

WELCOME!

Thank you for using Bookamat.

In the next few pages we'll show you how to register, book and manage your bookings from your mobile phone, tablet or desktop.

Should you have any queries about your bookings, please contact the business where your bookings were made.



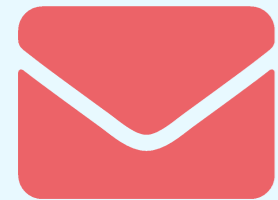
REGISTRATION

Here are several easy ways to register as a client with Bookamat.



1) Find My Studio

Visit bookamat.co and select 'Find My Studio' then follow the prompts.



2) Request an Invitation

Ask the business where you want to attend classes to send you an email invitation.



3) Visit the Website

Visit the website of the business where you want to join classes and look for their booking schedule page.



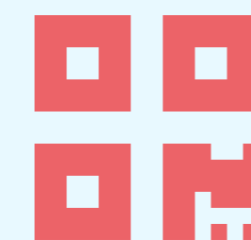
4) Browse Activities

Visit bookamat.co, select 'Browse Activities' and make a booking.



5) Social Media

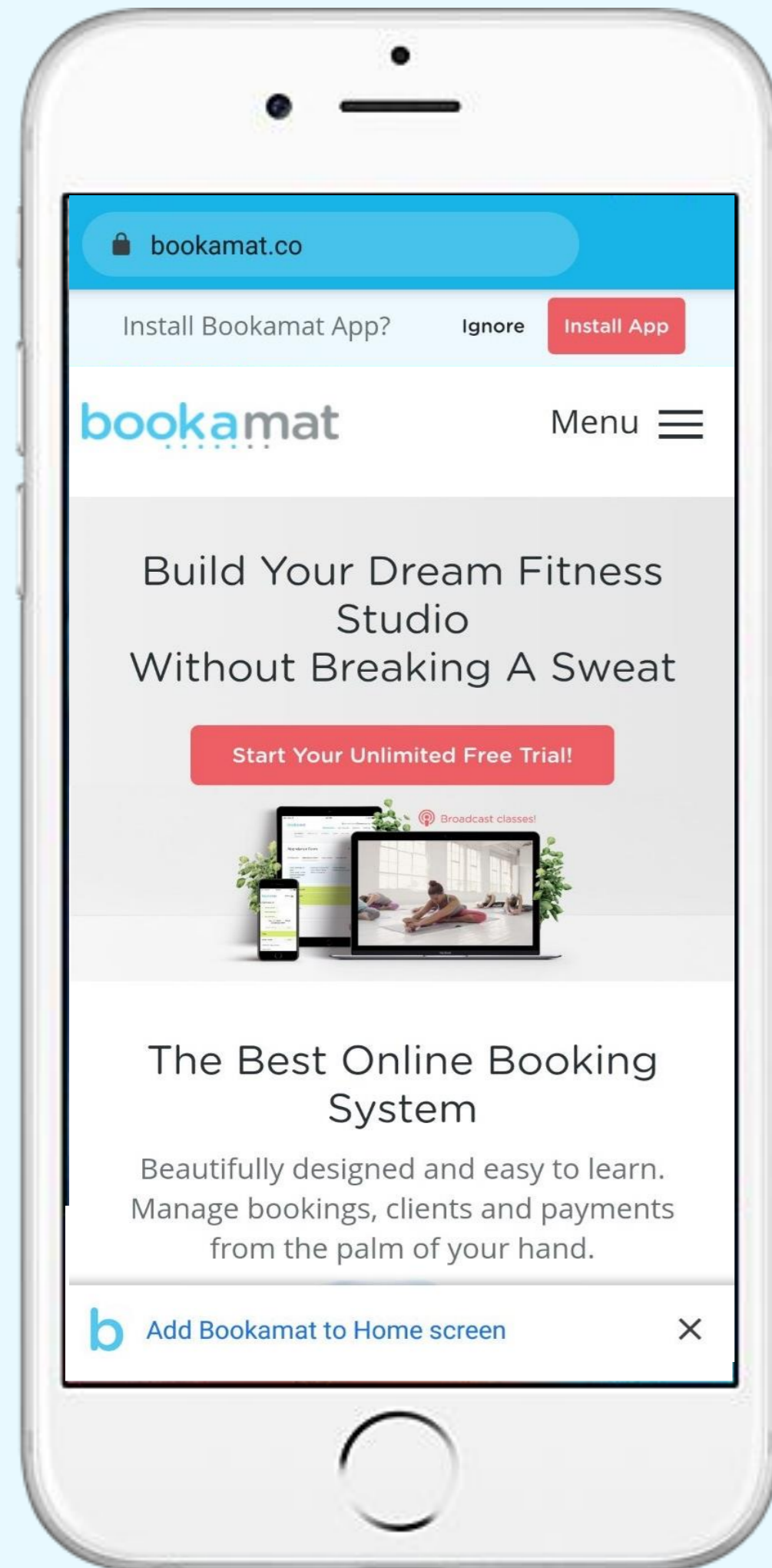
If a business shares an upcoming activity on social media, click on the link to book and register.



6) Scan QR Brochure

If you see a Bookamat display brochure at your studio reception area, scan the QR code with your phone to register.

DOWNLOAD OUR APP



Our app is available directly from our website.

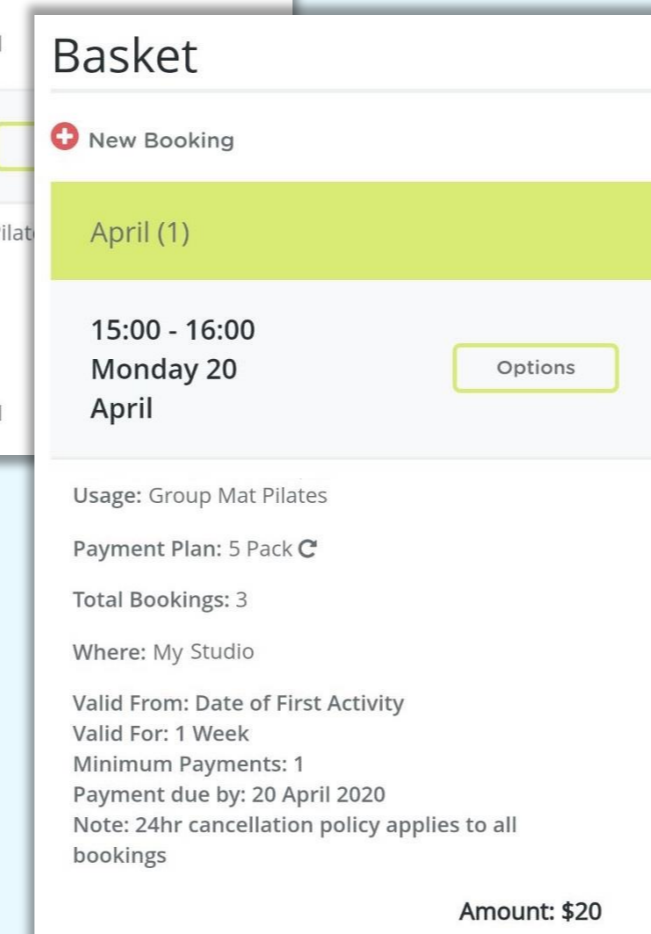
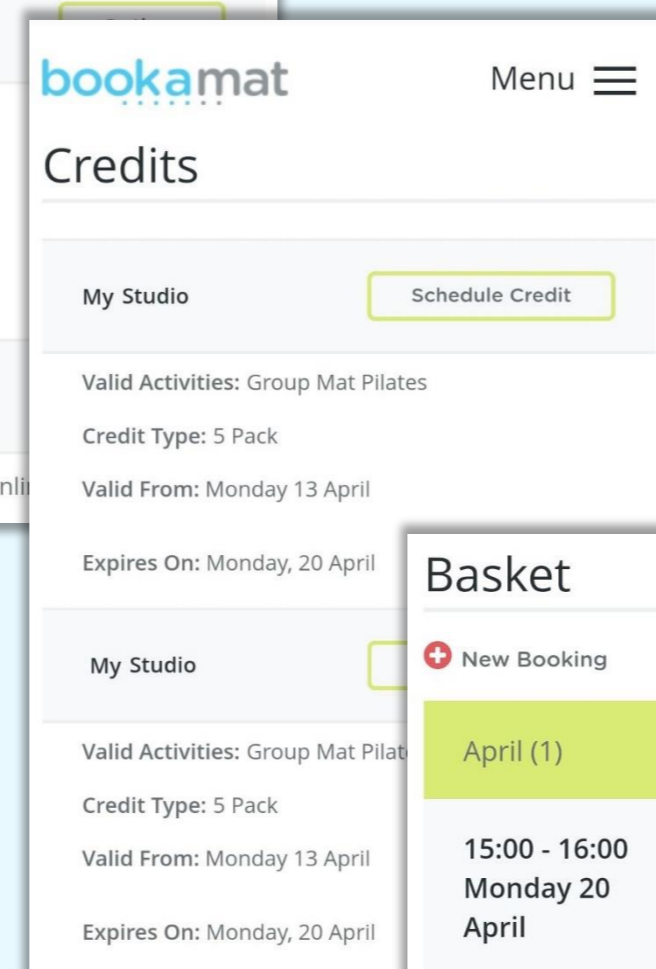
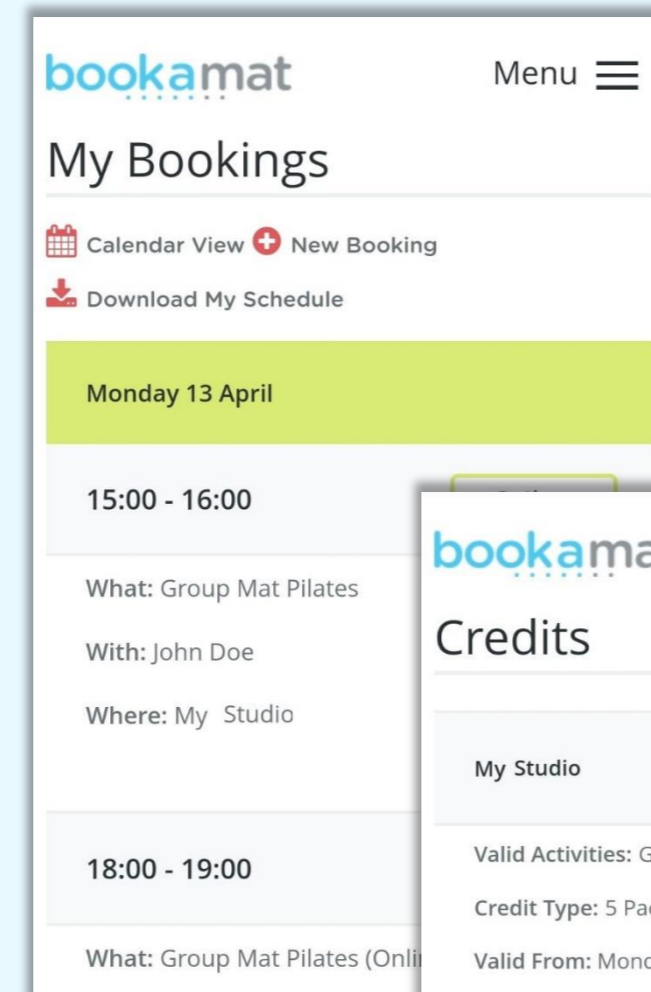
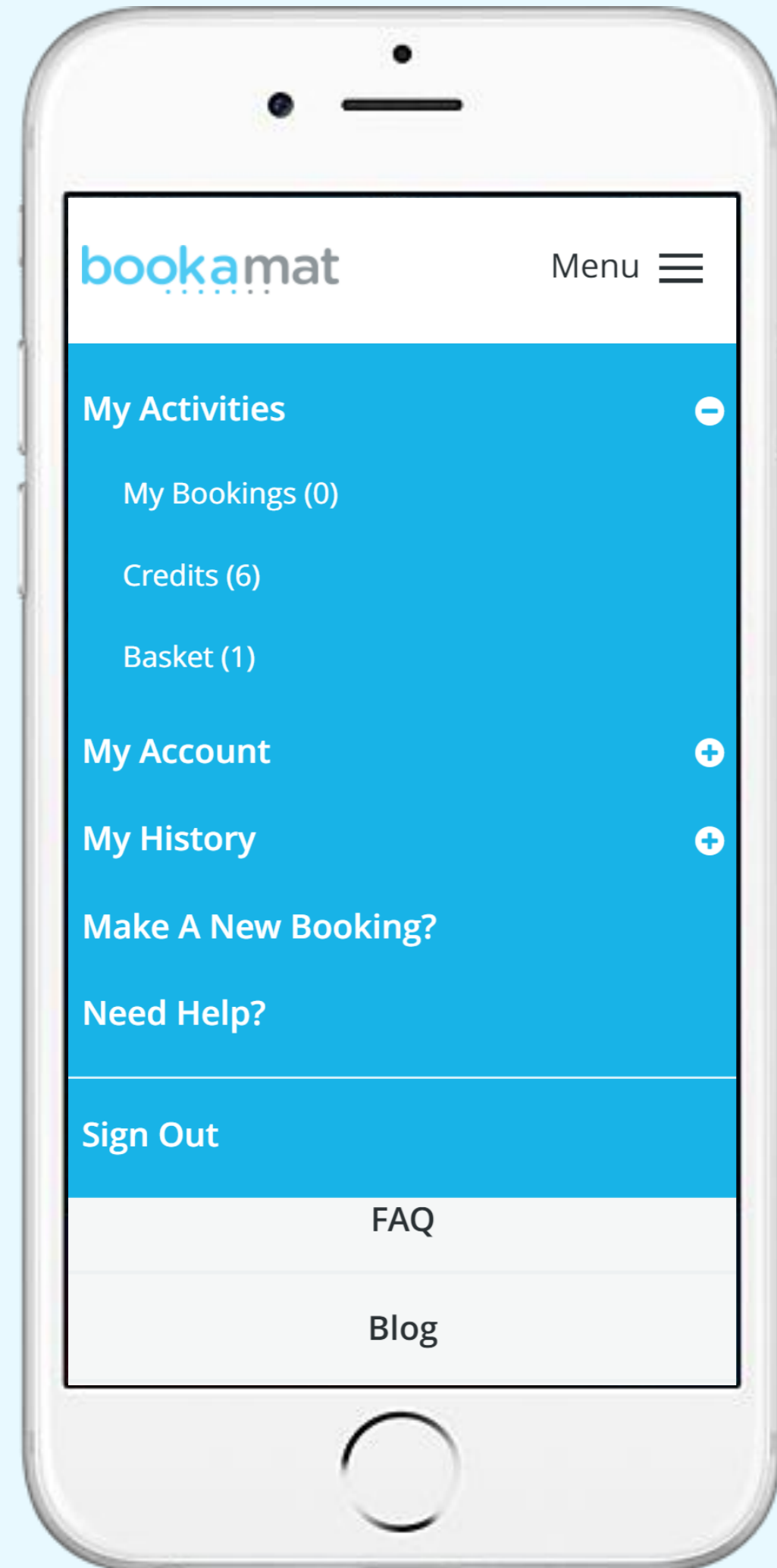
The app works on Android and iOS devices, takes up very little space, remembers your password and uses very little data.

To install the Bookamat web app:

- 1) Visit <https://bookamat.co> on your mobile phone
- 2) When prompted, select 'Install App' or 'Add to Home Screen'
(see image on the left)

If you choose to ignore, but then want to install the app at a later date, we'll ask you again in two weeks.

MENU: MY ACTIVITIES



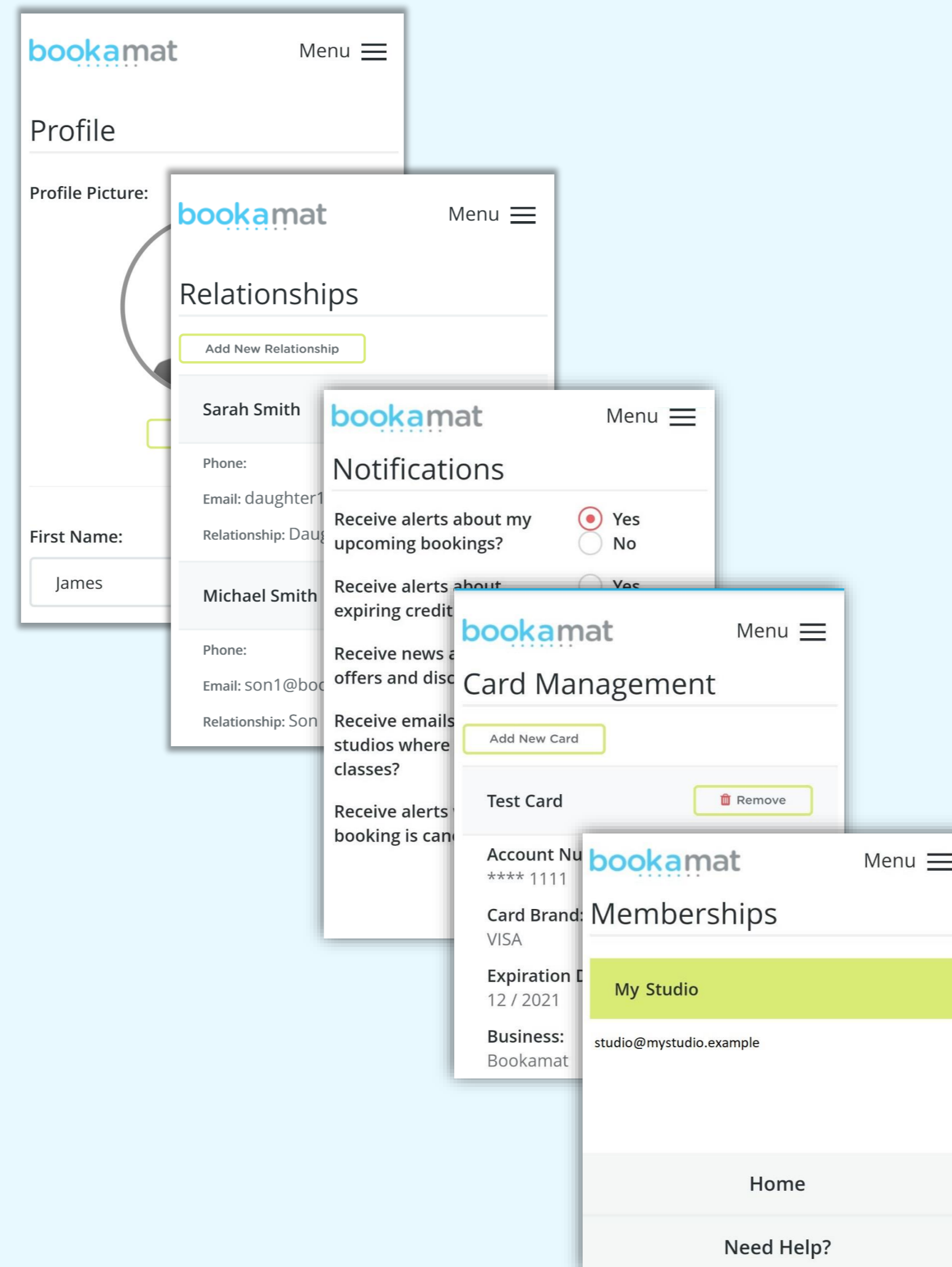
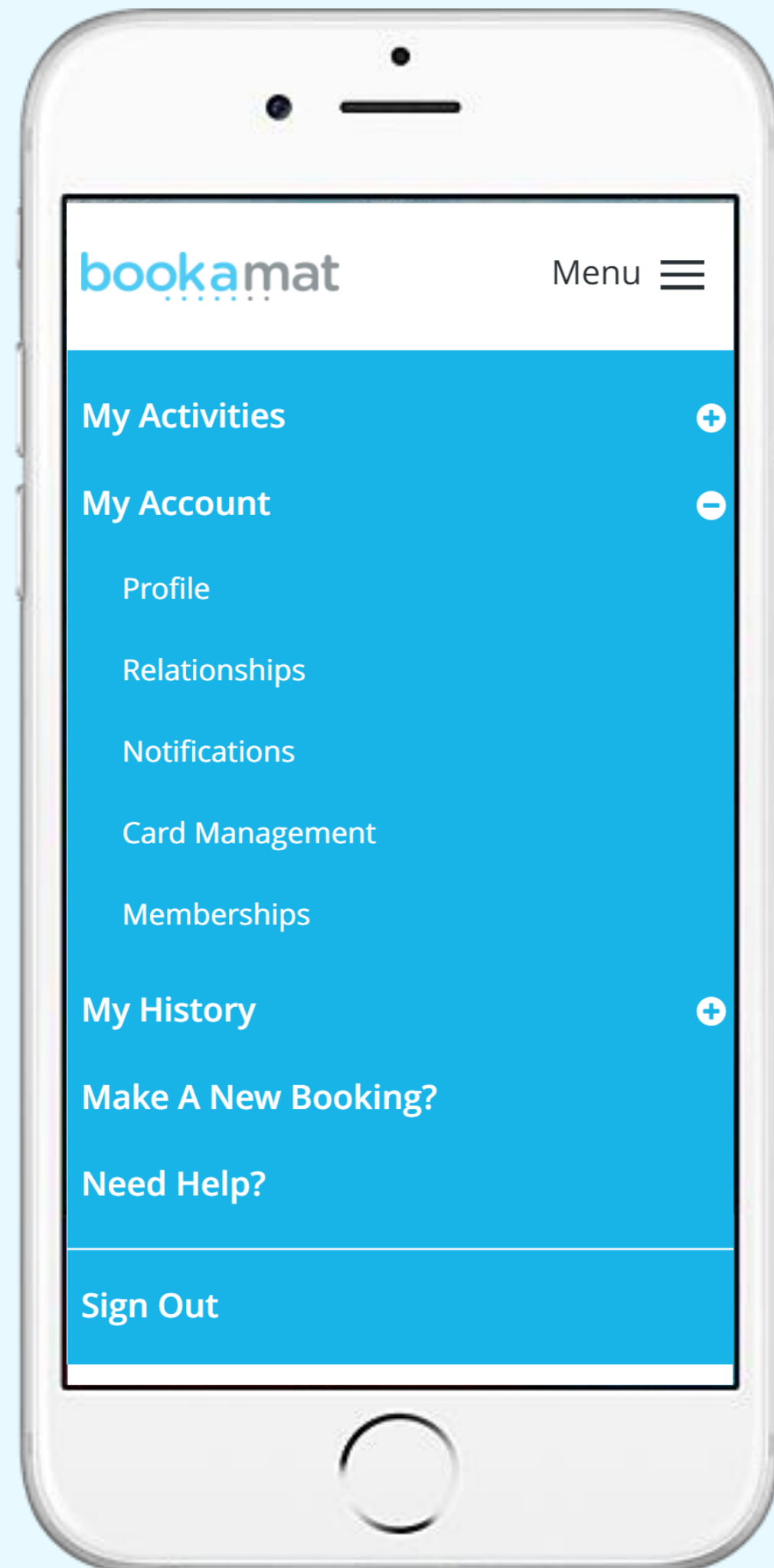
Sign in and select 'Menu' and tap the + next to 'My Activities'.

1. **My Bookings** displays bookings which have been paid for (or have been activated pending payment) and are scheduled.

2. **Credits** displays bookings which have been paid for (or have been activated pending payment) but are not yet scheduled.

3. **Basket** displays your unpaid bookings. Payment can be made by selecting one of the displayed payment options. Your basket will also show you details about your bookings including, minimum number of payments required, valid duration and late cancellation policy.

MENU: MY ACCOUNT



1. **Profile** - edit your personal details, upload profile photo and emergency contact details.

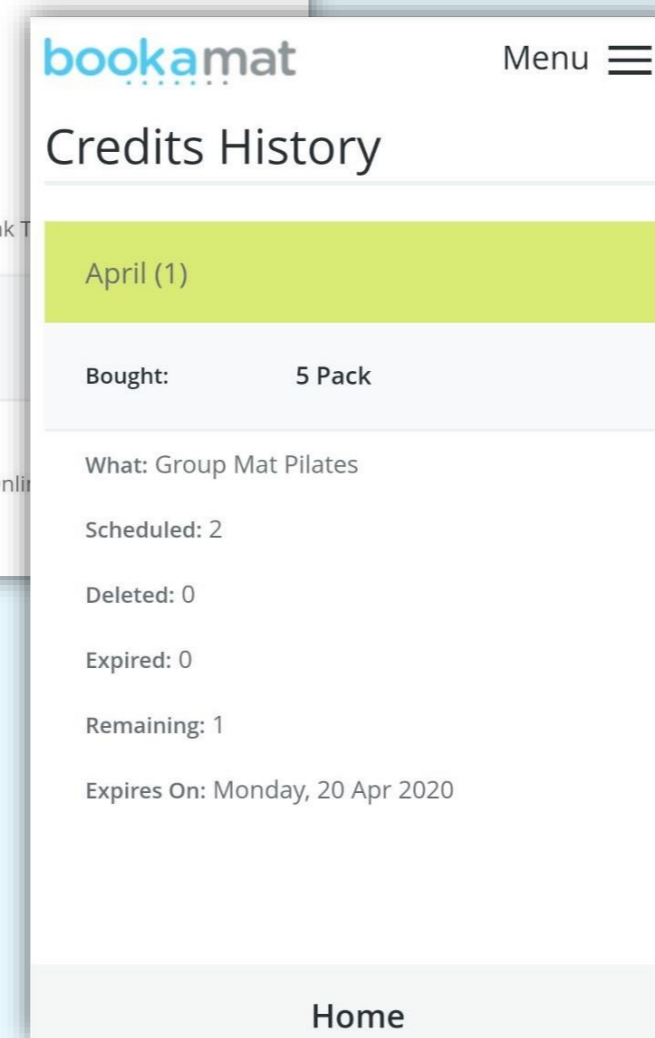
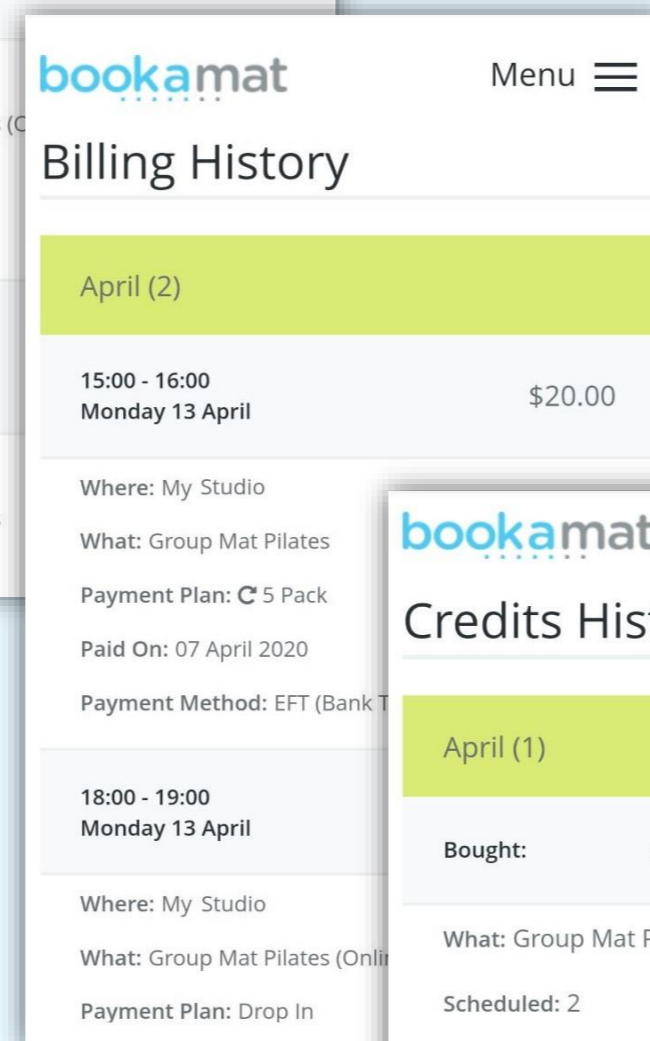
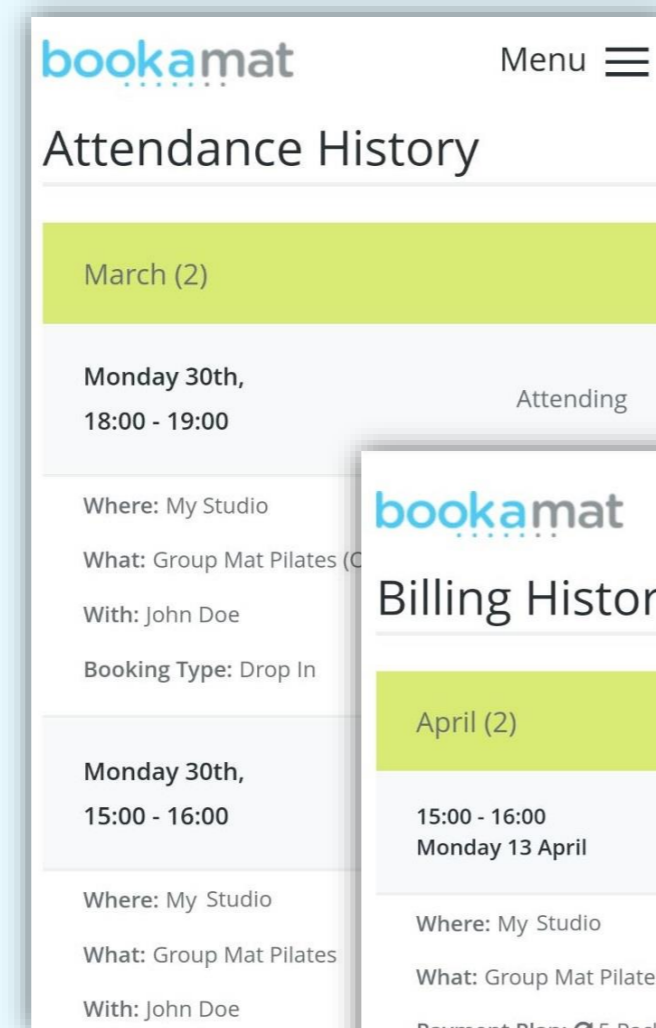
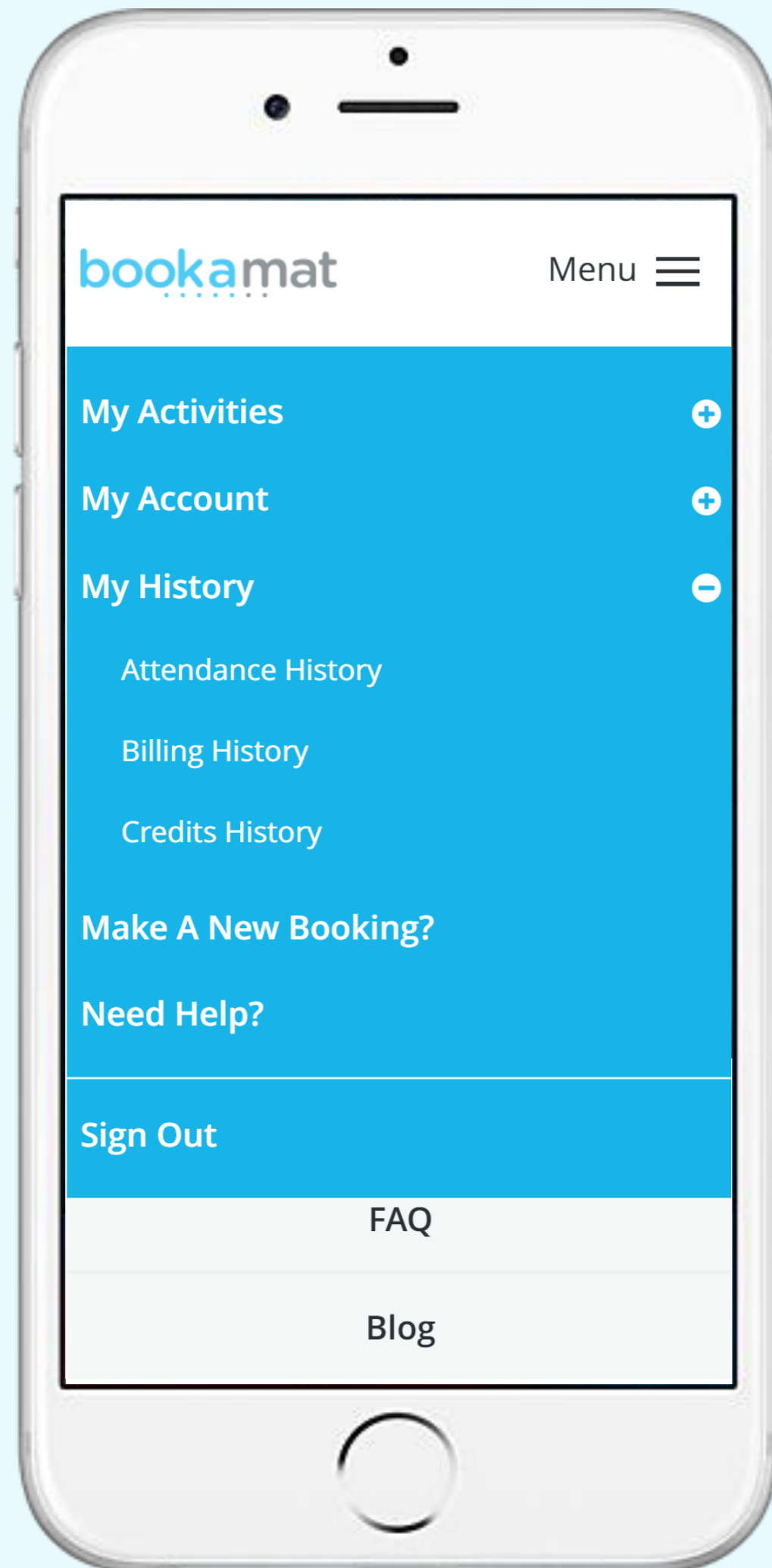
2. **Relationships** - add relationships to book on behalf of friend or family members.

3. **Notifications** - enable/disable notifications including reminders about upcoming bookings and expiring credit bookings.

4. **Card Management** - store your credit or debit card details here for secure and convenient payment processing.

5. **Memberships** - displays the businesses you are a member of and make bookings with. You can be a member of multiple businesses.

MENU: MY HISTORY

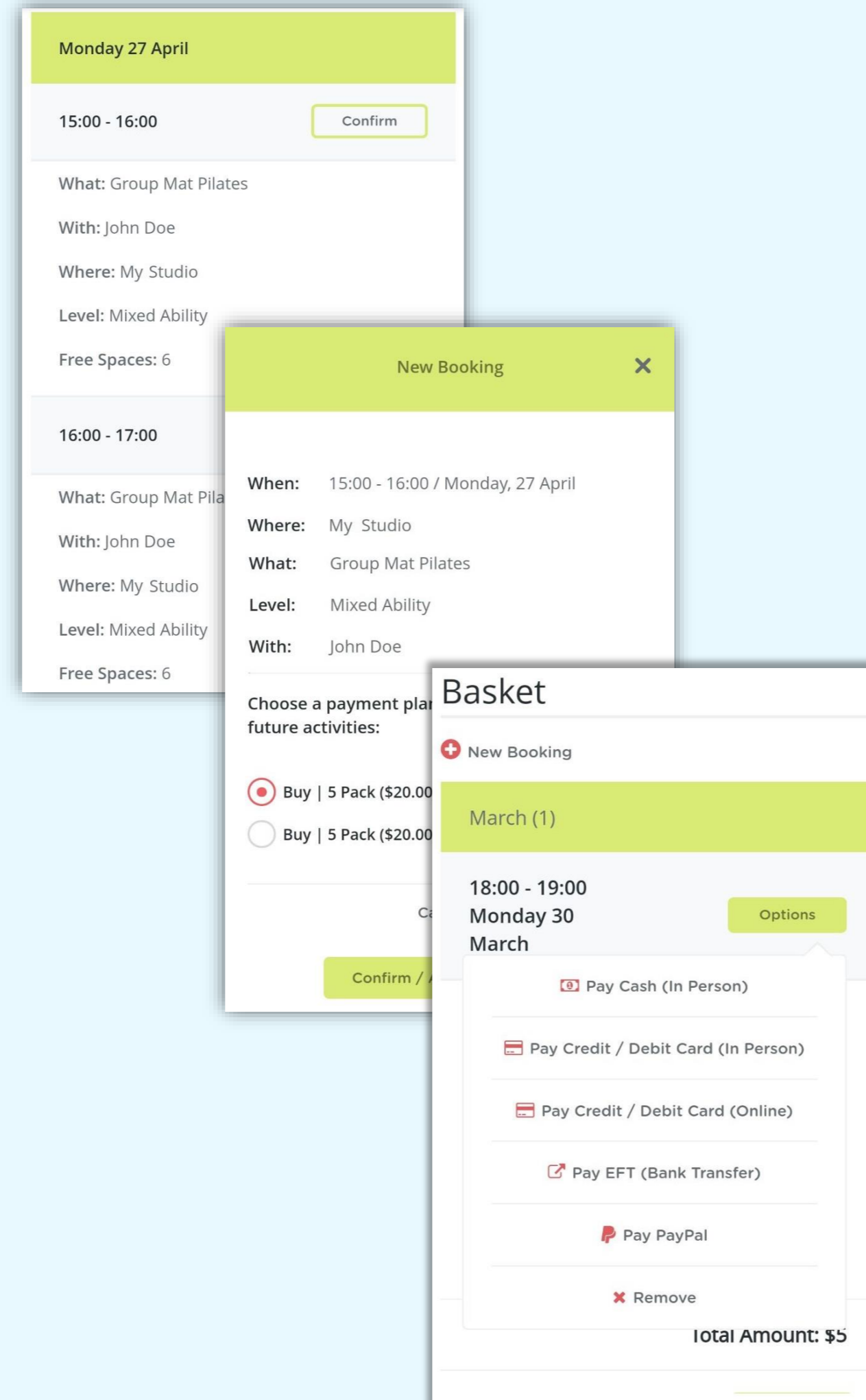
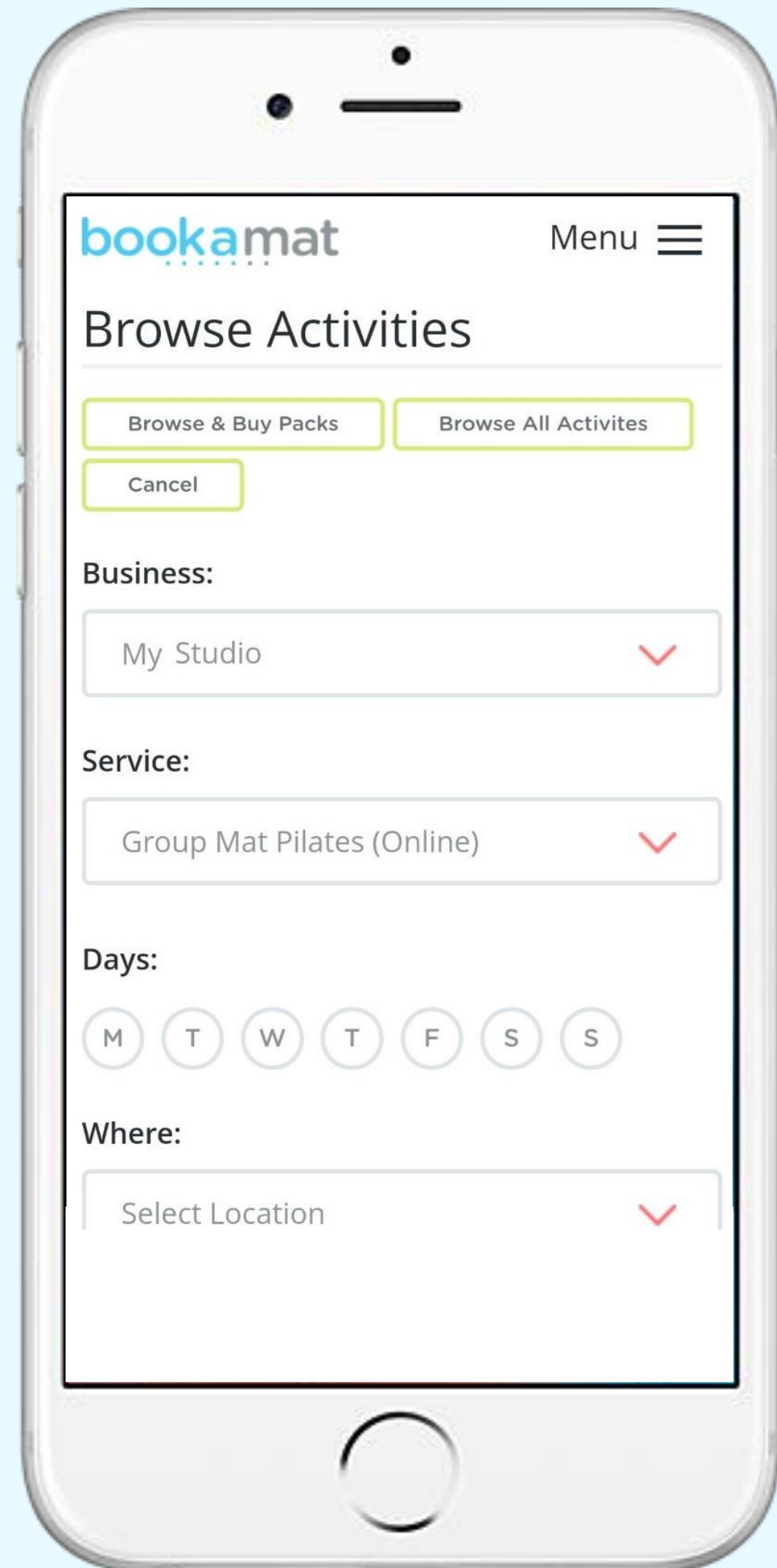


1. **Attendance History** - a record of the activities you were scheduled to attend over the last few months.

2. **Billing History** - find a record of your past payments.

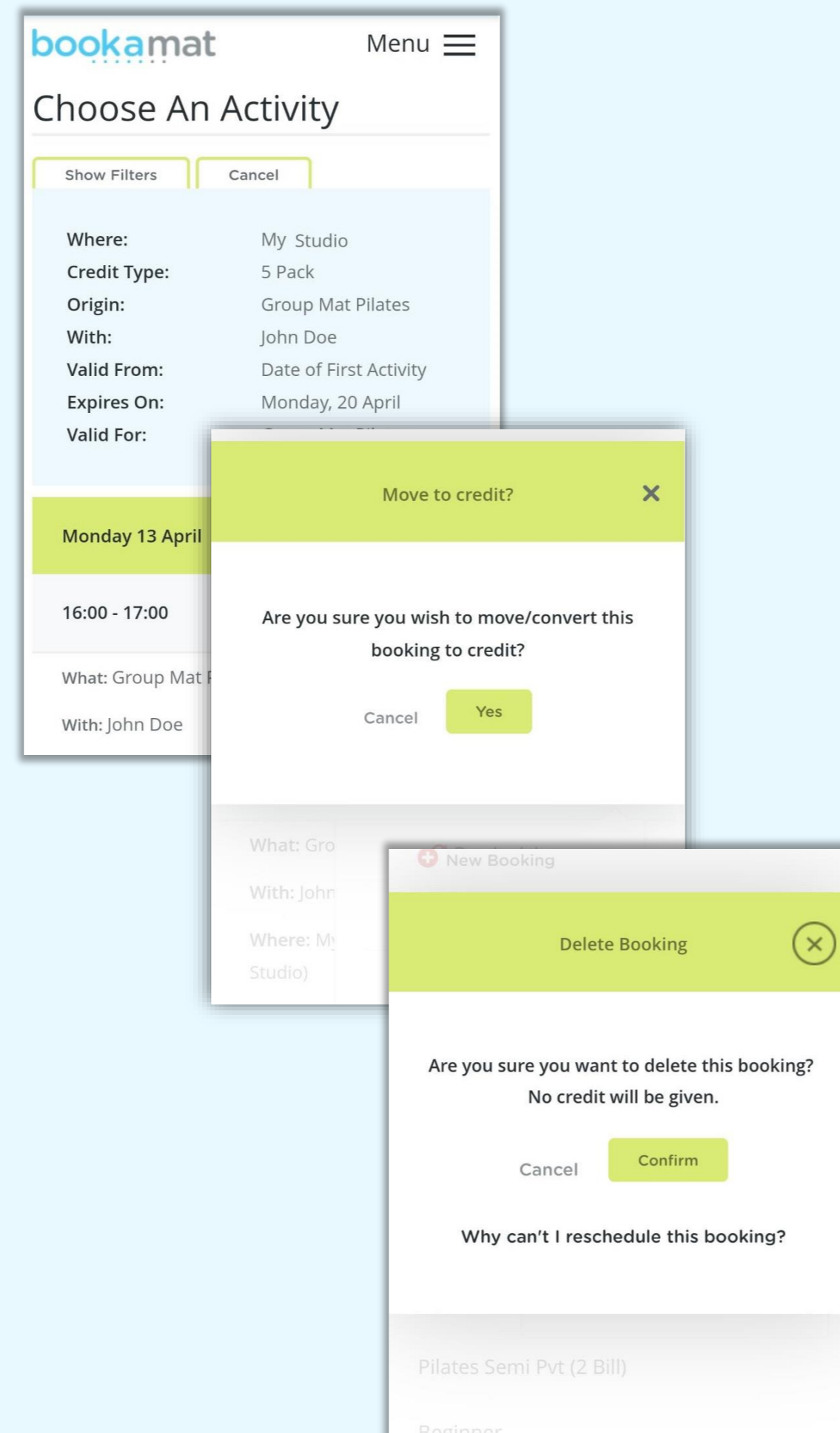
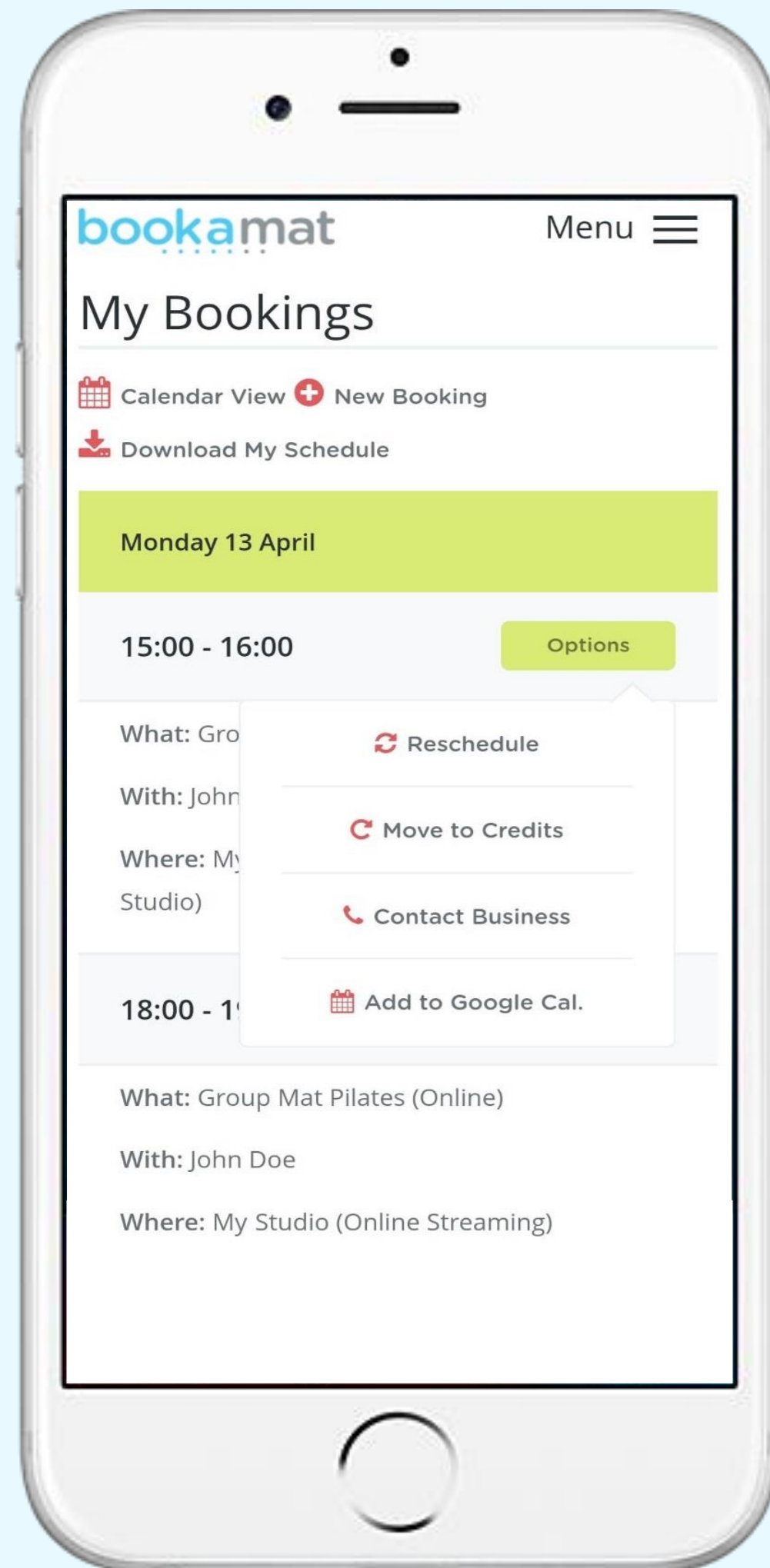
3. **Credit History** - shows your past credit usage.

MAKING A BOOKING



1. Tap 'Menu' and select 'Make New Booking.'
2. Browse for the studio or activity that you want to join (you can use the filters to narrow down the options).
3. Select 'Confirm'.
4. Choose a Payment Plan then select 'Confirm/Add to Basket'.
(For more information on payment plans please [see our FAQs](#) - please note, your studio may not support all plan options)
5. If the business supports online payments, from the Basket select 'Options' then 'Pay.'
Choose a payment method and follow the prompts to complete your purchase.
On successful payment the booking will be confirmed and moved to the 'My Bookings' page.

MANAGE YOUR BOOKINGS



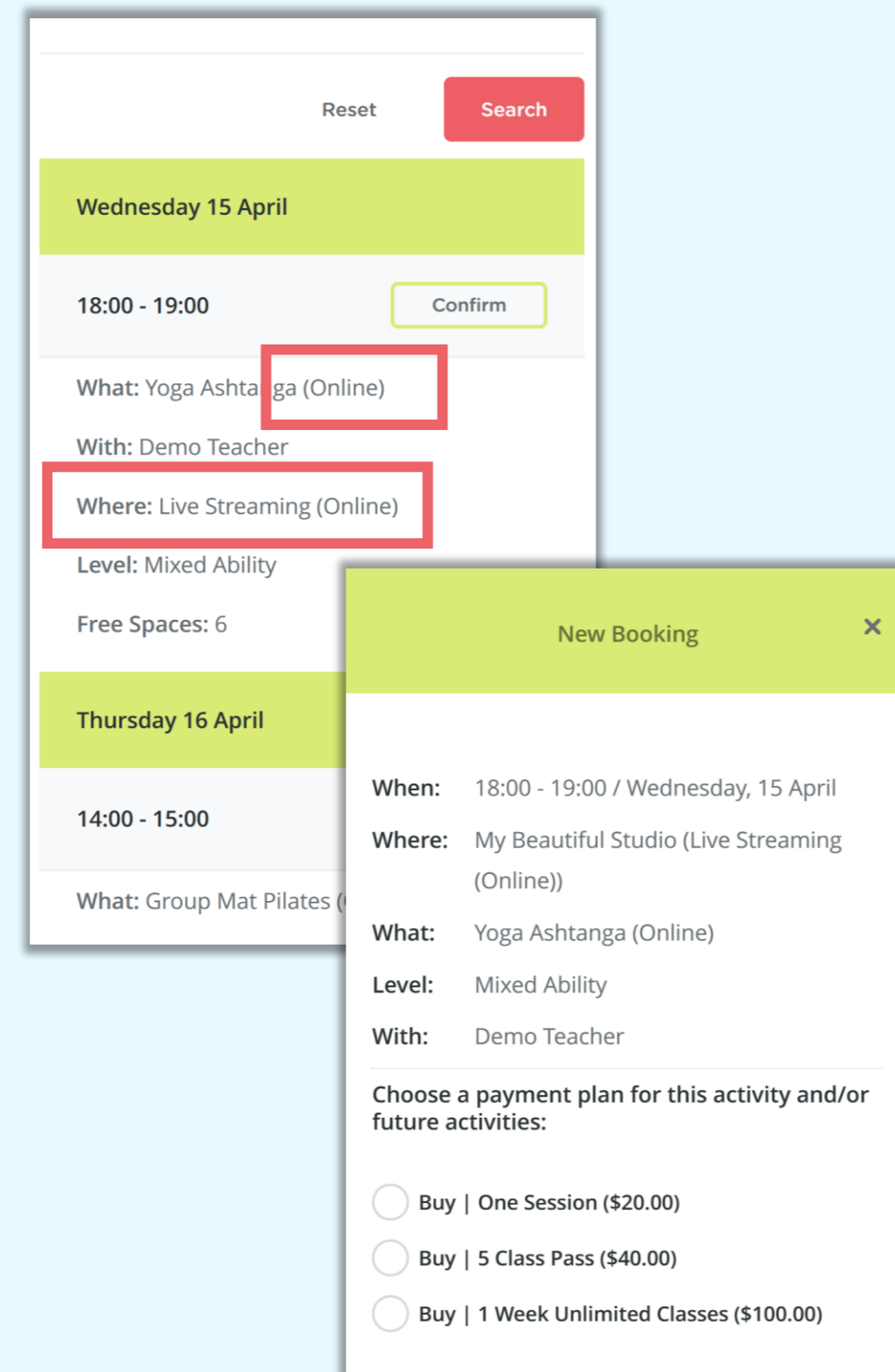
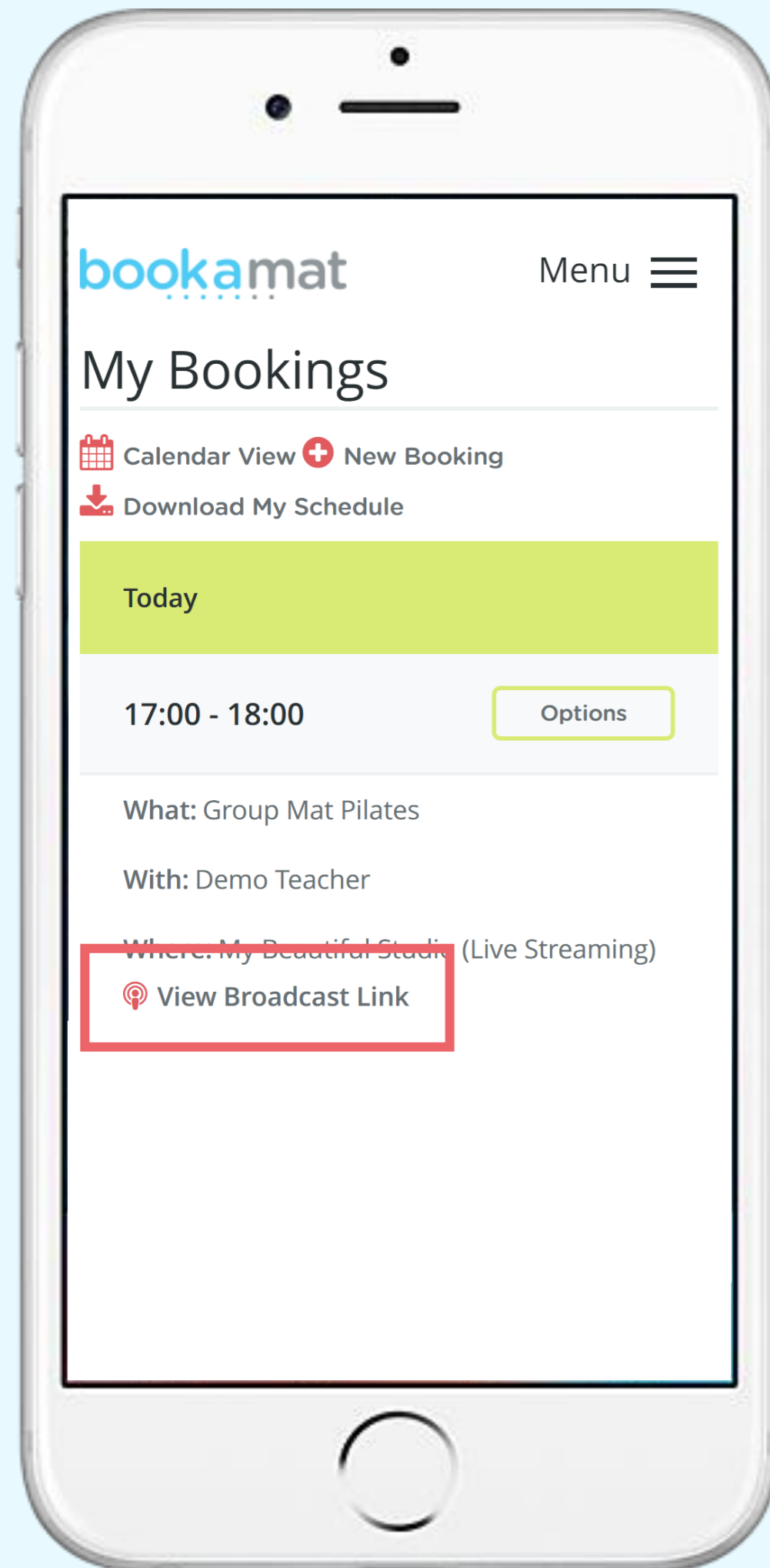
1. Selecting **Reschedule** will allow you to reschedule your current booking directly into another available session.

2. Selecting **Move to Credits** will move the booking to the Credits page for rescheduling at a later date.

3. Selecting **Delete** will remove the booking from Bookamat completely without receiving a credit. You will only see this option if your studio restricts late rescheduling before a class.

If you have joined a waiting list for a full session, you will also see an option for 'Reject Waiting List' or 'Confirm Waiting List' should a vacancy open up.

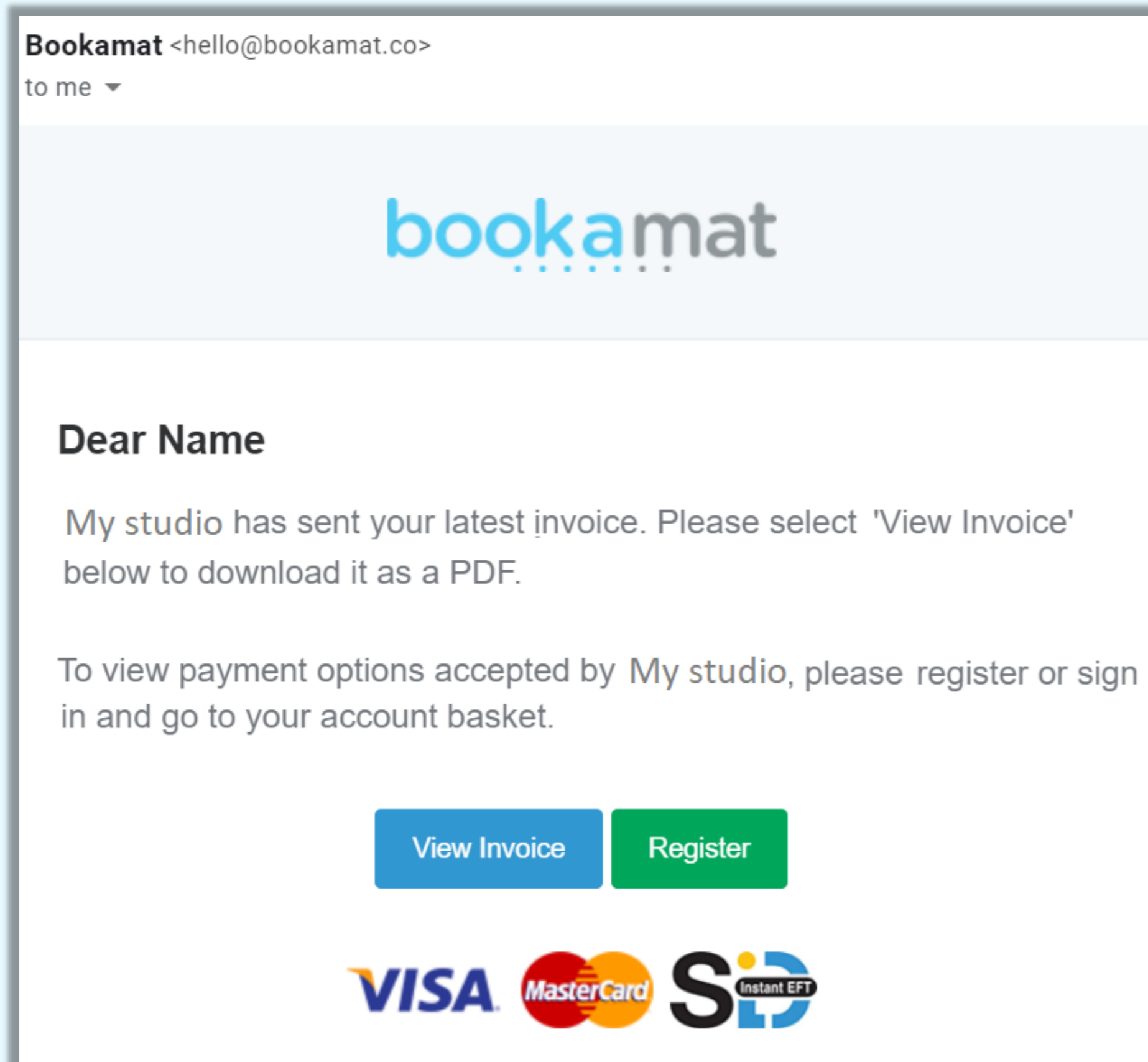
BOOKING VIRTUAL CLASSES



Booking online (virtual) classes are just like booking in-studio classes. The difference is that you will receive your online class access link via email and in your account on payment confirmation.

1. Select **New Booking** and browse for classes which are specified as (Online) or (Live Streaming).
2. **Confirm** your booking, select a payment plan and confirm payment.
3. On successful payment (or if the class is free) you will receive the **broadcast link** via email. The broadcast link will also be shown in your account. The link will also be emailed to you 1 hour prior to the start time of the online class.

RECEIVING INVOICES



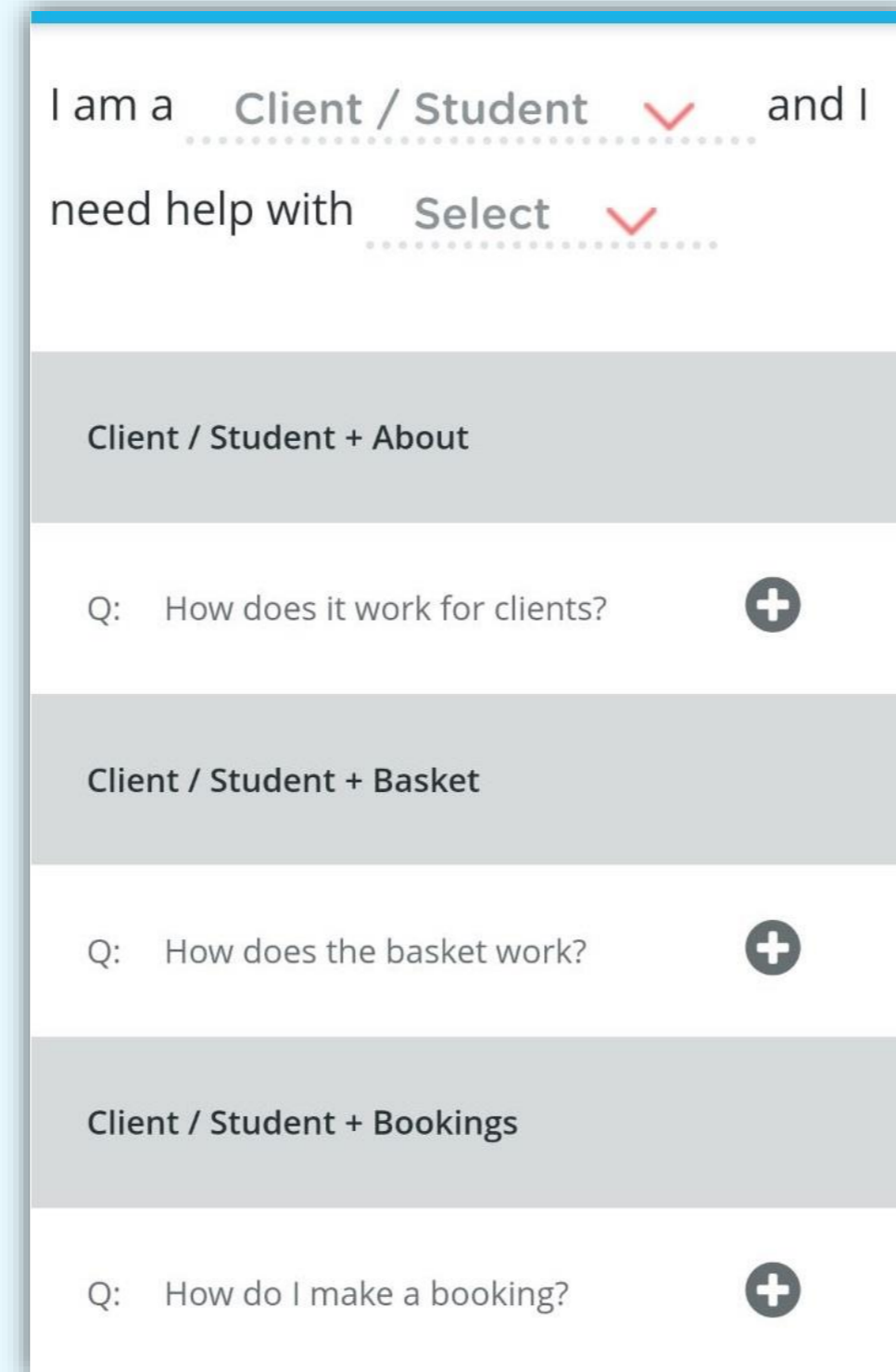
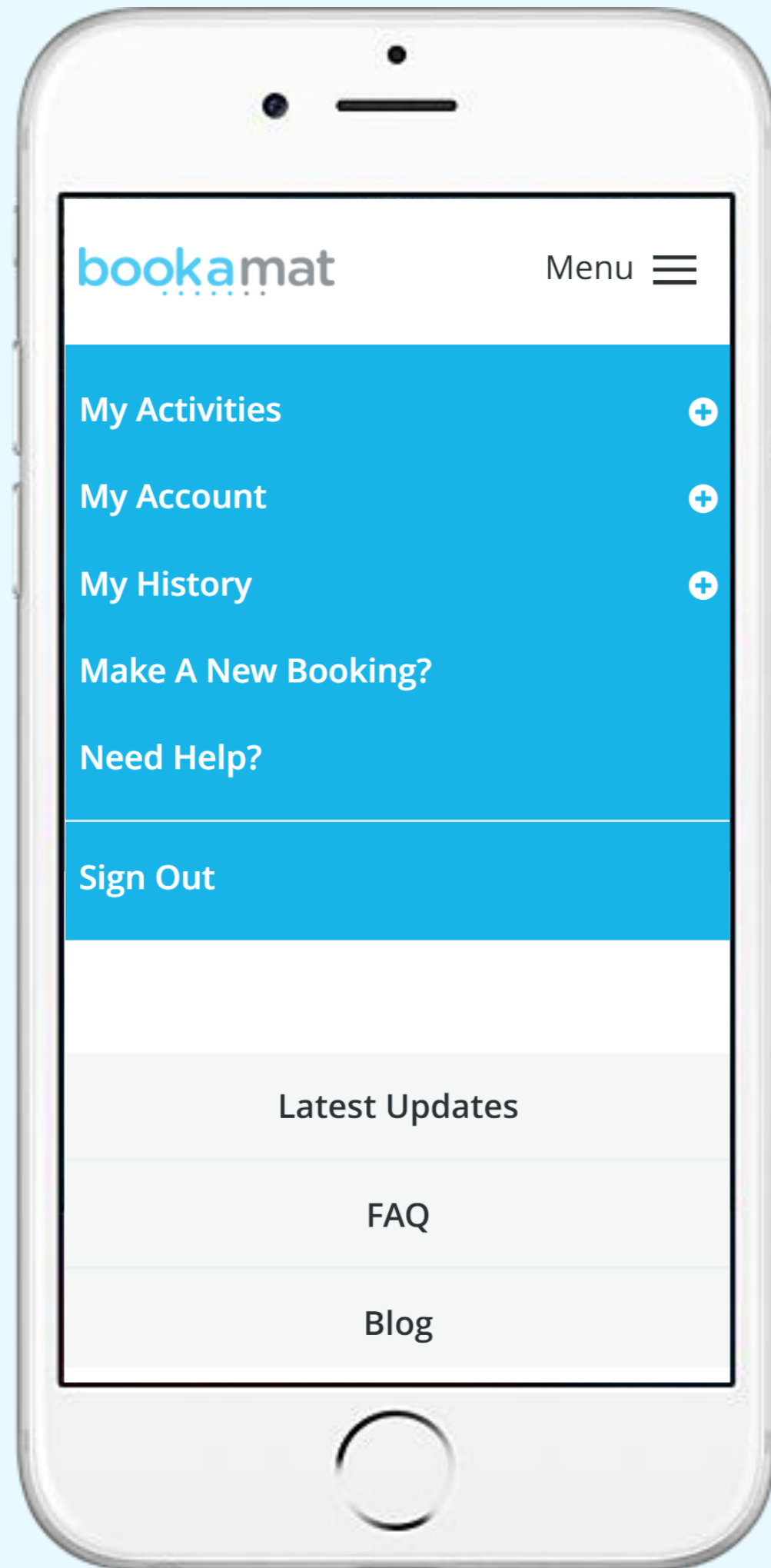
If the business you are a member of is using online invoicing, you may receive invoices via email from hello@bookamat.co (see example on the left.) The email will be addressed to you and contain the subject 'Business Name c/o Bookamat.'

1. To view your invoice select the 'View Invoice' button. This will download your PDF invoice. The invoice may also include the businesses EFT banking details for direct EFT payments if you prefer. Be sure to send your proof of payment to the business if you use this option.

2. If you have not yet registered on Bookamat, you can select the 'Register Now' button and follow the prompts.

Once registered, you can set reminders, sign in and pay, book and manage your bookings.

NEED A LITTLE HELP?



The **'Need Help'** button is available should you have a question about Bookamat.

Wherever you see the link, you can select it and you will be taken to our comprehensive frequently answered questions database.

All other enquires can be addressed as follows:

Questions about your booking or activity - contact the business/studio with whom you would like to book.

Questions about using Bookamat - email support@bookamat.co and our team will be in contact as soon as possible.