verify you have permission to collect

Child	Collection Password
Amber Stevens	Set a collection password...

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

Set collection password for Amber Stevens ✕

Collection password (*):

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

Child Collection Passwords

Please specify the collection password for your child below.

Collection passwords are used in the club when collecting children so that staff can verify you have permission to collect

Child	Collection Password	Show Passwords
Amber Stevens	***** Change...	

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.



Ashtrees Wrap Around Care

[Children](#) / [Session Selection](#) / [Parents, Carers and Emergency contacts](#) / [Medical Information](#)

Ashtrees Primary School: After School Club, Winter Term 1 2019

Medical Information

Please add any medical conditions or allergies that we should be aware of for the children you are booking for

Amber Stevens

No medical conditions or allergies

[Add Medical Condition or Allergy...](#)

Dietary Requirements

Does your child have any dietary requirements? Yes No

Doctors

Please add the doctor(s) for the children you are booking for using the button below

[Add Doctor...](#)

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

Add Allergy, Medical Condition or Disability ✕

Allergy or condition (*):

Symptoms of the allergy or condition:

Treatment required (if applicable). Please list the names of any medication required:

Does your child require medication to be administered by our staff: Yes No

Does this condition restrict your child from any of our activities? Please list them if yes:

Cancel

Save

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

Medical Information

Please add any medical conditions or allergies that we should be aware of for the children you are booking for

Amber Stevens

Condition or allergy	Medication	Symptoms	Restrictions on activities
----------------------	------------	----------	----------------------------

Hayfeaver			
-----------	--	--	--

 Edit...

 Remove

[+ Add Medical Condition or Allergy...](#)

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?”:

Dietary Requirements

Does your child have any dietary requirements? Yes No

Please add the dietary requirements for your child below

Child	Dietary Requirements	
Amber Stevens	None	Add Dietary Requirements...

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

Set Dietary Requirement for Amber Stevens ✕

Dietary requirements (*):

Nut allergy

[Cancel](#) [Save](#)

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

Dietary Requirements

Does your child have any dietary requirements? Yes No

Please add the dietary requirements for your child below

Child	Dietary Requirements	
Amber Stevens	Nut allergy	Edit Dietary Requirements... Remove

Doctors

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

Doctors

Please add the doctor(s) for the children you are booking for using the button below

[Add Doctor...](#)

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

Add Doctor ✕

Name (*):

Phone (*):

Address 1 (*):

Address 2:

Town/City (*):

Post Code (*):

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:

Doctors		
Doctor		Actions
Dr Jenkins For children: Amber Stevens	07889887878 78 Whiteshort Lane, Testerton, TE77 8ST	<input type="button" value="Edit..."/> <input type="button" value="Remove..."/>

[+ Add Doctor...](#)

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.

Ashtrees Primary School: After School Club, Winter Term 1 2019

Consents

Terms & Conditions of Booking

- Condition 1
- Condition 2
- Condition 2
- Etc...

I agree to all the terms and conditions read above

We cannot process your booking unless you accept this condition.

There may be times when photographs are taken of children for publicity reasons or for evidence of their day. If you do not wish photographs to be taken of your child, please tick this box

I do not wish for my child to be included in photos

[Back](#) [Next](#)

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:

Ashtrees Primary School: After School Club, Winter Term 1 2019

Please choose your payment method

Bacs Direct Debit +

Pay for bookings directly from your bank account using GoCardless

Credit or Debit Card +

Childcare Voucher +

Bank Transfer +

Cheque +

Your Booking Summary

Date	Club(s)	Child(ren)	Session(s)	Extra(s)	Total
27/11/2019 (Wed)	Ashtrees Primary School: After School Club	Amber Stevens	15:15 - 17:00		£8.00
Grand Total:					£8.00
Amount to pay:					£8.00

Offer Code:

[Back](#)

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:

Ashtrees Primary School: After School Club, Winter Term 1 2019

Pay with Childcare Voucher

Please follow the steps below to complete this booking:

1. Select your Childcare Voucher provider in the dropdown list below to get our reference code
2. Make a note of the reference code/instructions for your Childcare Voucher provider
3. Click the Complete Booking button to confirm your booking
4. **You must then go to your Childcare Voucher provider to make the payment using the reference code/instructions provided**

Please be aware that your booking is not confirmed until we receive your payment from the Childcare Voucher provider.

Childcare Voucher provider:

- Allsave
- Care 4
- Computershare
- Edenred / Childcare Vouchers
- Fidelift
- Kiddivouchers
- RG childcare
- Sodexo

Your Booking Summary

Date	Club(s)	Child(ren)	Session(s)	Extra(s)	Total
27/11/2019 (Wed)	Ashtrees Primary School: After School Club	Amber Stevens	15:15 - 17:00		£8.00
Grand Total:					£8.00
Amount to pay:					£8.00

Offer Code:

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:

Ashtrees Primary School: After School Club, Winter Term 1 2019

Pay with Bank Transfer

When paying via bank transfer (BACS), please reference **child's surname**.

Bank Sort Code:

Bank Account Number:

Your Booking Summary

Date	Club(s)	Child(ren)	Session(s)	Extra(s)	Total
27/11/2019 (Wed)	Ashtrees Primary School: After School Club	Amber Stevens	15:15 - 17:00		£8.00
Grand Total:					£8.00
Amount to pay:					£8.00

Offer Code:

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.

A Alarna is the author of this solution article.