

HOW TO BOOK A CLASS THROUGH OUR ONLINE BOOKING SYSTEM

PLEASE NOTE: GOOGLE CHROME OR FIREFOX ARE THE PREFERRED PLATFORMS to use. The booking system will not work via a phone.

Step 1: Head to the URL address: www.theboneclinic.com.au

Step 2: Click on 'Book a class' at the right hand of the navigation/menu bar at the top of our webpage.

Step 3: If you scroll down a little past the class descriptions, a calendar will appear on the left hand side of your screen. (Be patient, depending on your internet speed, this may take a minute.)

Step 4: Classes are available Monday to Saturday - click on the date you wish to train in the calendar on the left. **IGNORE ALL THE OPTIONS DIRECTLY UNDER THE CALENDAR (Class type, Location, etc). GO STRAIGHT TO THE CLASSES THAT APPEAR TO THE RIGHT OF YOUR SCREEN.**

Step 5: A list of class types will appear on the right hand side of the calendar. Classes are at The Bone Clinic Coorparoo unless specifically marked as Gold Coast or Wavell Heights.

Step 6: Select the class type you wish to book then click on the word 'Book' and the down arrow under that class type. Available times for that class type will then display underneath. **Note: If the class is full, it will not appear.**

Step 7: Choose and click on the time of the class you wish to attend.

Step 8: If you want to book the same class in future weeks, click the 'Repeat this Appointment' slider button to the right (just above the 'Book' button). Then click Book.

The 'Repeat this Appointment' window opens. If you wish to attend twice a week (which is what we recommend), click on the other day you wish to attend in the row of boxes - the one or two days that you choose should be highlighted in blue. (Please note that this additional day will also be at the same time for the class, if you would like an alternative time slot you will need to do a separate booking) (We recommend you leave at least 1 day between classes.)

You can either choose to make this booking until a certain date by selecting that date in the 'until' section OR you can choose to repeat this booking by a certain number of weeks in the 'times' section. The number in the field called 'Time(s)' is how many times you want to repeat the booking(s) you have chosen, e.g. if the number is 1, it means you will be repeating your booking once (so you will be booking 2 weeks). If the number is 2, you will be repeating your booking twice, so you will be booking 3 weeks at your chosen time. Once a selection has been made click 'Continue'.

A 'Recurring Appointments' window will appear where you can check the classes you have selected and delete if required by clicking on the little bin symbol for any classes you won't require and then click on the tick to confirm you wish to delete. When you are happy with your chosen classes, click 'Continue'. Please note that your original start class will not appear on this list.

Step 9: You will be taken to a window where you will need to enter your personal details (name, e-mail and phone number) and the total cost for the booking will show at the bottom. When you have entered those details, click Confirm. You will then need to enter your address. Scroll down and enter a credit or debit card number, including the expiry date and CVC number (this is on the back of your card). This is a secure payment system and we do not keep a record of your credit card details so will need to enter them every time you make future bookings.

HOW TO RESCHEDULE A CLASS THROUGH OUR ONLINE BOOKING SYSTEM

Step 1: Click on the link in the email confirmation for your class booking. This will open up a new window and take you to 'Manage your booking' on The Bone Clinic webpage. Wait for it to load fully – it can take a few seconds.

Step 2: Click in the 'date field' and adjust the date range at the top (eg: 14/12/2020 - 19/12/2020) to include the date you want to change and all your classes will show up and select the date of the already confirmed booking you wish to change or reschedule. Click on the pencil icon to the right of the booking that appears.

Step 3: Click reschedule and select an available date time from the calendar, then click Confirm. You will now receive a new confirmation email.