

Coventry HAF Booking system

Supported Bookings
User-Guide

Updated November 2022





Contents

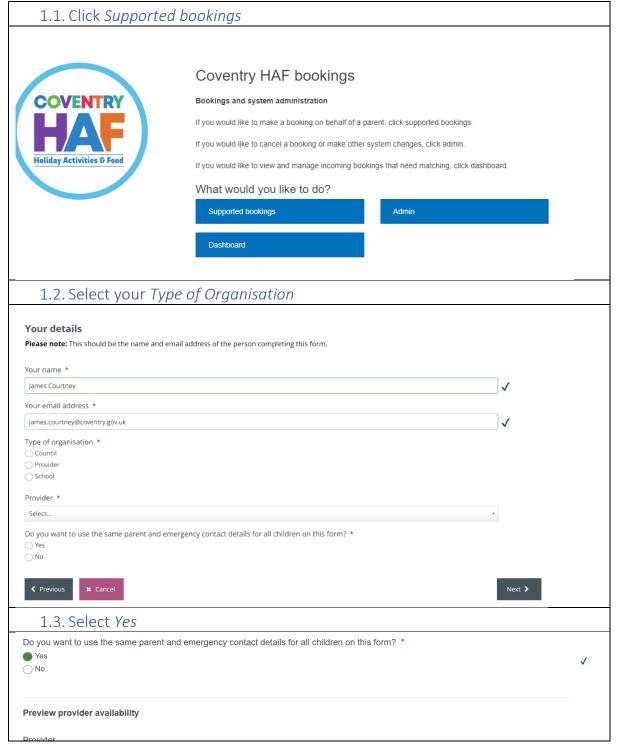
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To access the HAF booking system, click on to the link below:

https://coventrycc-dash.achieveservice.com/service/Coventry HAF



1. Supported bookings – Booking children from the same family





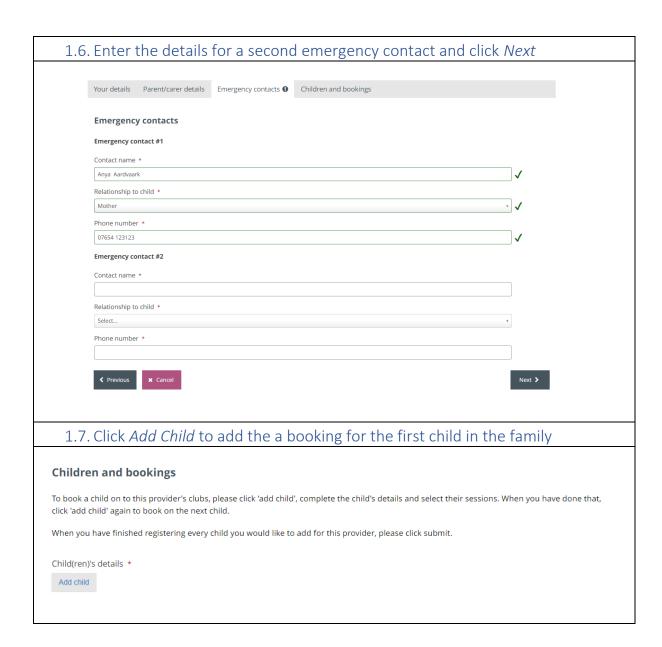




1.4. Select a *Provider* to be able to see all the sessions on offer. This will also tell you how much capacity remains in a session or even if it is fully booked. If the sessions that the parent/guardian would like to book are full, you should at this stage inform them.

view provider availability				
vider				
ventry Rugby Community Foundation		√		
rent provider availability				
Project:500 - Tuesday, 12 April 2022 - 09:30am to 03 Project:500 - Tuesday, 19 April 2022 - 09:30am to 03	13:30pm (Child only) - 18 space(s) remaining - 1.00 credit(s) 3:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s) 3:30pm (Child only) - 48 space(s) remaining - 1.00 credit(s)			
	o 03:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s) 01:47pm (Children only (parents do not need to attend)) - 20 space(s) remaining -	-100		
lit(s)				
2roject:500 - Tuesday, 26 July 2022 - 09:30am to 03: lit(s)	:30pm (Children only (parents do not need to attend)) - 48 space(s) remaining - 1	.00		
1.5. Enter the parent's click <i>Next</i>	details, using the postcode to search	for their address		
Parent/carer details				
First name *				
Anya		√		
Last name *				
Aardvaark		√		
Relationship to child *				
Mother		· 🗸		
Do you have parental responsibility for this ch	hild? *			
Yes		✓		
○ No				
Phone number *				
07654 123123		 ✓		
Does the customer have an email address? * Yes				
○ No		✓		
Email address *				
Anya@aardvaark.com		✓		
Address				
7.1041.055				
Postcode				
	Find Coventry address or enter address manually			











1.8. Read out the summary privacy notice and ask for their consent for the use of their data in this way.

Privacy notice	Child's details Bool	kings Additional nee	ds Consent					
Privacy noti								
Please read the summary privacy notice and let us know if you are happy for us to use your data in this way:								
Coventry City Council's HAF team will use your/ your child's personal information to book your child on to your chosen club or activity and to help us improve our services, for example by sending you a customer feedback survey. We will then share the data with the organisation providing the activity. We will not share your data collected for this purpose with anyone else unless the law says we have to or we need to for safeguarding purposes. More information can be found in our full Privacy notice, available on our website.								
I consent to the	e use of my personal informa	tion in this way						
			· ·	rent doesn't have HAF code search,				
	e: https://covent		Terre doming the	That dode dear only				
	eveservice.com/s		y HAF Code	e searcher				
Privacy	cy notice Child's details	Bookings Addition	nal needs Consent					
Child	Child's details							
HAF co	ode *							
e.g. HA	AFXYZ							
If the p	parent is unable to provide thi	s, please state 'unavailable'						
First na	name *							
Last name *								
Date of birth *								
Postcode *								
Check details								
Cneci	.k details							



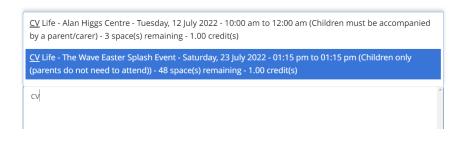
1.10. If you see this message, you can be confident the booking will be confirmed. Click <i>Next</i>
Status Details matched
We have found and matched this child on our database. Please click next to continue the form.
1.11. If you see this message, please double check the details and click Check Details again. If you still recieve this message, please advise the parent that the details will be checked by the HAF team before the booking is confrmed and click Next
Status Details not matched
Unfortunately, we couldn't find this child on our database using these details.
1.12. Select the required activity by typing in the name of the club – you can see the number of credits a child has to book at the top. The maximum is 16 in summer and 4 in Winter and Easter
Adam has used 0.00 credit(s) and has 16.00 credit(s) remaining.
Bookings *
Check bookings







1.13. Select the session that is being booked. You can repeat 1.12 to book other sessions, for all clubs and providers available, until all the childs credits have been used up. The number of credits a session costs is listed at the end of each session.



1.14. Click on check bookings to verify that the sessions can be booked for the child. You will receive an error message if there are any problems.

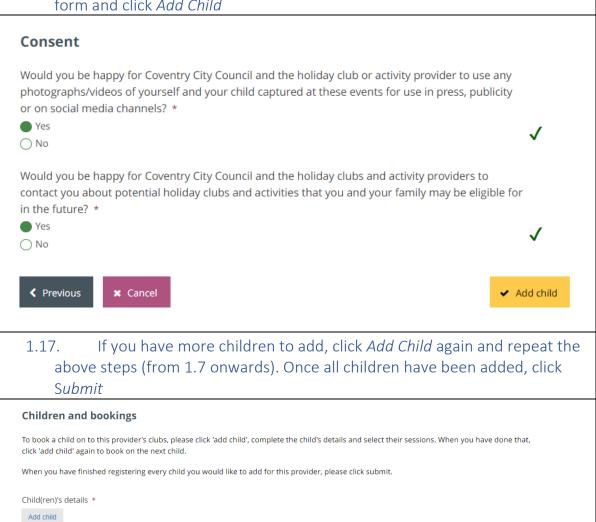
Check bookings

1.15. Enter any additional needs that the child may have. When all are entered, click *Next*.

Privacy notice Child's details Bookings Additional needs • Consent							
Additional needs							
Does your child have any special needs or disabilities? *							
○Yes							
○No							
Does your child have any medical needs that the provider should be aware of? *							
○Yes							
○ No							
Does your child suffer from any food or drink allergies? *							
○ Yes							
○ No							
Does your child have any other dietary requirements? *							
○Yes							
○ No							
Does your child have access to the internet to be able to take part in online provision? *							
○Yes							
○ No							



1.16. Ask the parent these questions related to the use of the data in the form and click *Add Child*





HAF code

HAF001

First name

Last name

Aardvaark

Status

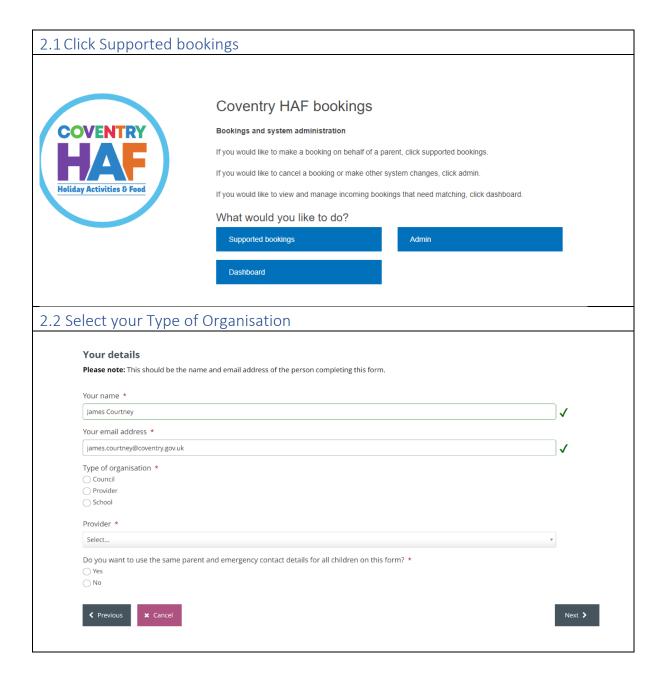
Details not matched Project:500 - Wednesday, 20 April 2022 - 09:30 am to 03:30 am (Child only) - 50 space(s) remaining - 1.00 credit(s)

Submit

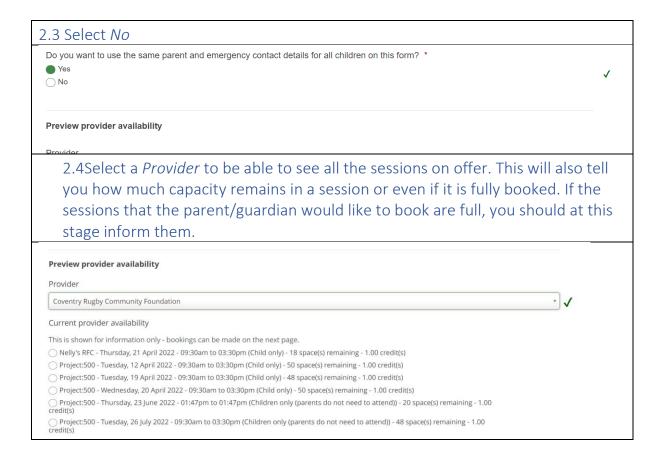




2. Supported bookings – Booking children from different families













2.5 Click Add Child to add the a booking for the first child

Children and bookings To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child. When you have finished registering every child you would like to add for this provider, please click submit. Child(ren)'s details * Add child 2.6 Read out the summary privacy notice and ask for their consent for the use of their data in this way. Child's details Bookings Additional needs Privacy notice Consent **Privacy notice** Please read the summary privacy notice and let us know if you are happy for us to use your data in this way: Coventry City Council's HAF team will use your/your child's personal information to book your child

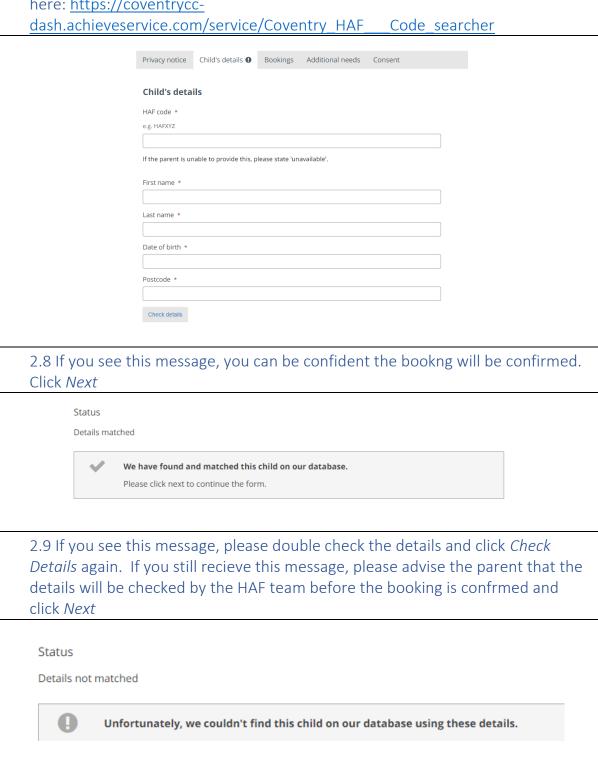
on to your chosen club or activity and to help us improve our services, for example by sending you a customer feedback survey. We will then share the data with the organisation providing the activity. We will not share your data collected for this purpose with anyone else unless the law says we have to or we need to for safeguarding purposes. More information can be found in our full Privacy notice,

I consent to the use of my personal information in this way

available on our website.



2.7 Fill in the child's details and click *Check details*. If the parent doesn't have the HAF code, please look it up for the parent using the HAF code search, found here: https://coventrycc-









2.10 Select the activity by typing in the name of the club – you can see the number of credits a child has to book at the top. The maximum is 16 in summer and 4 in winter and Easter Adam has used 0.00 credit(s) and has 16.00 credit(s) remaining. Bookings * Check bookings 2.11 Select the session that is being booked. You can repeat 2.10 to book other sessions, , for all clubs and providers available, until all the childs credits have been used up. The number of credits a session costs is listed at the end of each session. CV Life - Alan Higgs Centre - Tuesday, 12 July 2022 - 10:00 am to 12:00 am (Children must be accompanied by a parent/carer) - 3 space(s) remaining - 1.00 credit(s) CV Life - The Wave Easter Splash Event - Saturday, 23 July 2022 - 01:15 pm to 01:15 pm (Children only (parents do not need to attend)) - 48 space(s) remaining - 1.00 credit(s) CV 2.12 Click on check bookings to verify that the sessions can be booked for the child. You will receive an error message if there are any problems. Check bookings



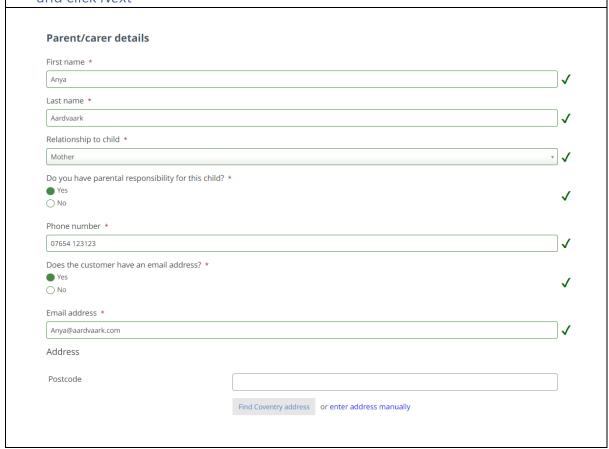
2.13 Enter any additional needs that the child may have. When all are entered, click *Next*

CIICK IV	CAL.						
	Privacy notice	Child's details	Bookings	Additional needs ①	Consent		
	Additional r	reeds					
Does your child have any special needs or disabilities? *							
	○ Yes						
	○ No						
	Does your child have any medical needs that the provider should be aware of? *						
	○ Yes						
	○ No						
	Does your child suffer from any food or drink allergies? *						
	○Yes						
	○ No						
	Does your child have any other dietary requirements? *						
	○ Yes						
	○ No Does your child have access to the internet to be able to take part in online provision? *						
	○ Yes						
	○ No						

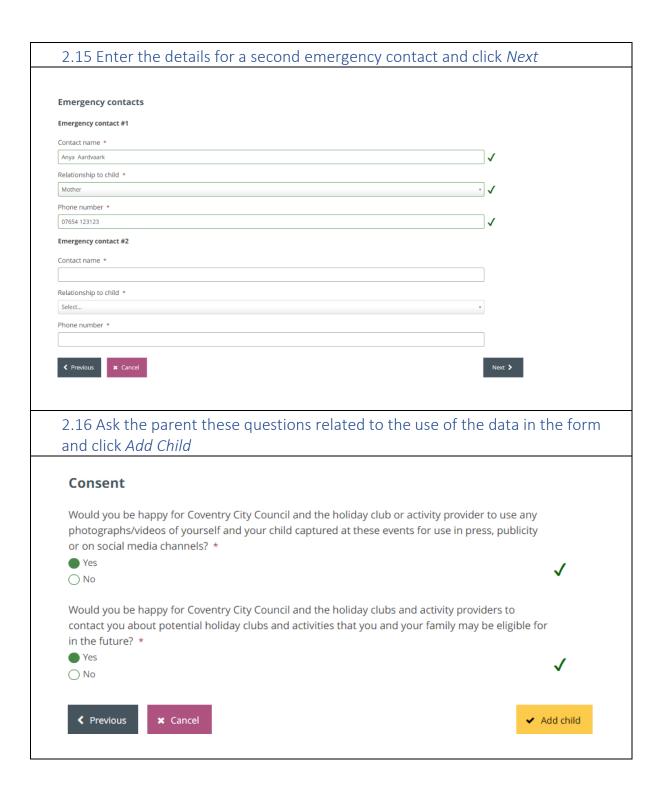




2.14 Enter the parent's details, using the postcode to search for their address and click Next













2.17 If you have more children to add, click *Add Child* again and repeat the above steps. Once all children have been added, click *Submit*

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.





•	HAF code	First name	Last name	Status	Bookings
×	HAF001	Aaron	Aardvaark	Details not matched	Project:500 - Wednesday, 20 April 2022 - 09:30 am to 03:30 am (Child only) - 50 space(s) remaining - 1.00 credit(s)

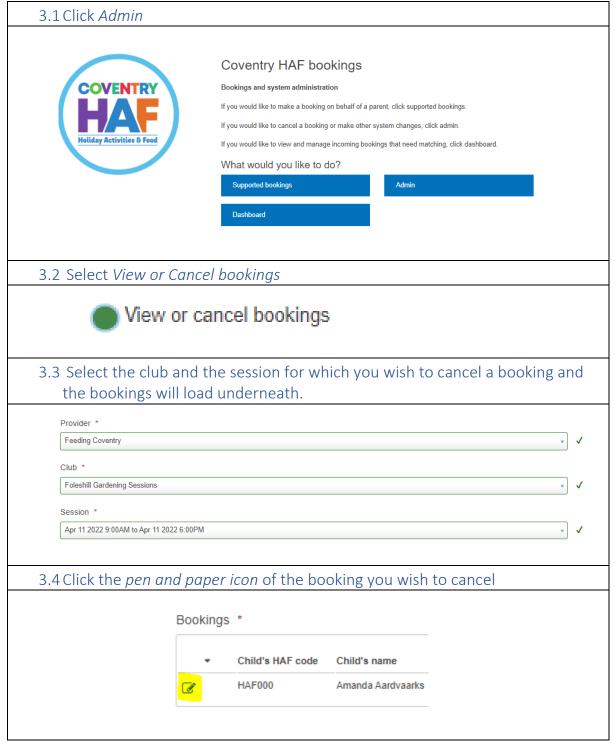








3. Cancelling bookings









3.5 Select 'Yes, please cancel this booking', note a reason for the cancellation and click Update record. Do you want to cancel this booking? ✓ Yes, please cancel this booking Reason for cancellation * Parent request × Cancel Edit ✓ Update Record 3.6 Click Submit to process the cancellation and the child will no longer appear in the list of bookings. You can advise the parent the booking is cancelled (NB: They will not receive a cancellation email but will be able to see the booking has been removed when logging in to their bookings account) Do you want to Reason for cancel this booking? cancellation nation Yes, please cancel Parent request this booking Submit

