

COVENTRY HAF

Holiday Activities & Food



A quick and easy user guide for our new booking system



Funded by
UK Government



Introduction

Coventry HAF is a wonderful holiday activity programme that benefits thousands of children and families every year. We are always aiming to improve the programme. As part of this, we have a new online booking system called Eequ.

What is better?

Our new booking system will make booking on to HAF activities easier, quicker, and fairer for all families. On this new system you:

- ▶ don't need a HAF code to book
- ▶ can contact providers with any questions through direct messages
- ▶ can see more detailed information about each activity on a much more visual and user-friendly platform
- ▶ can request bookings for multiple children at the same time

This short guide will support you through making your bookings.

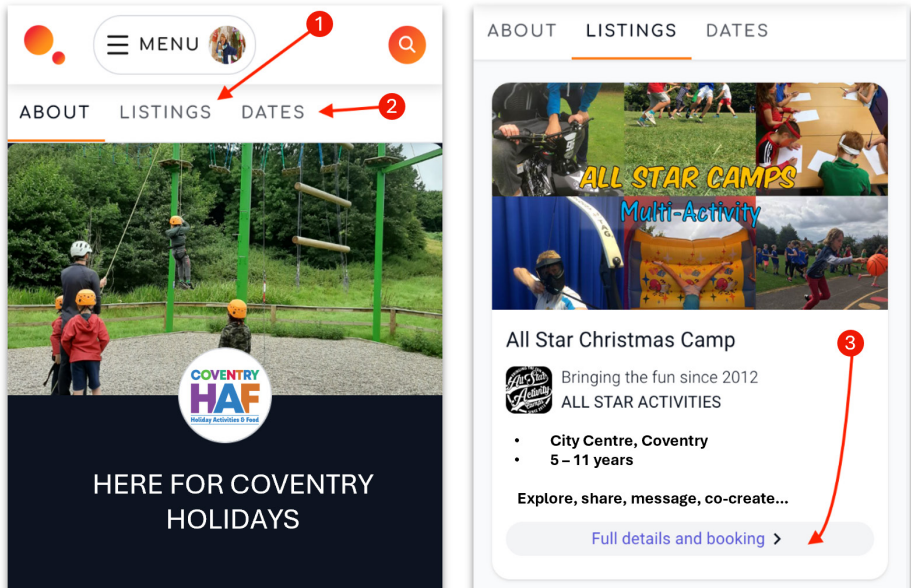
Don't worry - it's really simple! To get started, follow the QR code below to access the Coventry HAF listings page. Alternatively, you can type the following link into your browser:

www.coventry.gov.uk/bookHAF



How to make a booking

Once you're on the Coventry HAF listings page, there are many features you will have access to:



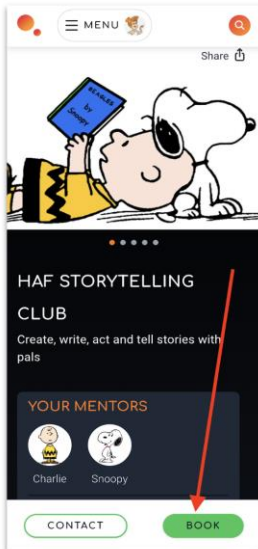
- 1 'Listings' will take you to the page on the right. This will show you all the available activities.
- 2 'Dates' will show you the available activities on each day of the programme.
- 3 'Full details' will show you more information about each activity and the mentor.

Note: 'Mentors' were previously called 'providers' and 'listings' were previously called 'clubs'.

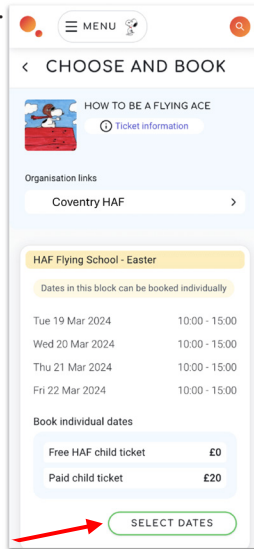
When you've found a listing (club) you would like to book onto:

1. **Press** 'BOOK'.
2. View the dates offered then **press** 'Select dates' button.
3. The first time you make a booking, you will be prompted to create an account by inputting your full name and email address and a few other details.
4. **Tick** the box next to each date you want to book, then **press** the 'Book button'.
5. **Add** the names of everyone who is attending.

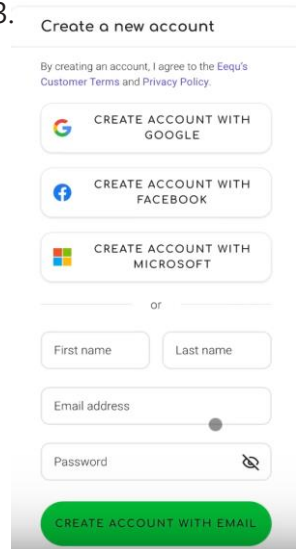
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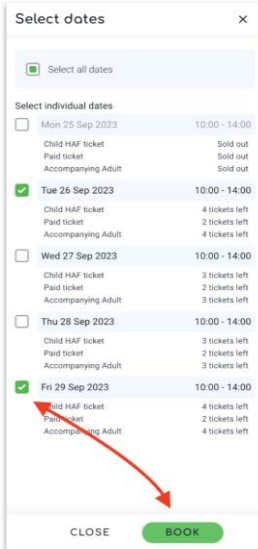
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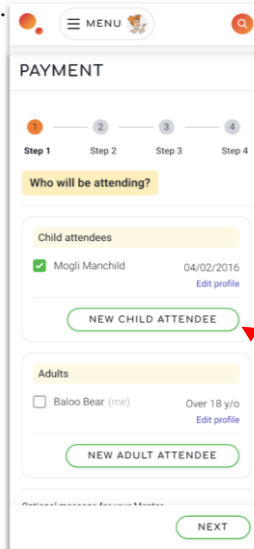
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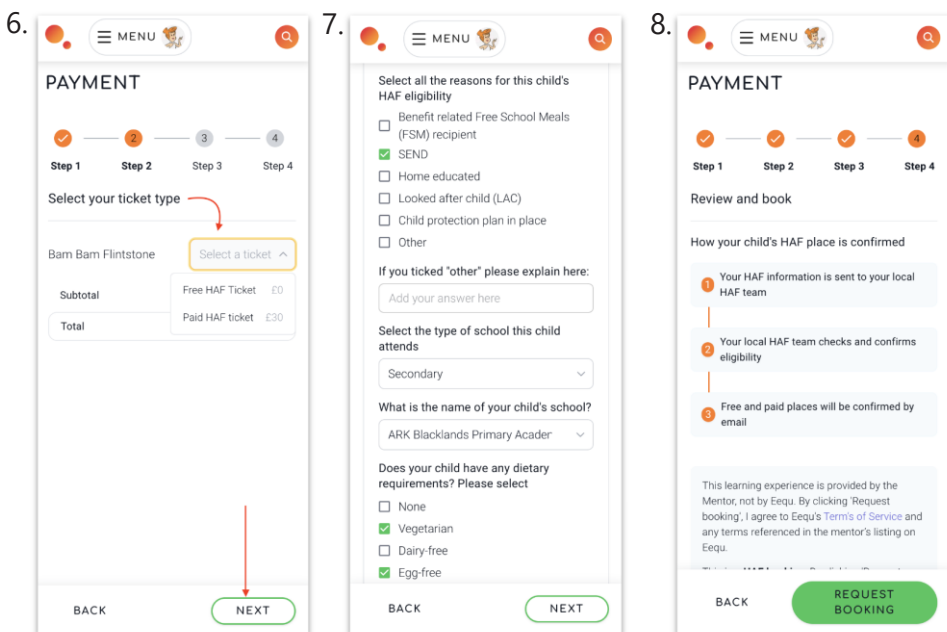
4.



5.



6. **Select** 'free HAF ticket'.
7. **Answer** the booking questions (you will only have to do this once for each child).
8. **Press** the 'Request booking button'.



Top Tip: Make sure your child's name has been spelled correctly. It should be spelled exactly as it has been written in your household letter from the HAF team. Please also ensure your child's date of birth has been input in the following format: DD/MM/YYYY.

Note: When you request a booking, the mentor must approve your booking before your booking is confirmed. You will be notified when the booking has been confirmed.

Booking confirmations

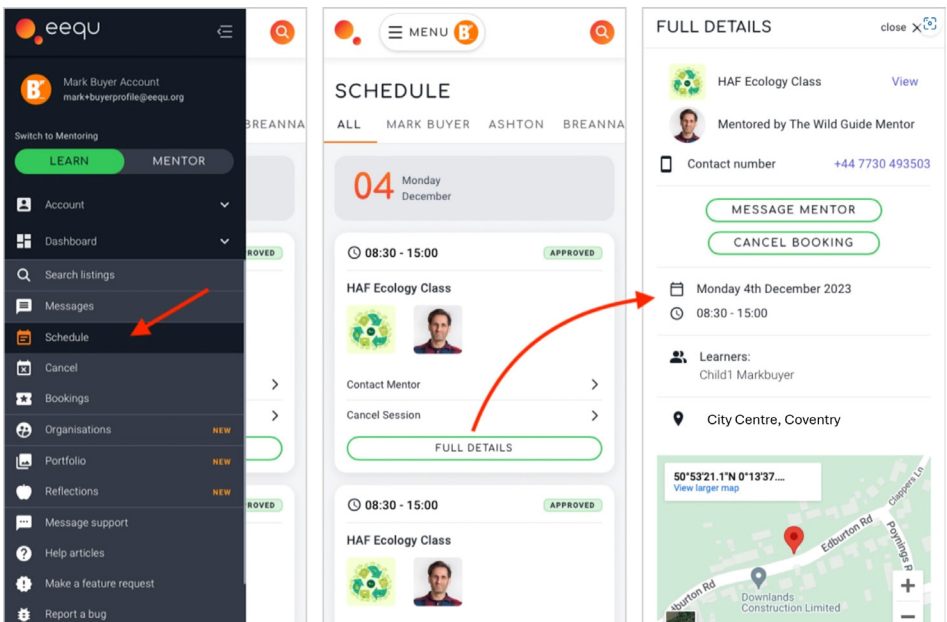
Email

You will receive an email when your booking has been confirmed by the mentor (provider). Make sure you add **hello@eequ.org** to your contacts and check your Spam or Junk folder if you don't see an email from Eequ.

Bookings and Schedule Pages

You can also see your bookings on the 'bookings' and 'schedule' pages on your Eequ account. Once confirmed, you will see a green label saying 'approved' next to the booking.

Top tip: Your schedule page is a great way to see all your bookings for all your children in one place.

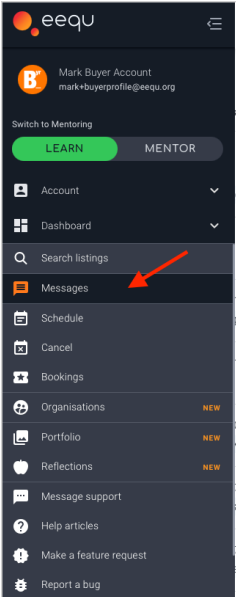


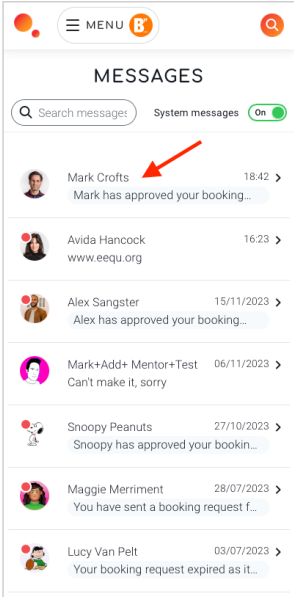
How do I contact a mentor (provider)?

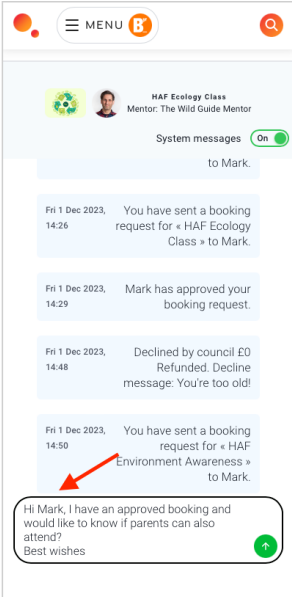
1. **Open** your menu and go to 'messages'.
2. **Select** the mentor you have booked with.
3. In the message box, **type and send** your message.

You will receive replies to your messages via email as well as on Eequ.

Note: Press the 'reply to' button in the email. This will take you to Eequ, where you can send your message. Make sure you are logged in when pressing a link in an email.

1. 

2. 

3. 

How do I cancel a booking?

1. Simply **log in to Eequ**.
2. **Open your menu** and go to '**cancel**'.
3. **Select the listing** you want to cancel.
4. **Select the attendee** you want to cancel.
5. **Select all dates** or **specific dates** you want to cancel.
6. Add a message to explain why you are cancelling. This is required.
7. Check you have selected the correct attendee and dates.
8. Press '**confirm**'.

Further Support

To access further support regarding how to make a booking, including a short video on how to book using a mobile phone, follow the QR code at the bottom of this page.

If you require any support with making a booking, please call our Customer Contact team on 08085 834 333 or visit your local library or family hub and someone will be able to assist you. You can also access the live chat function on the Eequ website to directly message a member of the Eequ support team.

If you would like to know if you are eligible for HAF or would like more information about the scheme, visit www.coventry.gov.uk/haf

If you have any other queries that have not been addressed in this booklet, please send us an email at haf@coventry.gov.uk and we will respond as soon as we can.

We hope you have a fantastic holiday!







Email: haf@coventry.gov.uk

Facebook: coventryhaf

Instagram: haf_coventry

Website: www.coventry.gov.uk/haf

