

CLEM JONES CENTRE MEMBERS KIDS CLUB ONLINE BOOKINGS

These guidelines will take you through the simple step by step process to set yourself and your child/children up in the new Kids Club online booking system (MindBody) and how to make and manage your bookings at your convenience. Please note this document may lose some formatting if opened on a mobile phone, Laptops, PCs and tablets are the best option to view it.

The first step is to set up your password to give you access to your MindBody profile so follow the link below.

LINK : <https://clients.mindbodyonline.com/classic/ws?studioid=278603&style=-98>

Clem Jones Centre - Online Store & Scheduler

Log in with Facebook

Log In

Sign In

Welcome back. Use your email and password to log in.

trishfreeman

.....

Need new password?

Sign In

OR

Create an Account

New here? Let's get started with your email.

Email

Next >

- Click on password reset

Tell Us Your Email

We'll send you a link to create a new password.

Email

Cancel

Next

- Enter your email address - this must match the email you provided previously for your membership.
- You will receive an email (please check your junk email. If the email is in the Junk folder move to your In Box so the Reset link becomes active)
- Set up your password and you will then be automatically logged in.

- In future use your email address and your password to log in
- Once you are logged in you will be automatically taken to your MY INFO section in MindBody. Here you will see tabs for your Profile (where your family members details are stored), My Schedule which is a listing of all your current bookings, Visit history, etc. This is your dashboard for managing your Kids Club bookings.

Profile

Personal [Edit](#)

Name: Lewis Hayes
 Email: lewishayes@ymail.com
 Password: [REDACTED]
 Address: 101 Trianon Way, Mount Gravatt East, Queensland 4122, AUSTRALIA
 Birthday: 4/05/2021
 Mobile phone: 0408 798 365

What do you want to hear about?
 We'll send you receipts and anything critical.

Your account
☒ Email ☒ Text
 Reminders and schedule changes
☒ Email ☒ Text
 News and promos
☐ Email ☐ Text

Billing Information [Edit](#)

Name on card: Lewis R Hayes
 Billing address: 101 Trianon Way, Mount Gravatt East, QLD 4122
 CC Type: Visa
 CC Number: xxxx1545
 CC Expiration: 08 / 2020

Family Members [Edit](#)

Name: Harry Hayes
 Relationship: Child
 Gender: Male
 Birthday: 15/02/2006
 Email: gymmanagement@clemjones...
 Mobile phone: 0408 798 365
 Paid for by: Lewis Hayes

Name: Sally Hayes
 Relationship: Child
 Gender: Female
 Birthday: 23/08/2007
 Email: lewishayes@ymail.com
 Mobile phone: 0408 798 365
 Paid for by: Lewis Hayes

Name: Jerry Hayes
 Relationship: Child
 Gender: Male
 Birthday: 15/07/2021
 Email: lewishayes@ymail.com
 Mobile phone: 0408 798 365
 Paid for by: Lewis Hayes

- Click on the Edit button for the personal section. We start by updating your Personal section by ensuring your mobile number is up to date, then enabling Email and Text under Your Account and Reminders and schedule changes and click on the Save button. This will ensure you get email and text alerts for booking confirmations, moving from a waitlist into a class booking, etc. Please note that the emails/texts might reference your child's name and not yours. This helps identify what child/booking the email/text relates to. Enabling Text will be especially helpful for receiving text alerts that you have moved from a Waitlist to the Class and you confirm that booking by simply responding to the text with Y. The system will auto confirm the class for your child.

We'll send you receipts and anything critical.

Your account
☒ Email ☒ Text
 Reminders and schedule changes
☒ Email ☒ Text
 News and promos
☐ Email ☐ Text

Are you taking any prescribed medications?

[Save](#)

¹ Opting in to News and Promos means Clem Jones Centre can send you automated promotional messages. You'll never have to

Family Members

Name: John Hayes
 Relationship: Child
 Gender: Male
 Birthday: 19/09/2021
 Email: lewishayes@ymail.com
 Mobile phone: 05 0870 6365
 Paid for by: Lewis Hayes

Name: Jenny Hayes
 Relationship: Child
 Gender: Female
 Birthday: 23/08/2012
 Email: lewishayes@ymail.com
 Paid for by: Lewis Hayes

Name: Jasper Hayes
 Relationship: Child
 Gender: Male

- Next step is to add your child's/children's details by clicking on Add Family Members under Family Members section and complete the screen as follows:

First name * jack

Last name * Smith

Relationship * Child of: Trish Freeman ▼

Paid for by Trish Freeman ☒ Yes ☐ No

Mobile phone

Email trish@oxygenfitness.com.au

Gender Male ▼

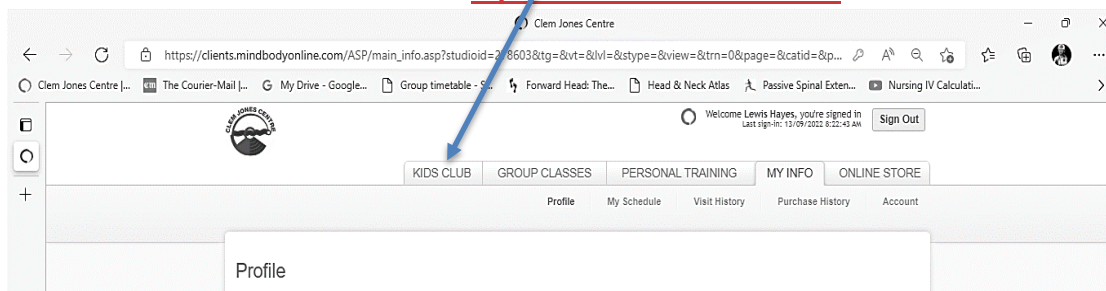
Birthday dd/mm/yyyy

Cancel Save

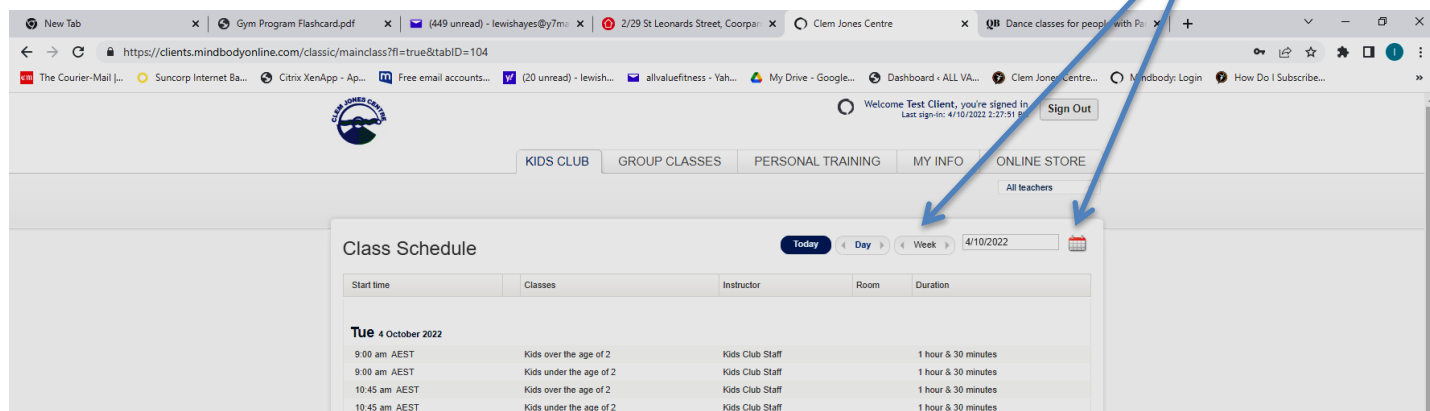
- Enter child's name
- Add relationship
- **Please make sure you tick the Yes option against Paid for by**
- Add your mobile number
- Add your email address
- Please choose gender of the child
- Add date of birth
- Click SAVE
- If you have more than one child to register just repeat the above steps

HOW TO BOOK INTO A CLASS

Once you have logged in, (and added the child's/children's details have been added to your Profile) you can now book them into Kids Club class **up to 1 week in advance.** Click on the Kids Club tab



You will then choose the date of the class that you want to book by clicking on one of the options to find that date.



Then click on **Sign Up Now** for the class you wish to make the booking for.



- **THERE ARE 2 TYPES OF CLASSES FOR KIDS CLUB BOOKINGS**
 - Kids over the age of 2 with a maximum of 14 bookings with a wait list of 3
 - Kids under the age of 2 with a maximum of 6 bookings with a wait list of 2
 - These classes are scheduled Monday to Friday (except public holidays) with 2 sessions for each type of class each day i.e. 9.00 am to 10.30 am and 10.45 am to 12.15 pm
- Please make sure you book your child into the correct class.
- Choose the class you wish book your child in

TO MAKE A RESERVATION you must change from MYSELF to SOMEONE ELSE.

Make reservation for ☒ Myself
☐ Someone Else

Kids over the age of 2

Instructor: Creche Staff
Time: 9:00 am - 10:30 am AEST
Date: Tuesday 6/09/2022

[Make a single reservation](#)

[Make a single reservation - Liana Freeman](#)

[Make a single reservation - Danielle Freeman](#)

[Make a single reservation - Tom Freeman](#)

Make reservation for ☐ Myself
☒ Someone Else

?

☒ Pay for this other client?

Kids over the age of 2

Instructor: Creche Staff
Time: 9:00 am - 10:30 am AEST
Date: Tuesday 6/09/2022

[Make a single reservation](#)

Enter your child's name

Click MAKE A SINGLE RESERVATION and your booking is complete. Your My Schedule screen will appear with a full list of bookings made.

The screenshot shows the Clem Jones Centre website. The navigation bar includes links for KIDS CLUB, GROUP CLASSES, PERSONAL TRAINING, MY INFO, and ONLINE STORE. The 'My Schedule' page is displayed, showing a table of bookings. A blue arrow points from the 'KIDS CLUB' button in the navigation bar to the 'My Schedule' page.

Day	Time	Share	Class	Instructor	Room	Web	Reschedule	Cancel
This week at Clem Jones Centre								
Thu 6/10/2022	TBD		Kids under the age of 2	Kids Club Staff		Yes		Cancel

Cancellation Policy

If you would like to cancel or modify a reservation or appointment, click "Cancel".

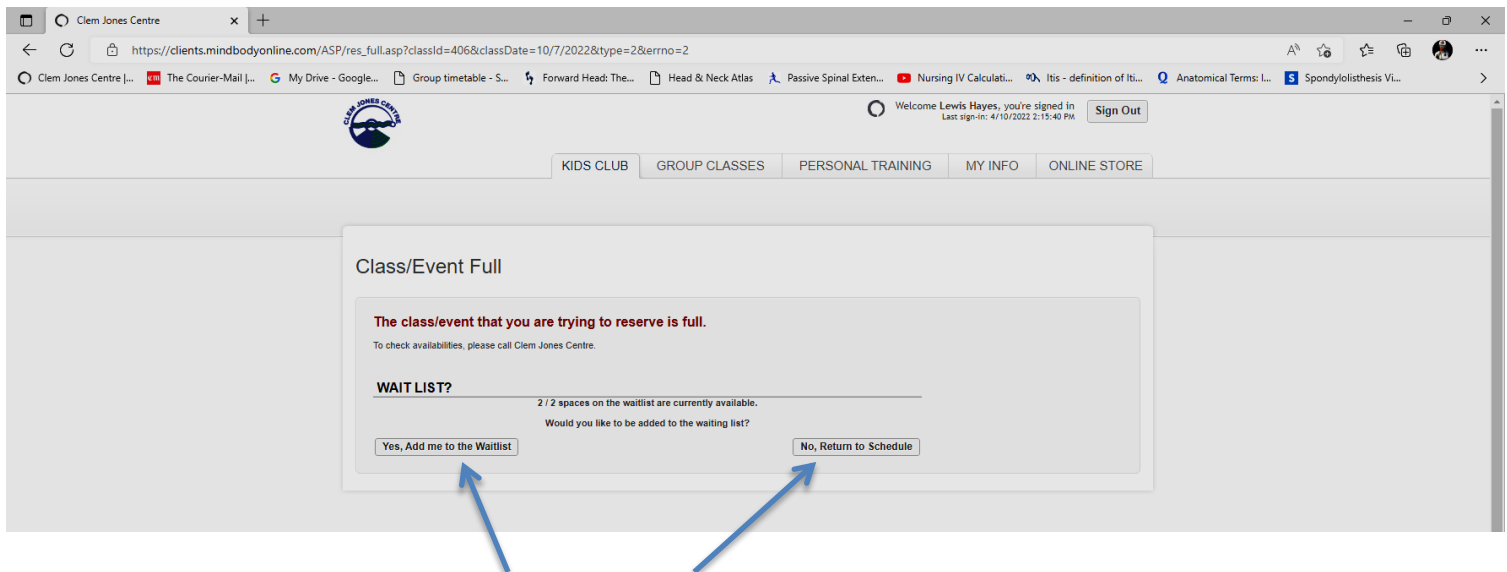
"Late Cancel" appears when the online cancellation period has passed. This option can be used to allow another person to register in that availability. For more information, please contact Clem Jones Centre at 07 3398 2107.

To make further bookings click on the Kids Club button and repeat the process. Remember a limit of 3 bookings in any one week period for each child.

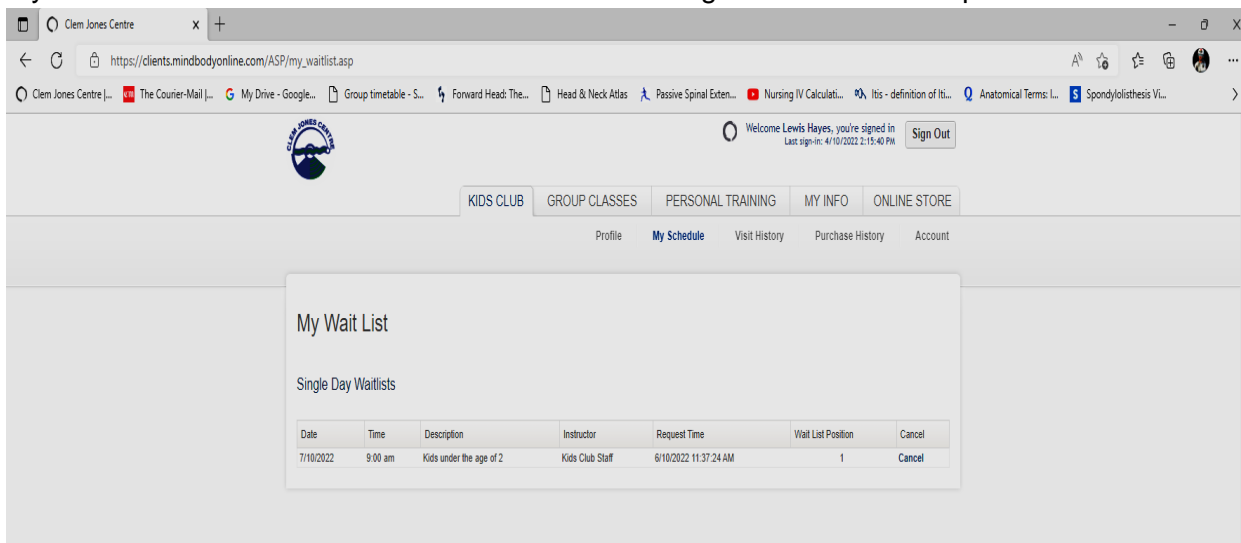
Once a booking is made you will receive a confirmation email/text provided you have enabled emails/text alerts in your Profile.

WAIT LIST

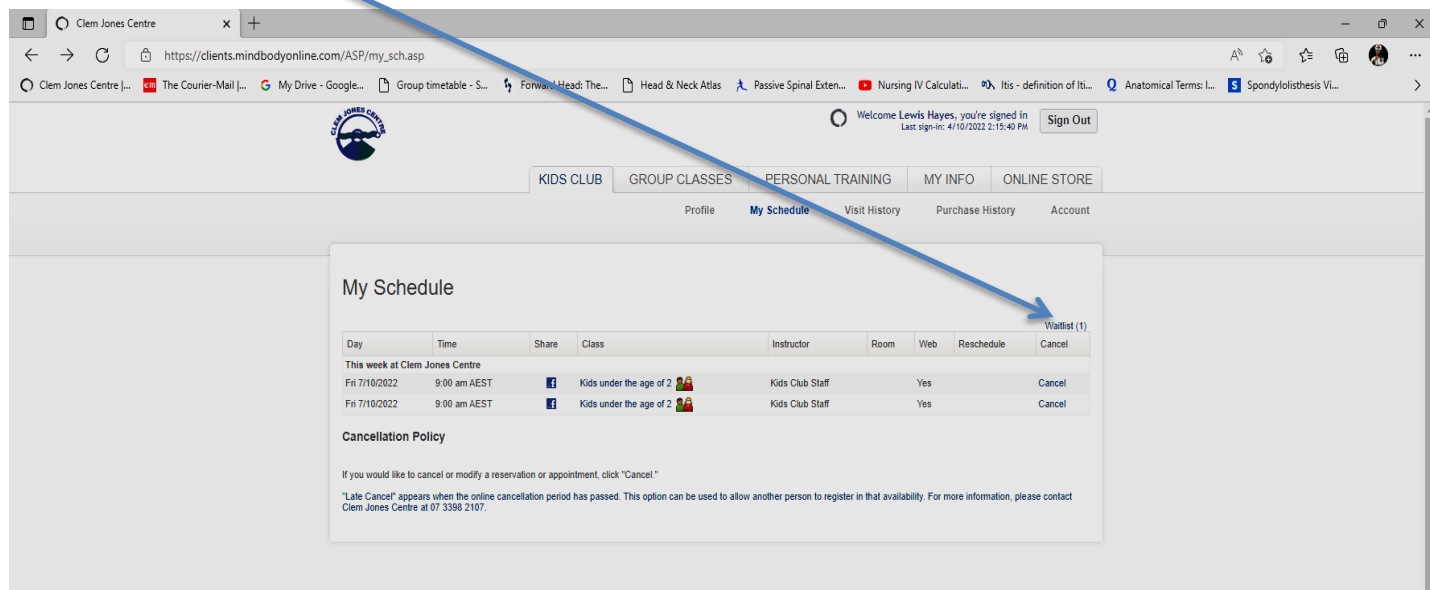
The Kids over the age of 2 classes have a limit of 14 children however there is a wait list of 3. Kids under the age of 2 have a limit of 6 children with a waitlist of 2. So if go to book a class and it is full you will see the following screen.



Your options are to be added to the Wait list or Return to the Schedule if you do not wish to go onto the waitlist. If you choose to be added to the Wait List the following screen will show up.



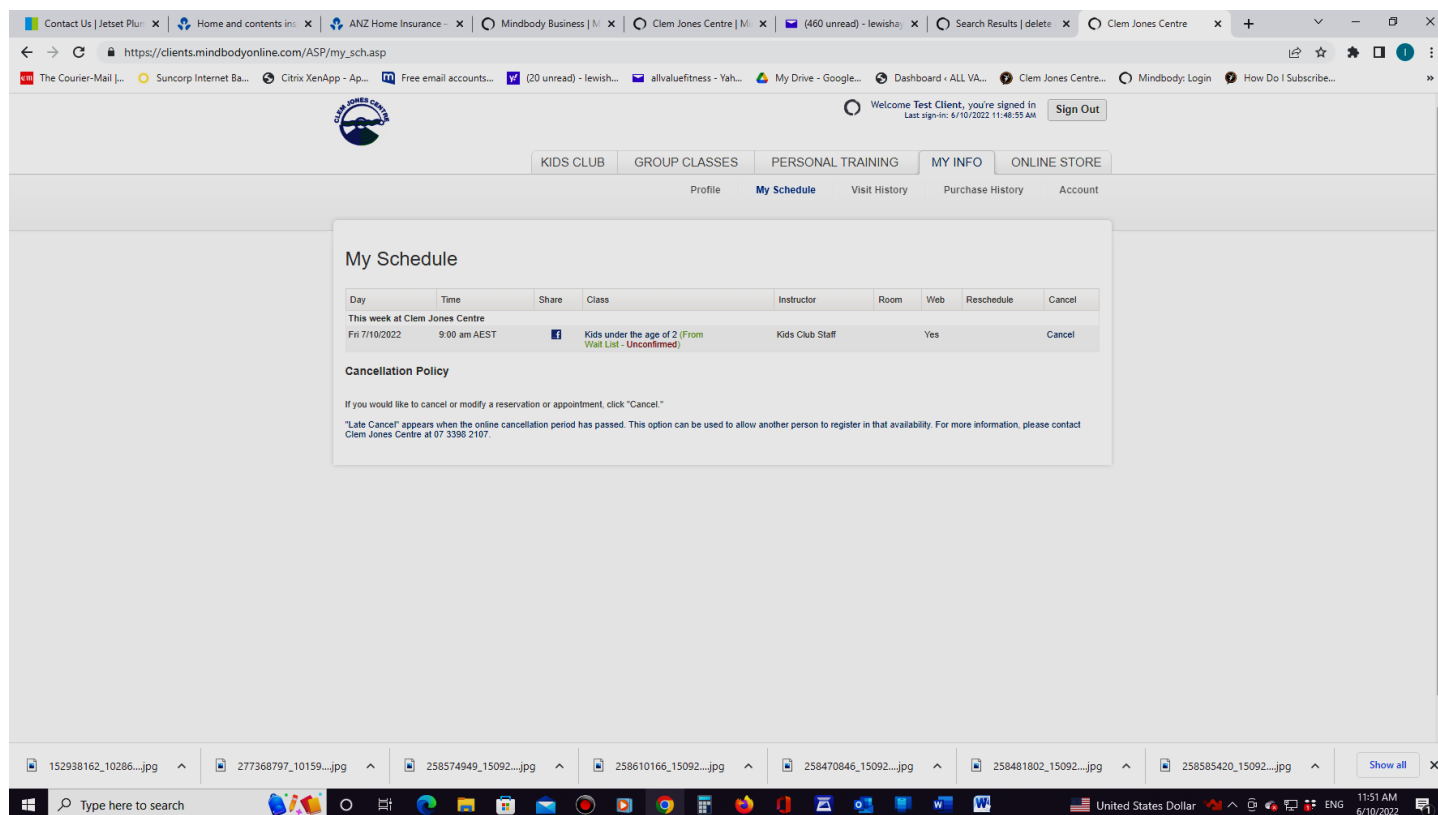
The next time you go to your schedule you will see your booked classes and a highlighted button showing you are on a Wait List.



The screenshot shows the 'My Schedule' page for the Clem Jones Centre. The page has a navigation bar with links: KIDS CLUB, GROUP CLASSES, PERSONAL TRAINING, MY INFO, and ONLINE STORE. Below this is a sub-navigation bar with links: Profile, My Schedule (active), Visit History, Purchase History, and Account. The main content area is titled 'My Schedule' and contains a table with the following columns: Day, Time, Share, Class, Instructor, Room, Web, Reschedule, and Cancel. The table lists two classes for 'This week at Clem Jones Centre': 'Fri 7/10/2022 9:00 am AEST' and 'Fri 7/10/2022 9:00 am AEST', both for 'Kids under the age of 2'. The 'Cancel' button for the second class is highlighted in blue and labeled 'Waitlist (1)'. Below the table is a 'Cancellation Policy' section with text: 'If you would like to cancel or modify a reservation or appointment, click "Cancel." "Late Cancel" appears when the online cancellation period has passed. This option can be used to allow another person to register in that availability. For more information, please contact Clem Jones Centre at 07 3398 2107.'

To access details of your Wait List bookings including to cancel your Wait List place simply click on the Wait List highlighted button.

If there is a cancellation and you are next on the Wait List then you will receive an email/text (if you have enabled under your Profile) advising you that the booking is now available. Reply to the text or email either confirming the booking or cancelling it. Your My Schedule list when you move from the waitlist to a booking will look like the screen below.



The screenshot shows the 'My Schedule' page for the Clem Jones Centre. The page has a navigation bar with links: KIDS CLUB, GROUP CLASSES, PERSONAL TRAINING, MY INFO, and ONLINE STORE. Below this is a sub-navigation bar with links: Profile, My Schedule (active), Visit History, Purchase History, and Account. The main content area is titled 'My Schedule' and contains a table with the following columns: Day, Time, Share, Class, Instructor, Room, Web, Reschedule, and Cancel. The table lists two classes for 'This week at Clem Jones Centre': 'Fri 7/10/2022 9:00 am AEST' and 'Fri 7/10/2022 9:00 am AEST', both for 'Kids under the age of 2'. The 'Cancel' button for the second class is highlighted in green and labeled 'Wait List - Unconfirmed'. Below the table is a 'Cancellation Policy' section with text: 'If you would like to cancel or modify a reservation or appointment, click "Cancel." "Late Cancel" appears when the online cancellation period has passed. This option can be used to allow another person to register in that availability. For more information, please contact Clem Jones Centre at 07 3398 2107.'

HOW TO CANCEL THE BOOKING

You simply log back in and go to your My Schedule tab in your Profile and cancel the class booking by clicking on the Cancel button to the right of the booking.

The screenshot shows the Clem Jones Centre website. The user is logged in as 'Test Client'. The navigation bar includes 'KIDS CLUB', 'GROUP CLASSES', 'PERSONAL TRAINING', 'MY INFO', and 'ONLINE STORE'. The 'My Schedule' tab is selected. Below the navigation bar, there is a 'My Schedule' section with a table of bookings. A blue arrow points from the text above to the 'Cancel' button in the table.

Day	Time	Share	Class	Instructor	Room	Web	Reschedule	Cancel
This week at Clem Jones Centre								
Thu 29/09/2022	9:00 am AEST		Kids over the age of 2	Kids Club Staff		Yes		Cancel

Cancellation Policy

If you would like to cancel or modify a reservation or appointment, click "Cancel."

"Late Cancel" appears when the online cancellation period has passed. This option can be used to allow another person to register in that availability. For more information, please contact Clem Jones Centre at 07 3388 2107.

Late Cancellation-No Show Fee

Cancellations will be accepted up until 30 minutes prior to the commencement of the booking. Failure to cancel your booking by then or not turn up will incur a No Show fee of \$20.00. Next time you login you will see a reminder that there is an outstanding account that must be paid prior to any new bookings.

The screenshot shows the Clem Jones Centre website with a modal window displaying an outstanding account balance of -\$20.00. The modal window includes a table of transactions and a form to make a payment. A blue arrow points from the text above to the 'Make Payment' button.

Paid	Payment Ref #	Amount	Description	Account credit	Account debit
	4/10/2022 81691	\$0.00	Creche No Show Fee		\$20.00
	4/10/2022 81687	\$0.00	Creche No Show Fee	\$20.00	
	4/10/2022 81685	\$0.00	Creche No Show Fee		\$20.00

To Resolve this, please make a payment.

Pay:

☒ Enter Billing Information Below ☒ Store Billing Information

CC Number:

CC Exp.:

CVV2:

Cardholder Name:

Address:

City:

State/Province:

Postal Code:

There are 3 way to pay the account:

- Online by completing your credit card details on the account invoice that appears when you log in and click the Make Payment button.
- Over the phone by calling the Centre on 3398 2107 and asked to be put through to the gym reception who will process the payment for you
- In person at the gym reception