

## Home Farm Booking Platform – A Step by Step Guide:

Hope these videos and this document help but if you have any issues or struggle in any way please reach out. Kirst 07860136471

### STEPS

1. Register
2. Log In
3. Make a Booking
4. View My Bookings
5. View All Bookings
6. View My Details

### **How to register**

Click on this link

<https://homefarmbookings.co.uk/>

Click on Register

- Fill in all fields
- Complete mobile in this format: 07860136471 (no spaces/no characters like +44)
- Email must be your valid current email address, all booking communications will be emailed to this address
- Password must be 8 characters and a mixture of numbers and letters and a capital letter
- Tick the “I am not a robot” tick box and select the correct images (sorry! This is only done on this page, to avoid bots trying to get onto the site)

**Your profile then needs to be approved by an admin** and once this has been done you will receive an email confirmation of your successful registration and you will be able to make bookings.

### **You will receive an email to confirm you have been approved to make bookings.**

- The email will come from Home Farm Bookings <noreply@homefarmbookings.co.uk>
- You might need to check your spam/junk folder for this email if it is not in your inbox
- If you can pop a message on Home Farm chat (or send a WhatsApp to Kirst (07860136471) when you have registered we can then get you approved
- We will do this as quickly as possible and will let you know on WA once it has been done

### **How to log in**

Click on this link

<https://homefarmbookings.co.uk/>

- Fill in your email address (the one you used to register)
- And fill in your password (the one you used to register)

- You can tick the box to remain logged in but it is not necessary if you use a shared machine/device
- Click Login

On mobile there is a burger menu (3 horizontal lines in the top right hand corner of your screen (on the same line as Home Farm Bookings), on a desktop or laptop you'll see the menu items as text at the top right of your screen. The menu items are as follows:

- Bookings (this has a drop down menu with a further 3 options – on mobile you'll need to tap the little blue down arrow to expand the menu to show these items)
  - Make a Booking
  - View My Bookings
  - View All Bookings
- My Details – this is where you'll access your profile and can update your contact details, load a profile picture etc.
- Logout

### **How to Make a Booking**

- On the home page you will see there are three options to book either the School, the Lunge Pen or the Turnout Pens
- Click Book Now under the respective area you wish to book
- You are able to change the month and year (if your booking is not for the current month etc)

### You will then select your time options:

The Lunge Pen has a choice of 15 mins, 30 mins or 45 mins

The School has a choice of 30 mins, 45 mins nor 60 mins

The Turnout Pens have one extra step, you first select your duration - 2 hours, 7am to 1pm, 1pm to 7pm or Whole Day (once selection is made press Continue)

- Make your time selection
- Click on the date you want
- You are then offered the choice of times available for that date for the type of booking you want to make
- Select the slot you want and press Continue
- If you are making the booking for your child for example, on the next screen you can then change the booking name to theirs if you wish (might be helpful if you have more than one rider and you want to be know who you are booking for).
- You are unable to change the email address, that is your registered email address and it cannot be edited
- Then press Continue
- You will now receive an on-screen confirmation of your booking
- Press Finish and you will return to the Home page to make further bookings if necessary
- You will also receive an automated email confirming this booking

## **How to make changes to a booking - Reschedule or Cancel**

You will also receive an automated email confirming the rescheduled details or if you have cancelled you will receive an email to confirm your booking was cancelled.

### To cancel a booking

Click on Bookings, My Bookings

- Then find the booking you wish to cancel and click on the 3 dots – this is found under the respective booking on the bottom right under Approved. If the booking has already passed, or previously been cancelled, or you're trying to edit during the actual time slot then you are unable to make any changes to the booking and the 3 dots will not display
- Once you have clicked the 3 dots you are then asked to cancel or reschedule.
- If you select cancel, you will get a pop up to confirm this action
- Press Confirm
- An automated email is then sent to you to confirm this cancellation

### To reschedule a booking

- If you want to reschedule you follow the same process as the cancel option above and click on the 3 dots
- Then select reschedule, you then go and find the new date/time you want – it is the same process as making a booking
- Once new date and time is selected you press Continue you are then taken back to the My bookings page with all your bookings list.
- An automated email is then sent with the new bookings' details.

### General Notes:

- A reminder email is sent 24 hours before your booking
- If you are booking the Turnout Pens. You have a choice of 2 hour slots, half day slots (7am to 1pm and 1pm to 7pm) or full day slots (7am – 7pm). There are 5 Turnout Pens, the platform will assign an available Turnout Pen and your confirmation email will advise which Turnout Pen you have been assigned
- The Lunge Pen and School are not able to be booked at the same time and the system will ensure that conflicting bookings cannot be made

## **How to view My Bookings (these are your bookings)**

- Click on Bookings
- Click on My Bookings

## **How to view All Bookings**

- Click on Bookings
- Click on All Bookings
- You can select which area you would like to view - School, Lunge Pen, Turnout Pen
- Or if you would like to view all then you make no selection

- If you scroll to the left you can see the display options: month, week, day, list and timeline
- If you select list (or what ever filter you choose) you can then see all the bookings made by everyone - dates, times, who booked the area and what area was booked
- A little note – if you view DAY view – The School and Lunge Pen are listed together and labelled Home Farm as you are not able to book them at the same time

(For the video these are all test/dummy bookings)

#### General Notes:

- A calendar is quite challenging to display on a mobile device as there's a lot of info for a small space so it might be easier to view on a desktop/laptop. I find the best view options on mobile to be the LIST option and turn your phone sideways into landscape mode. You have a choice of viewing by day, week, month and list so pick whatever works best for you. If you tap a booking it will give you the info associated with that booking (who, what, when, where)
- You are also able to view all bookings of all areas or specifically the School or Lunge Pen or Turnout Pens so you can narrow down what's being displayed to be whatever you're specifically interested in seeing

#### **How to reset your password**

- Click on reset password on the log in page
- Fill in your password in the box provided
- Tick the "I'm not a robot" tick box
- Check your inbox, spam or junk folder for an email to reset your password
- Click on the reset your password link in the email
- Complete your new password and press continue

#### **Videos to help**

Training 1 - Registration

Training 2 - Log in

Training 3 - Make a booking School

Training 3 - Make a booking Lunge Pen

Training 3 - Make a booking Turnout Pen

Training 4 - View My Bookings

Training 5 - View All Bookings

Training 6 - View profile

Training 7 - Cancel a booking

Training 8 - Reschedule a booking

Training 8 - Request to Reset password

Training 8 - Reset password via link sent