

## Creche Bookings Policy and Procedure

Bookings are essential to secure your child's attendance. If you do not have a booking, you risk being turned away as we may be fully booked. Customers must have a booking prior to placing their child into our crèche and must complete an enrolment form and a copy of immunisation for each child about to attend.

We use an online booking system through Yep! Bookings. Parents can book, cancel and manage their bookings through this portal with their individual login.

To create an account follow the 'Creche Bookings' button located on our web site home page. Enter your details and you will receive an email to activate your account. Once you have your account set up you will need to purchase credit from our reception and then you will be able to book your children into our crèche.

We suggest you always have credit on your account so you can book online at any time, day or night. Credit can be obtained via Eaton Recreation Centre reception, either in person by cash or card, or over the phone using a credit card. This can only be done during opening hours of the Centre. Please see our Terms & Conditions regarding using the Yep! Booking system.

For your convenience we have an Ipad at our reception desk where you can:

- Create an account
- Add a booking
- Cancel a booking Please see reception if you require any help with this system.

## How to create a registration & book your child into our crèche

To get to our creche bookings page either select the "Creche Bookings" button on the Eaton Recreation Centre homepage, or the "Book Online Now" button on the creche information page.



In the top right hand corner choose "Login" then click on "New Registration"

The screenshot shows the Eaton Recreation Centre website header with the logo and contact information. A red box highlights the 'Login' button in the top right corner. Below the header is a calendar interface for February 2021, showing a grid of dates and a booking table for 'Under 1 year' and '1 year - 10 years'.

	TODAY	Th 04/02/2021	Fr 05/02/2021	Sa 06/02/2021	Su 07/02/2021
7:30				7:45am-10:45am Under 1 year available: 6	
8:00					
8:30	8:45am-11:45am Under 1 year Past	8:45am-11:45am Under 1 year Cancelled today	8:45am-11:45am Under 1 year Cancelled today		
9:00					
9:30					
10:00					
10:30					

A screenshot of a login form with a blue background. It includes fields for 'E-mail:' and 'Password:', a 'Remember me' checkbox, and a 'LOGIN' button. A red rectangle highlights the 'New registration' link, which is accompanied by a person icon. Below the link is a 'Forgotten Password?' link. At the bottom, there is a 'Close' button and a date 'Fr 05/02/2021'.

You will then be prompted to enter all of your details, choose a password and accept the terms and conditions

A screenshot of a 'New User Registration' form. The title is 'New User Registration' with a 'Back' link. Below the title is a paragraph: 'Please complete the form and submit. We will send a confirmation link to the e-mail you have entered. You will confirm your registration by clicking on that link.' The form contains several input fields: 'Name:', 'Surname:', 'Phone:', 'E-mail:', 'Password:', and 'Repeat password:'. Each field has a red asterisk to its right. Below the 'Password:' field, there is a label 'Password must include:' with a radio button selected for 'Minimum 8 characters'. At the bottom, there is a checkbox with the text 'I accept the [terms and conditions](#) of the facility' and a 'SEND' button.

A confirmation link will be sent to your email, click on this to confirm your account.

## Credits for your account

Before you can book your children in using this system, you will need to have credits on your account. Please pay at reception (or over the phone) to buy credits. The staff will then apply them to your account. It is a good idea to always purchase credits before running out, so you can always book in, even when the Centre is not open

### Adding a Child to your profile

Each child will need to be added to your profile prior to booking them in. To add a child in click your name here once you have logged in

	TODAY	Th 04/02/2021	Fr 05/02/2021	Sa 06/02/2021	Su 07/02/2021
7:30				7:45am-10:45am 👤 Under 1 year available: 6	
8:00					
8:30	8:45am-11:45am	8:45am-11:45am	8:45am-11:45am		
9:00	👤 Under 1 year Past	👤 Under 1 year Cancelled today	👤 Under 1 year Cancelled today		
9:30					
10:00					
10:30					

Click the “Children” tab and then choose “Add”

[back to timetable](#)

MY BOOKINGS (1)    
 MEMBERSHIP PASSES    
 MISSED SESSIONS    
 CHILDREN    
 ACCOUNT SETTINGS

Children

➕ ADD

Enter your child's details on this page then choose Save. Repeat for each child you need to add.

MY BOOKINGS (1)    
 MEMBERSHIP PASSES    
 MISSED SESSIONS    
 CHILDREN    
 ACCOUNT SETTINGS

Child – Add another [← Back](#)

Name:

Surname:

DOB:

Active:  Yes  No

**SAVE**

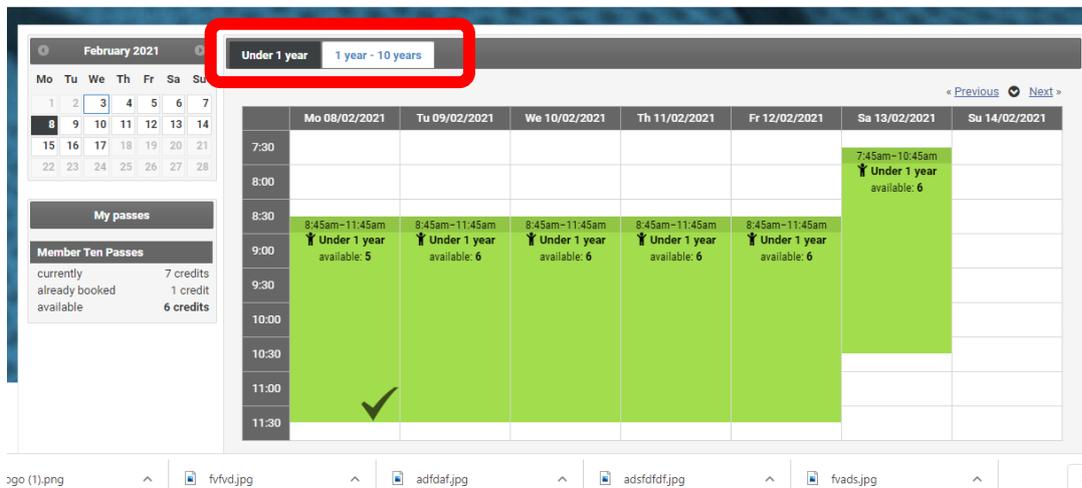
## Make a booking

To get to the booking calendar click “back to timetable”

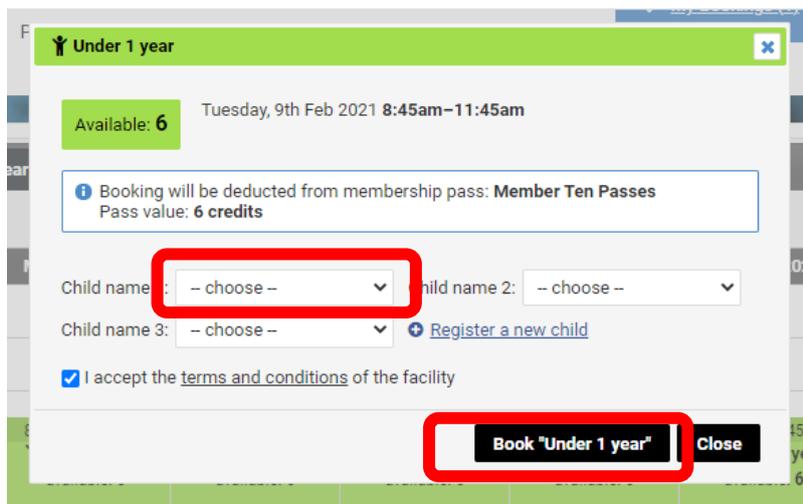
back to timetable

MY BOOKINGS (1)    
 MEMBERSHIP PASSES    
 MISSED SESSIONS    
 CHILDREN    
 ACCOUNT SETTINGS

Choose the relevant tab based on your child’s age. Click on the day you wish to book (you can choose other weeks by clicking the calendar on the left hand side).



Using the drop down box, choose which child you would like to book in. You can book in multiple children this way. Click “Book Under 1 year”. If you have children in different age groups, you will need to repeat this process. Once you have booked the relevant children into the “Under 1” group, you can then choose the “1 year – 10 year” tab and book children in who are over 1 year.



## Cancelling a Creche Booking

You can cancel your crèche booking online up until 7.15am on the morning your child/children are booked in. Your account will be credited back so that you can use this credit another time.

After 7.15am you will not be able to cancel a booking for that day and you will not receive a refund of credit.

To cancel a booking select the week in which you would like to cancel, click on the session time and click on the ‘rubbish bin’ icon, then answer ‘Yes’. You will then receive an email confirmation that the booking has been cancelled.

**Under 1 year** ✕

Available: **5** Monday, 8th Feb 2021 8:45am–11:45am

**i** You have already booked this activity

Your reservation No. 15247 –  

**i** Booking will be deducted from membership pass: **Member Ten Passes**  
Pass value: **6 credits**

Child name 1: -- choose --  Child name 2: -- choose --

Child name 3: -- choose --  [Register a new child](#)

I accept the [terms and conditions](#) of the facility

**Book "Under 1 year"** **Close**

Alternatively you can click on “My Bookings” in the panel at the top right hand of the page. This will bring up a list of all of your future bookings, choose the rubbish bin icon to delete them.



Phone: 9724 0400 | [www.erc.dardanup.wa.gov.au](http://www.erc.dardanup.wa.gov.au)

Danika Thompson Logout

**My Bookings (1)** Membership passes

Danika Thompson [back to timetable](#)

**MY BOOKINGS (1)** MEMBERSHIP PASSES MISSED SESSION CHILDREN ACCOUNT SETTINGS

**Booking**

Current  Previous bookings

ID	Date	Time	Child	Course/Activity	Tab	Price	Print booking	Cancel
15247	Monday 08/02/2021	8:45am–11:45am	<input type="text"/>	Under 1 year	Under 1 year	1 credit Member Ten Passes	<a href="#">print</a>	

admin Booking system Yep/Booking

## Questions

If you have any questions please call 08 9724 0400 or email [erc.creche@dardanup.wa.gov.au](mailto:erc.creche@dardanup.wa.gov.au). The Creche Supervisor is on site from 8:30am – 11:45am Monday to Friday.