

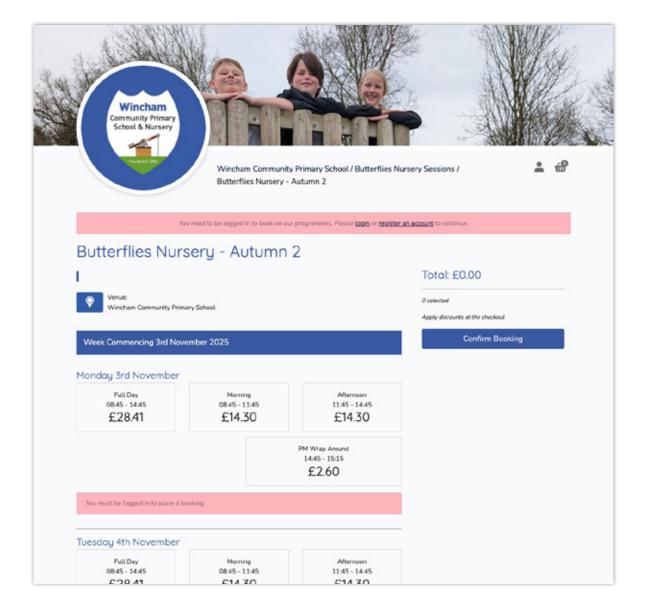
Butterflies Nursery Sessions Bookings

User Guide

All sessions must be pre-booked and paid for in advance.



wincham.hivelink.co.uk

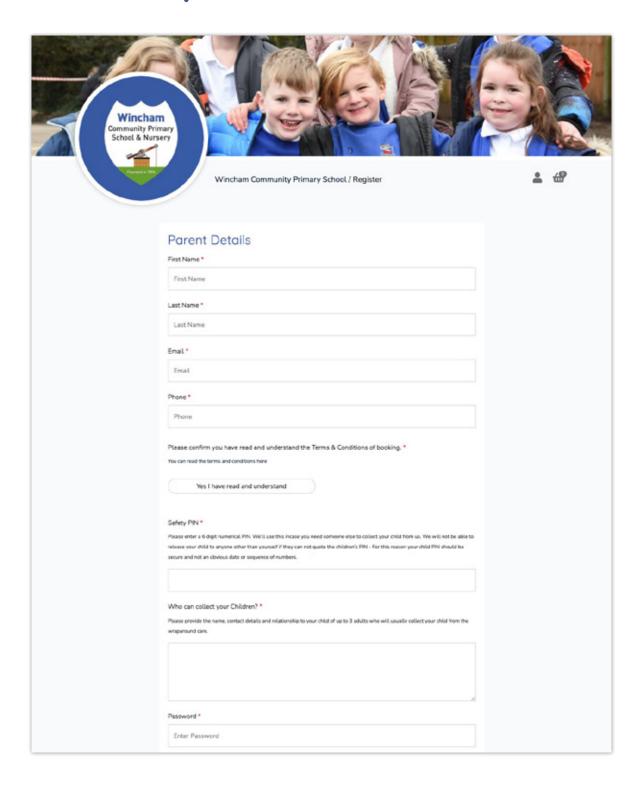


Navigate to the booking site at **wincham.hivelink.co.uk** on your phone, tablet, computer or any internet enabled device. Follow the links to find the item you wish to book for.

Here you can view available dates, session times and prices. To make your selection you must first **log in** or **create your account**. This is a quick process and ensures that our team have all the information we need to ensure your children are safe and their needs are met whilst in our care.

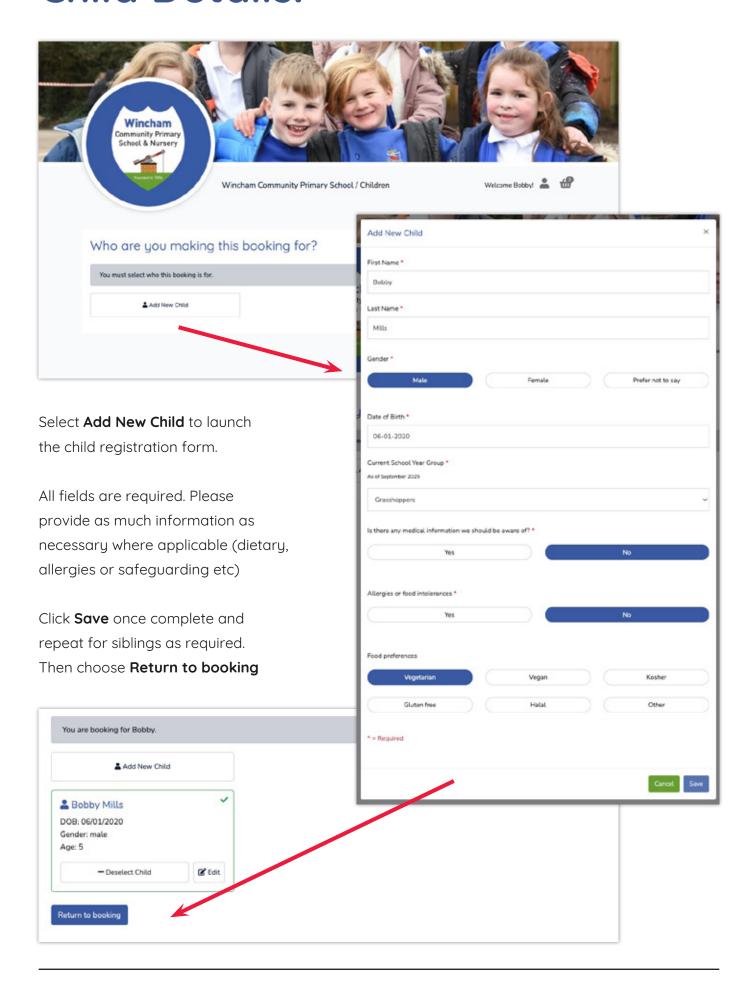
All information is saved to your account for future bookings and is always available to the team working with your children.

Parent / Carer Details.

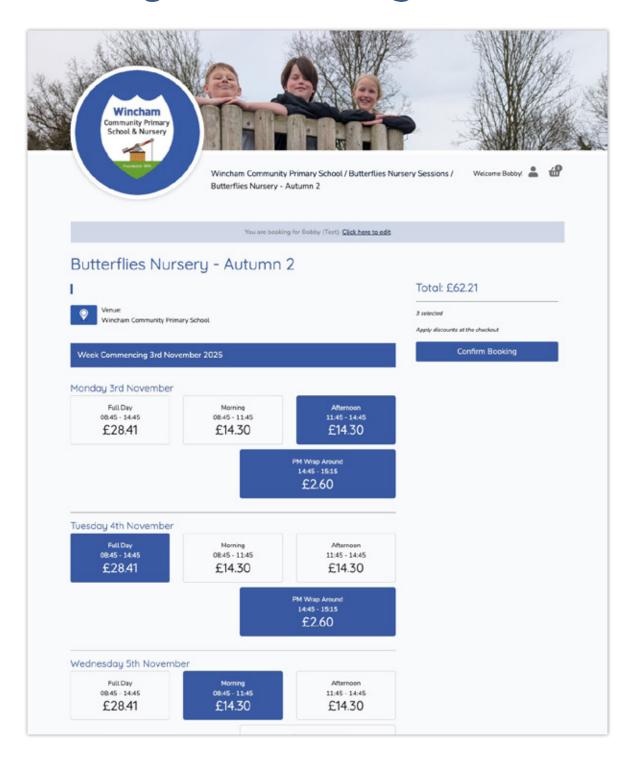


All fields are required, please double check the accuracy of your contact details. Click **Register** once complete.

Child Details.



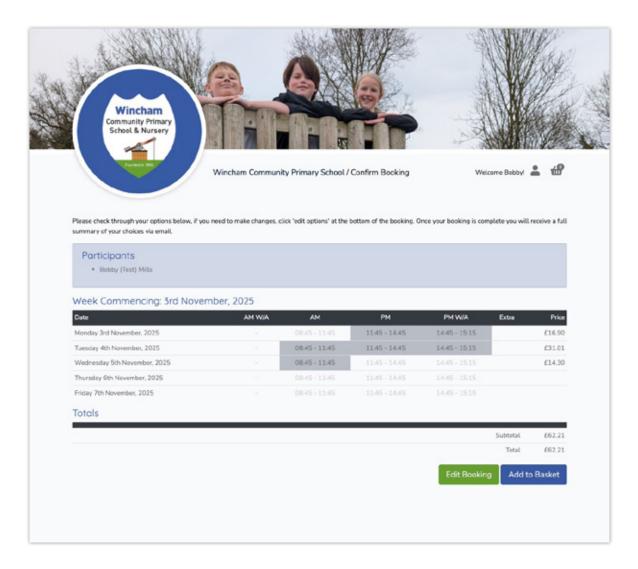
Build your booking.



Choose your options for the selected children. Your prices will calculate as you add to your booking - along with any available automatic discounts.

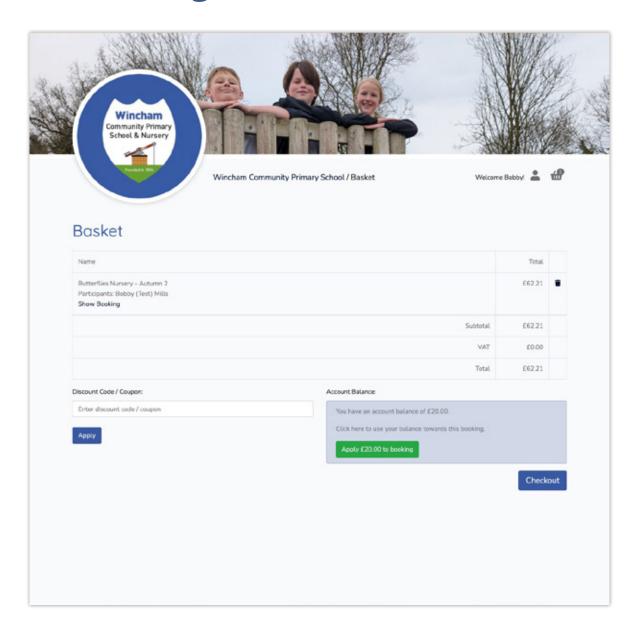
Once you have all the options required click Confirm Booking.

Confirm your booking.



Review your options for the selected children. To make changes choose **Edit Booking** to return to the previous screen. If you are happy with your choices choose **Add to Basket**.

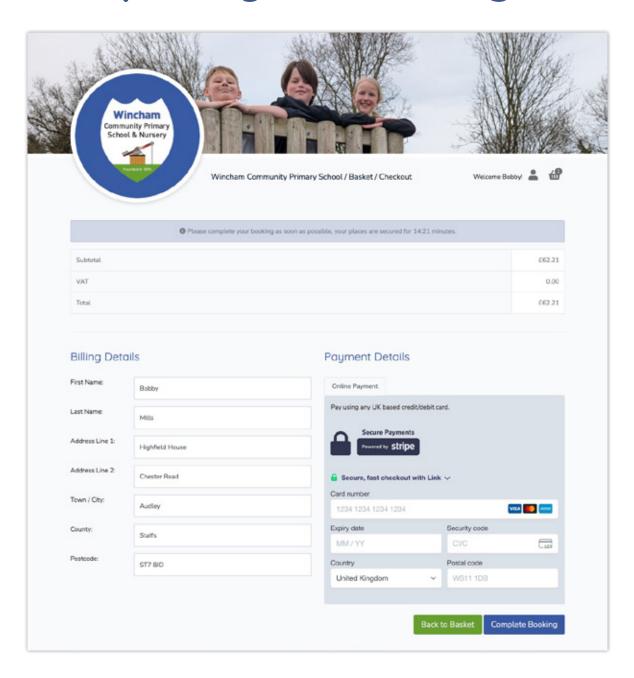
Review your basket.



If you are booking other items, or an alternate pattern for another child you can navigate away from this page and make any additions to your basket.

To finalise your booking choose **Checkout**.

Complete your booking.



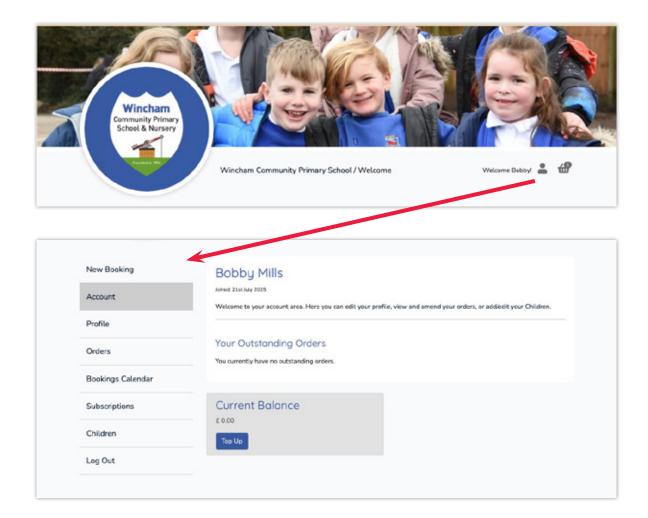
To complete your booking, enter your **Billing Address** on the left (this should match the card you will be using to pay) and your card details on the right.

Your address will be saved to your account. We do not currently store card details.

Double check all details and click **Complete Booking**. You will be redirected to a confirmation page and will receive an email with a summary of your booking.

All done!

Manage your Account.



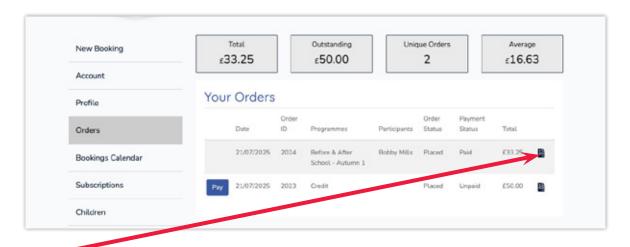
From any page on the booking site, click the **account** icon to go to your account area.

From here you can update your profile, add or edit children's details and view your past orders. The booking calendar displays all ofyour bookings in a calendar view.

Making changes to bookings.

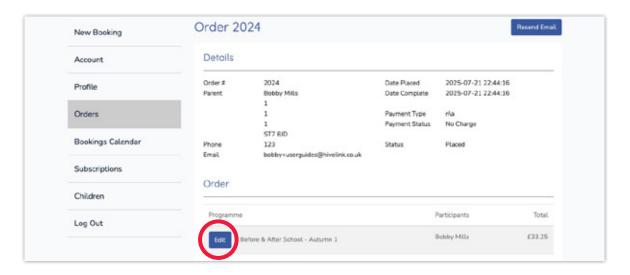
To remove sessions from an existing booking, please follow the steps below.

To add sessions to your booking, simply take out a new booking for the additional sessions required.

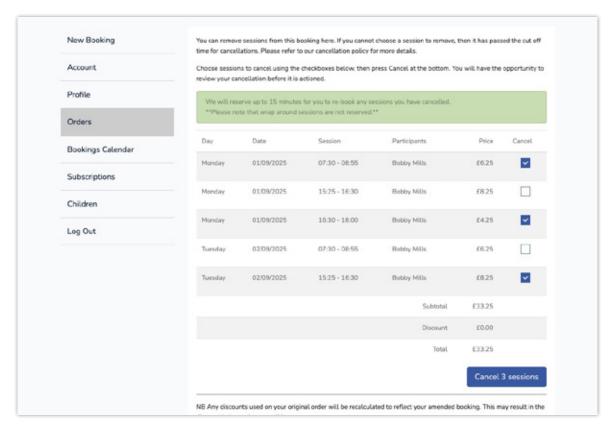


From the orders area of your profile you can choose to remove sessions from your existing orders up to 3 days before the start of the session.

From the orders tab within your profile area, select the order you wish to view and click the edit icon.



Making changes to bookings.



From the next screen select the sessions you wish to remove from your booking. Once happy with your selections, scroll down to click **cancel sessions**.

Review your order totals. If you are happy with the changes select confirm cancellation. The value of the sessions that have been removed from your booking will be added to your account as credit and a new email summary sent.

