

Parents Guide - How to request a contract

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Requesting a Contract

A Parents' Guide for the Kids Club HQ Booking System

This guide is an introduction on how to request a contract 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 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 **requesting a contract** (regular days each month). If you would like to create an ad-hoc booking, please (<https://alanatesttrial.kidsclubhq.co.uk/#/ad-hoc-booking-guide>)click here -

<https://kidsclubhq.freshdesk.com/en/support/solutions/articles/33000272895-parents-guide-how-to-create-an-ad-hoc-booking> (<https://kidsclubhq.freshdesk.com/en/support/solutions/articles/33000272895-parents-guide-how-to-create-an-ad-hoc-booking>).

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/a/solutions/articles/33000250896>

(<https://kidsclubhq.freshdesk.com/a/solutions/articles/33000250896>)), 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](#)

Requesting a contract

There are several steps involved but it is quite a simple process and this document should help you to get through it in a breeze.

Once you have registered and logged in, you will see a page with 2 tabs in the top navigation:

- **My Bookings** and
- **My Contracts**.

Click on the **My Contracts** tab, as below:

[My Bookings](#) [My Contracts](#)

My Contracts

You have not yet requested a contract.

To start setting up your new contract, click the **Request a Contract** button and then select the club that you use from the list that appears.

The steps involved are:

1. Add your children
2. Choose your days and sessions
3. Add contacts and collection passwords
4. Medical information
5. Terms and conditions and consents

Step 1. Add your children

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="button" value="Edit..."/> <input type="button" 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 your days and sessions

You will see a page similar to the following:

Ashtrees Primary School: After School Club

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

	Mon	Tue	Wed	Thu	Fri
May Stevens <input type="button" value="Edit..."/>	<input data-bbox="587 481 619 526" type="button" value="+"/>	<input data-bbox="754 481 786 526" type="button" value="+"/>	<input data-bbox="922 481 954 526" type="button" value="+"/>	<input data-bbox="1090 481 1121 526" type="button" value="+"/>	<input data-bbox="1257 481 1289 526" type="button" value="+"/>

When would you like your child to start at the club?:

27 Nov 2019

Please select at least one session before continuing.

For each day you would like your child to attend the club, click the + button to show the available sessions for that day. If there is only 1 session available that day, it will be selected by default.

If you are requesting a contract 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 Primary School: After School Club

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

	Mon	Tue	Wed	Thu	Fri
May Stevens <input type="button" value="Edit..."/>	<input data-bbox="587 1249 619 1294" type="button" value="+"/>	<input checked="" data-bbox="722 1249 754 1294" type="button" value="+"/> 15:15 - 18:00 (£10.00)	<input data-bbox="922 1249 954 1294" type="button" value="+"/>	<input checked="" data-bbox="1058 1249 1090 1294" type="button" value="+"/> 15:15 - 17:00 (£8.00)	<input data-bbox="1257 1249 1289 1294" type="button" value="+"/>

When would you like your child to start at the club?:

27 Nov 2019

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 (*): <input type="text" value="Mary Stevens"/>	Please enter at least one phone number (*):
Email: <input type="text" value="mary@kidsclubhq.co.uk"/>	Phone: <input type="text" value="07111000999"/>
Address: 19 Test Road, Testerton, TE9 9ST ✉ Change...	Work Phone: <input type="text"/>
	Mobile: <input type="text"/>

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	Edit... 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.

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

The End.

That's it!

The contract request has now been sent to the club administrators. They will review your request and notify you when it has been approved.

A Alarna is the author of this solution article.