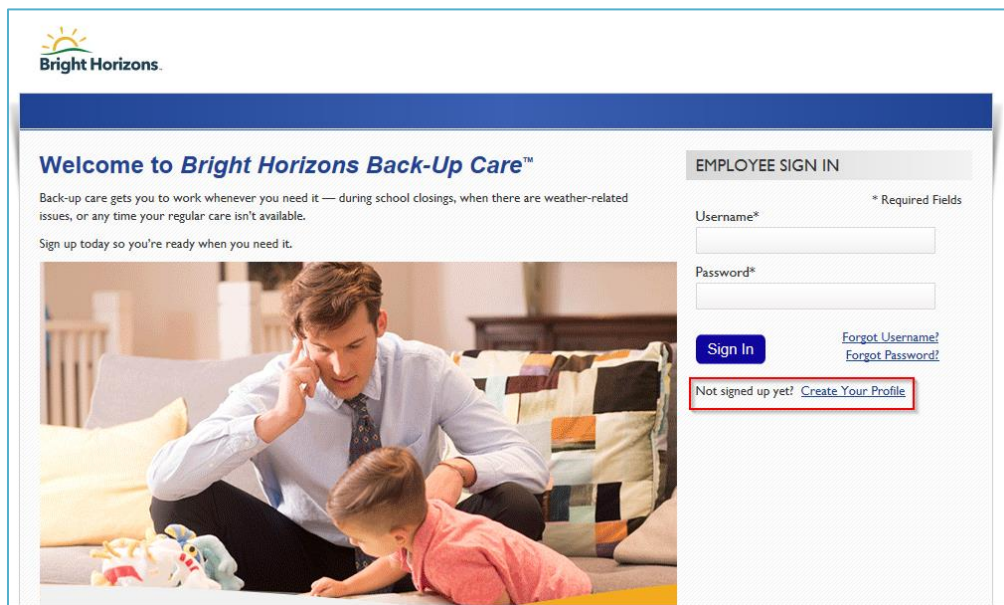


Camp Reservation and Email Guide

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



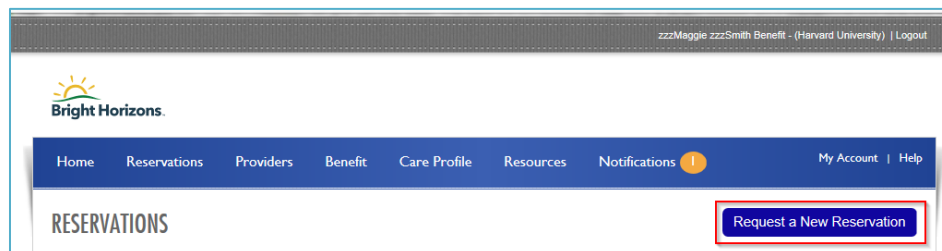
You must have a complete care profile to request a reservation. A complete care profile consists of all information to be filled out for the employee, child(ren) and authorized contact(s).

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'.

NEW RESERVATION

1 Care Recipients 2 When & Where 3 Care Options 4 Verify Info 5 Review Details

WHO NEEDS CARE AND WHY?

Please select all recipients that require care. If you have multiple recipients who need different types of care or different days and locations, please complete them as separate reservations.

1. Select a Reason For Care

School not in session

2. Select Who Needs Care

Devan Smith (8yrs 7mths - 7/5/2010) HEALTH STATUS: Healthy

ADD A CARE RECIPIENT

OVERVIEW FOR CARE POLICY
The purpose of back-up care is to provide you with a means to get to work and be productive when there is a breakdown in the normal care arrangements for your loved ones. In order to utilize this benefit, your request for care must be scheduled during a time you are working. Care may not be used for non-work related purposes, to subsidize cost of your regular care, or for ongoing care.

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.

BACK-UP RESERVATION

1 Care Recipients 2 When & Where 3 Care Options 4 Verify Info 5 Review Details

WHEN AND WHERE DO YOU NEED CARE?

1. Select The Date And Time

You can select a single date or multiple dates.

CARE RECIPIENT(S)

Devan

ADD ANOTHER DATE

Back

Continue

Calendar showing dates 2/19/2019, 2/20/2019, 2/21/2019, 2/22/2019 selected. Start time: 8:00 AM, End time: 5:00 PM.

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.

The screenshot shows the 'AVAILABLE CARE OPTIONS' page. On the left, the 'CENTER LOCATION' dropdown is set to 'Cambridge, MA', with a red arrow pointing to it. Below it, the 'DATES/TIMES' section shows 'DEVAN SMITH' and dates '2/19/2019, 2/20/2019, 2/21/2019, 2/22/2019'. The 'RESULTS MAP' shows a map of the Boston area with red pins for Cambridge and Boston. On the right, the 'AVAILABLE CARE OPTIONS' section has a heading 'HAVE A PREFERENCE ON A PROVIDER?' and a list of two providers. The first provider is 'Harvard School's Out Program - Longwood' with location '10 Shattuck St. Boston, MA 02115' and hours 'Mon - Fri: 8:00 AM - 6:00 PM EST'. The second provider is 'Harvard Business School - School's Out Program' with location '70 N Harvard St. Boston, MA 02163' and hours 'Mon - Fri: 8:00 AM - 6:00 PM EST'. Both providers have a 'Set My Preference' dropdown set to 'Acceptable'.

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.

This screenshot is similar to the previous one, but the 'Set My Preference' dropdown for the first provider, 'Harvard School's Out Program - Longwood', is now set to 'Not Acceptable', indicated by a red arrow. The rest of the interface, including the 'CENTER LOCATION' dropdown and the second provider's details, remains the same.

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.

BACK-UP RESERVATION

Requested By: zzzMaggie zzzSmith (Employee)

1 Care Recipients 2 When & Where 3 Care Options 4 **Verify Info** 5 Review Details

CARE INSTRUCTIONS & INFORMATION VERIFICATION

Please list any special care instructions and verify that the information is up to date and there haven't been any changes to medical information, allergies, or custody/visitation rights. Any changes that you make will be updated in the profile for future reservations.

DEVAN SMITH (Last Updated: 7/5/2018)

Care / Special Instructions

Any changes to profile details like allergies, etc.?
 No Yes

Back Continue

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'.



BACK-UP RESERVATION

Requested By: z3zMaggie z3zSmith (Employee)

- 1 Care Recipients
- 2 When & Where
- 3 Care Options
- 4 Verify Info
- 5 Review Details

REVIEW RESERVATION AND PAYMENT DETAILS

Reservation Requestor: z3zMaggie z3zSmith

Care Recipients

Reason for Care: School not in session

DEVAN SMITH (8 Yrs 7 Mths - 7/5/2010)

Documents Required for Care (applies to center-based care only)

- MA Transportation Plan and Authorization Not Submitted
- Back-Up Informed Consent Form Not Submitted
- MA Allergy Health Care Plan (if applicable) Not Submitted
- MA Child Health Assessment and Immunizations Not Submitted
- Suspected Allergy/Food Intolerance Form (if applicable) Not Submitted
- MA Notice to Parents on Enrollment Challenging Behavior and Suspension (download only) Not Submitted
- Bright Horizons Print Care Profile Instructions Not Submitted
- Health Care Plan-Asthma (if applicable) Not Submitted
- Food Preference Form-Cultural,Religious,Vegan,Vegetarian Reasons Not Submitted
- Preschool-School Age Developmental History (3 years and older) Not Submitted

Requested Care Sessions

EDIT REQUESTED CARE SESSION

Date/Time	Care Recipients
2/19/2019 08:00 am - 05:00 pm	Devan Smith
2/20/2019 08:00 am - 05:00 pm	Devan Smith
2/21/2019 08:00 am - 05:00 pm	Devan Smith
2/22/2019 08:00 am - 05:00 pm	Devan Smith

Care Providers

EDIT REQUESTED CARE PROVIDER

- Harvard School's Out Program - Longwood
- Harvard Business School - School's Out Program

Reservation Contacts

EMPLOYEE
z3zMaggie z3zSmith
 Work: 9145255999

PARENTS/GUARDIANS
z3zMaggie z3zSmith

EMERGENCY CONTACT(S)
Jimmy Smith (For Devan)

AUTHORIZED PICK-UP(S)
Jimmy Smith (For Devan)

PREFERRED METHOD OF CONTACT

Please choose your preferred method of contact for information/updates regarding this reservation. Note: Selecting a phone # means you will receive important information via email, in addition to a phone call.

Select Preferred Contact

USE OTHER METHOD OF CONTACT

Payment Information

ADD A FEE

Co-payments are payable by credit card, debit card or Electronic Fund Transfer (EFT). Co-payment information is collected on the day care is reserved; co-payments are processed on the day following the utilization. You will need to provide payment information in order to place a reservation request. The applicable charges for services provided will be processed after the services are rendered.

Estimated Summary of Charges *

Charge Description	Amount Charged
Co-Pay	\$80.00

* This is an estimate based on current reservation details. Charges are subject to change if any reservation details that affect charges are later changed.

Payment Method
 Select a Payment Method

ADD/MANAGE PAYMENT METHOD(S)
 Please Note: You may not remove a payment method currently associated with an active reservation. You must change the payment method or add a new payment method on the active reservation(s) before your payment method can be removed.

RESERVATION UPDATE TIME

Based on your care request, you can expect to receive your reservation update or confirmation no later than **05:23 pm on 2/18**.

REQUEST DIFFERENT TIME

PROVIDER MANUAL OVERRIDE

This reservation requires manual assistance

TOTAL UTILIZATION FOR CARE REQUEST

Devan Smith
 School's Out Program **4.00**
 Days

PAYMENT TERMS

I have read and agree to the [Payment Terms](#)

Cancellation Policy

If you need to cancel or reschedule your reservation you must call 877-BH-Cares before 5:00 p.m. (local time) on the business day prior to the day care is scheduled. Any cancellations or reschedules received after this time will be considered late, will be counted as a use, and will result in your being charged any applicable co-payment fee.

- Always accept the Cancellation Policy
- Accept the Cancellation Policy for this reservation

Back

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.

NEXT STEPS

Thank you for requesting a back-up care reservation. If at any time you choose to change providers, please contact us at 877-BH-CARES and your Care Consultant will instruct you on the proper enrollment requirements and assist you with accessing any forms that may be required. A care confirmation will be sent electronically once all care arrangements have been confirmed.

For center-based care, a copy of up-to-date immunization records is required; additional health records may be needed as required by state or local regulations. If at all possible, please upload or send completed materials to the provider in advance to ensure they are acceptable.

Please note that while our call center operates 24/7, some of our providers do not. As such, requests made during non-business hours for next-day care will be researched promptly, but care may not be confirmed until the provider opens for business.

Based on your care request, you can expect to receive your reservation update or confirmation no later than 05:41 pm on 2/18

[Cancel Entire Reservation](#) [Edit/Cancel Care Sessions](#)

Email/Notification

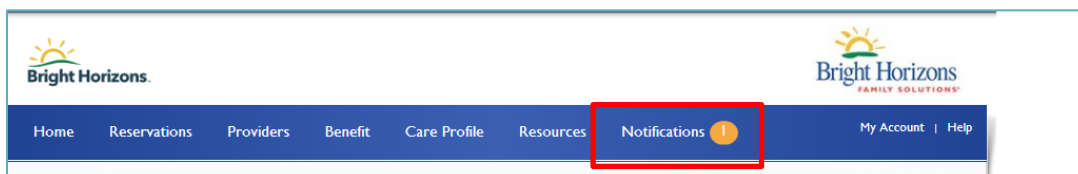
The following emails are sent to parent/guardians which will contain a link to view the reservation details in the notification center:

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

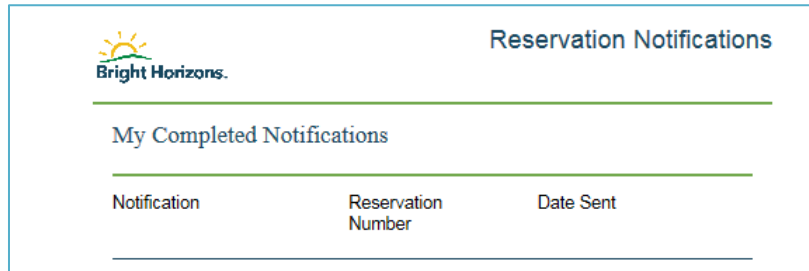
If you have been waitlisted for any days, the preferred camp location(s) you selected are currently full and are not able to confirm any more children unless we receive cancellations from other families. We are unable to predict if or when this will happen. If we are able to update your status from waitlisted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

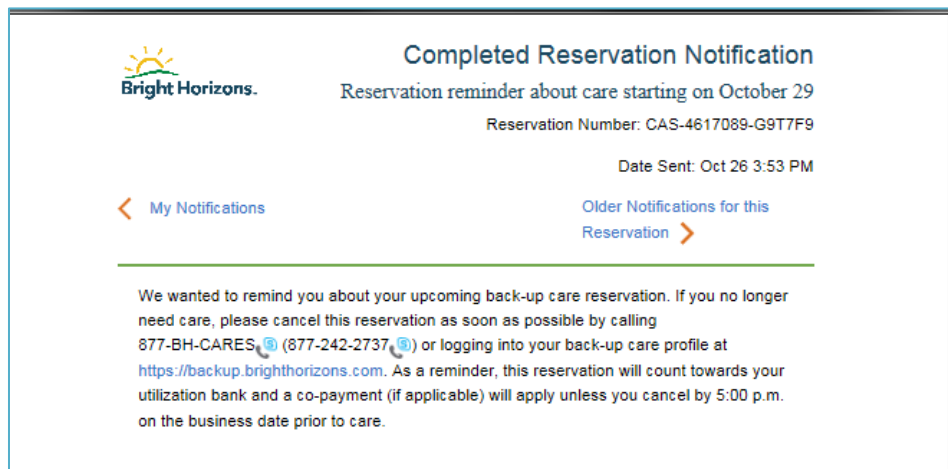
When you log into your back-up account, you will see a tab labeled 'Notifications'. If there is an active notification for you, there will be number next to the tab.



You are able to click on the “Notifications” tab which will bring you to another browser which contains all new and previous Reservation Notifications:



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



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.