

Online Booking Guide



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

Contents

- Page **1** Registering online
- Page 2 Entering your information
- Page 2 Vaccination section
- Page 3 Making a booking
- Page 4 Signing our T&Cs
- Page | 4 Managing your account
- Page 5 Troubleshooting

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

Haleswood Pet Hotel	HALESWOOD PET HOTEL Login or Register	
	Your email address Enter your email address If you've booked at Haleswood Pet Holel before, you already have an account. Sign in using the email address you gave us and we'll retrieve your pet details or enter your email to register as a new customer.	
Online booking for Haleswood Pet Hotel powered b	Continuo	2023 © All Richts Reserve

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

	Continue	
lateswood Pet Hotel powered by Rit	- vetation Pets.	2023 @ All Rights Re
aleswood Pet Hotel		
	HALESWOOD PET HOTEL	
	Login or Register	
	Sign up for an account, and you can book faster at Haleswood Pet Hotel. We'll remember your information, so you don't have to enter it every time you book.	
	Your email address	
	Your name	
	Your name.	
	Your password	
	Choose a password	
line booking for Haleswood Pet Holel pow	Confirm password	2023 © All Rights Reserved.
	Enter your password again	
	I agree to the terms and conditions and understand that Haleswood Pet Hotel will contact me about my bookings and pets (please do read our T&Cs to prevent confusion or problems in the future).	

A My A

Booking request

7

Please submit yo request and we

eck availability

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

Haleswood

Outstanding: 🗂 Bookings

My Account

😫 My Pets

🏝 My Vet

Signed € Log out



Haleswood Pet Hotel

Overnight

C

Pet

*

Add your pet

From (select

an

off, see website for

bank

holiday/special hours)

To (select an

appointment

for bank holiday/special hours)

appointment time to collect, time to drop see website

Entering your information

Pet

Add your pet

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.

🎽 Pet		& Ow	ner	🛃 Vet
	Upload a Photo	Full Name	Full Name	VetSelect your Vet
Pet name	Pet name	Email	Email address	Save (please make sure all fields are completed)
Туре	Dog	Phone	Phone number	
Breed	Breed	Mobile	Mobile number	
DOB	Date of Birth	Work #	Work Number	
Colour	Colour	Address	Address	
Age	Years	Street	Street	
Month	Months	City	City	
Sex	Unknown	State	State	
Reg #	Registration Number (ansv	Zip	Post Code	
Chip #	Microchip Number	A	Emergency Name	
Spayed /	No	A #	Emergency Number	
Neutered		🛦 Email	Emergency Email	
	Unvaccinated	4	Emergency Address	

😤 Pet		& Ow	ner	🎝 Ve	t
	Upload a Photo	Full Name	Full Name	Vet	Select your Vet
Pet name	Pet name	Email	Email address	Sa	ve (please make sure all fields are completed)
Туре	Dog	Phone	Phone number		
Breed	Breed	Mobile	Mobile number		
DOB	Date of Birth	Work #	Work Number		
Colour	Colour	Address	Address		
Age	Years	Street	Street		
Month	Months	City	City		
Sex	Unknown	State	State		
Reg #	Registration Number (ans	Zip	Post Code		
Chip #	Microchip Number	4	Emergency Name		
Spayed /	No	A #	Emergency Number		
Neutered		🛦 Email	Emergency Email		
Vaccines (tick all that	Unvaccinated	A	Emergency Address		

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.

ed

😤 Add another pet

Completing the vaccination section



Making a booking- boarding



First, sele	ect a dat	e			Zeu	S* X	28/0 07:3	Viold mitting ultiple j	Zeus • avoid submitting multiple booking requests) 07/02/2023 • 07:30 • 18:30 •
				January 202	3			From:	 Repest every
9	ŝu	Mo	Tu	We	Th	Fr	Sa	07:30 -	Mon Tue Wed Thu Fri Sat Sun Until 07/02/2023 Go
	25	26	27	28	29	30	31	07.00	
		2	З	4	5	6	7	To:	Day Date for bank holiday/special hours) To bank holiday/special hours)
	8	9	10		12	13	14	10.00	Date 07-30+ 18-30+ Run
	5	16	17	18	19	20	21	18:30 -	save
2	22	23	24	25	26	27	28		For repeat daycares add your first date and then
	20	10220	3215	20	122	121			i of repeat daycares, and your mist date and then

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)

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.

9

C

A	ny additional information	
	Tell us here if this is a trial for a boarding booking or if there is any other information we should know.	
		11

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.

Summary	Booking 5 x Days For Zeus	30/01/2023 - 03/02/202
4	Total amounts will be confirmed when the booking is accepte required to secure your booking. Please note we are to	ed. A 50% non-refundable and non-transferable deposit will be unable to accept bookings that are longer than 17 days.

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



	Agree to terms	×
Add another pet	Please read through our terms and conditions before boarding with us, we will ask yc sign to say you have read and understood them when you drop your pet off (unless y have already signed them in the last 12 months). 1. Vaccinations and health a) Your pet can only be accepted for boarding if it is in good health and you are able to produce a certificate or vaccination card confirming their inoculations are up to alter. Vaccinations hould be given yearly and boarters list 12 months, if your pet is startin new primary course of vaccinations we can only accept them for boarding two weeks the second boards has been given. Dogs must be fully vaccinated against Parvoirus.	ou to A
Tell us here if this is a trial for a bo	Hepatitis. Leotospirosis and Distemper and have received a vaccination against kenne Sign here -	el 💌
Summary Boo		
4 To		d non-transferable deposit will be it are longer than 17 days.
	Use your mouse or touchscreen to sign your name.	Clear
Sign our terms and conditi	or type your name •	Submit
and condition	Cancel Save sign	submic
Online booking for Haleswood Pet Hotel power	ed by Revelation Field.	2023 © All Rights Re

Managing your account



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



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

Haleswood Create Booking Request	
Account Balance: £0	
Outstanding: £147	Zeus
🛗 Bookings	Dathueiler
🏯 My Account	7 YEARS 9 MONTHS
😵 My Pets	
💩 My Vet	+ Add a pet
G Signed	Inactive Pets 🕶
Cog out	

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

	e Payment	×
Haleswoo	G Pa Name on Card	y
Account Balance:	Card number	MM / YY CVC Hold pending
Outstanding:	Cancel	Pay
My Account		
& My Vet ☞ Signed		

Troubleshooting

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

This page isn't responding O BOOKER v4	Page Unresponsive You can wait for it to become responsive or exit the page.	
	BOOKER v4	Aw, Snap!
		Something went wrong while displaying this webpage.
		Error code: RESULT_CODE_HUNG
Wait Exit page	Wait Exit page	Learn more Relead

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



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

<u>Cause</u>- your Apple devise thinks you are tapping the bottom bar of Safari which then pops up instead and so the page never saves.

<u>Solution</u>- 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

a eu,revelationpets.com	🗚 🔒 eu.revelationpets.com 💍
 O1/12/2022 Leptospirosis (L2/L4/Plus L4/Eurican L) O1/12/2022 Kennel Cough (KC/Bronchi-Shield, Plus BB Oral or R 	 01/12/2022 Leptospirosis (L2/L4/Plus L4/Eurican L) 01/12/2022 Kennel Cough (KC/Bronchi-Shield, Plus BB Oral or R
	-
Vanguard 7 (tick DHP & Lepto boxes if applicable)	Vanguard 7 (tick DHP & Lepto boxes if applicable)
Rabies (or Rabisin)	Rabies (or Rabisin)
Cancel Save Maccine	

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 rou 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!)