



# Online Booking Guide



Link- <https://eu.revelationpets.com/bookerv2/5fx671jp1w>

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## Registering online

Register the email address you wish for all of our correspondence to go to. If you have already got an account with us, use the email address you registered and then it will ask you to enter your password to access your account

Register your full name and set up a password to access your account again in the future

Make sure to tick the terms and conditions box to gain access to the online booker

This is the main view of the online booker

Boarding requests need to be added to the 'Overnight' (purple) section

Daycare requests need to be added to the 'Daycare' (blue) section

If you click the 'My Account' button at the top right hand side of your screen, you will be given an overview of your

See page 4 for more on managing your account and bookings

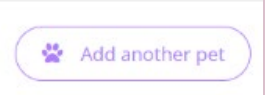
## Entering your information

Click on the 'Pet' button first and add all of the details for your pet and your own details



Make sure you fill in every field on the form. If you click save and some fields are still red, you will need to complete them in order to proceed as they are required.

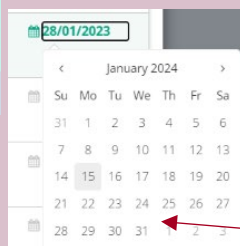
Click 'Add another pet' for multiple pets. Your own details will have saved from the first pet but you will need to complete all required fields for the new pet.



## Completing the vaccination section

1 All pets must be vaccinated to come to us. Select the relevant option in the drop down box.

2 If vaccinated, click the 'View Vaccines' button to log vaccination details



3 Click just next to the calendar logo to enter the date the vaccination is next due (this will be 12 months from the date it was given) e.g if it was given 28/01/2022 it would be due 28/01/2023

4 Tick all of the vaccinations recorded on your pet's vaccine records (these are different for dogs and cats) and amend the dates if required. The stickers on your records should correspond with the options listed on the form.

5 Click 'Upload a copy of your vaccination records' next to the little paper logo and this will open up your camera roll/files. You can simply take a photo of the records on your phone or scan it into your computer. Make sure we can see your pet's details on the records including their microchip number.

## Making a booking- boarding

Click the calendar buttons and select your 'From' and 'To' dates

Next select your appointment time from the drop down boxes (we operate in 15 minute windows) but please check that you're not booking a bank holiday as we have different hours that the system doesn't reflect

## Making a booking- daycare

Click the calendar booking and select the date you need for daycare, then select your appointment time from the drop down boxes (we operate in 15 minute windows)

For repeat daycares, add your first date and then select the 'Repeat' button. Use the box that pops up to add your other dates and drop off times. You can repeat your booking for specific days until a certain date or add your dates individually. Make sure you click the blue '+ Save' button.

Any additional information

Tell us here if this is a trial for a boarding booking or if there is any other information we should know.

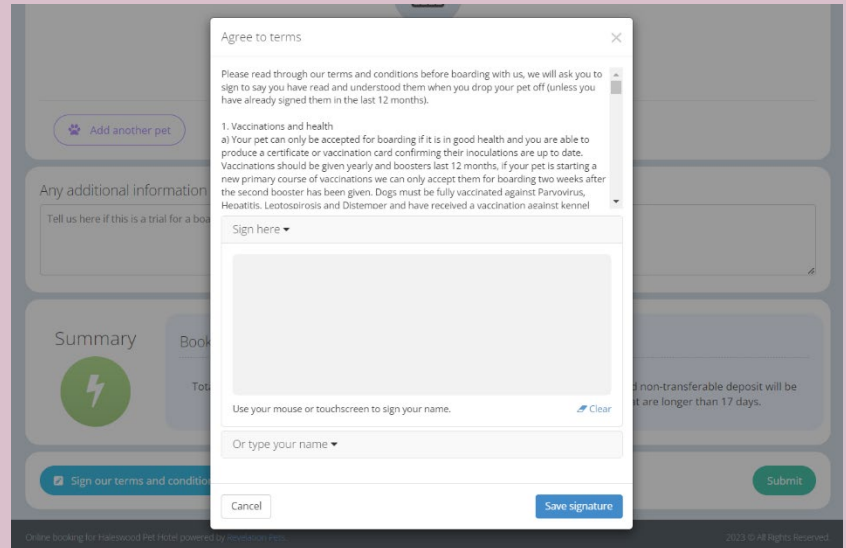
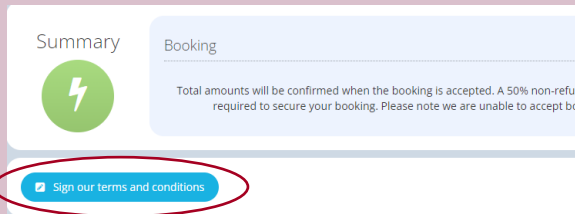
Use this box to tell us anything else or to let us know if you are booking a daycare trial and what the boarding dates you require are so we can place a temporary hold on them.

Check the summary box to make sure the correct number of days have been booked and that your dates are correct. If this is empty/doesn't say anything please see page 5 for troubleshooting

You will receive an email after submitting the booking to acknowledge that you have successfully sent a booking request. If you haven't received this, check that the form was completed or see page 5.

## Terms and conditions

You need to sign our terms and conditions which you can find at the bottom of the booking page and a box will pop up giving you the chance to read them and then either sign or type your name

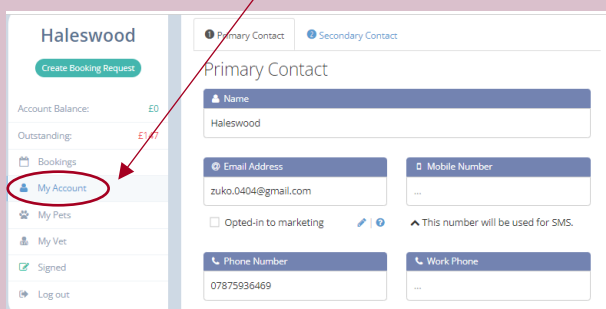


## Managing your account

To manage your account, select 'My Account' from the top right hand side of your screen

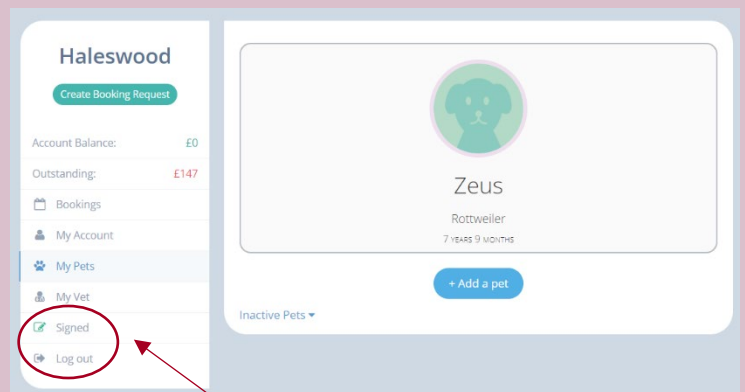
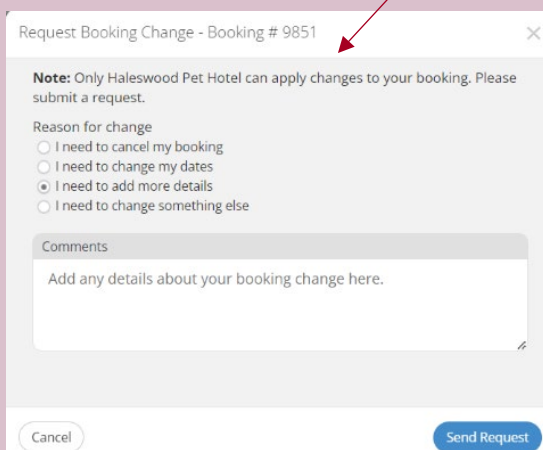
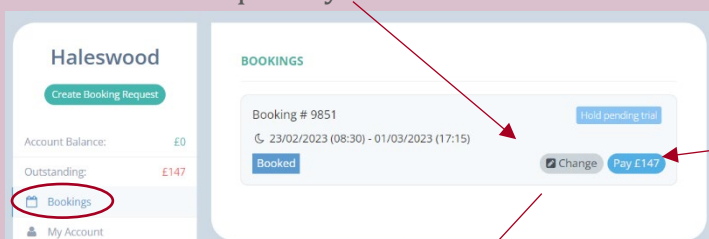


You will see a menu down the left side. Clicking 'My Account' will take you to your details



Clicking 'Bookings' will take you through to any upcoming bookings and details about dates.

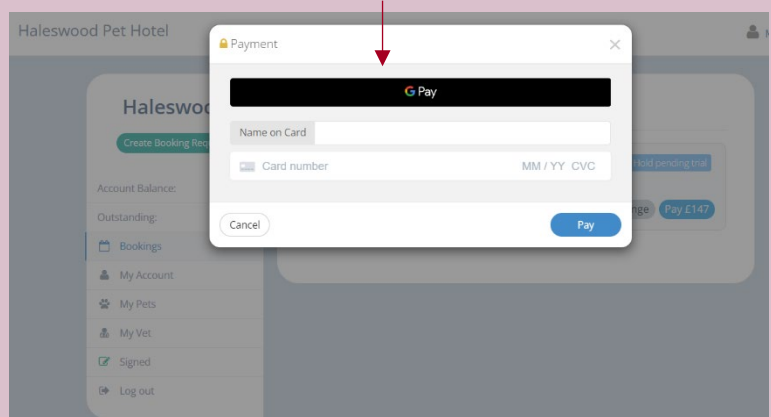
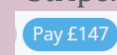
You can amend your booking by selecting 'Change' if necessary where you will be given a list of change requests you can make



Clicking 'My Pets' will take you to your pet/s and allow you to edit them or add more

Clicking 'My Vet' allows you to make sure we always have your current vet's details

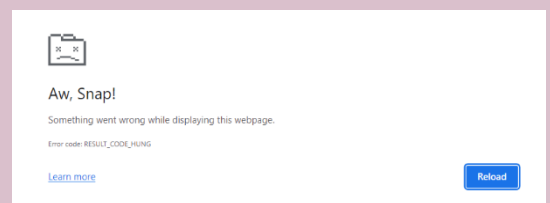
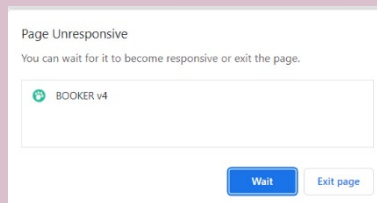
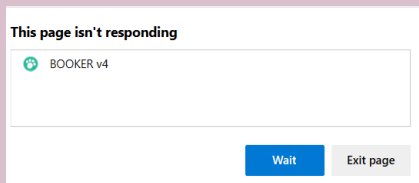
You can pay any balances due via your online account (please note you cannot partially pay this way, to pay a 50% deposit only, please follow the link in the email we send you). Select the blue 'Pay £...' button and a window will pop up to make a secure payment using Stripe.



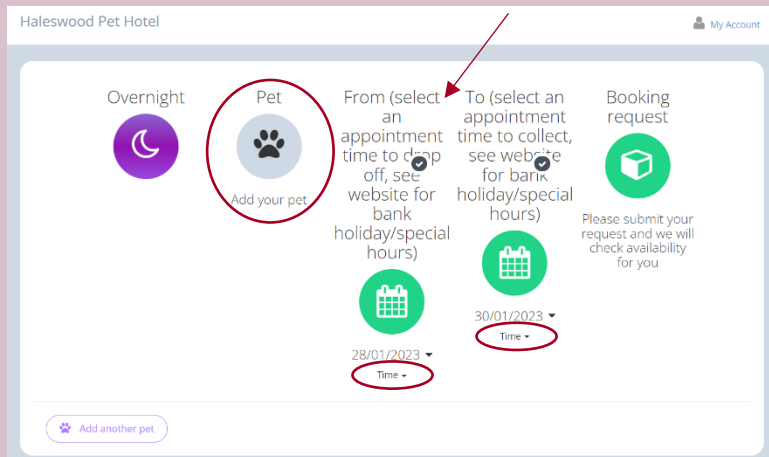


## Troubleshooting

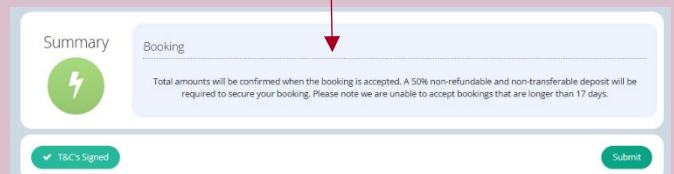
**Issue-** the page has frozen or isn't responding and you are receiving the following error messages on your browser



**Solution-** please check you have added a pet and selected times for your booking. If you only select dates but nothing else, the page will crash and you won't be able to go any further



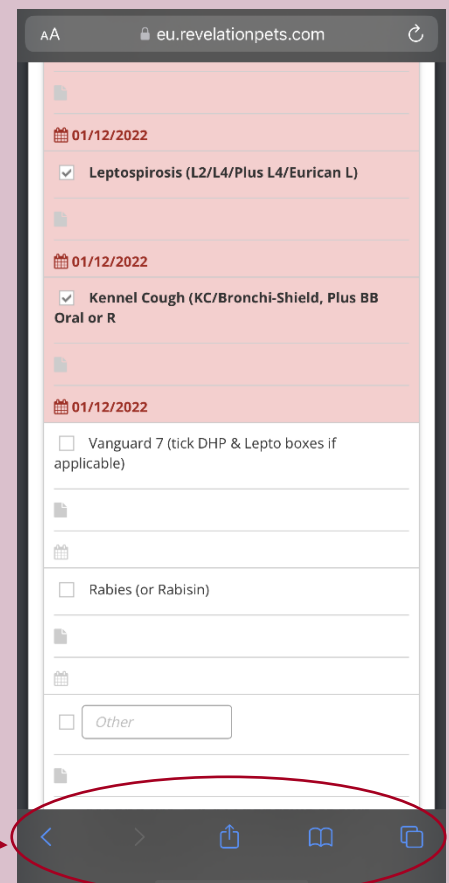
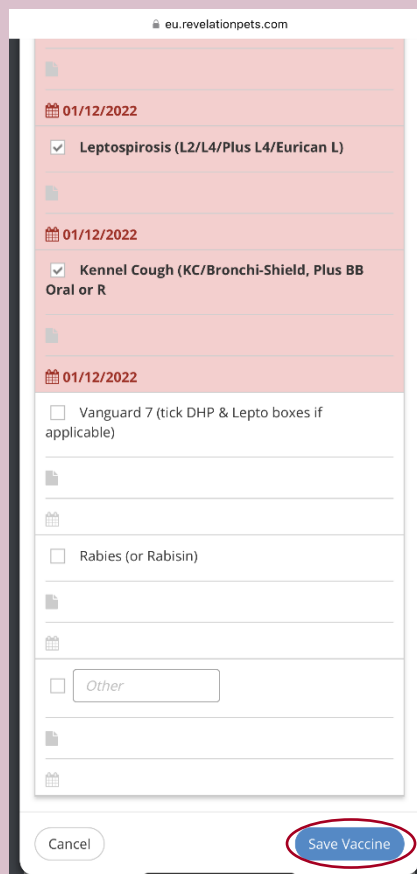
**To double check-** if the summary box is empty and doesn't give you a duration of how many days you are booking and you click submit, the form will crash.



**Issue-** the vaccination box won't let you click 'Save Vaccine' when using an Apple device

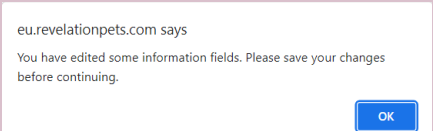
**Cause-** your Apple device thinks you are tapping the bottom bar of Safari which then pops up instead and so the page never saves.

**Solution-** scroll back up slightly until the 'Save Vaccine' button reappears and tap it again, this should save your changes. Alternatively, rotate your screen to free the button up again



## Troubleshooting

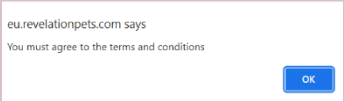
**Issue**- you are clicking 'save' but this error message keeps popping up (this may look different on different devices/browsers)



eu.revelationpets.com says  
You have edited some information fields. Please save your changes before continuing.

**Solution**- make sure you have completed all of the required fields as it will not let you proceed otherwise. Fields that need to be completed will show up red after you have tried to save the form. See page 2.

**Issue**- you submit your booking and this below error message pops up



eu.revelationpets.com says  
You must agree to the terms and conditions

**Solution**- you need to sign our Terms and Conditions as the form will not allow you to submit a booking without you signing to confirm you agree with our booking terms. Please see page 4.

**Issue**- you are experiencing slowness or freezing whilst using the online booker

→ **Solution**- we recommend using the Google Chrome browser and suggest removing cache and cookies from your personal devices to aid in responsiveness. You will find your cache/cookies under your browser settings (you may need to google this as all browsers differ slightly!)