

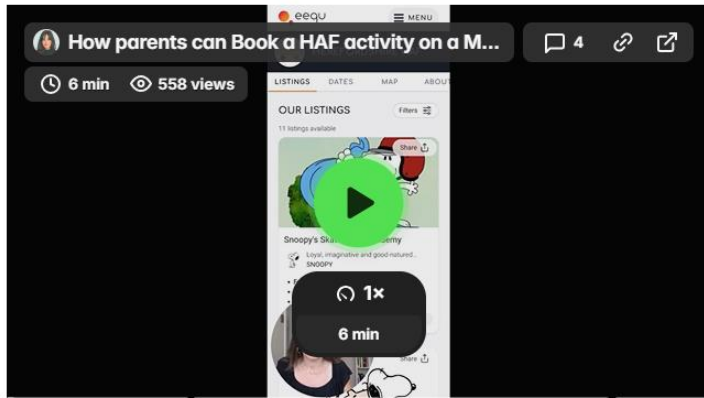
Introducing Eequ: Quick Guide on how to book a HAF session

Read on to see how easy it is to book, send messages, cancel and manage your holiday activities.

[Quick guide on how to book a HAF session | Eequ Help Centre](#)

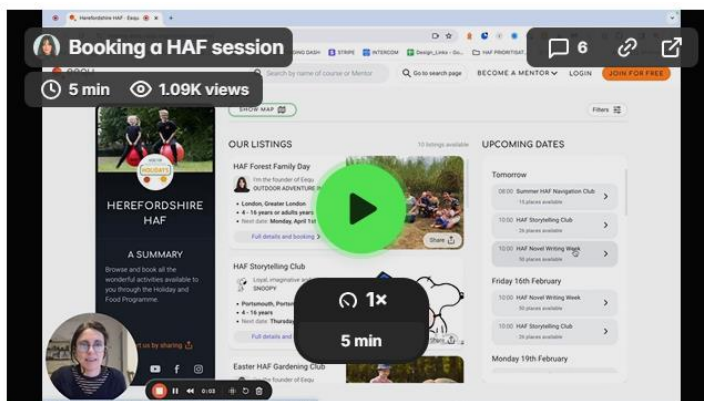
How to book on a mobile phone

On the above link there is a short video showing how you can book a HAF activity on your mobile phone.



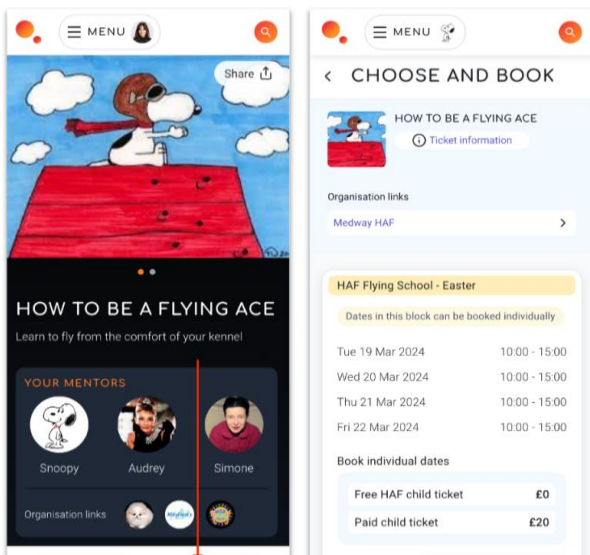
How to book on a desktop computer

Again, on the link above there is a short video showing how you can book a HAF activity using your desktop.



Step by step guide of the HAF booking process

When you have a link for listing that you want to book, the process is simple. Click BOOK, SELECT DATES and tick all the dates you want to go.



In Step 1 of checkout select all the attendees.

If you have booked before, your children will appear. If this is your first booking with Eequ, you can Add a Child during checkout.

The image shows two side-by-side screenshots of a mobile app interface. The left screenshot is titled "Select dates" and shows a list of dates from Tuesday, 19 Mar 2024 to Friday, 22 Mar 2024. Each date has options for "Paid child ticket" and "Free HAF child ticket". The date "Thu 21 Mar 2024" is selected, and the "Select all dates" checkbox is checked. The right screenshot is titled "PAYMENT" and shows a progress bar with four steps. Step 1 is active, and the screen is titled "Who will be attending?". It lists three child attendees: Daisy Peanuts (DOB 05/06/2019), Kato Peanuts (DOB 20/12/2012), and Marvin Klein (DOB 16/10/2015). All three are checked. There is a "NEW CHILD ATTENDEE" button and an optional message field for the mentor.

In Step 2 you can select a ticket.

The image shows three side-by-side screenshots of a mobile app interface, all titled "PAYMENT". The first screenshot shows Step 2 of the checkout process, titled "Select your ticket type". It lists two attendees: Marvin Klein and Kato Peanuts. Marvin Klein has a "Free HAF child ticket" selected. Kato Peanuts has a "Select a ticket" dropdown menu open, showing options for "Free HAF child ticket" (£0) and "Paid child ticket" (£40). The subtotal is £0 and the total is £40. The second screenshot shows Step 3, titled "Extra questions from Snoopy". It asks for booker information, a phone number (+44 7888 466777), and a postcode (BN15JF). It also asks if the user is happy for the HAF team at East Sussex County Council to send updates (Yes) and if they are happy for Snoopy to send newsletters (checked). The third screenshot shows Step 4, titled "Review and book". It lists the next steps: 1. Request your booking, 2. Your local council team checks your eligibility, and 3. You will get an email when your booking is confirmed. It also includes a disclaimer about the learning experience being provided by the Mentor and not by Eequ, and a note that this is a Council Funded booking.

In Step 3 you must answer a set of questions.

This helps your Council approve eligibility and to help the provider be aware of your child's learning and health needs.

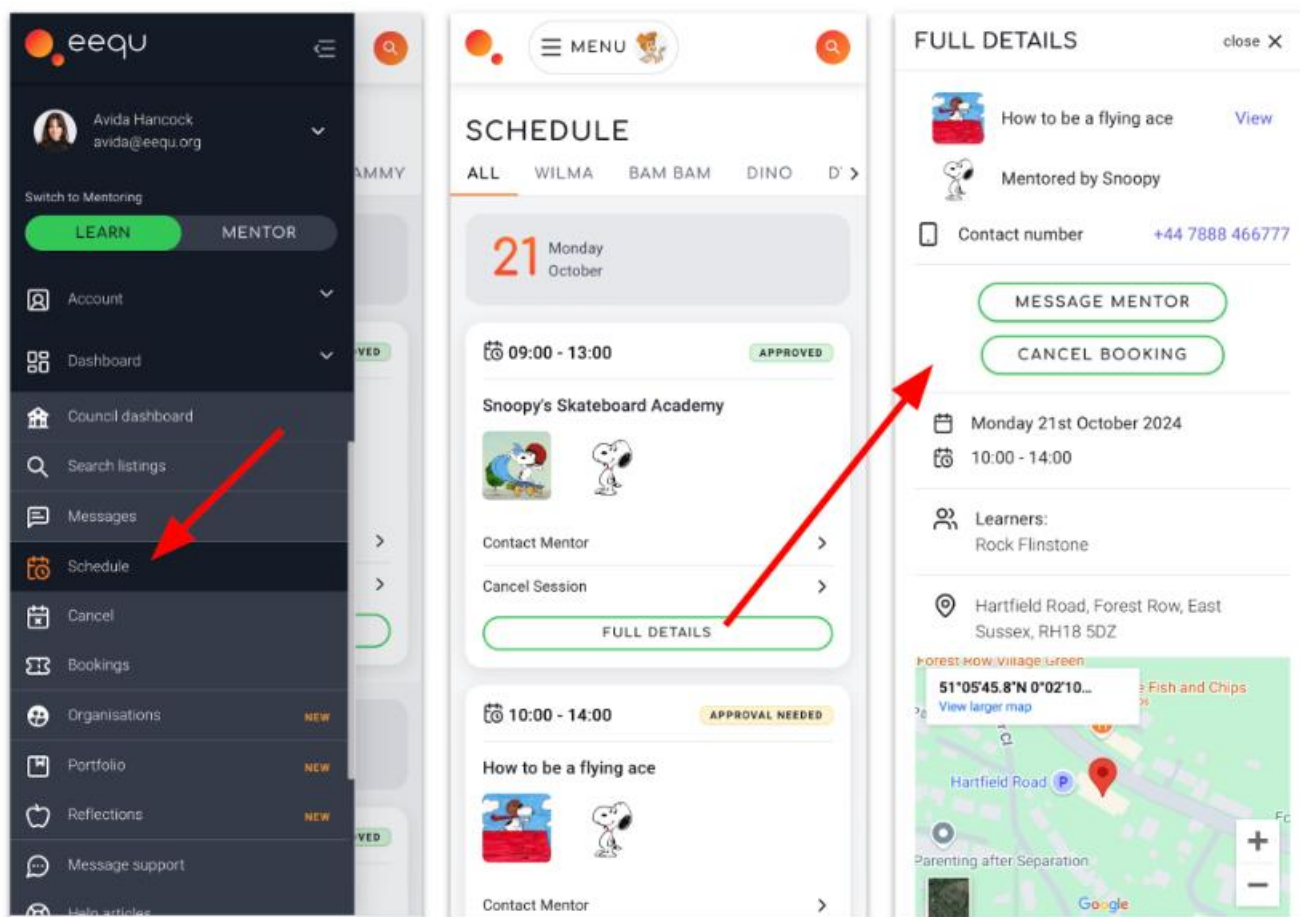
In Step 4, you can complete your booking request.

You will now be taking to your booking page where you can see the details of your booking. It will be shown as "Waiting Approval" initially.

How do I know when my HAF booking request is Approved?

You can see the progress of your booking requests by checking your Booking Page or Schedule Page on Eequ.

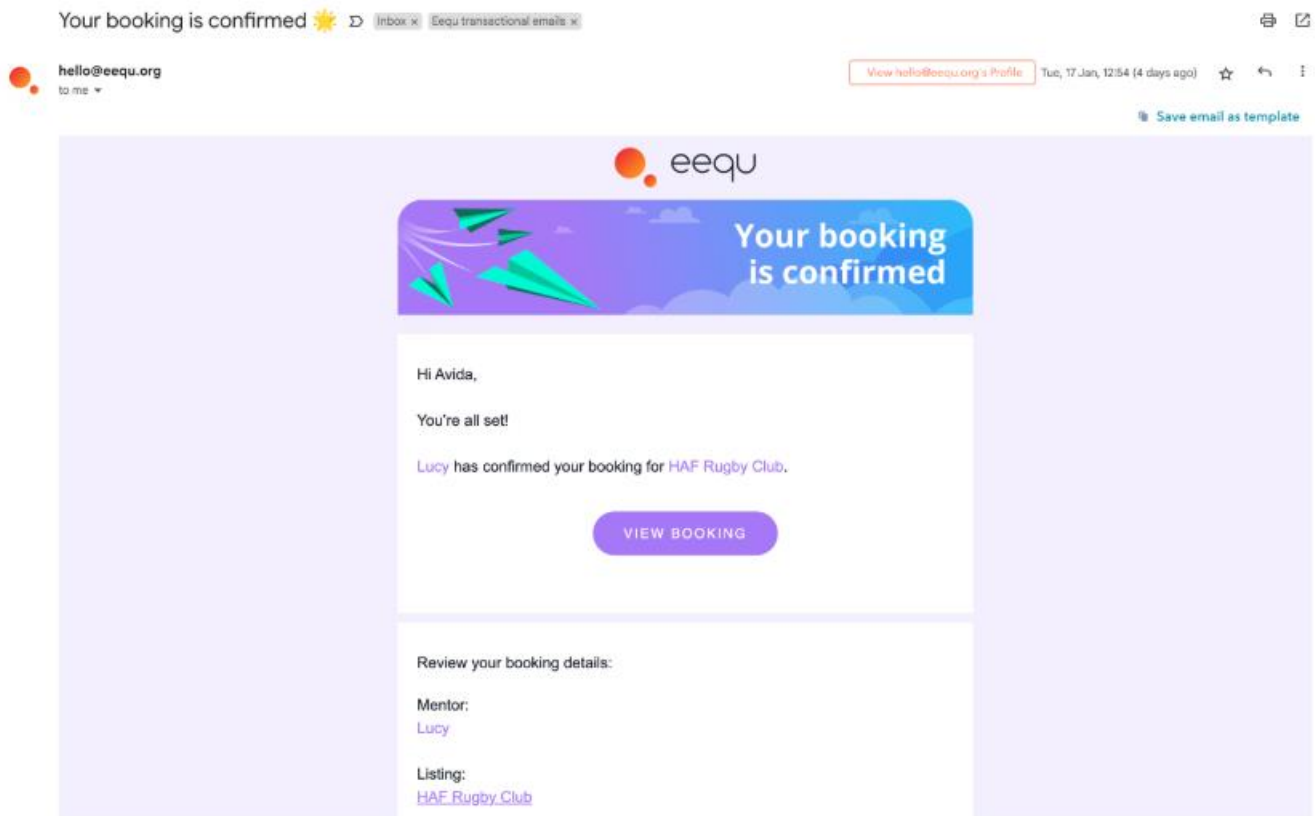
Your Schedule Page is a great place to see where you need to be for each child throughout the holidays. The yellow label will change to green when it is approved.



You will also receive email notifications for all your booking requests, confirmations and messages from providers.

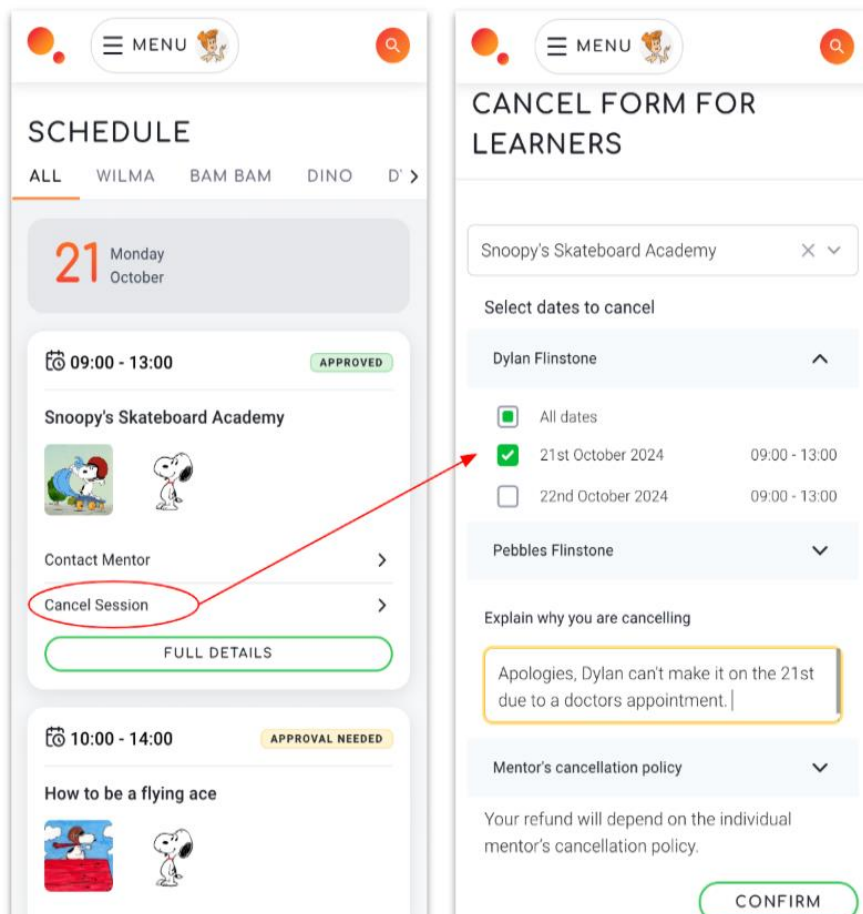
Make sure you add hello@eequ.org to your contacts and check your Spam or Junk folder if you don't immediately get an email.

If you find an email from Eequ in Spam, mark it as safe and drag it to your Inbox.



How do I send messages and cancel sessions?

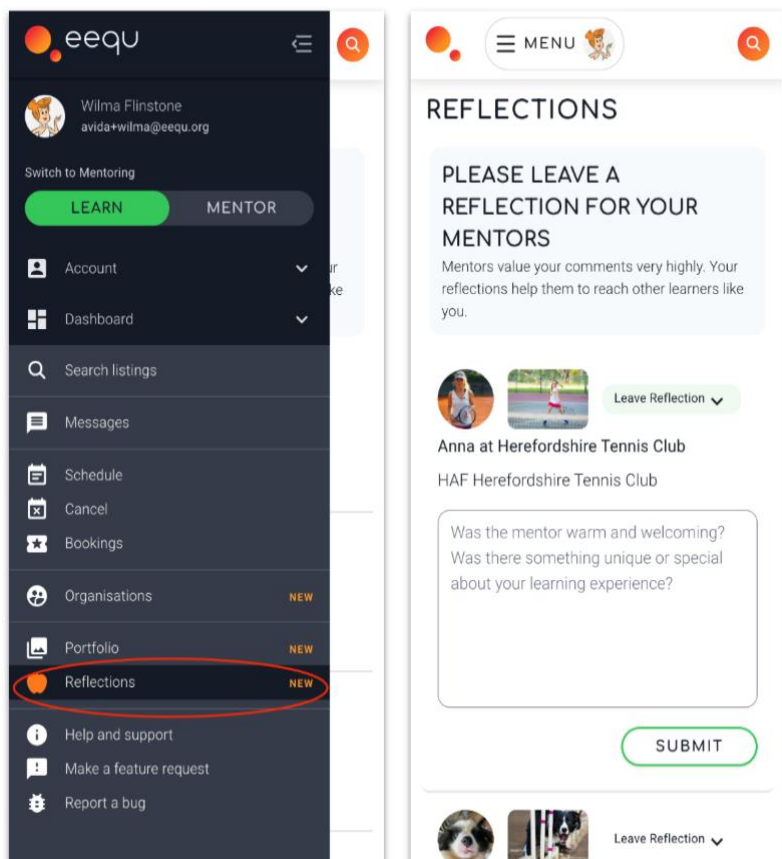
Simply log in and open your menu and go to your Schedule Page. Click Cancel Session and complete the simple form - see below:



How do I leave a review?

We call reviews "Reflections". Simply open your menu, click on Reflections and you will be able to write a Reflection on any you have booked.

Mentors really appreciate your comments and this helps other parents too.



Who should I contact if I have more questions?

Questions about the venue or activity

If you have any questions about the venue or activities use the CONTACT button on the listing. Your message will go directly to the Mentor (provider).



Questions about eligibility

If you have any questions about eligibility, please contact your school or the HAF team.

Questions about the booking platform

If you have a query about using Eequ use the Chat link on the right of this page or email hello@eequ.org for more support on booking.