



Big Norfolk Holiday Fun Best Practice Guide: Setting up an activity



Big Norfolk Holiday Fun

Best Practice Guide

Setting up an activity

Step one: Log in to your Played account

You can do this by visiting <https://partners.played.co/sign-in>

If you have forgotten your password, click 'Forgot your password' underneath the sign in button.

IMPORTANT:

Do not click 'Sign up' as this will not log you into the correct system to list Big Norfolk Holiday Fun activities. If you are having troubles, get in touch with a member of our team.

Step two: Check you have a Location set up

Before setting up an activity, check you have a 'Location' set up – this must be done before attempting to set up an activity.

Navigate to 'Locations' in the left hand navigation bar.

2a, If you have an existing location set up from the previous programme, and all the details are still relevant and correct, you can proceed with setting up your activity, and skip to step 4

2b, If you do not have an existing location set up, or need to amend or set a new one up, move to step 3

Step three: Set up your location

Click 'Locations' in the left hand navigation bar

Click 'New Location' in the top right hand corner, and follow the instructions to add your location. It's generally easier to search for the correct location starting with the postcode.

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In *venue name*, enter your company/business name, and a location identifier within brackets e.g. **Tots2Teens (Acle)** – this will enable us to keep track of each location, and will avoid confusion if anyone shares a venue, or has multiple locations.

Enter the rest of the venue address.

You'll need to upload an image – you can either use an image of your activity or an image of your venue.

Add a brief description about the venue itself – please note, this is not a description of your activity (that will come later), and select all amenities available.

Finally, enter the contact information through which people can get in touch. You can edit the details within the Location tab if you have anything to add or amend later on.

IMPORTANT:

Please make sure you are only amending locations you have set up yourself. Do not edit other people's locations.

If you are running an activity in the same location as someone else (e.g. a local park), you should set up a separate location for this with your own business/organisation name e.g. Football Fun Factory (Catton Park) to avoid confusion.

Step four: Use a template to add your activity

We would recommend you use the template we have set up for winter instead of duplicating an existing activity, as this caters to a few updates that have been rolled out since summer.

Navigate to 'Activities' in the left hand navigation bar.

Step four (cont'd): Use a template to add your activity

Click on 'New Activity' in the settings, and you'll be presented with a list of available templates for the Big Norfolk Holiday Fun programme.

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Please ensure that if you are offering both funded (BNHF) and paid places, you set these up as **two separate activities**. This will enable parents to find relevant listings easier.

So, if you are listing a BNHF funded activity where parents can claim free spaces, you'll want the template with (funded) at the beginning.

Conversely, if you're setting up a paid activity, select the template with (Paid) at the beginning.

Do not use any other template available as these have not been set up for Big Norfolk Holiday Fun.

IMPORTANT:

Make sure you select the correct template, paying attention to the 'funded' or 'paid' in the template name. Whilst they look the same, these templates have slightly different settings and wording based on whether they're for paid or funded activities.

Step five: Fill in the template to add your activity

Once you've selected the template to use, click on it.

You'll then need to go through this template and edit it to be relevant to your activity. Please make sure you keep the same layout and headings so this is easy for parents to read.

Activity name: Change this to your activity title. If you are setting up a paid activity, put (Paid places) in brackets at the end of your activity name. e.g. Premier Education - Redcastle Family School (Paid places).

If you're setting up a funded/BNHF activity, put (BNHF spaces) in brackets at the end of your activity name to make it clear. e.g. Premier Education - Redcastle Family School (BNHF spaces).

KEY POINTS

Make sure you set up **separate** activities for paid and funded spaces, and make it clear which is which in the activity title so parents can find it!

Step five (cont'd): Fill in the template to add your activity

Category: The category can be changed if there's a more relevant sport that covers your activity, but 'Activity Holiday Camp' is pre-selected and can be left as this covers a range of sports.

Image: Update the image by clicking on it. Ideally you will use an image of your activities (please ensure you have permission to use any images containing children). If you do not have any suitable images, you can search for stock images.

Description: Please keep the bold headers the same, and amend the descriptions beneath these with your own activity description. We have left prompts for if you are struggling for content which you can work with.

Please leave the section that says 'More about Big Norfolk Holiday Fun' at the bottom of the description. This should be on all BNHF listings.

Location: Select the location you set up in step three.

Capacity, Age Range, Accessibility: Select the number of spaces available on your activity. Enter the age range, and any accessibility requirements you can cater to

Schedule: Here, you can select the dates your activities are happening on. Set up your first date, and click save, then a button reading 'add new dates' will appear and you can add all dates for this location and activity.

Email settings: Feel free to add to this with any additional information, but please do not remove any information from this box, as this copy is generic. You can make use of the reminder email and post-activity email if you wish, but these are not compulsory.

IMPORTANT:

Please ensure you **do not remove the checkout survey** from the activity as this is where parents will enter their children(s) details. ***If you require a bespoke survey, get in touch with our team and we can work through this with you.***

5a, If you are taking bookings through Every Move, you can click save at this point and move onto step 6. This will enable customers to book your activity on the Every Move website.

5b, If you are taking bookings externally (i.e. not on Every Move), you should enter your website/booking link in the custom URL box at the bottom of the activity. If you do not have a website to link people to, but still wish to take bookings externally (i.e. via phone), please let us know before 22nd November, as we will need to list a phone number or email address for you manually.

Step six: Review your activities and set to offline

To review your activity, click on it in the Activities tab, and go through the list to ensure everything is correct. You can amend this at any time.

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Make sure you click on the green button to the right hand side of your activity to set it to offline. This will prevent parents booking early. We will switch all activities on for you when we go live with the winter programme.

Please make sure the details you have entered match up with those agreed with the Big Norfolk Holiday Fun team to avoid delays with approving and publishing your activity.

If anything has changed, please let a member of the team know as soon as possible.

Thanks for taking the time to read!

If you have any questions or face any issues, please don't hesitate to get in touch with our team.

