



# The Lime Trees Group CIC

## Requesting a Contract

### A Parents' Guide for the Kids Club HQ Booking System

The Lime Trees work with Kids Club HQ to provide you with a booking system for their clubs. This guide is an introduction on how to get going with the system. Before we get started, it's important to understand the two different types of bookings that Kids Club HQ provides:

- **Contracted:** If your children attend one of clubs on a regular basis, i.e. same times on the same days every week, you probably have contracted sessions.
- **Ad-hoc:** If you book your children in as and when you need sessions, you probably make ad-hoc bookings.

This document covers **requesting a contract** (regular days each month). If you would like to create an ad-hoc booking, please [click here to view the guide on making an ad-hoc booking](#).

## Registering

If you haven't already registered, you will need to do this the first time you need to book.

To register, you can [click on this link](#) - a new tab or window will open so that this guide is still available.

When the page loads, there will be a login form shown. Since you do not yet have a login account, click the link labelled '**Not got a login yet? Register Here**' below the log in form.

Please fill in the registration form, ensuring you use a password that is secure and that you will remember, then click the **Register** button:

Registration

**Full name:**

**E-Mail:**

**Password:**

From time to time, we would like to contact you with updates on the clubs you have booked and to update you on other clubs and offers that we provide. If you consent to us contacting you for this purpose, please tick to say how you would like us to contact you.

Email

SMS

Phone

Post

Already registered? [Log In Here](#)

Congratulations! You have just registered your login details.

## Logging in

Once you have registered, you will be able to [log in by clicking here](#) - a new tab or window will open so that this guide is still available.

When the page loads, you will see the login form. Please supply the email address and password you registered with then click the **Login** button:

Login

**E-Mail:**

**Password:**

[Forgot Your Password?](#)

[Not got a login yet? Register Here](#)

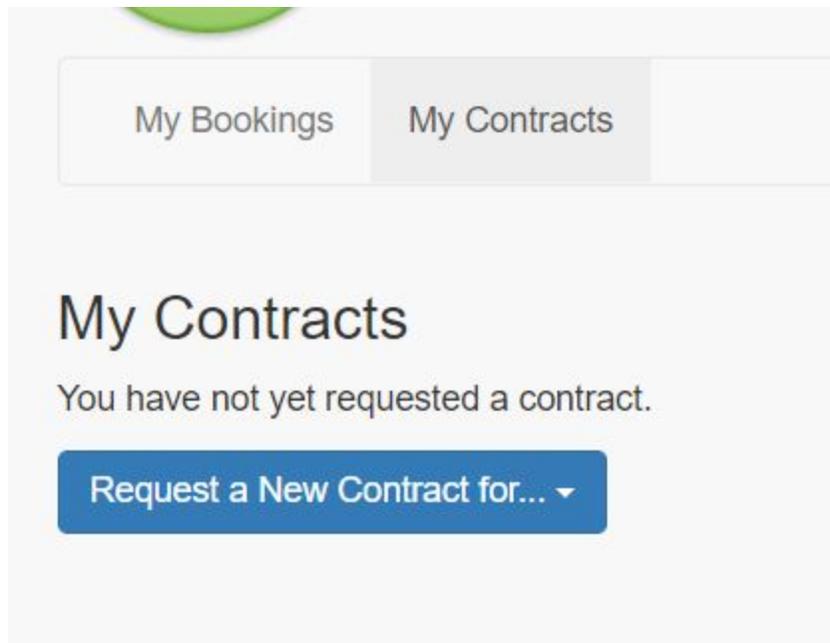
## Requesting a contract

There are several steps involved but it is quite a simple process and this document should help you to get through it in a breeze.

Once you have registered and logged in, you will see a page with 2 tabs in the top navigation:

- **My Bookings** and
- **My Contracts**.

Click on the **My Contracts** tab, as below:



To start setting up your new contract, click the **Request a Contract** button and then select the club that you use from the list that appears.

The steps involved are:

1. Add your children
2. Choose your days and sessions
3. Add contacts and collection passwords
4. Medical information
5. Terms and conditions and consents

## Step 1. Add your children

The first step in the process is to add your children to the system. You will initially see a form to complete for your first child like this:

## Ashtrees Primary School: After School Club, Winter Term 1 2019

Please specify the details for the first child you would like to book for then click the 'Add Child' button to add them to this booking.

**Full name (\*)**

**Birth (\*)**

**School (\*)**

**School Year Group (\*)**

**Address (\*)**

Do you have Parental Responsibility for Amber Stevens?:  Yes  No

Fill in the name and date of birth for your child then click the **Change...** button to the right of the address field. This will show you a form where you should add the address for the child you are adding:

Please Supply an Address

You do not currently have an address recorded for you. Please add your address below.

**Address 1 (\*)**

**Address 2:**

**Town/City (\*)**

**Post Code (\*)**

Click **Save Address** to save the address for the child.

Once the child's details have been specified, click **Save**.

You will then see a list of children with just this child in it and a tick to the left to indicate that this child is selected for the booking:

## Ashtrees Primary School: After School Club, Winter Term 1 2019

Please select the children you would like to book for.  
You can add more children using the "Add Child" button or edit details using the "edit" button for the child

Name	Birth	
<input checked="" type="checkbox"/> Amber Stevens	17/11/2014	<input type="text" value="Edit..."/> <input type="text" value="X"/>

If you would like to add more children, click the **Add Child** button and go through the above process for each child you would like to add.

Once all the children you would like to include in the booking have been added, click **Next** to go to the next step.

## Step 2. Choose your days and sessions

You will see a page similar to the following:

### Ashtrees Primary School: After School Club

Please add the details for the children you would like to book for on the left hand side. Click on the plus button (+) to choose the session you would like to book for each of the days you need

	Mon	Tue	Wed	Thu	Fri
May Stevens <input type="text" value="Edit..."/>	<input checked="" type="checkbox"/>				

When would you like your child to start at the club?:

Please select at least one session before continuing.

For each day you would like your child to attend the club, click the + button to show the available sessions for that day. If there is only 1 session available that day, it will be selected by default.

If you are requesting a contract for multiple children, add the sessions for the appropriate days for each child.

Once you have selected the days and sessions you require, the page will look something like this:

## Ashtrees Primary School: After School Club

Please add the details for the children you would like to book for on the left hand side. Click on the plus button (+) to choose the session you would like to book for each of the days you need

	Mon	Tue	Wed	Thu	Fri
May Stevens <a href="#">Edit...</a>	<a href="#">+</a>	<a href="#">+</a> 15:15 - 18:00 (£10.00)	<a href="#">+</a>	<a href="#">+</a> 15:15 - 17:00 (£8.00)	<a href="#">+</a>

[+ Add Child...](#)

When would you like your child to start at the club?:

[Book](#)

Click to continue to the next step.

## Step 3. Add contacts and collection passwords

### Parents, Carers and Emergency Contacts

When this page first shows, there are some warning messages in orange about missing information:



## Ashtrees Wrap Around Care

[Children](#) / [Session Selection](#) / [Parents, Carers and Emergency contacts](#)

### Ashtrees Primary School: After School Club, Winter Term 1 2019

#### Parents/Carers and Emergency Contacts

Person	Contact Details	For Children		
		Child	Relationship	Emergency Contact
Mary Stevens <span>Missing information</span>	mary@kidsclubhq.co.uk	Amber Stevens	Parent ✔ Has Parental Responsibility	1st Emergency Contact <a href="#">Edit...</a>

[+ Add A Contact...](#)

#### Child Collection Passwords

Would you like to use a password for collection of your children?  Yes  No

[Back](#) [Cancel & Go To Homepage](#) [Next](#)

Some required information is missing, please check the information provided.

To fill in the missing information, click the **Edit** button to the right of the contact in the list. This will allow you to edit the details for this contact:

Edit Contact
✕

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**Full name (\*):**

**Email:**

**Address:** 19 Test Road, Testerton, TE9 9ST

**Please enter at least one phone number (\*):**

**Phone:**

**Work Phone:**

**Mobile:**

Relationship to Child  
Please provide details on the relationship of this contact to the child and whether they are an emergency contact.

Child	Relationship	Is Emergency Contact
<input checked="" type="checkbox"/> Amber Stevens	<input type="text" value="Parent"/>	<input type="text" value="1st Emergency Contact"/>

Does Mary Stevens have parental responsibility for Amber Stevens?  Yes  No

Please ensure that you populate the required details which include:

- Name
- At least one of: Phone, Work Phone, Mobile
- Select the child(ren) that this is a contact for, the relationship and which emergency contact they are

You will need to add several contacts as defined by the club you use (usually 2). You can add additional contacts by clicking the **Add A Contact...** button.

If you added a contact in error, you can remove them by clicking the **Remove** button to the right of the contacts name.

## Child Collection Passwords

Some clubs have the option for you to specify a collection password for your child(ren). This password can be used by staff to help ensure that the person collecting your child is the person who should be collecting them as they must know the collection password.

If you would like to specify a collection password for your child(ren), select **Yes** to the right of the question, "Would you like to use a password for collection of your children?"

This will give you the option to add a password for each of your children:

Child Collection Passwords

Would you like to use a password for collection of your children?  Yes  No

Please specify the collection password for your child below.  
Collection passwords are used in the club when collecting children so that staff can verify you have permission to collect

Child	Collection Password
Amber Stevens	<a href="#">Set a collection password...</a>

Click the **Set a Collection Password** button to the right of the child's name to add a collection password:

Set collection password for Amber Stevens ✕

Collection password (\*):

Click **Set Collection Password** to save it. This will then show in the list like this:

Child Collection Passwords

Please specify the collection password for your child below.  
Collection passwords are used in the club when collecting children so that staff can verify you have permission to collect

Child	Collection Password	<a href="#">Show Passwords</a>
Amber Stevens	***** <a href="#">Change...</a>	

To view the collection passwords for your children, click **Show Passwords**.

To change a collection password, click **Change...**

Once the contacts and collection passwords (if necessary) have been set, click **Next** to go to the next step.

## Step 4. Supply medical Information

In this step, you can add any medical conditions, dietary requirements and doctor information for your children:

# Medical Information

If your child(ren) has any medical conditions or allergies, you can add them in this section.



## Ashtrees Wrap Around Care

[Children](#) / [Session Selection](#) / [Parents, Carers and Emergency contacts](#) / [Medical Information](#)

### Ashtrees Primary School: After School Club, Winter Term 1 2019

#### Medical Information

Please add any medical conditions or allergies that we should be aware of for the children you are booking for

Amber Stevens

No medical conditions or allergies

[Add Medical Condition or Allergy](#)

#### Dietary Requirements

Does your child have any dietary requirements?

Yes  No

#### Doctors

Please add the doctor(s) for the children you are booking for using the button below

[Add Doctor...](#)

Click the **Add Medical Condition or Allergy...** button to add information, this will show the following form:

## Add Allergy, Medical Condition or Disability



Allergy or condition (\*):

Symptoms of the allergy or condition:

Treatment required (if applicable). Please list the names of any medication required:

Does your child require medication to be administered by our staff:

Does this condition restrict your child from any of our activities? Please list them if yes:

Cancel

Save

Click the **Save** button to add the condition, a summary will then be shown in the list:

### Medical Information

Please add any medical conditions or allergies that we should be aware of for the children you are booking for

Amber Stevens

Condition or allergy

Medication

Symptoms

Restrictions on activities

Hayfeaver

Edit...

Remove

Add Medical Condition or Allergy...

# Dietary Requirements

If your child(ren) has any dietary requirements, select **Yes** to the right of the question “Does your child have any dietary requirements?”:

Dietary Requirements	
Does your child have any dietary requirements? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Please add the dietary requirements for your child below	
Child	Dietary Requirements
Amber Stevens	None <a href="#">Add Dietary Requirements...</a>

Click **Add Dietary Requirements...** to add dietary requirements:

### Set Dietary Requirement for Amber Stevens

**Dietary requirements (\*):**

[Cancel](#) [Save](#)

Click **Save** and the requirement is added to the list:

Dietary Requirements	
Does your child have any dietary requirements? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Please add the dietary requirements for your child below	
Child	Dietary Requirements
Amber Stevens	Nut allergy <a href="#">Edit Dietary Requirements...</a> <a href="#">Remove</a>

# Doctors

Doctor information for each of your children is required and can be added in the Doctors section:

Doctors

Please add the doctor(s) for the children you are booking for using the button below

[+ Add Doctor](#)

Click on **Add Doctor** to add the details for a doctor and select which children the doctor is for.

### Add Doctor ✕

**Name (\*):**

**Phone (\*):**

**Address 1 (\*):**

**Address 2:**

**Town/City (\*):**

**Post Code (\*):**

[Cancel](#) [Save](#)

**Please note:** if the doctor covers more than 1 of your children, please make sure that you select all children this doctor covers by ticking the box to the left of the child's name at the top of this form.

Click to add the doctor and a summary is shown in the list:

Doctors		
Doctor		Actions
<b>Dr Jenkins</b> For children: Amber Stevens	07889887878 78 Whiteshort Lane, Testerton, TE77 8ST	<a href="#">✎ Edit...</a> <a href="#">✕ Remove...</a>

[+ Add Doctor...](#)

Once the medical information, dietary requirements and doctors have been added, click **Next** to go to the next step.

## Step 5. Terms & conditions and other consents

There will usually be a set of terms and conditions that you must read and agree to before you complete your booking. These are shown at this stage.

There may also be some other consents that the club has which you can opt in or out of here.

Ashtrees Primary School: After School Club, Winter Term 1 2019

Consents

### Terms & Conditions of Booking

1. Condition 1
2. Condition 2
3. Condition 2
4. Etc...

I agree to all the terms and conditions read above  
**We cannot process your booking unless you accept this condition.**

There may be times when photographs are taken of children for publicity reasons or for evidence of their day. If you do not wish photographs to be taken of your child, please tick this box

I do not wish for my child to be included in photos

Once you have agreed to the terms and conditions and any other consents, click **Next**.

## The End.

That's it!

The contract request has now been sent to the club administrators. They will review your request and notify you when it has been approved.