



CLASS BOOKING & MANAGEMENT SYSTEM GETTING STARTED GUIDE

WELCOME

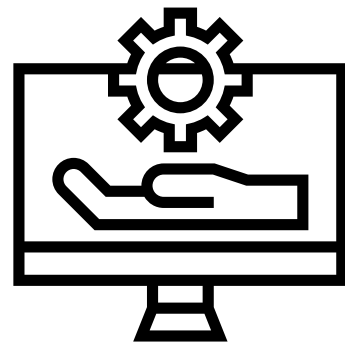
Rugrats Rugby have partnered with Class4Kids who are a specialist booking and management company for the childrens sector to provide you with a first class management system to make running your business as seamless as possible.

This pack has been produced to provide you with a Getting Started guide to enable you to get the system up and running and your classes online to allow you to take bookings from customers.

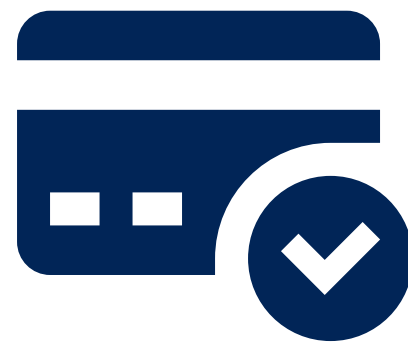


HQ RESPONSIBILITIES

Rugrats Rugby HQ responsibilities are to set up your account and provide you with access so that you are able to manage your classes and customers.



CREATE YOUR ACCOUNT



**CREATE & LINK YOUR
PAYMENT ACCOUNT**



APPLY THE CORRECT BRANDING



POPULATE CLASS TEXT



PROVIDE YOU WITH LOGIN DETAILS



FRANCHISEE RESPONSIBILITIES

Your role and responsibility as the Franchisee is to populate your management system with the details of your venues and classes, so that your classes are available online for customers to book onto.



CREATE SUBSCRIPTIONS



ADD YOUR VENUE



CREATE YOUR TERM



SCHEDULE YOUR CLASSES



LAUNCH YOUR CLASSES ONLINE



CREATE YOUR SUBSCRIPTIONS

STEP 1: Create your subscriptions that your customers will sign up to to pay for their classes on a monthly basis.

(Please refer to the next slide to understand which subscriptions you need to set up, how to work out what you should be charging each month for your classes and discounts for siblings.)

- From the menu on the left-hand side select Subscriptions
- Click on the orange 'Add a plan' button, this will take you to the Create a new subscription plan page.
- In the plan name field type what you want to call this subscription. Refer to the next slide for the names of the subscriptions you need to create.
- In the cost field enter the amount you will charge each month. Refer to the Operations Manual for guidance on how to set the correct price for your subscriptions. See the slide below for suggestions on offering discounts for siblings.
- The description field can be left blank.
- Press the green 'Save' button.
- Click the 'Class4Kids' logo in the top left hand corner to return to the main dashboard view.

Simply repeat these steps to create all the subscriptions you need.



PLAN NAMES AND DISCOUNTS FOR YOUR SUBSCRIPTIONS

A customer can only ever be on one plan within the Class4Kids system, therefore you will require a selection of plans to ensure that you are charging customers the correct amount. Common examples of this are, customers signing up one child, signing up two children but at different stages due to one maybe being the younger sibling or signing up two or more children at the same time.

We believe the following plans below will cover you for the scenarios that you are likely to experience during the running of your Rugrats Rugby business.

- Rugrats Rugby classes @ Name of your centre (Sample price £20.95 pm)
- Sibling Rugrats Rugby classes @ Name of your centre (Sample price £20.95 x 2 = £41.90 - £6 discount = £35.90pm)
- 3 children Rugrats Rugby classes @ Name of your centre (Sample price £20.95 x 3 = £62.85 - £9 discount = £53.85pm)

The reason Rugrats Rugby HQ cannot set these up as standard when you join is because it also needs to include your pricing at the time of setting up the plan and you will set this pricing as you work through the Establishing your Classes section of the Operations Manual.

As standard in the past we have typically offered discounts to parents with multiple children in the programme at around £3 per child. We have included some sample pricing above for illustration purposes but you can set your own pricing and discount levels. You just need to decide what these are prior to setting up the plans.



ADD YOUR VENUE

STEP 2: Add your venue to the system to be able to link classes to the place where they will be held.

- From the left-hand menu select the Schedule option. This will present a drop down menu of options.
- Select Venues from the drop down list.
- Click the orange button in the top right hand corner that says Add a venue.
- Complete all the fields to populate your centres name and address.
- Press the orange button that says Add this venue.
- Your venue should now appear on the screen.

Simply repeat these steps to create all the venues you need.



CREATE YOUR FIRST TERM

STEP 3: Your classes will typically follow the school calendar for your local region and you can set your term to be for the full year. However, if you are starting mid-year you may decide to run a shorter first term to take you to the next summer holiday break.

Don't worry once you have set up your first term, the Class4Kids system allows you to duplicate terms and auto re-enrol your customers onto the next term. You simply populate the new dates and you are good to go.

- From the left-hand menu select the Schedule option. This will present a drop down menu of options.
- Select 'Overview' from the drop down list.
- Click the small green button to the right of the screen that says 'Add a new term'.
- Enter your term name as Your centre name classes. For example Astoria Centre classes.
- Select 'Subscriptions' from the payment methods.
- Select the first week of your classes from the calendar (It will select every day of the week, that's normal. We will configure your class days in the next section)
- Select the last week of your classes from the calendar.
- Press the green 'Add in any holidays' button.



CREATE YOUR FIRST TERM -CONTINUED

STEP 3: Your classes will typically follow the school calendar for your local region and your terms will follow the same pattern.

Don't worry once you have set up your first term, the Class4Kids system allows you to duplicate terms and auto re-enrol your customers onto the next term. You simply populate the new dates and you are good to go.

- Highlight the weeks you are not running classes during this period by clicking on the dates for that week.
- Press the green save button.
- Your term will now appear in the page. You can progress straight to the Schedule your classes stage.



SCHEDULE YOUR CLASSES

STEP 4: Create the classes based on the days and times that you will be looking to run them throughout the year. These will typically be on a Saturday or Sunday morning as standard kicking off from 9am.

Refer to the Operations Manual if you would like guidance on what time to schedule classes and how long a break to have in between each one.

- From the left-hand menu select the Schedule option. This will present a drop down menu of options.
- Select Overview from the drop down list.
- Within your term select the small green button that says 'Schedule a class'
- Select the class type you wish to schedule (e.g. Kick Start or Try Time)
- Select the venue you wish to schedule the class for if you run more than one centre.
- Set your capacity to a maximum of 12.
- Ignore the section that says Private.
- Select the day and times you will be running the class (Kick Start - 30 mins, Try Time - 40 mins)
- Select the term you wish to run this class against. This should be the term that you have just created to launch with.



SCHEDULE YOUR CLASSES - CONTINUED

STEP 4: Create the classes based on the days and times that you will be looking to run them throughout the year. These will typically be on a Saturday or Sunday morning as standard kicking off from 9am.

Refer to the Operations Manual if you would like guidance on what time to schedule classes and how long a break to have in between each one.

- Your standard payment plan should be defaulted but if you need to change this simply click on the plan and it will bring up the plans for you to select the one you require.
- Select 'I offer a trial' Leave the options at £0 cost and 1 session.
- Press the green save button.
- Repeat these steps to add all the class days and times you require.



LAUNCH YOUR CLASSES ONLINE

Step 5: Submit your class details to Rugrats Rugby HQ so that they can be added to the main Rugrats Rugby website.

- The assumption is made you are still logged into your Class4Kids management system. If not, please log in.
- Select Schedule from the left hand side menu.
- From the drop down menu select Venues.
- You will notice when you have classes set up against a venue that the delete functionality is unavailable.
- Click on Public page which will open the page for your venue and classes.
- Copy the URL from the search bar in your browser.
- Login to the Rugrats Rugby Franchise portal via the rugratsrugby.co.uk website and click on Franchisee login from the menu bar.
- Click on the 'Add Venue' button which appears in the top menu bar when you are logged in.
- Complete the fields for your centre name and address and paste the URL in the 'Class booking link' field.
- Press the 'Submit' button.
- Rugrats Rugby HQ will review your request and approve if it meets all the required elements. You will receive notification that your centre is now live on the website, or notification of changes that need to be made in order to meet the brand guidelines.



SET YOUR SIGNATURE

Step 7: Set a signature so that any communication emails sent from your system look professional.

- Select Settings from the left hand menu
- Select Communications
- In the email footer field add the following:

Kind Regards,

Your first name

Your first name and surname

Regional Manager

Rugrats Rugby - Your region

Tel: Insert your contact number

Email: Insert your Rugrats Rugby email address

Web: <https://rugratsrugby.co.uk>

- Press 'Save changes' button.



CONNECTING TO FACEBOOK

Step 6: You can drive traffic to your classes page by linking your Facebook page with a button.

- The assumption is made you are still logged into your Class4Kids management system. If not, please log in.
- Select Dashboard from the left hand menu.
- Scroll to the bottom of the page, until you see a box that starts with Problem reported by a parent?
- Underneath this it says 'Link to your schedule'
- Copy that link.
- Log into facebook and go to your business page. If you haven't set up your page yet, then refer to the Operations Manual to create your page.
- Click on the current button you have on your page, which might be 'Send message' for example.
- Select 'Choose a different button' from the more options that will have appeared.
- Select 'Contact us' from the options.
- Paste or insert your the link to your Class4Kids schedule in the box provided and press save.
- When customers view your page, they will see this button and when clicked will take them through to your page.

Equally customers will also see the FB messenger symbol next to the button, so they are still able to contact you direct on Facebook.



ONGOING SUPPORT

Step 6: Class4Kids provide you with ongoing support to help manage and administer your classes.



Class4Kids have a range of help guides within the management system that you are able to use to search for advice and guidance on what it is you are looking to be able to do within your system. For example duplicate a term, transfer a child to another class etc.



In addition to the help guides, Class4kids also provide you with online support to help answer any query that you may have regarding the use of the system. This is an online chat facility that you can use when you are logged in.

