Crèche Bookings Policy

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. Any credit applied has a 12 month expiry.

To help get you started you can also obtain a 'Parents guide to YEP' – either from reception or on our crèche page through our ERC web site.

Once you are logged in and have credit, the booking system allows you to book up to 14 days in advance and is separated into two tabs - 'under 1 year' and '1 to 10 years', so please book your children into the appropriate tab

- Customers must stay in the building whilst their child/children are in the crèche facility.
- You will need to sign your child in and out upon entering the crèche.
- Each session is approx. 1.5 hours long and we have 2 sessions each morning.
- You can cancel a booking up until 7.15am each morning, after this time you will not be able to cancel either session and there are no refunds. If the child/children do not attend a session for any reason, no credit will be refunded.
- If you are late collecting your child, either going into the next session or after our crèche closing time you will be charged another credit per child off your account. If you arrive before your booked session starts, the same applies.
- If the customer does not have any credits on their account at the time the Centre charges them additional sessions, then the account will go into deficit until the customer purchases more credits.
- Customers who continually arrive after our closing time may be blocked from using our crèche services.

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.

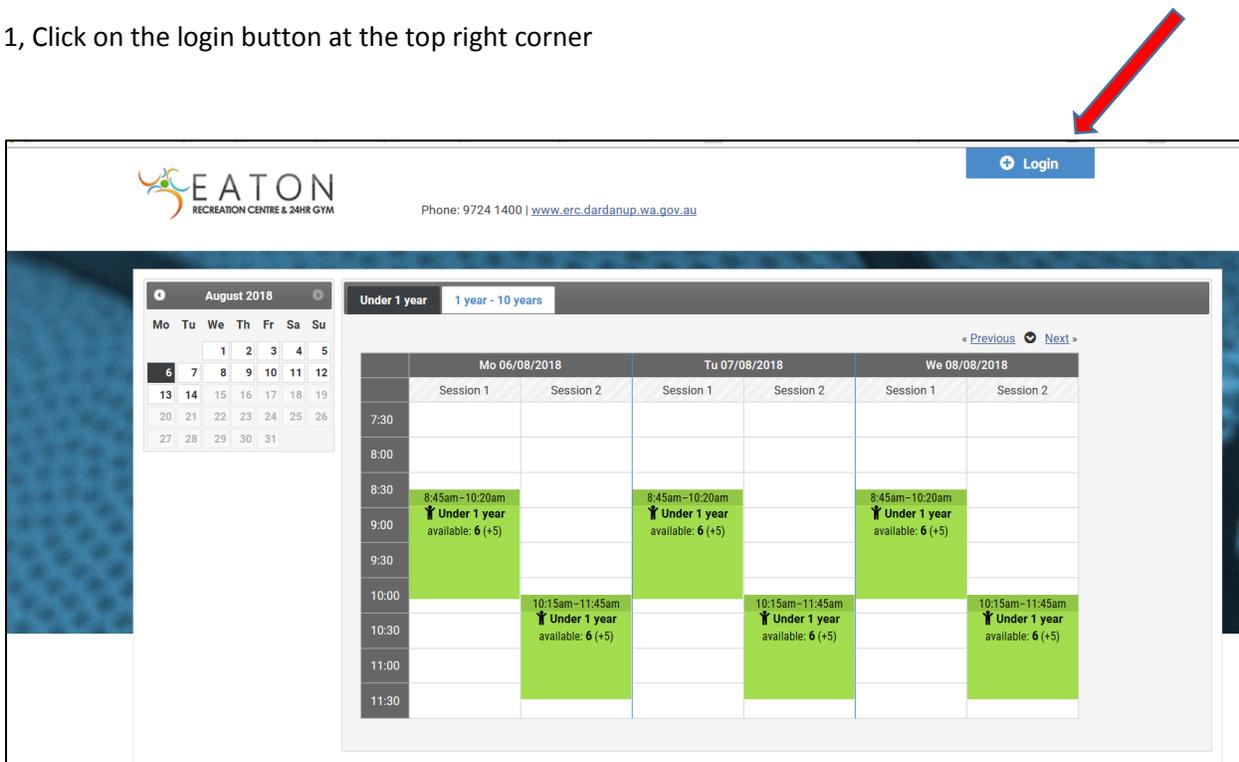You will find the register button on the Eaton Recreation Centre web site:

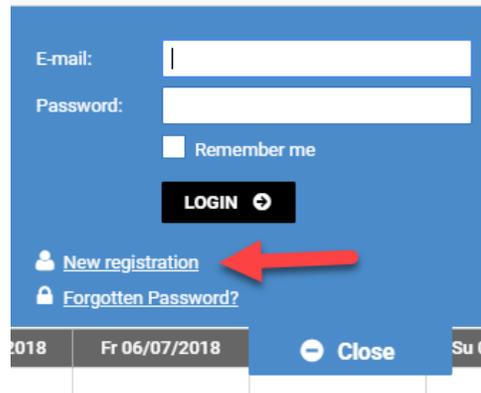On our Home page:

Or Crèche Page:

1, Click on the login button at the top right corner

2, Click on new registration

E-mail: |

Password:

☐ Remember me

LOGIN ➲

👤 New registration ⟵

🔒 Forgotten Password?

| 2018 | Fr 06/07/2018 | ⊖ Close | Su 0 |

3, Fill out the form and click on SEND

New User Registration

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.

Name: *

Surname: *

Phone: *

E-mail: *

Password: *

Password must include: ⦿ Minimum 8 characters

Repeat password: *

SEND

4, The system will send you an email and you need to click on the confirmation link

Eaton Recreation Centre - Registration confirmation
From: Eaton Recreation Centre
Sent: Fri, Jun 22, 2018 at 12:50 pm
To:

Thank you for your registration.
Confirm registration by clicking on this link: https://eaton-recreation-centre.yepbooking.com.au/new-account.php?   3
Your login data:
E-mail:
Eaton Recreation Centre
Phone: 9724 1400
www.erc.dardanup.wa.gov.au

5, You now have an account.

Registration confirmation

ⓘ Your registration has been successfully verified. You can now log in.

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, like on the weekend.

If you have sessions left on your multi passes located at reception (our current paper system) these will be transferred over to your account once you have registered and you will be able to use these. (We will work out what monies you have left on your multipass and apply it to your online account dollar for dollar, if it is an odd number, we will round it up to the nearest $2, so you won't be out of pocket on your sessions you have already paid for) Please see reception for any further clarification on this.

Bookings and 'setting up children' information.

You can book up to 14 days ahead.

1, Choose a time that you would like to book and then click on the cell. We have 2 sessions per day, each session is approx 1.5 hours long.
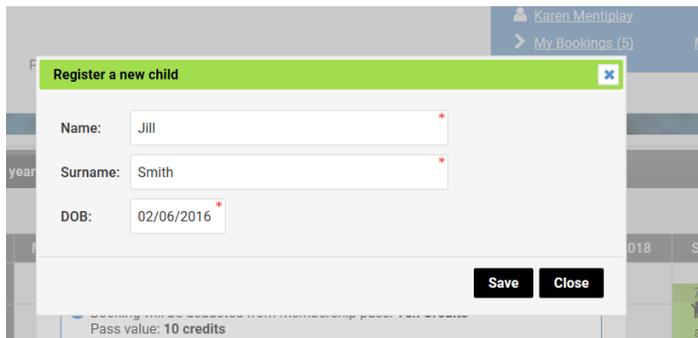
 Green tab is for the under 1's

 Red tab is for children 1 to 10 years old

If you are booking for the first time you need to set-up your children, this only needs to be done once.
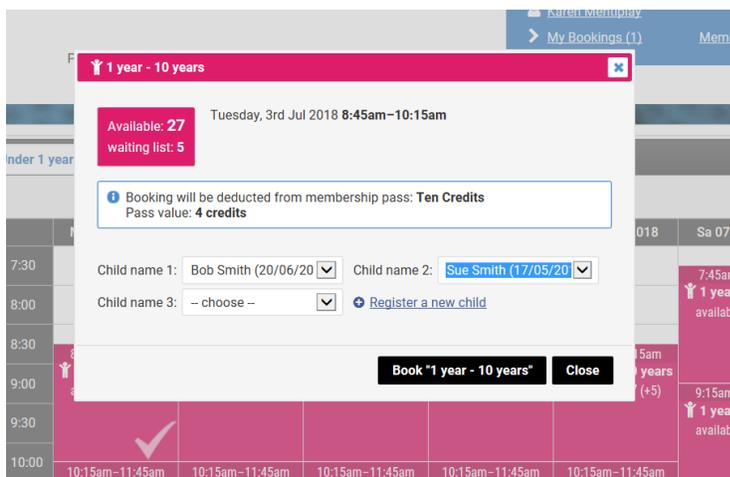
2, Click on Register a new child

3, Fill out the form and click on save

3, To book; select your children from the drop-down and click on 'Book' button, making sure you are in the right age (the example below is the red area, children aged 1 to 10 years old)

You should see this message appear and you will also have an email confirmation of this:
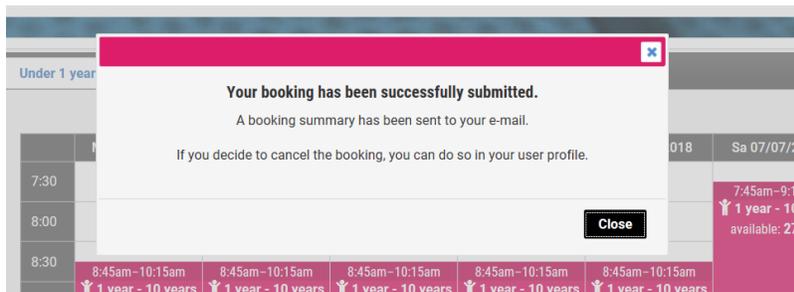
Cancelling a Creche Booking:

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.

1, To cancel a booking is easy, 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 booing has been cancelled.
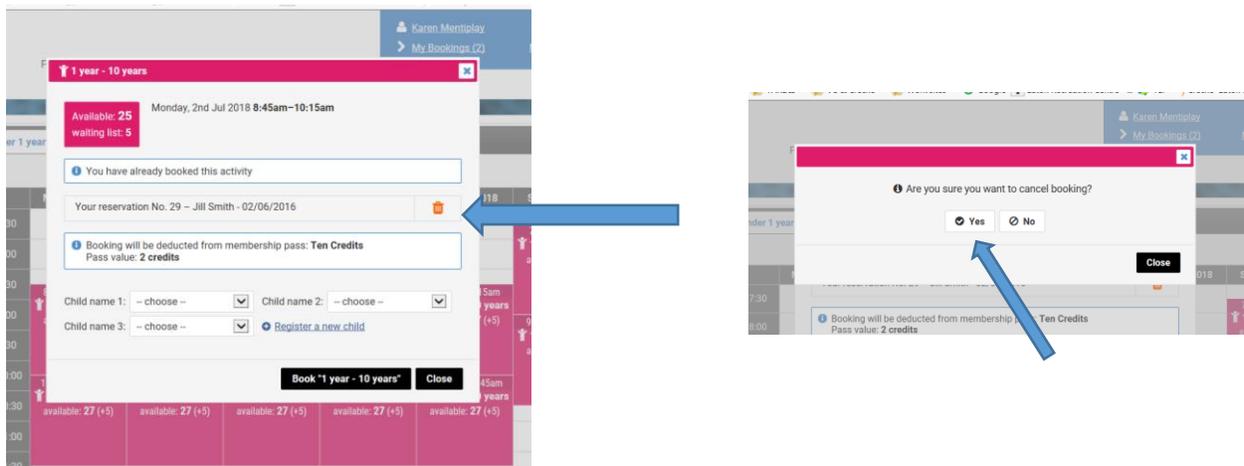
Cancelling multiple sessions at the same time:

Another way you can cancel a few sessions at the same time is to click on the icon at top of your screen 'My Bookings'

Then simply use the 'rubbish bin' icon next to each booking you wish to cancel: