Parents' Guide for the Kids Club HQ Booking System – Ad-hoc bookings

The Dell are working with Kids Club HQ to provide you with a new booking system for their clubs.

This guide is an introduction on how to get going with the system when it goes live.

We're sure you're going to love the new system which will save you loads of time making new bookings.

- Only add your information and the information for your children once
- Automatically receive emails listing the days and sessions your children are booked in for
- Log in to view all your previous bookings
- Available from any computer with internet access

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 The Dell 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.

Registering

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

Please note, if you have contracted clubs with The Dell, your account will have already been set up for you so you don't need to register.

To register, you can go to the following link:

https://thedellhertford.kidsclubhq.co.uk/rdr?u=home

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:

Please use the form below to create your account.

Registration

Full name:

E-Mail:

Password:

✔ Register

Already registered? Log In Here

Congratulations! You have just registered your login details.

Logging in

Once you have registered, you will be able to log in by going to the following link:

https://thedellhertford.kidsclubhq.co.uk/rdr?u=home

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:

Login

E-Mail:

Password:

✔ Login

Forgot Your Password?

Not got a login yet? Register Here

Making an ad-hoc booking

To make an ad-hoc booking, login at the following link:

https://thedellhertford.kidsclubhq.co.uk/rdr?u=home

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.

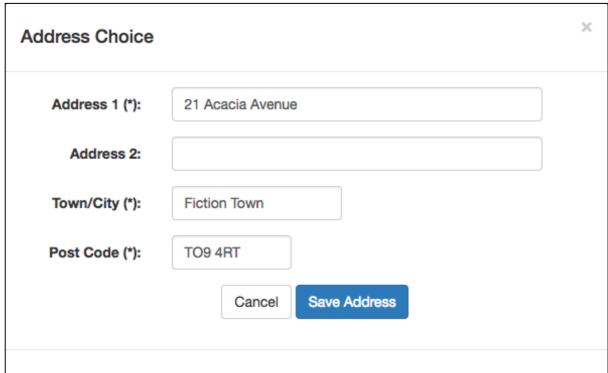## Step 1: Add the children that you would like to book in

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 . This will show you a form where you should add the address for the child you are adding:

Click to save the address for the child.

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

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 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):

Add Session for Wednesday 5th April 2017

Sessions
- ● 15:00 - 18:00 (£10.50)

Full week bookings
- ○ 15:00 - 18:00 (£52.50)

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:

🛒 £21.00

3rd Apr 2017 – 7th Apr 2017

Child		Mon	Tue	Wed	Thu	Fri
Jack Jones	✏ Edit	Booking Closed	Booking Closed	✅ 15:00 - 18:00	➕ 30 spaces left	✅ 15:00 - 18:00

Book ➕

Once you have selected all the days/sessions you would like to book, click **Book ➕** to continue to the next step.
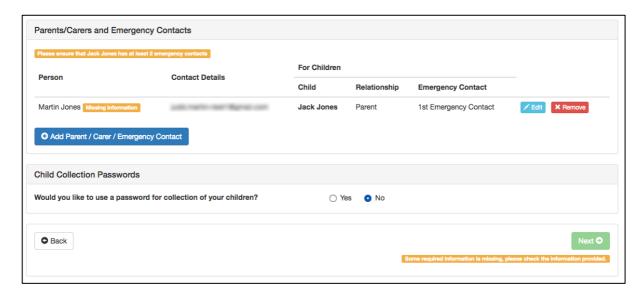
Step 3. Add contacts and collection passwords

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 3). You can add additional contacts by clicking the button.

If you added a contact in error, you can remove them by clicking the 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 button to the right of the child's name to add a collection password:

Click to save it. This will then show in the list like this:

Child Collection Passwords

Please specify the collection password for your child below

Child	Collection Password	👁 Show Passwords
Jack Jones	******* 🖊 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, Special Educational Needs (SEN) 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.

Medical Information

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

Jack Jones

No medical conditions, allergies or disabilities

❑ Add Medical Condition, Allergy or Disability

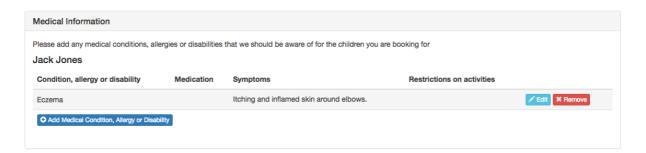Click the ❑ **Add Medical Condition, Allergy or Disability** button to add information, this will show the following form:

Edit Allergy, Medical Condition or Disability

Allergy, disability or condition (*):

Eczema

Symptoms of the allergy or condition:

Itching and inflamed skin around elbows.

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, allergies or disabilities that we should be aware of for the children you are booking for

Jack Jones

Condition, allergy or disability	Medication	Symptoms	Restrictions on activities	
Eczema		Itching and inflamed skin around elbows.		Edit Remove

Add Medical Condition, Allergy or Disability

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?":
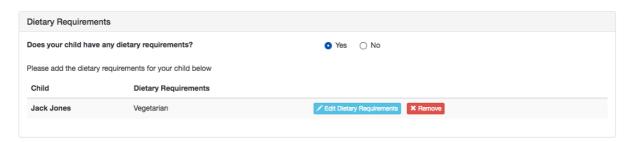
Dietary Requirements

Does your child have any dietary requirements?   ● Yes   ○ No

Please add the dietary requirements for your child below

Child	Dietary Requirements	
Jack Jones	None	⊕ Add Dietary Requirements

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

Set Dietary Requirements for Jack Jones   ✕

Dietary requirements (*):

Vegetarian

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

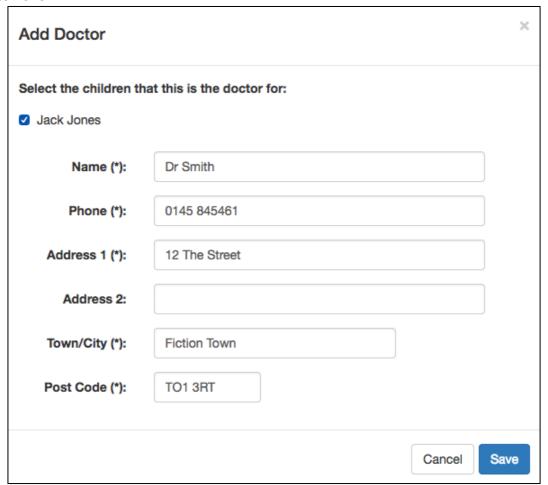| Child	Dietary Requirements		
Jack Jones	Vegetarian	✎ Edit Dietary Requirements	✖ Remove

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 ✕

Select the children that this is the doctor for:

☑ Jack Jones

Name (*):	Dr Smith
Phone (*):	0145 845461
Address 1 (*):	12 The Street
Address 2:	
Town/City (*):	Fiction Town
Post Code (*):	TO1 3RT

Cancel **Save**

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.

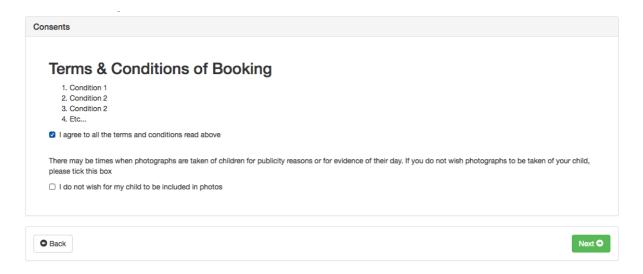Click **Save** to add the doctor and a summary is shown in the list:

Doctors		
Doctor		**Actions**
Dr Smith For children: Jack Jones	0145 845461	✏ 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.

Consents
Terms & Conditions of Booking 1. Condition 1 2. Condition 2 3. Condition 2 4. Etc... ☑ I agree to all the terms and conditions read above 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:
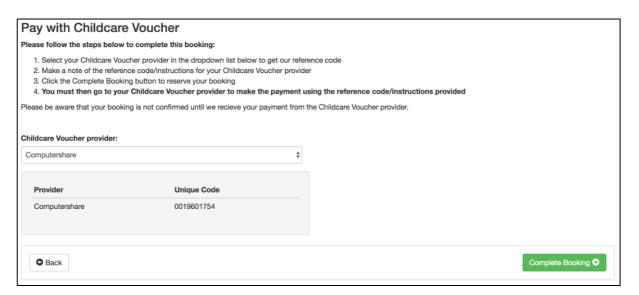
Please choose your payment method
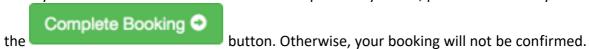
Credit or Debit Card ➡️

Childcare Voucher ➡️

Bank Transfer ➡️

Credit or Debit Card

If your club supports payment by credit or debit card, click this option and follow the instructions.

Childcare Voucher

When you select to pay by Childcare Voucher, the list of providers that

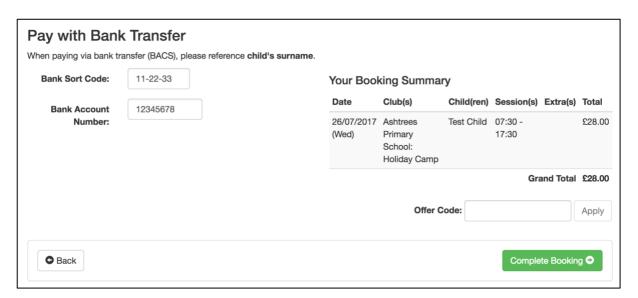Once you have selected the Childcare Voucher provider you use, please make sure you click the **Complete Booking ➡️** button. Otherwise, your booking will not be confirmed.

Bank Transfer

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

Pay with Bank Transfer

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

Bank Sort Code:	11-22-33
Bank Account Number:	12345678

Your Booking Summary

Date	Club(s)	Child(ren)	Session(s)	Extra(s)	Total
26/07/2017 (Wed)	Ashtrees Primary School: Holiday Camp	Test Child	07:30 - 17:30		£28.00
				Grand Total	**£28.00**

Offer Code: [   ] Apply

⊖ Back

Complete Booking ➜

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