

## 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 [KidsClub@CVAClife.com](mailto:KidsClub@CVAClife.com) 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

The screenshot shows the CVAC member portal interface. The top left features the CVAC logo and the text 'Carmel Valley Athletic Club'. The top right has 'Cart (0)' and 'Log Out' links. Below this is a welcome message: 'Welcome, Testing!' and 'Linked Profiles: Testing McTester | Logout'. The left sidebar contains navigation options: Home, View My Info, Childcare Reservation (highlighted), Pool/Tennis, Classes, View My Statement, and Pay My Bill. The main content area displays the profile for 'Third McTester', a member of the 'All Inclusive Family' with a balance of \$0.00. It also shows a current balance of \$60.00, a house charge, and a mail bill option. At the bottom, there are sections for 'CLUB ANNOUNCEMENTS' and 'MY EVENTS' with a dropdown for 'Next 7 days'.

- 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

YOUR RESERVATIONS		Child Name	Room	Status	
Wed, Aug 25, 2021	8:30 AM - 9:30 AM	Third McTester	Kid's Club	Reserved	<a href="#">Cancel</a>

**MAKE A NEW RESERVATION**

What Service?

Who?  Junior McTester

Third McTester

When?

Pick a time

Available times

- 60
- 08:00am
- 08:30am
- 09:00am
- 09:30am
- 10:00am

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

**Event Date:** 08/24/2021

The following children are part of this reservation.

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

Cancel

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	
Tue, Aug 24, 2021	9:00 AM - 10:00 AM	Junior McTester	Kid's Club	Reserved	<a href="#" style="color: blue;">Cancel</a>
Tue, Aug 24, 2021	9:00 AM - 10:00 AM	Third McTester	Kid's Club	Reserved	<a href="#" style="color: blue;">Cancel</a>
Wed, Aug 25, 2021	8:30 AM - 9:30 AM	Third McTester	Kid's Club	Reserved	<a href="#" style="color: blue;">Cancel</a>

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.

Confirm Cancellation
✕

Are you sure you want to cancel this reservation?

Yes

No

**Late Pickup Policy:**

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