Camp Reservation and Email Guide

To request a Harvard School’s Out Camp reservation, log into your back-up account at https://backup.brighthorizons.com. If you do not have an account, select ‘Create Your Profile’ and log in with the following credentials:

Username: Harvard
Password: 4backup

You must have a complete care profile to request a reservation. A complete care profile consists of all information to be filled out for the employee, child(ren) and authorized contact(s).

Request a Reservation

The reservation process is a 5 step process.

To request a reservation:

Click on the ‘Request a New Reservation’ button from your home page.
Step 1: Care Recipient

1. In section 1, select the reason for care.
2. In section 2, select the care recipient(s) needing care, click on ‘Healthy’ and then ‘Continue’.

Step 2: When & Where

Select the Date(s) and Time(s) care is needed and then click ‘Continue’. Please note if you are requesting multiple dates, you must select each date care is needed.
Step 3: Care Options

At this time, you will select your preferred location and click ‘Continue’.

1. You will notice the Boston locations display first. If you prefer attending the Cambridge location, you must change your location via the Center Location dropdown.

2. If you have a preference on the provider at the Boston location, you may indicate that by using the ‘Set My Preference’ option. You may select 1st or 2nd choice as well as marking a provider as ‘Not Acceptable’. The default is to mark all providers as Acceptable unless indicated otherwise.
Step 4: Verify Information

Add any special care instructions you would like the center to know and indicate Yes or No if there are any changes to the care recipient(s) profile.

![Image of CARE INSTRUCTIONS & INFORMATION VERIFICATION]

Step 5: Review Details

The final step is to review all reservation details before submitting the reservation.

a. Review all necessary paperwork needed for care. We require a signed back-up informed consent, a signed care profile, and a medical form. If there are allergies or health conditions we also require an up to date action plan from the doctor.

b. Check that the care recipients, dates, and times are correct.

c. Select the Preferred Method of Contact for reservation updates.

d. Read and agree to the Payment Terms and Cancellation Policy.

e. Click on ‘Request Reservation’.
Once you have successfully submitted your request you will see a green box indicating Next Steps. You will also receive an email notification that your care request has been received. Once Bright Horizons responds to your request, you will receive an additional email notification about your status.

Email/Notification

The following emails are sent to parent/guardians which will contain a link to view the reservation details in the notification center:

1. Reservation Request email
2. Reservation Confirmed email / Reservation Confirmed notification
   a. This refers to care sessions **all** in Confirmed status
3. Reservation Update at promised time email / Reservation Update notification
   a. This refers to care sessions all in Waitlist status or some in Waitlist/Confirm status

If you have been waitlisted for any days, the preferred camp location(s) you selected are currently full and are not able to confirm any more children unless we receive cancellations from other families. We are unable to predict if or when this will happen. If we are able to update your status from waitlisted to confirmed, you will receive an email.

4. Reservation Updated email / Reservation Update notification
   a. This refers to care sessions updated after the initial update at promised time
5. Day of Care Reminder email / Day of Care Reminder notification

When you log into your back-up account, you will see a tab labeled ‘Notifications’. If there is an active notification for you, there will be number next to the tab.
You are able to click on the “Notifications” tab which will bring you to another browser which contains all new and previous Reservation Notifications:

![Reservation Notifications]

You are able to click on the Notification that you would like to view:

![Completed Reservation Notification]

The notification will provide you with reservation detail information for new and upcoming reservations.

Note: The Notification Center houses reservation notifications. It does not show the actual emails that are sent to you.

For any issues with your reservations for Harvard School’s Out Camp, please email Harvard@brighthorizons.com.