



The Brook School Club Booking System Guidance Notes

Welcome to The Brook School's new online booking system for Breakfast, After School and Holiday Clubs. We really hope that you enjoy using this system. If you have any questions about the system please email brookclubbookings@brook.w-sussex.sch.uk. 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/>

The Brook School
Childcare online Booking (CoB) system

Parent and carers childcare booking system

Childcare online Booking (CoB) system for The Brook School

Parents and primary carers can register or log in to access the online booking system for all Clubs.
For all other enquiries please contact The Brook School on 01293 886521 or email brookclubbookings@brook.w-sussex.sch.uk.

Log In

Please enter your user account details below to access the The Brook School online booking system. If you cannot remember your password, please enter your email address in the username and click reset.

Username

Password

Register

Please complete the registration form below to access the The Brook School online booking system. Once you have registered the system will automatically log you on and send you an email with your user account details.

First Name

Surname

Email address

Secondary email address

(optional)

Telephone no. (Primary)

Telephone no. (Secondary)

Designed and developed by Ajmer Software Ltd
38 Four Brooks Business Park, Cane, Withshire SN11 9PP

Please direct any queries relating to The Brook After School or After School Clubs to brookclubbookings@brook.w-sussex.sch.uk and Breakfast Clubs to brookbreakfast@brook.w-sussex.sch.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 have had problems logging back in.

The Brook School
Childcare online Booking (CoB) system

Home Booking Trip Overview Basket Booked Log off

Online booking system for The Brook School dashboard

Welcome to The Brook School dashboard. The dashboard provides an overview of the information held on our system and any sessions you have previously booked for your child / children.

Account details (parent / primary carer)

It is very important we have up to date details for you in case of an emergency. Please click 'Edit' below and ensure all details are correct before attempting to make any bookings.
It is essential that you ensure your e-mail address below is correct. Your user account details and bookings will be sent to this address. If you have checked the e-mail address and you are still not receiving e-mails, ensure you have added brookclubbookings@brook.w-sussex.sch.uk to your e-mail spam filter's whitelist.

Name	Joe Bloggs
Membership	Not yet member
Expiring	
Telephone no.	01293 886521
(home)	brookclubbookings@brook.w-sussex.sch.uk
Email	

Account Fees

The following is a list of outstanding fees on your account, e.g. late collection, admin surcharge for late bookings etc. These will be automatically added to your basket when you next book.

There are currently no outstanding payments

Outstanding Vouchers / Payments

The following is a list of outstanding payments that we are waiting to receive. Please ensure these are transferred as soon as possible.

There are currently no outstanding vouchers

Credit account & payments

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Please direct any queries relating to The Brook After School or After School Clubs to brookclubbookings@brook.w-sussex.sch.uk and Breakfast Clubs to brookbreakfast@brook.w-sussex.sch.uk

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 Sessions (Booked) and click on Add new

from cancelled sessions. This credit will be taken off from any future bookings you make.

Date	Description	Child	Amount
13-Oct-16	ASC until 6pm (includes dinner) Refunded	NA	15.00
Total credit balance:			15.00

Annual / Residential Trips

The following is a list of payments that you have due for annual / residential trips the school is running.

There are no upcoming payments due for annual or residential trips

Sessions (booked)

The following list is a summary of the bookings for your child / children over the next fortnight.

Date	Session	Time	Child
No records found			

To book additional sessions please click the "Add new" button, below.

[Add new](#)

First, click on **Child** 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 The Brook School.

Club - Once The Brook 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.

Please note that you can 'Add Notes' into your booking for each date - this could be a change in who is picking up or if your child is being collected early or has a club or anything else! You will need to click the save icon to save this.

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 cheque, 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 - cheque and 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 payment.

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. Currently you are unable to view sessions booked on the home page (where you currently go to make bookings).

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 for future bookings - it will not change the amount you already owe. As you can see from the screen below it will automatically adjust your account.

The screenshot shows the 'BASKET' section of the booking system. A table lists the booking details, and a summary box shows the total amount. Below the table, there is an 'Account Credits' section indicating a credit of \$5 against the booking. A 'Complete Booking' button is visible.

Item	Child	Time / date	Session	£
1	Bob Smith	15:00 02/11/2016	ASC Unit! 5pm (no dinner included) - Drop Off: 15:00 - Pick Up: 17:00 (+Add Notes)	10.00
Total				10.00

Account Credits
 You currently have \$15 credit against your account. This will completely cover this booking.
 Click the 'Complete Booking' button below to finish.
 Revised Credit: \$5

Basket
 No. of items: 1
 Total: \$ 10.00
[Empty basket](#) [Return to bookings](#)

Instructions
 If you would like to change, delete or make further bookings, please click 'return to bookings' where you can add extra sessions and/or make bookings for additional children.
 Once you have reviewed your basket, please select your payment method.
 Please note that all online payments are processed securely using Sage Pay and we do not store your card details.
 Please check your basket carefully before proceeding as refunds or changes to days are not accepted on-line. Please contact brookclubbookings@brook.w-sussex.sch.uk should you wish to make changes to existing

Designed and developed by Avimer Software Ltd
 38 Four Brooks Business Park, Cane, Withreave SN11 0PP
 Brook Club Bookings System is The Brook (The School) an offshoot of Brook Club and Brook Club is a registered charity.

8. Cancellations

Please note if you cancel a session you will not be able to rebook this via the system - this is a current restriction in 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

Holiday Club - 9am 7 days* before the booking

This will mean that cancellations need to be before the above deadlines in order to receive a cancellation, cancellations after these deadlines can be made but no refund can be given. These deadlines are in place as we have to order food and arrange staffing in advance.

*Day/Days - this includes every day - weekend and working days.

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@brook.w-sussex.sch.uk if you have any questions. Thank you.