

# Chatter Creek Reservation System



## Group Member Instructions

Thank you for joining us on a trip to Chatter Creek. Your group organiser will manage most aspects of your booking and are your contact point for information about your trip. They coordinate payment of deposits and final payments and ensure that all group member information is complete before your trip departs. However, as a group member, we need you to provide us with some personal information in order to complete your booking.

If you have never been to Chatter Creek before you should follow the instructions in section 1 below. If you are a returning guest you will already have an account and should check your details are still accurate by following the instructions at section 2 below.

It is very important that your information is complete at least 10 days before the commencement date of your trip. At this time the personal details supplied will be locked and used for all aspects of your trip. This allows sufficient time for our staff to plan for any specific needs you may have and be ready for your arrival.

This on-line system is replacing the Chatter Sheets we have used in the past to collect customer information. You should find this process more efficient and much easier to keep your details up to date.

Massage Bookings are still being processed manually, the booking forms are on our website in the Reservations drop down menu under "guest forms". (<http://www.chattercreek.ca/guest forms.php>).

### 1. New Accounts

- Visit [www.chattercreek.ca](http://www.chattercreek.ca) and click on "My Account" on the left hand side of the screen.
- At the next page, click on "Create Account" at the bottom of the right of the screen.
- All fields marked with an asterisk (\*) require an entry.
- When choosing your password it must contain a minimum of 5 characters, this will remain your password for any further bookings or to update your personal information.
- Once all your information is complete click the "Continue" box on the lower left side of the screen.
- You have now successfully created an account. We next need you to complete some additional information, click the "click here" link and then the "Edit" box to add this information.
- Please enter "none" in the medical conditions, allergies and dietary requirements box if you have no requirements or conditions we should be aware of.
- On completing these fields click the "update" box on the bottom right side of the screen.

- You have now successfully created your account and entered all the information we require.

## 2. Returning Guests

If you are a returning guest please review your information to ensure it is up to date at least 10 days before your trip.

To do this:

- Visit [www.chattercreek.ca](http://www.chattercreek.ca) and click on "My Account" on the left hand side of the screen.
- At the next page enter your email address and password in the boxes and then click the "Sign In" button to the right of these boxes.
- Now click "My Account" on the left hand side of the screen, followed by the link titled "View or change my additional information" this will bring you to "My personal information" click the "Edit" box to view your personal information.
- All fields marked with an asterisk (\*) require an entry. Please enter "none" in the medical conditions, allergies and dietary requirements box if you have no requirements or conditions we should be aware of.
- Finally make sure to click the "Update" box if you have made any changes.

Once all your information is complete your group organiser will see an indicator which shows them all your required information has been provided. However, for privacy reasons, they are only able to see your name, email address and physical address. All other information remains confidential.

If you have any questions please do not hesitate to contact us at the office by email to [info@chattercreek.ca](mailto:info@chattercreek.ca) or by phone at 1-877-311-7199.

Thank you and we look forward to welcoming you to Chatter Creek.

## Forgotten Passwords

If you have forgotten your password click the "Password forgotten". On the next page enter your email address and click "Continue" and a password will be e-mailed to you. If you do not receive this email please check if it has been caught by your spam filter. If it has, please set your filter to allow all mail from the domain chattercreek.ca. If the email has not arrived please contact the office so we can assist you.