

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 booking calendar interface for February 2021. The calendar shows a grid of dates and times. The 'Under 1 year' tab is selected. The calendar shows that the 8:45am-11:45am slot is booked for 'Under 1 year' on the 3rd, 4th, and 5th of February. The 7:45am-10:45am slot is available for 6 spots on the 6th of February.

| | 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 | | | | | |

E-mail:

Password:

Remember me

LOGIN ↻

New registration

[Forgotten Password?](#)

2021 Fr 05/02/2021 **Close** 07/02/

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

New User Registration [← Back](#)

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: *

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

SEND

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 |
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| 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

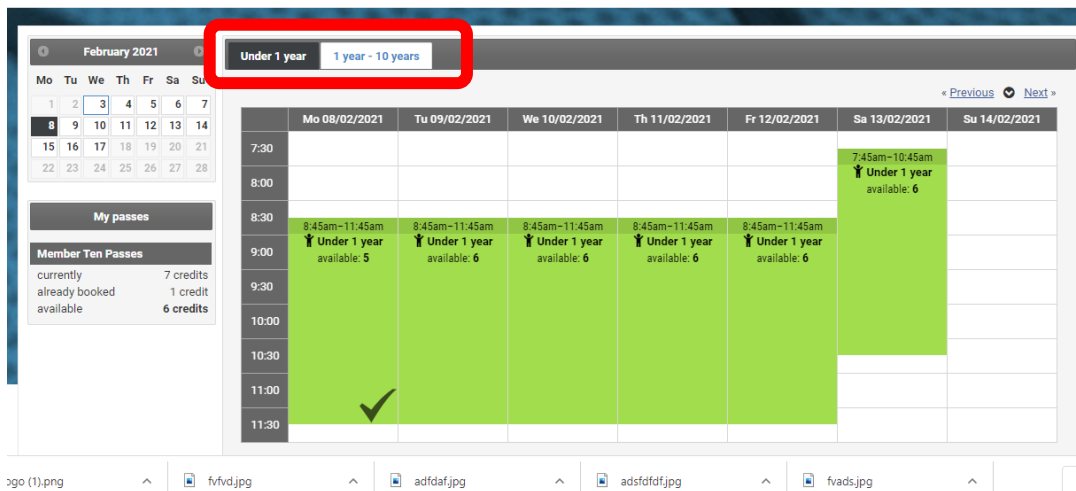
Make a booking

To get to the booking calendar click "back to timetable"

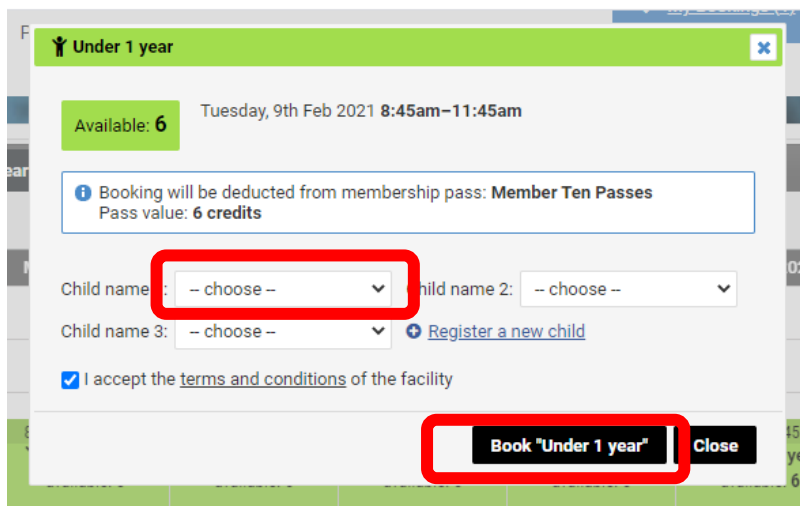
[back to timetable](#)

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 years” 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 – [Redacted] 

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

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 | [Redacted] | Under 1 year | Under 1 year | 1 credit Member Ten Passes | print |  |

admin Booking system Yep/Booking

Questions

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