



### Getting started

#### **Q: How do I book an activity at Liberty Jamboree?**

All young people need to be booked on their activity through our Enrolmy booking system.

#### **Q: How do I set up an account?**

- 👉 Go to [www.enrolmy.com](http://www.enrolmy.com)
- 👉 Click "Sign Up"
- 👉 Use your email and find Liberty Jamboree as your provider.

#### **Q: Is there an Enrolmy app?**

Yes! It's a weblink app (not in App Store).  
Enrolmy will offer the app when you sign up.



#### **Q: I forgot my password – what do I do?**

- 🔑 Click "Forgot Password"
- 📧 Check junk mail
- ✉ Try any other email accounts you might've used
- ❓ Still stuck? Contact us



### Our activities

#### **Q: What are the activities you provide?**

All our after school activities are listed on Enrolmy including transport. You can also check out more information at [libertyjamboree.co.uk](http://libertyjamboree.co.uk).

### **Q: Will I know what is happening at a youth club in advance?**

Yes. We will provide social stories to help planning for events and we attach schedules for activities for the whole term when it is available.

### **Q: How will you know the needs of my young person attending?**

As part of our booking process we ask you to provide all details of your young person and their needs on our online safety registration form – see below for more details.

### **Q: Can I book at any time?**

Yes, but bookings will close at 9am on the day of the activity. If the booking closes earlier that means we have reached maximum capacity for that activity. Please contact us to see if we can help.



## Paying in full or by instalments

When making a booking we offer the option to pay in full or by paying in instalments. You can pay:

- Weekly
- Fortnightly
- Every 4 weeks
- Monthly

Please note:

- Instalments are only available for **one activity at a time**
- That activity must cost **at least £10 per week**



## Booking activities for the first time

### **Q: Where do I find activities?**

 Log in to enrolmy and click the button 'See activities' on the right under our image. This will take you to the list of activities at the bottom of the page.

### **Q: How do I book an activity?**

#### **Book in 6 steps**

1.  Choose your activity  
Scroll down the page to view all available options.

2.  Select the young person attending  
Pick who you'd like to book for from your account.
3.  Pick your dates  
Choose your preferred booking dates.
4.  Review payment options  
View the cost and select to pay in full or by instalments.
5.  Finalise your booking for that activity  
Confirm the booking – an invoice will be created and added to your cart.
6.  Add more if you like  
Book additional young people or activities before checking out.

### **Q: What's the difference between Regular and Casual bookings?**

 **Regular:** Same day weekly (e.g., football every Tuesday for a month)

 **Casual:** Pick dates one at a time

### **Q: Can I book more than one young person at the same time?**

 Yes – you can have a joint booking if they're doing the same session and date, once the activity has been added to your cart. You can also choose more activities for different young people before checking out.

### **Q: Some sessions say 'full' – what do I do?**

 Use Casual Booking as it might just be unavailable to block book.

 Contact us – we might be able to help!



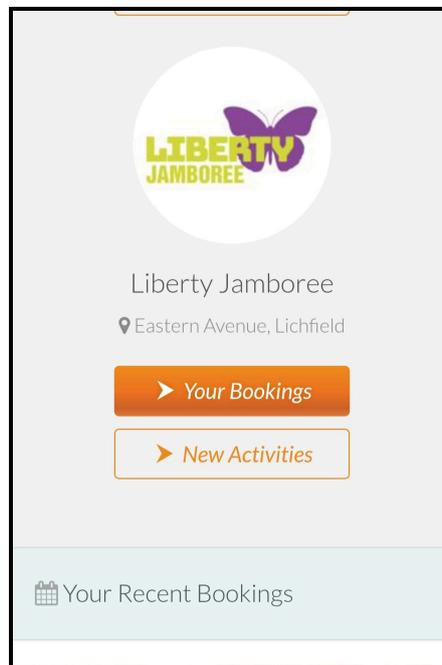
## Booking same activities for next term

### **Q: How do I book the same activity for next term?**

If you have previously booked an activity and you now want to book the same activity for new dates, you will need to **view and edit** to add new dates to your existing activity booking(s).

### **Q: How do I book new dates for the same activity?**

When you access Enrolmy, you will see two buttons – one for **Your Bookings** and one for **New Activities**. You can also scroll down to view Your Recent Bookings.



Only select New Activities if you want to book onto an activity you have not booked before.

Select **Your Bookings**.

Find the activity you want to book.

Select **View & Edit Booking** and follow the online instructions as before.

You can pay by instalments, but the options available to you will depend on the dates you have selected and the minimum payment for that activity - it must be more than £10 a week.

Save changes - **this will confirm payment** (you will receive an email confirmation).

## Using the basket / shopping cart

### **Q: How do I use the basket to pay for multiple bookings?**

 Here's how:

1. Finish one booking → an invoice is generated and added to your shopping cart, highlighted in the menu on the left.

Make sure it is in the cart before selecting another activity, otherwise you will have to start all over again.

The screenshot shows the ENROLMY website interface. At the top, there are navigation links: Home Base, Current Bookings, Concluded Bookings, My Cart (1), and Lisa White. On the left, a sidebar menu includes 'MY ACCOUNT' (Home Base, Change Password, Change Email, My Cart (1), My Invoices, My Payment Methods, My Family, Help FAQ, Log Out) and 'MY BOOKINGS' (Current Bookings, Concluded Bookings). The 'My Cart (1)' item is circled in red. A central white box with a green smiley face icon contains a success message: 'Success! Please make your payment now... Your booking for [redacted] in the Jump into Jamboree - Youth Club - Summer Term 1 activity has been successfully modified. Please note that Liberty Jamboree require that you must pay by credit card immediately to lock in your booking changes. You have a maximum of 15 minutes to pay the invoice for this activity, click here to pay by credit card now.' At the bottom right, there is a 'My Cart' icon and a red button labeled 'Pay for all items'.

1. Leave it there (don't pay yet!)
2. Click on **Home Base** and choose another young person or activity
3. Repeat booking as before
4. When you're ready → select your invoices and pay for all in one go

💡 *This saves time and combines all bookings into one payment! Remember instalments are only set up per activity, not on the total amount due.*

## Payment issues

### **Q: I've got a space off the waiting list – how do I pay?**

✉ We'll email you with an invoice to pay.

### **Q: I can't pay – says I'm not authorised.**

👤 Only the main account holder can pay. Ask them to log in, or share your login details.

### **Q: Can I pay by bank transfer or Amex?**

- ✗ No bank transfers
- ✗ Amex cards not accepted

### **Q: Payment failed – what now?**

- 📄 Double-check card info
- 💬 Still not working? Contact us



## Cancelling and changing bookings

### **Q: My young person can't attend – what do I do?**

 Let us know ASAP

### **Q: Can I get a refund?**

 Refunds are at our discretion – contact us to discuss.

### **Q: I booked a term, but need to cancel one session.**

 Cancel it in your account – Refunds are our discretion – contact us to discuss.



## Managing family accounts

### **Q: How do I add another young person to my account.**

Go to My Family → Click Add Child

### **Q: Can both parents use the same account?**

Yes. One parent/carer has overall control over the account, but you can authorise a second parent/ carer.

- Go to My Family
- Add the other parent's email
- Allow them to book & pay
  -  You can turn this on or off anytime

### **Q: Can both parents get emails?**

Only the main parent/ carer gets emails. We recommend you forward emails manually.

### **Q: I made 2 accounts by accident – help!**

Contact us – we'll fix it!



## The Safety Registration Form

### **Q: What is the safety registration form?**

 It keeps your child safe – includes emergency contacts, health info, permissions

### **Q: Why is the form set up as an activity?**

⚙️ It's how the system tracks if the form has been completed.

### **Q: Where do I find or update it?**

🔍 Go to my bookings

✏️ Click Safety Form

### **Form Sections:**

- 1 Parent/guardian details
- 2 Second parent/guardian (optional)
- 3 Emergency contact
- 4 Child's school info
- 5 Health info – allergies, medication
- 6 Address & personal care
- 7 Family doctor
- 8 Consent to terms

### **Q: I'm stuck in the form – what's wrong?**

⚠️ Common errors:

- Phone numbers in the wrong field
- School missing
- Invalid email address
- If the young person is in education but it is not listed, type 'Other' to select other/not applicable.
- If they are not in education – type other to select other/not applicable.
- If they are not living at the home address you can add details in the final section of the form.

### **Q: I keep getting reminders, but I've filled it in.**

🔄 Might be something small missing – contact us.

### **Q: I can't do it online – help!**

📞 Contact us – we'll support you

### **Q: Is my info safe?**

🔒 Yes – only staff can access.

### **Q: Why do I have to click "Save and Proceed" every time I make a booking?**

This is to make sure we collect all the important information before your young person attends an activity.



## Changing personal details

### How do I update email or password?

 Use the menu on the left when logged in.

### Q: How do I change address or child info?

1. Go to My Bookings
2. Click Provider Name
3. Choose Enrolment Form
4. Edit → Save



## Need Help?

 **Email:** [maggi@liberty-jamboree.co.uk](mailto:maggi@liberty-jamboree.co.uk)

If you need any further help, just drop us an email! Please include as many details as possible and we'll get back to you as soon as we can.