

HOW TO MAKE A POOL RESERVATION

You should have invitation received an email to your family email address. If you did not, check junk/spam and/or search for booking@omnify-mail.com. If you still do not see it, please email us at swim.eastmoor@gmail.com

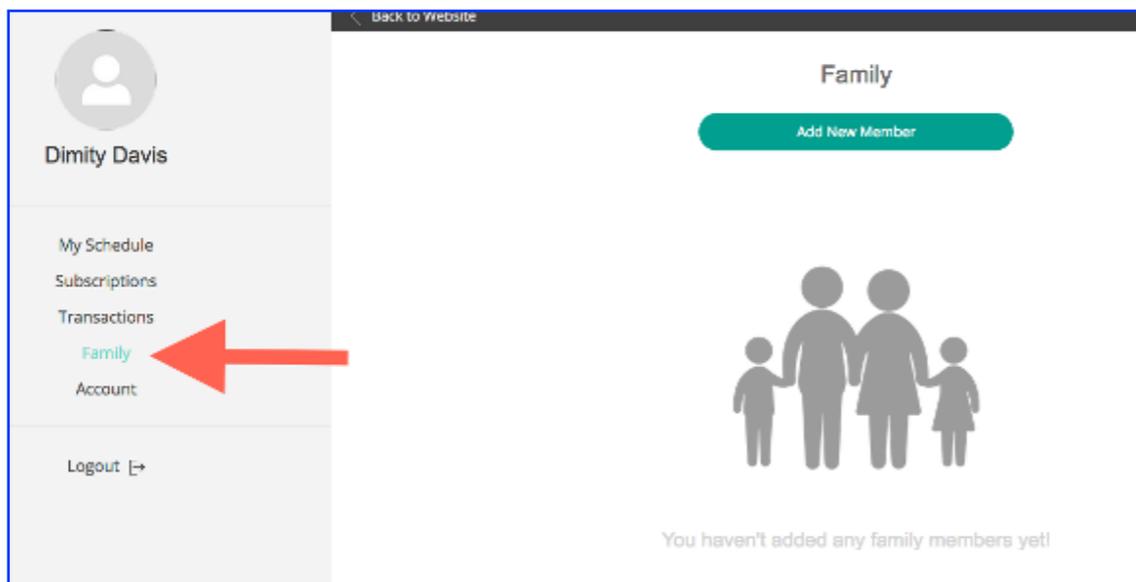
ONE NOTE: This software was originally designed for fitness classes and gyms, and often has charges attached to the descriptions. There is no charge for any swim session at Eastmoor for members.

HOW TO SET UP YOUR ACCOUNT

Go to the reservation website: <https://eastmoor.getomnify.com>

Click LOG IN in the upper right corner. On the next screen, enter your email and password (provided in invitation email) and hit LOG IN. Your name should appear in the upper right corner.

Click on VIEW PROFILE, which is where you will add family members, change your password (under ACCOUNT), see the reservations for all family members (under MY SCHEDULE), and cancel reservations (also MY SCHEDULE).



In VIEW PROFILE, click on FAMILY to add family members.

Add each member of your household.

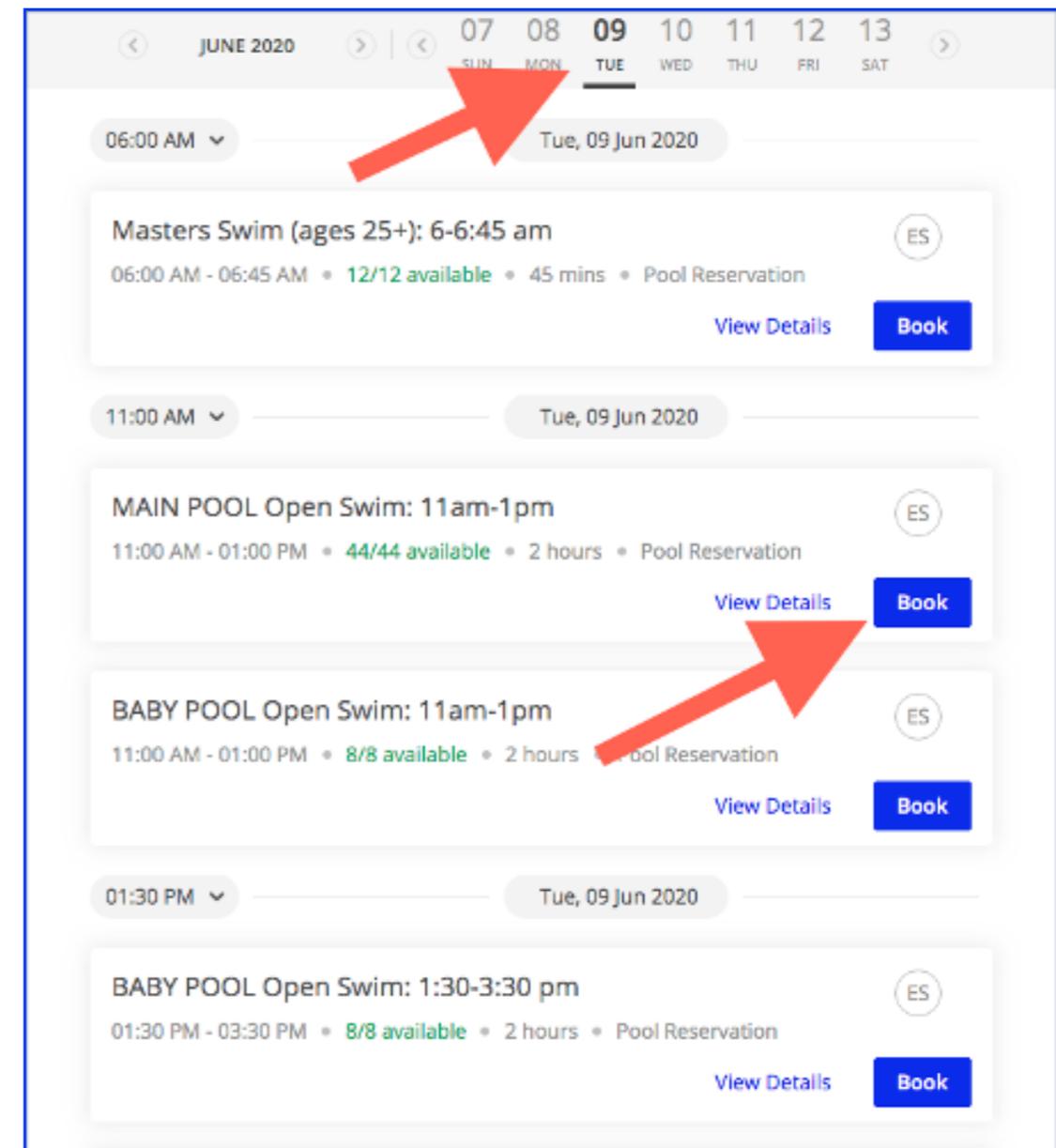
You do NOT need to include an email or phone number for each member.

Your family email is the only one needed for reservations.

If you have a summer caregiver, include his/her name to FAMILY as well.

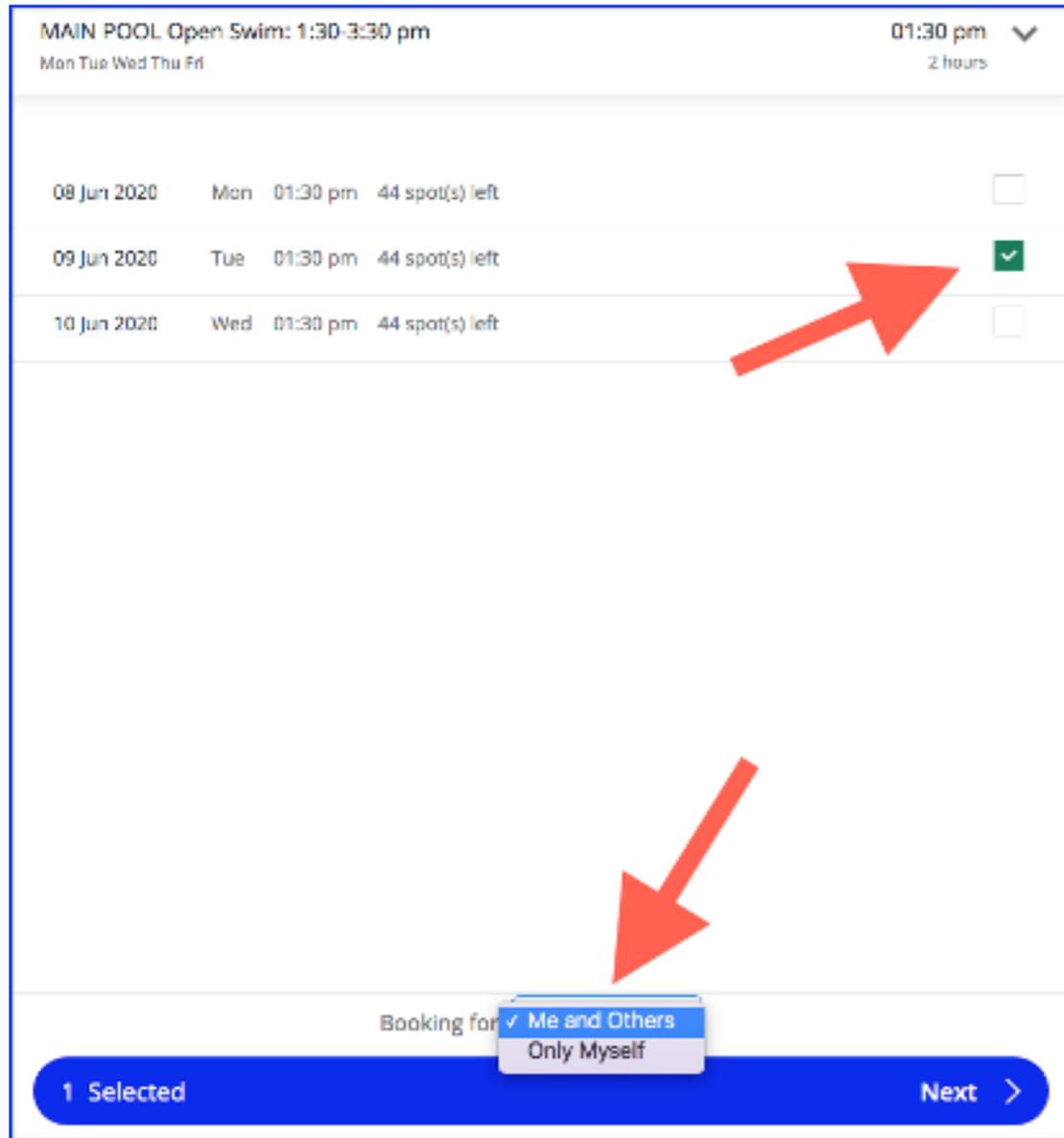
HOW TO MAKE A RESERVATION

To make a RESERVATION, click on the date at the top of the home page. You'll see all the options available, including how many spaces are left per session. Click BOOK on the session you'd like to attend.



On the next screen, you'll confirm the date and time. (Top red arrow.)

At the bottom select WHO you want to make a reservation for: yourself or yourself + others. (Bottom red arrow.)



If you are making a reservation for family members but are not attending yourself, select yourself and others. Remember: EACH family member must have their own reservation in a swim session.

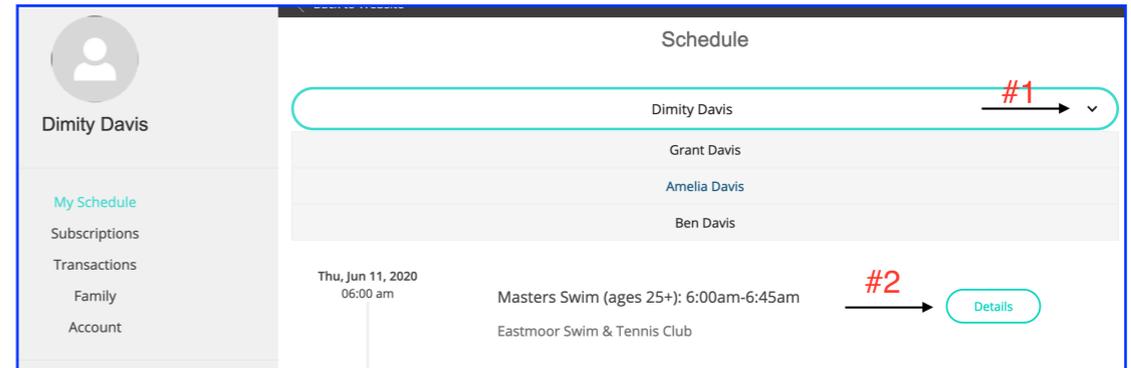
On the next page, select who will attend the session. Please remember: no guests allowed, so please do not "ADD NEW."

Your booking will be confirmed; you will receive an email. You can also add it to a digital calendar.

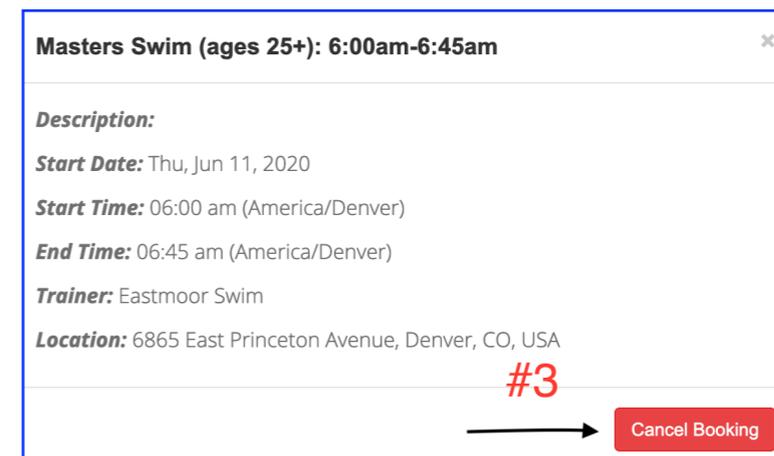
If a booking is full, you will have the option to be added to the waitlist. If a space opens up, you will receive an email and have the opportunity to reserve it.

HOW TO CANCEL A RESERVATION

To CANCEL a reservation, go to VIEW PROFILE, then MY SCHEDULE. Click on the arrow on the right side of the page. A drop-down menu appears with all family members.



Click on one family member (#1), then hit Details (#2).



Then hit Cancel Booking (#3).

Repeat steps #1, #2, and #3 for all family members who need to be canceled. You will NOT cancel your whole reservation by canceling one person; each person needs to be canceled individually.

IMPORTANT: YOU MUST cancel your reservations for ALL family members as soon as you know they will not be used. **If you fail to cancel, you will lose the ability to pre-book any reservations for the following week.**

Questions? Please email swim.eastmoor@gmail.com.

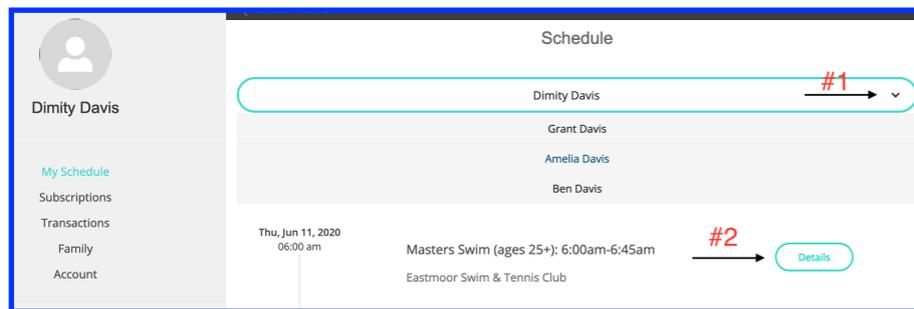
EASTMOOR POOL RESERVATION CANCELATION POLICY

YOU MUST cancel each reservation for each family members as soon as you know it will not be used.

If you fail to cancel, all members of your family will lose the ability to pre-book any reservations for the following week.

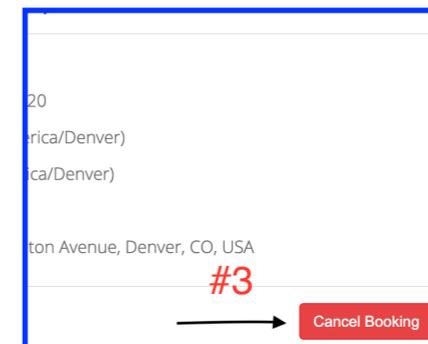
HOW TO CANCEL A RESERVATION ON OMNIFY

To **CANCEL** a reservation, go to **VIEW PROFILE**, then **MY SCHEDULE**. Click on the arrow on the right side of the page . A drop-down menu appears with all family members.



Click on one family member (#1), then hit Details (#2).

Then hit Cancel Booking (#3).



Repeat steps #1, #2, and #3 for all family members who need to be canceled. You will NOT cancel your whole reservation by canceling one person; each person needs to be canceled individually.

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