

How to make a booking and a cancellation with Calderdale Cares 4 Us

As our project is only funded for up to 12 months, we are not able to put the money into developing our own booking system and instead have created one using an existing program from Microsoft. For those who have used our previous booking system and preferred, unfortunately due to the expansion of the project the other booking system could not cope with the number of services on offer.

We understand that the system can be difficult for those with visual problems. We are committed to ensuring that everyone can access the services, so if you are struggling with the system, please email our team on cc4us@healthymindscalderdale.co.uk with the booking you would like to make and your contact details. We apologise for the inaccessibility of our system, and we will ensure those who cannot use the system can still use the services of CC4Us.

Please be aware that new appointments are added weekly to ensure we have continual availability for you, if something currently has no appointments please check back regularly or email cc4us@healthymindscalderdale.co.uk to enquire about the availability. We have done this to enable as many people as possible to benefit from the project, so we would appreciate it if you could limit the number of bookings, you make each month to allow others to enjoy this service.

1. Please click on the orange button which reads “Book onto a service or activity.”



2. When you click onto this button it will open another tab which looks like this.



Calderdale Cares 4 Us (Please scroll down for full list of services, we have over 30 - more services are being added regularly)

To find out more about a service please click on the information button beside it.

A screenshot of a web page titled "Select service". It displays a list of services in two columns. Each service entry includes the service name, duration, and cost. Information icons (i) are present next to each service. A callout box on the left points to an information icon, and a callout box on the right points to a vertical scroll bar on the right side of the service list.

Select service	
Make Your Mind Work For You with Re... 1 hour Free	Pilates 6-weeks (online) with Rebecca ... 1 hour Free
Walk for wellbeing (Halifax) with Rebe... 1 hour Free	Walk for wellbeing (Brighouse) with Re... 1 hour Free
Physiotherapy with Physiotherapy Wor... 1 hour Free	Counselling with Turning Point 1 hour Free

To view our full range of services please use the inner scroll bar directly on the right of the service list.

3. Once you have decided on a service you would like to book onto, please click it. When the service is highlighted orange scroll down using the second scroll bar, it is on the far right of a computer or laptop screen.



4. Once you have scrolled down you will see the calendar below and you can select an available date.

When you select an available date, it is highlighted in orange.

Dates that are available to book show in black.

Ones that cannot be booked show in grey.

06 October

Select staff (optional)

Anyone

17:00

All times are in (UTC+00:00) Dublin, Edinburgh, Lisbon, London

5. After selecting an available date, you can then select an available time.

06 October

Select staff (optional)

Anyone

17:00

Available times will be shown here and will be highlighted in orange when successfully selected.

All times are in (UTC+00:00) Dublin, Edinburgh, Lisbon, London

6. Once a time is selected you then need to fill out the contact details and additional questions. As shown below any details that are not required for the booking are marked as optional. Please don't forget to tick our terms of use box at the bottom.

Add your details

Name	Please let us know if you have any special requests. Thank you.
Email	
Address (optional)	
Phone number	
<div style="border: 1px solid #ccc; padding: 10px; min-height: 80px;">Notes (optional)</div>	

Provide additional information

Would you like to be added to the Healthy Minds mailing list for more information about the other services we offer?

Yes ▼

Which workforce are you a part of?

Fire ▼

- Welcome to the Calderdale Cares 4 Us bookings system.
- Please use the system fairly so that every user has an opportunity to benefit from CC4Us.
 - We now require all users to take a lateral flow test within the 48 hours leading up to a booking.
 - Any further questions or queries please email cc4us@healthymindscalderdale.co.uk

Book

7. Once you have filled out the details, additional information and the tick box you can then click the orange "Book" button. It will then take you to a screen which confirms your booking. You will also receive a confirmation email. If you would like to book onto another service please follow through the steps again, we welcome you to try more than one of the services we have to offer.

How to cancel a booking

1. To cancel a booking, you need to find the email confirmation of the booking in your inbox.
2. Once you have found the confirmation email please scroll to the bottom where it says, "Have a conflict?" Below this text it says, "Change your appointment". Please click on this.
3. Once you click on this it will open a new window where you are able to Cancel, Reschedule or make a new booking. To cancel please click on the box which reads "Cancel".
4. You have now cancelled your booking.

If you are still having issues with your booking after reading this, please get in touch with us at cc4us@healthymindscalderdale.co.uk

Thank you from The Calderdale Cares 4 Us Team.