## **CVAC Childcare Reservation Guide**

Kids' Club Hours: Monday - Friday | 9:00 AM - 5:30 PM\* Saturday | 9:00 AM - 2:00 PM\* (*Closed on Sundays*)

\*Hours are subject to change. If there are no reservations, we may close early

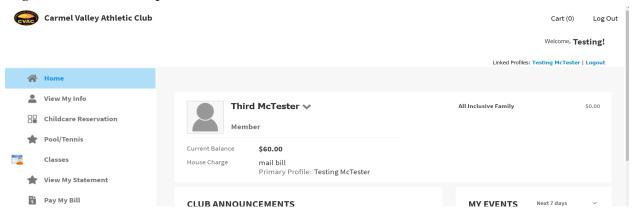
Advanced Reservation Rates	Day-of-Reservation Rates (within 24 hrs)
\$12/hr per child (2-12 yrs)	\$15/hr per child*
\$15/hr per infant (12 wks-under 2 yrs)	\$18/hr per infant**

Please contact the Kids' Club director at <u>KidsClub@CVAClife.com</u> or 831.620.7364 with any questions. Day of reservations (within 24 hours) must be made by phone at 831.620.7364 and are subject to availability and will be billed at the day-of-reservation rates. To help us manage availability and staffing, cancellations within two hours of drop-off and no-shows will incur the full charge of the reservation.

To make a reservation in advance (over 24 hours), please follow the steps below.

## How to Make a Childcare Reservation at the CVAC Kids' Club:

Log into the member portal & select "Childcare Reservation" on the sidebar



- 1) Under "What Service", "Childcare" will be the automatic default
- 2) Under "Who?" select the check box next to the children you would like to make reservations for
- 3) Under "Where" select the date you'd like to make the reservation for.

Note: If the reservations are full or the date is too far in the future, the "Pick a time" section will say "There are no time slots available"

- 4) Select the duration of the reservation, up to 8 hours. A one hour minimum reservation is required.
- 5) Under "Pick a time" select the time you would like the reservation to start

1	Home	YOUR RESERVATIONS	Chile	l Name	Room	Status	
•	View My Info	Wed, Aug 25, 2021 8:30 AM - 9:		McTester	Kid's Club	Reserved	Cancel
	Childcare Reservation						
*	Pool/Tennis	MAKE A NEW RESERVATION					
	Classes	1 What Service?	Ţ				
$\star$	View My Statement						
<b>:: ال</b> \$	Pay My Bill	Who? 2 Junior McTe	ester k	id's Club 🔻			
$\sim$	Packages	✓ Third McTe:	tor I	id's Club 👻			
1	Contact Us		K	id's Club 🔻			
		When?		our 🔹			
		Pick a time Available tim 60 08:00am 5 08:30am 09:00am 09:30am 10:00am	es				

Once the time is selected, the "Confirm Reservation" window will appear.

Please take a moment to confirm the following:

- "Day/Time" of the reservation which shows the day of the week and the duration of the reservations
- "Event Date" of the reservation which shows the calendar date of the reservation
- "Invoice" of the reservation which shows the amount that will be billed per child for the total reservation (in this case one hour)

• If all of the information is correct, select "Confirm" to book the reservation Note: This pricing is for an infant and a child with the advanced reservation rates activated on their membership account.

Confirm Reservation		×
Day/Time: Tue 09:00am - 10:00am Location: Child Care	The following children are part of this reservation.	
Event Date: 08/24/2021	No photo Junior McTester - Kid's Club Invoice #1: \$12 (billed on 08/24/2021)	
	No photo Third McTester - Kid's Club Invoice #1: \$15 (billed on 08/24/2021)	
Confirm	Can	cel

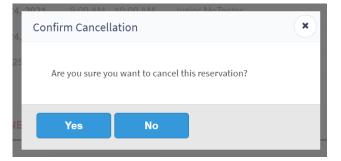
Once confirmed, the page will reload and you will see the new reservation(s) at the top of the page.

YOUR RESERVATIONS		Child Name	Room	Status	Status	
Tue, Aug 24, 2021	9:00 AM - 10:00 AM	Junior McTester	Kid's Club	Reserved	Cancel	
Tue, Aug 24, 2021	9:00 AM - 10:00 AM	Third McTester	Kid's Club	Reserved	Cancel	
Wed, Aug 25, 2021	8:30 AM - 9:30 AM	Third McTester	Kid's Club	Reserved	Cancel	

To cancel a reservation, simply click "Cancel" to the right of the reservation. The

"Confirm cancellation" window will appear. Select "Yes" and the reservation will be cancelled and will no longer appear in your reservations list.

Please note we have a 24 hours cancellation policy. Reservations canceled within two hours of the intended drop off time, will be charged for the full reservation.



Late Pickup Policy:

A \$5 fee will be added to the regular hourly rate for every 15 minutes after the scheduled pickup time.