



BROOK INFANT SCHOOL

## Brook Infant School Club Booking System Guidance Notes

Welcome to the Brook Infant School's online booking system for Breakfast and After School Clubs. We really hope that you enjoy using this system. If you have any questions about the system please email [brookclubbookings@brookinfant.school](mailto:brookclubbookings@brookinfant.school). 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 screenshot shows the Brook Infant School Childcare Online Booking (CoB) system interface. At the top, it says "Brook Infant School" and "Childcare Online Booking (CoB) system". Below this is a green header with the text "Parent and carers childcare booking system". The main content area is titled "Childcare Online Booking (CoB) system for Brook Infant School" and includes instructions for parents and primary carers to register or log in. There are two main sections: "Log in" and "Register".

**Log in**

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

Username:

Password:

Buttons:

**Register**

Please complete the registration form below to access the Brook Infant 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):

Button:

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 are then unable to log back in to their accounts.

Childcare Online Booking (CoB) system

Home Booking Trips Summary Statement Log off

### Your dashboard

Welcome to your dashboard, which provides an overview of the information held on Childcare Online Booking (CoB) system and any activities (sessions and trips) you have previously booked for your child / children.

#### Bookings

The following list is a summary of the sessions booked for your child / children over the next fortnight, with the option to add further bookings, using the "Book Now!" button.

Date	Session	Time	Child
No records found			

[Book now!](#)

#### Account statement

Current balance: **£-124.00** [view statement](#)

Please note: the amount due is made up of payments, fees and bookings; including bookings on account. If your balance is in debit, it will be based on any outstanding fees on your account, unpaid bookings (where we are waiting for voucher payments, etc). If your account is in credit, it will match the amount of the current credit on your account.

#### User account details

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 new bookings(s).

Name:  
Telephone no.  
(home):  
Email:

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.

[Edit](#)

#### Emergency contacts

The following list represents the emergency contacts that can be assigned to child

**Please note:** The system will not let you make any bookings until the registration process is complete - this means that there is full and up to date information on the system, including parent contacts, addresses and all child information including medical, allergies etc.

## 3. Emergency Contacts

Please ensure you have completed all emergency contacts for both parents/carers as well as two additional contacts in the event that we can't contact parents - you will not be able to make any bookings unless you have two emergency contacts registered.

## 4. Registering your child (adding additional children to your account)

All children that are attending the clubs - Breakfast, After School and Holiday Clubs will need to be registered in order to make bookings for them - this is under section 'Child/children details'. Please click on 'Add New' and add each child separately. There are a series of consent questions at the end of this section for each child e.g. do you agree to emergency medical treatment etc. Each question is

mandatory and unfortunately if not completed, the system will not allow you to make bookings.

## 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 Bookings and click on Book Now!

### Your dashboard

Welcome to your dashboard, which provides an overview of the information held have previously booked for your child / children.

### Bookings

The following list is a summary of the sessions booked for your child / children over the next fortnight, with the option to add further bookings, using the "Book Now!" button.

Date	Session	Time	Child
No records found			
			

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 Brook Infant School.

Club - Once the Brook Infant 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.

## Bookings

### Activities (sessions)

Child/Children:

Location:

Club:

Term / Holiday:

Week commencing: 2nd September

[Add to basket](#)

Session	Mon 2nd	Tue 3rd	Wed 4th	Thur 5th	Fri 6th
ASC until 5pm (no dinner included) 15:00 - 17:00			15:00 - 17:00	15:00 - 17:00	15:00 - 17:00
ASC until 6pm (includes dinner) 15:00 - 18:00			15:00 - 18:00	15:00 - 18:00	15:00 - 18:00

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.

**Account Credits**  
You do not have any credits against your account currently.

**Pay Via Paypal**  
Click the button below to pay via the PayPal system with either a credit or debit card, or with your PayPal account. When successful you will be shown a confirmation screen. Please do not close or navigate away until you have seen the confirmation.

[PayPal Checkout](#)  
The safer, easier way to pay

**Other Payment Options**  
One or more of the sessions chosen cannot be paid via 'On Account'

Payment method:

- Please select payment method
- Cash
- Children's Vouchers
- Direct Bank Payment
- Generic Payment
- Part Payment (childcare vouchers, cash)

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2-3 Station Yard, Ashburton, Devon TQ13 7EF  
The Brook Infant After School or Breakfast Club to brood

You can then choose your payment options from the dropdown box.

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 childcare vouchers, government tax- free childcare, 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 - 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 payments.

## 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 if sessions are cancelled in the cancellation timeframe. Please see Cancellations below for more information.

## 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 if cancelled in the required cancellation timeframe. The credit can be used for future bookings.

## 8. Cancellations

Please note if you cancel a session you will not be able to rebook this via 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**

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

This will mean that cancellations need to be before the above deadlines in order to receive a credit (if payment has been received for those sessions) or a reduction in the outstanding balance (if payment has not been received). 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.

*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@brookinfant.school](mailto:brookclubbookings@brookinfant.school) if you have any questions.*

*Thank you.*