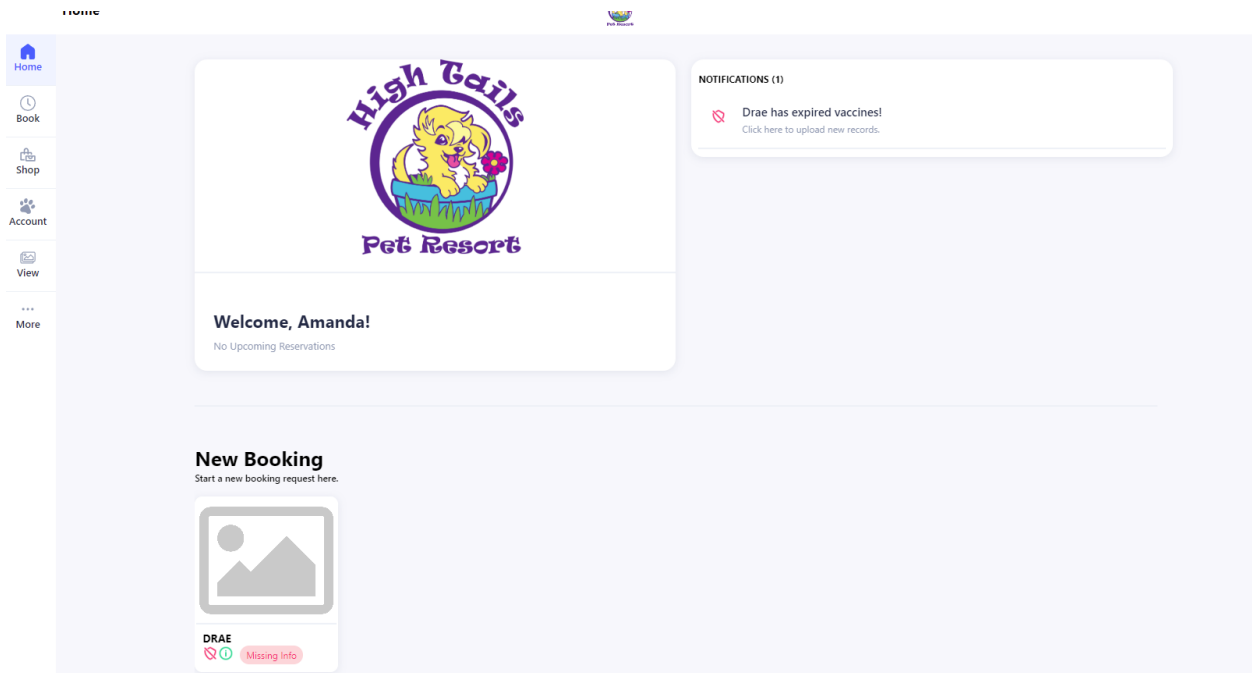


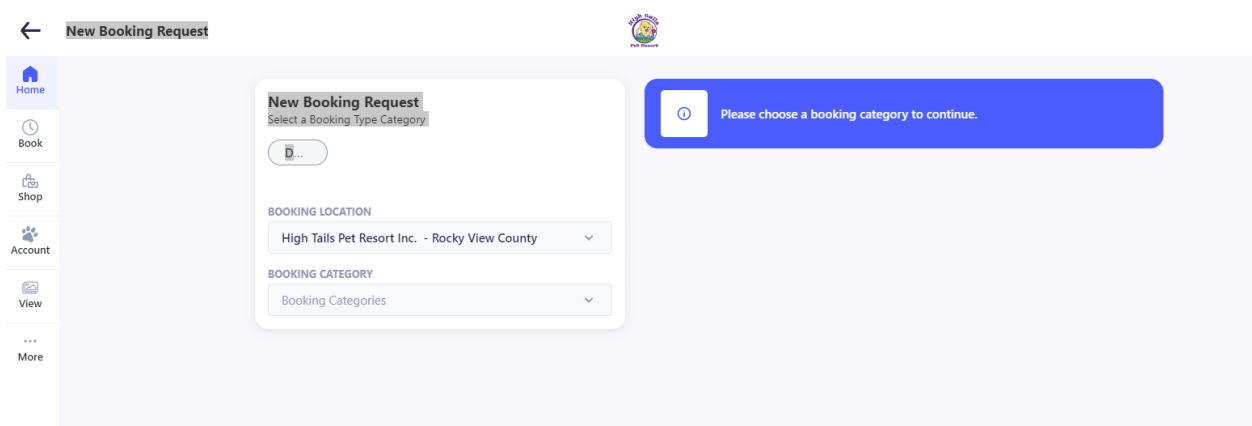
GUIDE: How to Enroll In Group Series classes with High Tails Pet Resort.

Login into your account here: <https://hightails.portal.gingrapp.com/>

Once you have logged in the following screen will appear:

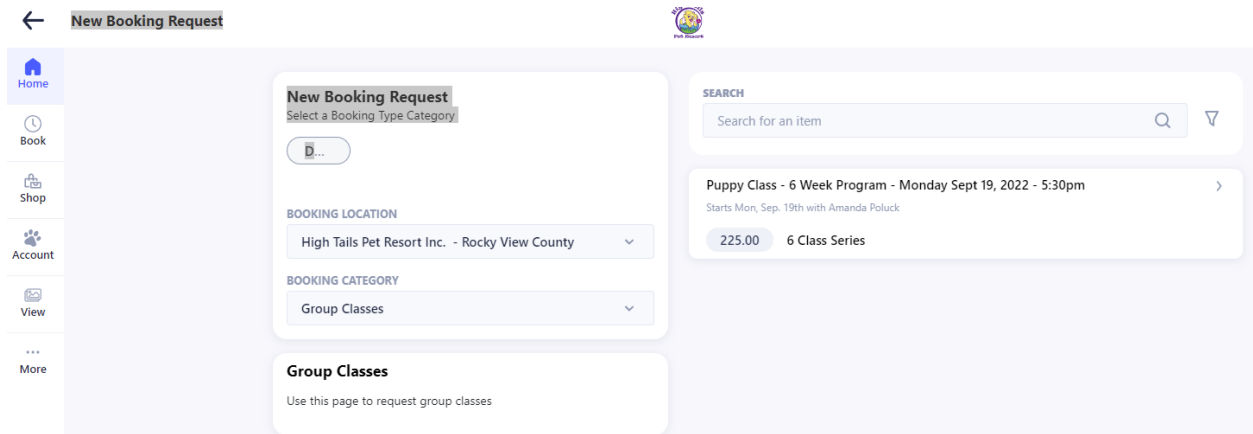


Under the New Booking heading, all of the pets that are registered on your account will appear. Choose the pet/pets you wish to register. Once you have selected all of the pets you wish to register, click start booking. You will be taken to the following screen

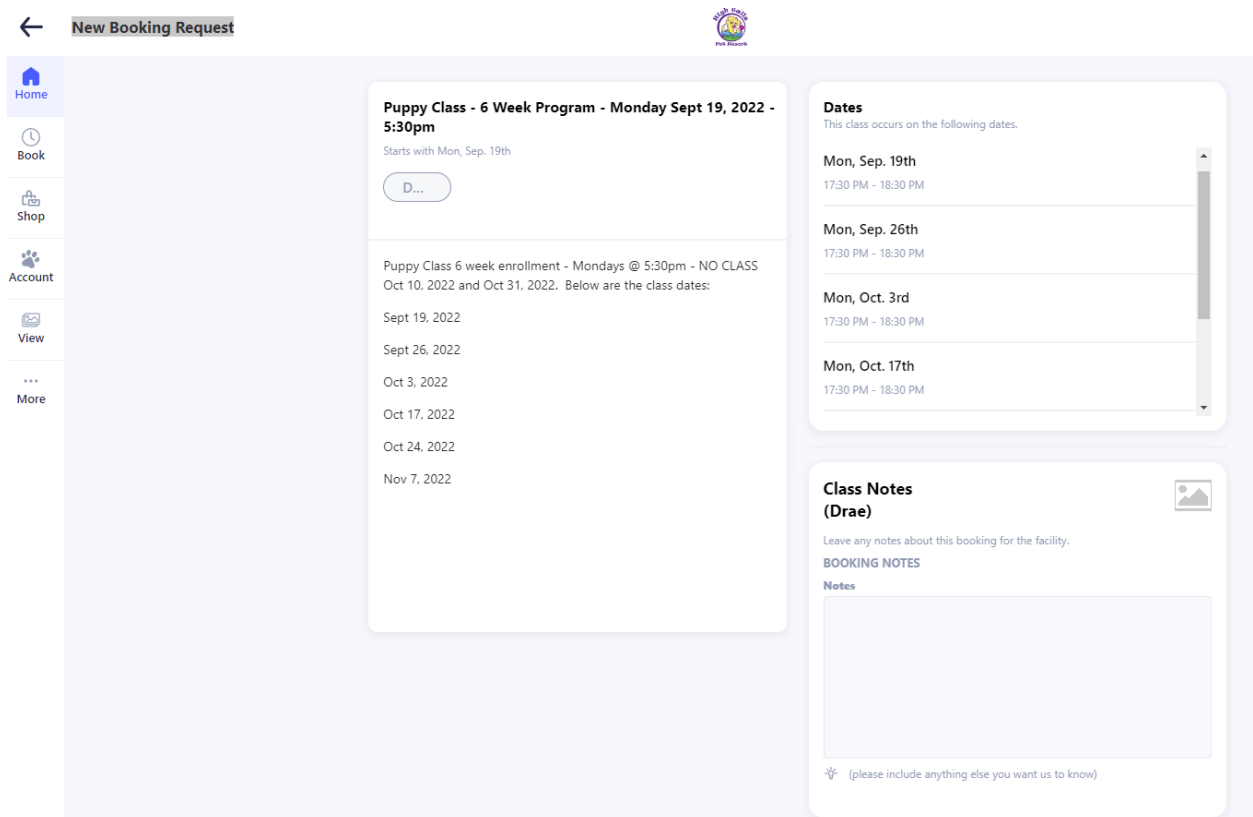


Under the booking Category, select Group Classes. Once you click on group classes, a list of available classes will appear on your right, see the image below. Please note you can only register the pet(s) in

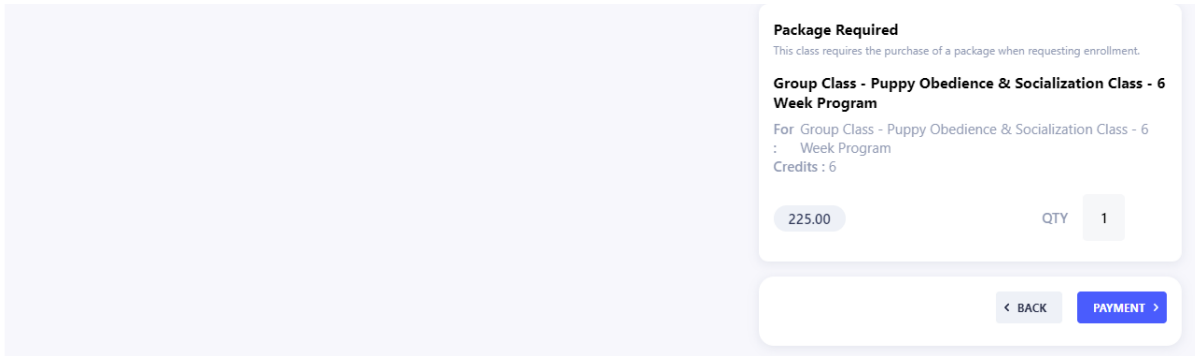
one class at a time. You will need to go back to a new booking for each separate class you want to enter. However, you can register more than one pet in the same class at the same time .



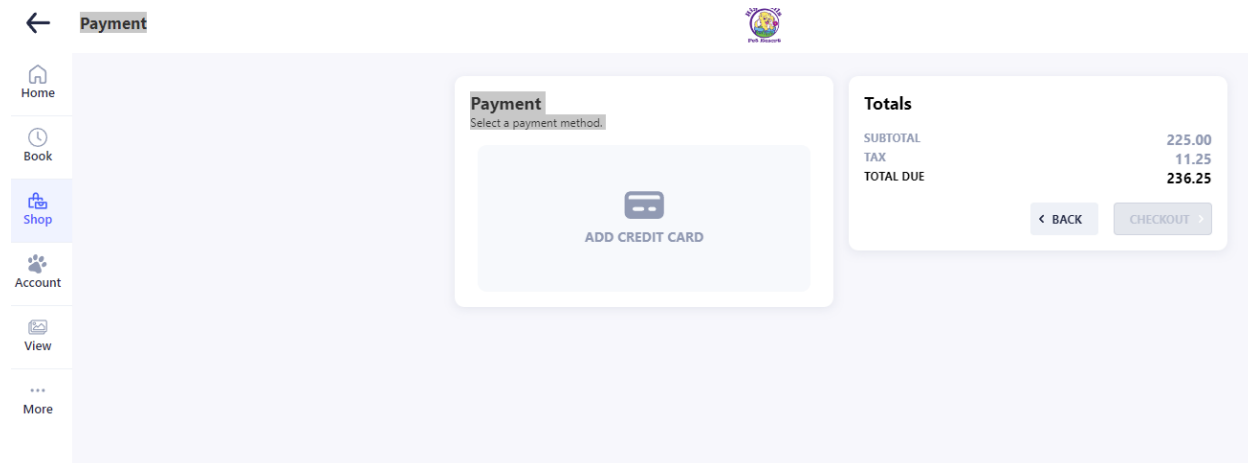
Select the class that you wish to enroll in from the list. Classes are listed by their name and the Date/Time of the first class. It is noted which classes are in a series of 4 or in a series of 6. Classes run the same time each week for 4 or 6 weeks, you can see all the dates each class is held when you click on that class. See the following example:



And if you scroll down you will then see:



The quantity should be 1, if you are registering one pet in this class, or 2 if you are registering 2 pets in the same class, etc. If the information appears correct, then click on the payment button. Once you click the payment button, a reservation request will be sent into our system to register you in that class. You will then be taken to the payment screen below:



Should you reach the payment screen and decide you do not wish to register, then you can click on the Book Button down the left hand side of the screen. This will bring you to all pending requests and if you select the class you were trying to register in, you will have the ability to cancel the booking.

Please Note: If you do not enter credit card information to pay for the class at this point then your registration in the class is not guaranteed. If we receive reservation requests without payment we will attempt to contact you to confirm you wish to be registered. Payment must be received within 48hrs of us contacting you or the class registration will be cancelled. Once payment is received you will be taken to the following screen:



Home

Book

Shop

Account

View

More

**Request Submitted!**

Puppy Class - 6 Week Program - Monday Sept 19, 2022 - 5:30pm - High Tails Pet Resort Inc. - Rocky View County

D...

**Your request is submitted!**

A staff member at the facility will review your request.

You may receive a message when the status of your request has changed. You can also check the status of your requests at any time from the Bookings and Deposits page of the portal.

If you have any questions, please contact the facility!

HOME

VIEW BOOKINGS & DEPOSITS

**Booking Request For (Drae)**

Booking Type

- Puppy Class - 6 Week Program - Monday Sept 19, 2022 - 5:30pm

Dates

Mon, Oct. 17th

17:30 PM - 18:30 PM

Mon, Oct. 24th

17:30 PM - 18:30 PM

Mon, Nov. 7th

17:30 PM - 18:30 PM

**Checkout Complete!**

SUBTOTAL	225.00
TAX	11.25
TOTAL DUE	236.25
<hr/>	
TOTAL DUE	236.25

VIEW INVOICE

As noted, the request has been submitted. Your spot in the class at this point is guaranteed. You will receive a follow up email within 72hrs confirming that your request has been received and approved. After 72hrs if you have not received an email or text confirming your request has been approved please contact us by phone 403-226-0036 Ext 3 for training or by email, [training@hightails.ca](mailto:training@hightails.ca)

Class details and dates are noted for the class selected. This booking will stay in your account. If you want to double check any of the information you can always login to your account, then click the book button and see any upcoming bookings that you have. Please note once the booking is confirmed, each individual class date will be listed as an individual booking.