



CLEM JONES CENTRE MEMBERS

KIDS CLUB BOOKINGS GUIDE

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 using our Clem Jones Centre app. Bookings can be managed entirely through the Mindbody online login, however we recommend using our app for ease of use with managing your Kids Club bookings. 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.

Follow the four simple steps below!

Steps:

- Step 1- Download the Clem Jones Centre app for your mobile device
- Step 2- Log into your account (We've created it for you!) and set up your password.
- Step 3 - Add your dependents
- Step 4 – Make and cancel bookings

New members should follow this guide from start to finish to set up their account and learn to manage their bookings.

Current Members looking to add a new dependent or learn how to manage their bookings can skip past steps 1 and 2.

Step 1- Download the Clem Jones Centre app for your mobile device

Head to your relevant app store and download the free Clem Jones Centre app simply titled “Clem Jones Centre”. Look for our logo picture below!



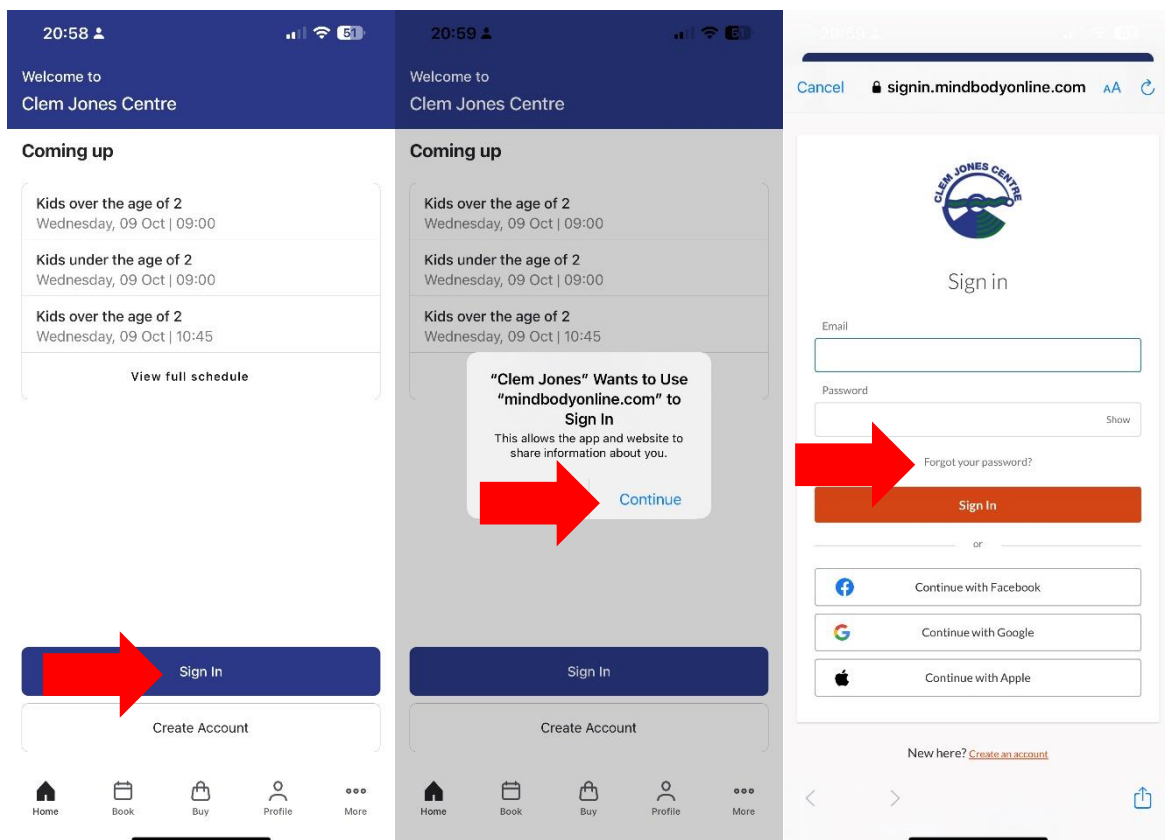
Step 2- Log into your account (We’ve created it for you!) and set up your password.

Once you’ve downloaded the Clem Jones Centre app, open it and click sign in.

Continue through to Mindbody online to login into your profile.

Click **“Forgot your password”** and enter the email address you gave us on your membership application form. **Please do not create your own profile.** You will receive an email with instructions on how to set up your password.

If you are unable to login into the account we have made you please email the gym reception team at Gym@clemjonescentre.com.au we will be able to help resolve the issue.

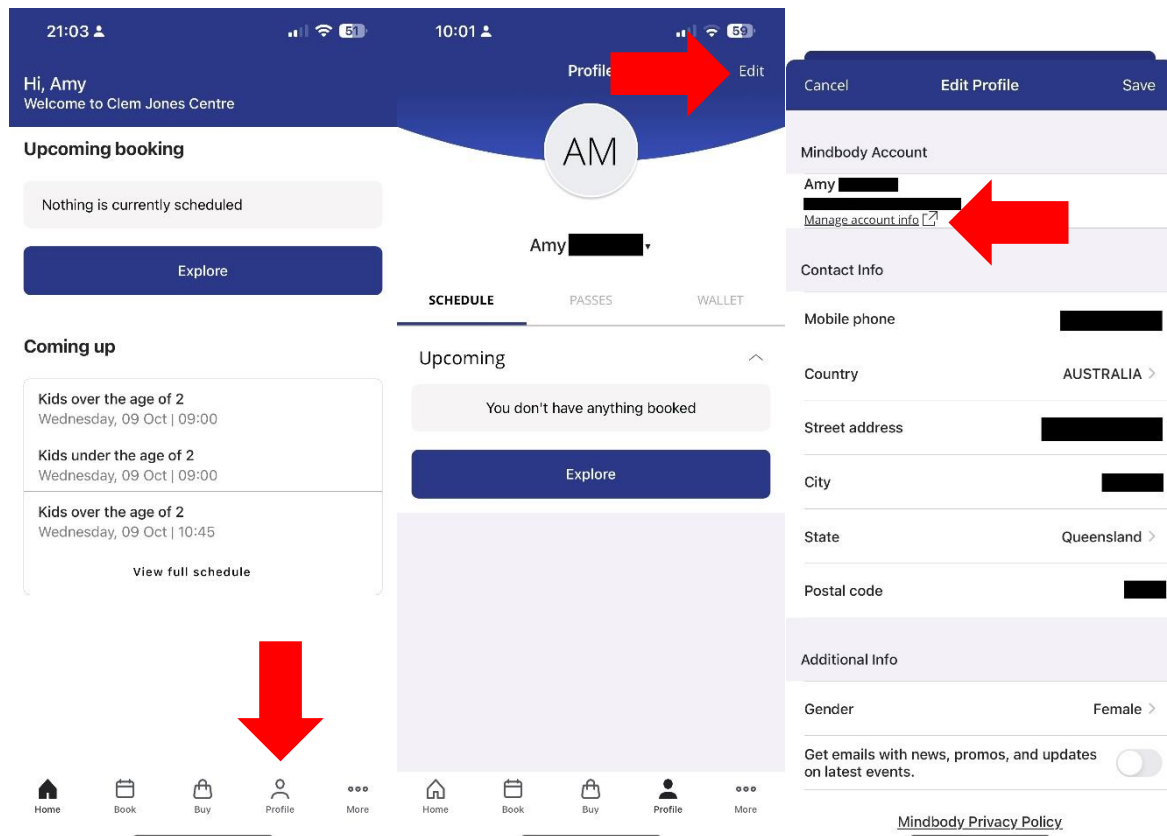


Step 3 - Add your dependents

Login into your profile on the Clem Jones Centre app, using the password you setup during the previous step.

Click on your profile and then click on the edit button in the top right corner.

Click on “manage account info” to add your dependents, dependents will need to be added through Mindbody online rather than the app.

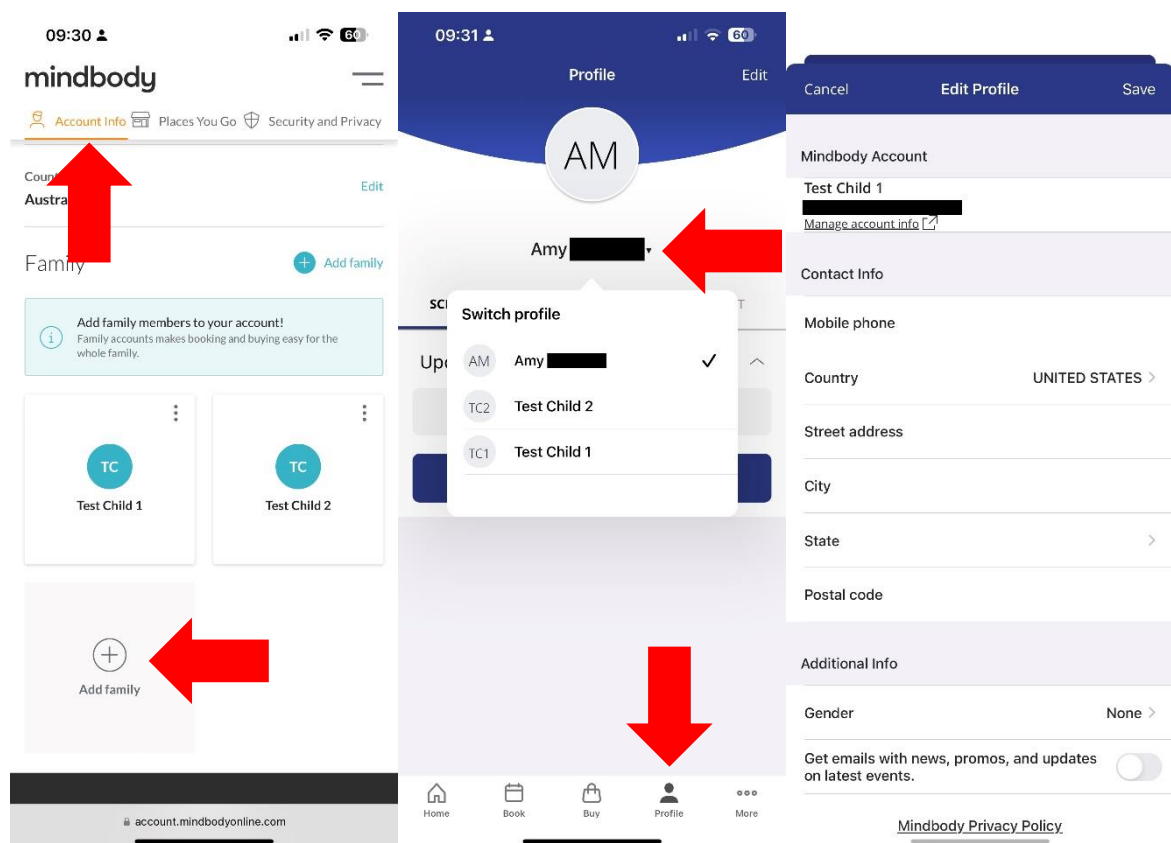


Step 3 - Add your dependents – continued

After clicking on the “manage account info” and signing into Mindbody online, you should be directed to your account info section. If not, click on your account info. At the bottom of the account info page is the family section, here we can add family members/dependents. Note each dependent will need to be added separately. Once added each dependent will appear below and in the Clem Jones Centre app. Note our example shows two dependents.

Head back to the Clem Jones Centre app and click on your profile. Here you can click on the drop down next to your name to easily switch between dependents. Select the first dependent and then the edit button in the top right-hand corner.

IMPORTANT: Before the system will allow you to book dependents into the Kid’s Club sessions you will need to select each dependent individually and add a mobile number, country, street address, city, state and postcode to their profile under the edit account section. Repeat the process for each dependent.



Step 4 – Make and cancel bookings

To book one or more dependents into a Kid’s Club session head to the “book” section of the Clem Jones Centre app, and then click on the Kids Club heading. Here we can see a full list of all upcoming Kids Club sessions, Kids Club sessions can be booked up to a week in advance and up to 5pm on the day before the session. Select the date and time you’d like to book into.

On the booking page we can change who we are booking for under the drop down. Ensure you are booking for the correct dependent, if you haven’t added your dependents yet head back to the previous step. Book the dependent into the session, this process will need to be repeated for each dependent.

Now under the profile section we can individually select each dependent and view all upcoming Kids Club sessions they are booked into.

Canceling a Kids Club booking – To cancel a Kids Club booking head to the profile section of the Clem Jones Centre app, select the dependent you’d like to cancel the booking for. Under the schedule section click the cancel button. Remember to repeat this process for each dependent.

If a booking is cancelled with less than 60 minutes prior to the timeslot, there will be a cancellation fee of \$20.00 applied. Access to the Kid’s Club will be denied until the fee has been paid.

If your child is registered as a “No Show”, a \$20.00 fee will apply. Access to the Kid’s Club will be denied until the fee has been paid.

