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

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

	Home	Ver Broate		
Rome C Book Shop Account		Pet Resort	NOTIFICATIONS (1) Click here to upflaad new records.	
View More		Welcome, Amanda! No Upcoming Reservations		
		DRAE 0 Missing Info		

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

←	New Booking Request			<u>©</u>	
h Home		New Booking Request			
() Book		Select a Booking Type Category		U Please choose a booking category to continue.	
윤 Shop		BOOKING LOCATION			
Account		High Tails Pet Resort Inc Rocky View County	~		
iew View		BOOKING CATEGORY Booking Categories	~		
 More					

Under the booking Category, select Group Classes. Once you clcik 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 .

←	New Booking Request		
Home		New Booking Request	SEARCH
() Book		Select a Booking Type Category	Search for an item Q V
儘 Shop		BOOKING LOCATION	Puppy Class - 6 Week Program - Monday Sept 19, 2022 - 5:30pm > Starts Mon, Sep. 19th with Amanda Poluck >
Account		High Tails Pet Resort Inc Rocky View County	225.00 6 Class Series
()		BOOKING CATEGORY	
View		Group Classes v	
 More		Group Classes Use this page to request group classes	

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:

\leftarrow	New Booking Request	<u>```</u>	
Home Cook Book Chop Shop View View More	New Booking Request	Puppy Class - 6 Week Program - Monday Sept 19, 2022 - 5:30pm Sats with Mon, Sep. 19th D Puppy Class 6 week enrollment - Mondays @ 5:30pm - NO CLASS 0x10, 2022 and 0x131, 2022. Below are the class dates: Sept 19, 2022 Sept 26, 2022 Oxt 3, 2022 Oxt 17, 2022 Oxt 7, 2022 Nov 7, 2022	Dates Tist case accurs on the following dates: Mon, Sep. 19th 1730 PM - 1830 PM Mon, Sep. 26th 1730 PM - 1830 PM Mon, Oct. 3rd 1730 PM - 1830 PM Mon, Oct. 17th 1730 PM - 1830 PM
			${\mathbb{V}}$ (please include anything else you want us to know)

And if you scroll down you will then see:

Required	Package Required
quires the purchase of a package when requesting enrollment.	This class requires the purchase o
ass - Puppy Obedience & Socialization Class - 6	Group Class - Puppy Ob
ogram	Week Program
) Class - Puppy Obedience & Socialization Class - 6	For Group Class - Puppy O
Program	: Week Program
;	Credits : 6
QTY 1	225.00
< BACK PAYMENT >	

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:

←	Payment	٢) est	
G Home		Payment	Totals	
() Book		Select a payment method.	SUBTOTAL 225.00 TAX 11.25	
<mark>ச</mark> ே Shop		ADD CREDIT CARD	<pre>A BACK CHECKOUT ></pre>	
Account				
M View				
 More				

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:

←	New Booking Request	<u>`@</u>		
Home Book		Request Submitted! Puppy Class - 6 Week Program - Monday Sept 19, 2022 - 5:30pm - High Tails Pet Resort Inc Rocky View County D	HOME VIEW BOOKINGS & DEPOSITS	
Account		Your request is submitted! A staff member at the facility will review your request.	Booking Request For (Drae) Booking Type	
View		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.	Puppy Class - 6 Week Program - Monday Sept 19, 2022 - 5:30pm Dates	
More		If you have any questions, please contact the facility!	Mon, Oct. 17th 17:30 PM - 18:30 PM	
			Mon, Oct. 24th 1730 PM - 1830 PM	
			Mon, Nov. 7th 1730 PM - 1830 PM	
			Checkout Complete!	
			TAX 11.25 TOTAL DUE 236.25	
			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, <u>training@hightails.ca</u>

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.