

Tokoroa Alpine Club – Checkfront Booking System – User Documentation

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Login

1. Navigate to the TAC booking system either from the TAC website or directly to <https://tokoroa-alpine-club.checkfront.com/reserve/>
2. Enter the email and password that has been emailed to you
3. Some things to note
 - a. One member per household has been setup with a password and this was selected based on unique email addresses
 - b. It is easy to change the name and details of the member once you have logged in
 - c. If you don't have a login please contact the booking officer
bookings@tokoroa.org.nz



Tokoroa Alpine Club



Email

katrina@vanderpyl.net

Password

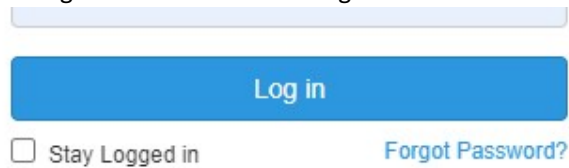
Log in

☐ Stay Logged in

[Forgot Password?](#)

Forgotten Password

1. Navigate to the TAC booking system either from the TAC website or directly to <https://tokoroa-alpine-club.checkfront.com/reserve/>
2. Below the Login button is a link to Forgot Password?



Log in

☐ Stay Logged in [Forgot Password?](#)

3. Enter your email address to receive an email with a link that allows you to reset your password.
 - a. If you don't have a login please contact the booking officer bookings@tokoroa.org.nz

Reset Password

To retrieve your account login details, please provide the email address associated with your account.

If you still have problems accessing your account, [contact Tokoroa Alpine Club](#).

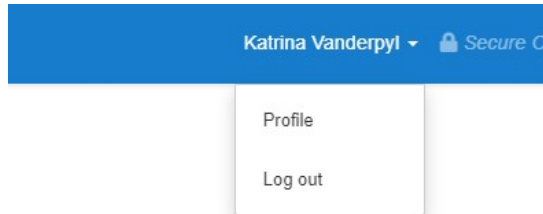
Email ★

Cancel

Submit

View Bookings\Change Password\Member Details

1. From the Booking page select the Profile option from the menu – top right – select <user name> and the Profile



2. You will have the option to select
 - a. Bookings
 - b. Account (change password)
 - c. Saved Information

My Account

[← Back to Booking Page](#)

Bookings Account Saved Information

Bookings

Booking Code ↓	Created Date	Booking Date	Item S
TYXD-300322	30/03/22	Sat Apr 9 2022 - Sun Apr 10 2022	Sumn

3. Bookings

- Lets you view a list of all your bookings and their status
- Individual bookings can be viewed by clicking on the Booking Code for that booking

Bookings

Booking Code ↓	Created Date	Booking Date	Item Summary	Booking Total	Total Paid	Booking Status
TYXD-300322	30/03/22	Sat Apr 9 2022 - Sun Apr 10 2022	Summer - Non-Members	\$32.00	\$0.00	Reserved
TJNY-100422	10/04/22	Sun May 1 2022 - Mon May 2 2022	Winter - Non-Members	\$120.00	\$0.00	Cancelled

4. Account

- Lets you update your basic account information:- Email, Name and Change Password

Basic information

Email

First Name

Last Name

Password

[Change Password](#)

5. Saved Information

- Lets you enter the auto fill options that are used with bookings

Autofill information

The Autofill information can be used to automatically fill the booking form when you make a booking.

Name ★

Email ★

Phone

Address

City

Checking Availability

1. From the Booking Page you are able to see which days the Lodge is fully booked and by clicking on individual days you can see how beds are available

Check-in:

Wed 01 June 2022

Check-out:

Wed 01 June 2022

Keyword

<

JUNE 2022

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

New Booking: Wed Jun 1, 2022

Members Non-Members Waitlist

29 AVAILABLE

☒ Book Now
 ☐ Details
 ☐ Availability

Summer - \$12.00 - \$19.
 Summer Book people to stay lodge.
 Catering: The

Make A Booking

1. A booking consists of three stages
 - a. Selecting the dates and booking type
 - b. Entering the Guest Details
 - c. Paying for the Booking
2. From the Booking Page you are able to make the following types of bookings:-
 - a. Member booking – normal booking for club members
 - b. Non-Member booking - additional booking for non-members who are joining the club members as guests
 - c. Waitlist – a new function we are trialling. The Waitlist is only checked by the Booking Officer in the two weeks before a date when the lodge is full. Before that time it is best to check back on the website

The booking system automatically determines if it is a Summer or Winter

Important Note: DO NOT COMBINE MEMBERS AND NON-MEMBERS ON THE SAME BOOKING. When making a booking that includes guests you will need to make two bookings. The first for the Members that will be confirmed automatically as soon as it is paid and the second for the Non-Members which will only be confirmed by the Booking Officer two weeks before the due date.

Important Note: DO NOT PAY FOR NON-MEMBER OR WAITLIST BOOKINGS when you submit the request. Once it is confirmed by the Booking Officer you will have the opportunity to pay.

Selecting Dates and Booking Type

1. From the Booking Form select the planned dates to stay. Fully booked dates will be shown in Red.
2. Click on Book Now

Check-in:

Tue 12 July 2022

Check-out:

Thu 14 July 2022

Keyword

<
JULY 2022
>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Tuesday July 12

New Booking: Tue Jul 12 - Thu Jul 14, 2022

Members
Non-Members
Waitlist

29 AVAILABLE

Winter - Members
\$18.00 - \$32.00 per night

☒ Book Now

Details

Availability

Weekend Bookings: No single 1 x n through to the end of the **last week c** Friday & Saturday, or... [\(Read More\)](#)

3. Enter the number of guests based on their membership types and select Continue

Details
Availability
Book Now

Winter - Members

29 Available

Check-in
Tue 12 July 2022

Check-out
Thu 14 July 2022

Member - Adult
1 x \$32.00

Member - Junior (U16)
0 x \$30.00

Member - Child (U8)
0 x \$21.00

Member - Infant (U3)
0 x \$18.00

Tue Jul 12 2022 - Thu Jul 14 2022: **\$64.00**

Apply Promo or Voucher
Close
Continue

4. Enter the requested details to Create Booking. Note: These will be auto-filled from the details on your account and select Continue to move to the Payment screen

Create Booking

When you are ready to proceed please fill out your details below to confirm your booking.

+ Add to Booking
Clear All

Item	Rate	Amount
Winter - Members Tue Jul 12 2022 - Thu Jul 14 2022	Memberadult: 2 Nights @ \$32.00 Memberjunioru16: 2 Nights @ \$30.00 Qty: 2 x 2 Nights	\$124.00
		Sub-Total: \$124.00
		Total (NZD): \$124.00

Name

Email

Phone

Address

City

Note

Continue >

Click to Reconnect

Paying For A Booking

1. Enter card details and select Pay (green button). Note: A reservation is not confirmed until it has been paid in full and the guest details entered

Payment

Back
Please complete the payment to secure and complete this booking.

Payment Required

The Payment Provider is in test mode, and will not capture payments. Please contact Tokoroa Alpine Club tokoroaalpineclub.org.nz

Name on Card

Card Number

Expiry date

Validation code

Pay \$124.00 NZD

Booking Invoice

Tokoroa Alpine Club

Katrina Vanderpyl
katrina@vanderpyl.net
021 548 843
3627/2 Cambridge Road
Cambridge

Booking Date: July 12, 2022
Total (NZD): \$124.00

Product	Rate	Amount
Winter - Members (2)	Memberadult: 2 Nights @ \$32.00	\$124.00
Tue Jul 12 2022 - Thu Jul 14 2022	Memberjunioru16: 2 Nights @ \$30.00	
	Qty: 2 x 2 Nights	
		Total: \$124.00
		Amount Paid: \$0.00
		Balance Due: \$124.00

Entering Guest Details

1. Enter the name of each guest staying by selecting either “add yourself as a guest here” (will automatically populate with your user details) or Add Guest button

Guest Details

Thanks for booking with Tokoroa Alpine Club! Further guest details are required for this booking. You can complete these now or [share this link](#).
Alternatively, you can [continue to your receipt](#) and complete this later.

Item List

► Winter - Members 0 / 2 guests Empty slots
Tue Jul 12 2022 - Thu Jul 14 2022

Guest List

There are no guests registered yet!
Katrina Vanderpyl, if you are participating [add yourself as a guest here](#).

[Add Guest](#)



Guest Information

Add or select a guest to provide their information.

2. Select each guests membership category

Guest

1

Select Items

- ☒ **Winter - Members**
Tue Jul 12 2022 - Thu Jul 14 2022
- ☐ Member- Adult
- ☒ Member - Junior (U16)

[Continue](#)

3. Enter the First Name and Last Name for each guest (email is not required)

Guest

✓

Select Items

Winter - Members
Tue Jul 12 2022 - Thu Jul 14 2022
Member - Junior (U16)

2

Guest Information

Enter guest info below, or alternatively
[send a link](#) for the guest to complete later.

First Name *

Still

Last Name *

No Mates

Email

[Continue](#)

4. **Important:** To move to the next you will need to select “continue to your receipt”

Guest Details

Thanks for booking with Tokoroa Alpine Club! Further guest details are required!

Alternatively, you can [continue to your receipt](#) and complete this later.

5. A fully completed booking will look like the picture below and a confirmation email will be sent to your nominated email address and the booking officer. From this screen you can do a number of things

- Print receipt
- View your booking
- Create another booking

Thank you! Your booking has been created.

✉ A copy of this receipt has been e-mailed to katrina@vanderpyl.net.

Booking Invoice

PAID

Katrina Vanderpyl
✉ katrina@vanderpyl.net
021 548 843
3627/2 Cambridge Road
Cambridge

Tokoroa Alpine Club

Booking ID:	DSFK-160522
Created:	May 16, 2022
Booking Date:	July 12, 2022
Total (NZD):	\$124.00

Product	Rate	Amount
Winter - Members (2) Tue Jul 12 2022 - Thu Jul 14 2022	Memberadult: 2 Nights @ \$32.00 Memberjunioru16: 2 Nights @ \$30.00 Qty: 2 x 2 Nights	\$124.00
Total:		\$124.00
Amount Paid:		\$124.00

PDF (Print)

Payments: Mon 16 May 2022 \$124.00 (visa 1111)

Guest Details

[Complete Guest Details](#)

Print receipt

Return to tokoroaalpineclub.org.nz

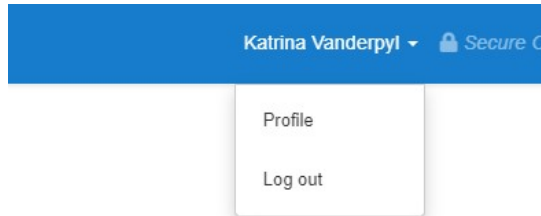
View My Bookings

Create another booking

☒ Online Bookings by Checkfront

Cancel a Booking

1. From the Booking page select the Profile option from the menu – top right – select <user name> and the Profile



2. Find the Booking you want to cancel in the list. If cancellation is an option you will be able to click on the Cancel Booking link below the Booking Status button. Any funds paid will be automatically refunded.

My Account

[← Back to Booking Page](#)

[Bookings](#) [Account](#) [Saved Information](#)

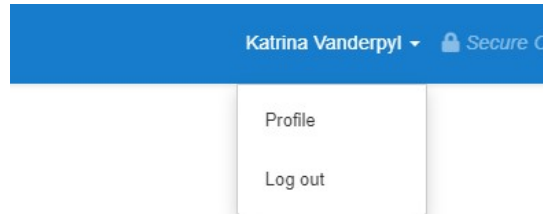
Bookings

Booking Code ↓	Created Date	Booking Date	Item Summary	Booking Total	Total Paid	Booking Status
TYXD-300322	30/03/22	Sat Apr 9 2022 - Sun Apr 10 2022	Summer - Non-Members	\$32.00	\$0.00	Reserved
TJNY-100422	10/04/22	Sun May 1 2022 - Mon May 2 2022	Winter - Non-Members	\$120.00	\$0.00	Cancelled
RMNP-110522	11/05/22	Thu May 12 2022 - Fri May 13 2022	Summer - Members	\$19.00	\$19.00	Paid
FLGP-060522	06/05/22	Sat Jul 16 2022 - Mon Jul 18 2022	Winter - Non-Members (Co...	\$124.00	\$124.00	Paid Cancel Booking
DSFK-160522	16/05/22	Tue Jul 12 2022 - Thu Jul 14 2022	Winter - Members	\$124.00	\$124.00	Paid Cancel Booking

3. If the booking is within the No Cancellation period and you feel you have a valid reason for a refund please contact the Booking Officer by email with the details.

Changing a Booking

1. From the Booking page select the Profile option from the menu – top right – select <user name> and the Profile



2. Find the Booking you want to amend in the list and click on the Booking Code

[← Back to Booking Page](#)

[Bookings](#) [Account](#) [Saved Information](#)

Bookings

Booking Code ↓	Created Date	Booking Date	Item Summary	Booking Total	Total Paid	Booking Status
TYXD-300322	30/03/22	Sat Apr 9 2022 - Sun Apr 10 2022	Summer - Non-Members	\$32.00	\$0.00	Reserved
TJNY-100422	10/04/22	Sun May 1 2022 - Mon May 2 2022	Winter - Non-Members	\$120.00	\$0.00	Cancelled
RMNP-110522	11/05/22	Thu May 12 2022 - Fri May 13 2022	Summer - Members	\$19.00	\$19.00	Paid

3. Select the Edit this booking

Invoice

[← Back to my account](#)

[Edit this booking](#)

Booking Invoice

PAID

Katrina Vanderpyl
 ✉ katrina@vanderpyl.net
 021 548 843
 3627/2 Cambridge Road
 Cambridge

Tokoroa Alpine Club

Booking ID:	DSFK-160522
Created:	May 16, 2022
Booking Date:	July 12, 2022
Total (NZD):	\$124.00

4. From here you can make changes to the Booking Items (dates of stay) and Booking Form

Tips and Tricks

How to Pay an Unpaid Booking

1. Typically applies to a Confirmed Guest Booking or Confirmed Waitlist Booking
2. There will usually be a link on the email confirming the booking or
3. Follow the instructions from Change a Booking

Invoice

[← Back to my account](#)

Booking Invoice

PENDING

Katrina Vanderpyl
 ✉ katrina@vanderpyl.net
 021 548 843
 3627/2 Cambridge Road
 Cambridge

Tokoroa Alpine Club

Booking ID:	QCJD-110522
Created:	May 11, 2022
Booking Date:	May 12, 2022
Total (NZD):	\$19.00

Product	Rate	Amount
Summer - Members Thu May 12 2022 - Fri May 13 2022	Memberadult: 1 Night @ \$19.00 Qty: 1 Night	\$19.00
		Total: \$19.00
		Amount Paid: \$0.00
		Balance Due: \$19.00

PDF (Print)

Pay Now ▲

Guest Details

Complete Guest Details

4. Click on the Pay Now button (bottom right, below the Balance Due amount, it's quite small)

Balance Due: \$19.00

PDF (Print)

Pay Now ▲

Complete Guest Details

How do I complete\change Guest Details once the booking has been submitted

1. Follow the instructions for “How to Pay an Unpaid Booking”
2. At the bottom of the page (bottom right) is a button “Complete Guest Details”

Guest Details

Thanks for booking with Tokoroa Alpine Club! Further guest details are required!

Alternatively, you can [continue to your receipt](#) and complete this later.

How do I get from the Guest Form back to other pages

1. To move to the next step you will need to select “continue to your receipt”

Guest Details

Thanks for booking with Tokoroa Alpine Club! Further guest details are required!

Alternatively, you can [continue to your receipt](#) and complete this later.

APPENDIX 1

Summer – Non-Members

Important: Non-member bookings are not confirmed at time of booking. The booking officer will confirm the booking one week prior.

Summer Bookings: Group summer bookings of 5 or more, which include at least one member, are all charged at the member's rate. Under no circumstances are people to stay in the lodge without a confirmed paid up booking being made. Members are reminded they are responsible for their guest's behaviour while in the lodge.

Catering: The club does not provide food during the summer.

Cancellations: **At least 7 days notice is required to cancel a summer booking. Late cancellations will be at the discretion of the Committee.**

Summer – Members

Summer Bookings: Group summer bookings of 5 or more, which include at least one member, are all charged at the member's rate. Under no circumstances are people to stay in the lodge without a confirmed paid up booking being made. Members are reminded they are responsible for their guest's behaviour while in the lodge.

Catering: The club does not provide food during the summer.

Cancellations: **At least 7 days notice is required to cancel a summer booking. Late cancellations will be at the discretion of the Committee.**

Winter – Non-Members

Important: Non-member bookings are not confirmed at time of booking. The booking officer will confirm the booking one week prior.

Weekend Bookings: No single 1 x night Saturday bookings will be permitted during the following peak winter period: **First week of the Term 2 School Holidays** through to the end of the **last week of the Term 3 School Holidays**. **Saturday Night Bookings must now be a concurrent Two Night Booking**, ie Combined Friday & Saturday, or combined Saturday & Sunday booking.

Catering: The club provides food normally from Queen's Birthday Weekend until the first weekend in November.

Cancellations: At least 21 days notice is required to cancel a winter booking during school holiday period and seven days at other times. Late cancellations will be at the discretion of the Committee.

Winter - Members

Weekend Bookings: No single 1 x night Saturday bookings will be permitted during the following peak winter period: **First week of the Term 2 School Holidays** through to the end of the **last week of the Term 3 School Holidays**. **Saturday Night Bookings must now be a concurrent Two Night Booking**, ie Combined Friday & Saturday, or combined Saturday & Sunday booking.

Catering: The club provides food normally from Queen's Birthday Weekend until the first weekend in November.

Cancellations: At least 21 days notice is required to cancel a winter booking during school holiday period and seven days at other times. Late cancellations will be at the discretion of the Committee.

Waitlist

Wait List: The club is trialling a wait list during peak periods. The wait list is only ever used in the period one week prior when late cancellations are only allowed at the discretion of the Booking Officer. If a late cancellation is allowed then the Booking Officer will check for any Wait List bookings and offer it to those members.

The Wait List does not guarantee a place if there is an early cancellation and members are recommended to check back regularly in case spaces become available.