

Register for childcare online!

Starting in February you will have the option to register for childcare using our online system.

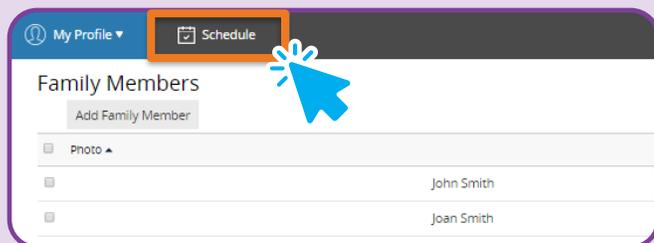
Here is a snap shot of how you can easily register online.



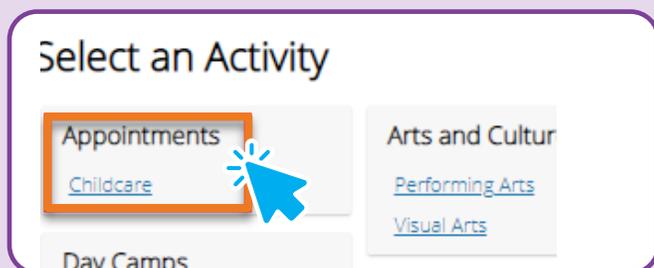
1. **Start here! Sign in at**  myAIRDRIE.ca
If you don't already have an account you will need to create one.

2. Once you log into myAirdrie, **scroll down to the 'Recreation, Programming and Facility Booking' tab.** Click **'view my schedule'**.

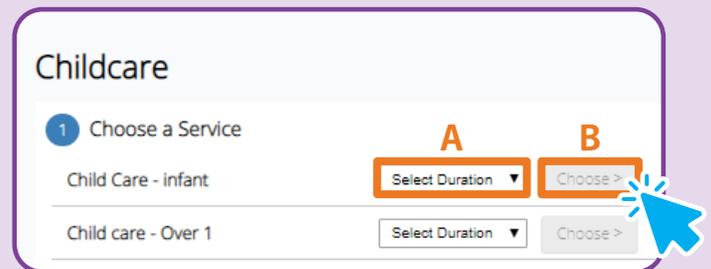
3. To schedule a childcare spot, **select 'schedule'** as shown below.



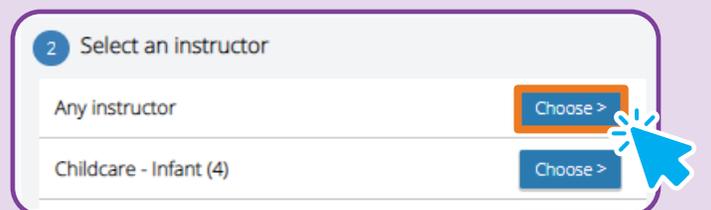
4. Under appointments, **select 'childcare'**.



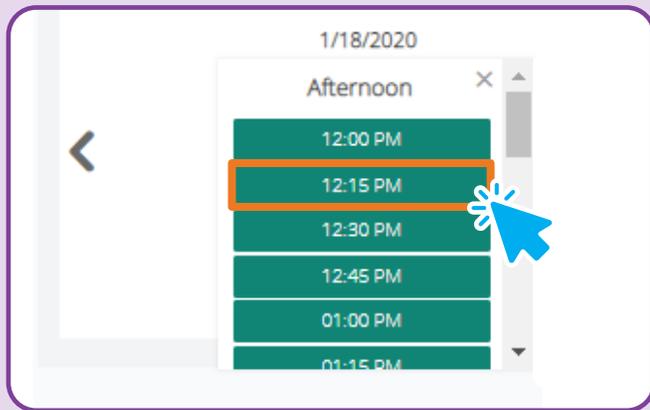
5. Select the appropriate service based on your child's age and then **select the 'duration' (A).** For example, if your child is under the age of one please select 'childcare - infant'. Once you have selected a given duration, **select the 'choose' button (B).**



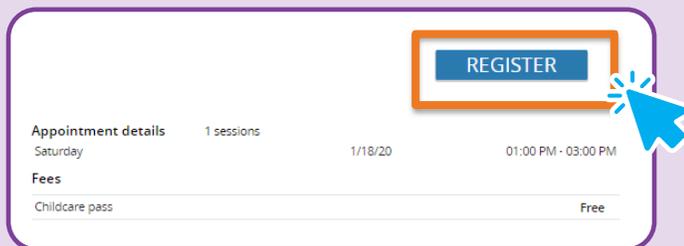
6. You will then **select any instructor based on your child's age.** By selecting 'any instructor' it will pick the next available spot for you. If your child is under one, please select 'childcare - infant'.



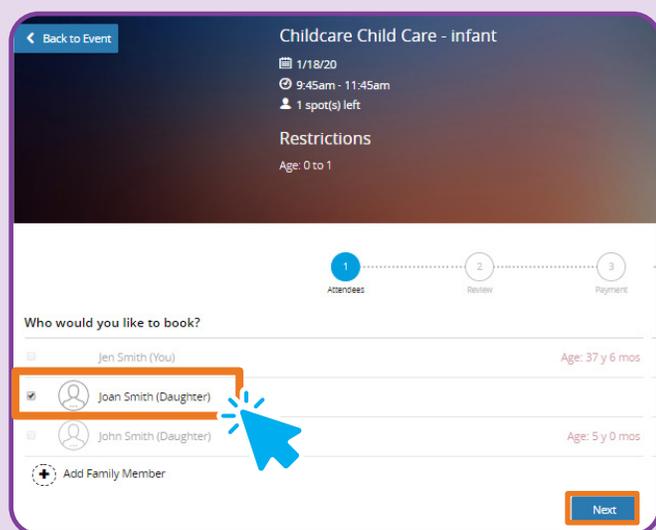
7. **Select the time** that you want.



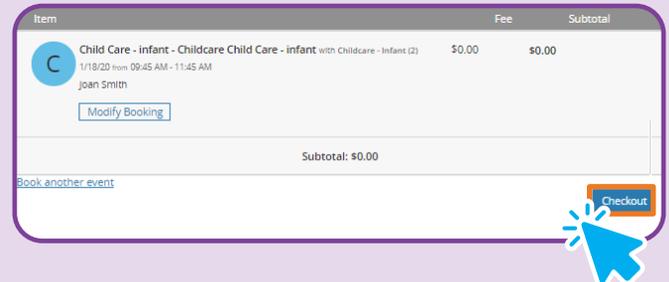
8. You will now be prompted to review your selection and **click 'register'**.



9. If your child has a pass for monthly childcare (not drop-in) you will now **select the child you are booking for** using the check box beside their name. Then **click 'next'**.



10. If you have purchased a continuous childcare pass, or any of our hour session childcare passes, you will see no charge. If you haven't purchased a childcare pass and are paying on a drop-in basis you will be charged a drop-in fee at this point. If you are happy with your selection, **select 'check out'**.

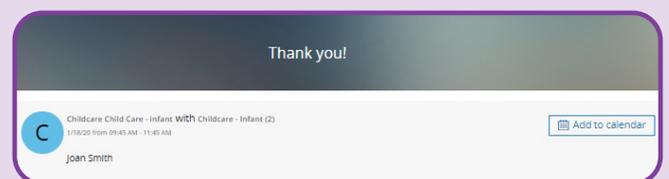


10. **Multiple Bookings (for multiple children or multiple time slots):** Once you get to the review panel on your booking you can **select the 'book another event'** button to select another child to create a booking for, or to add more dates and times to your schedule.



12. If you do not have to pay a drop-in fee you will receive a **thank you confirmation**.

OR if you are paying on a drop-in basis, you will complete your payment by following the prompts on the page. When payment is complete you will receive a **thank you confirmation**.



Online childcare registration

Frequently asked questions



1. How far in advance can I book my child in for childcare?

There is a 6 week booking window from the current date you make your selection.

2. I pay for childcare monthly as part of my monthly pass, can I bring them in every day?

You absolutely can! Your monthly fee covers childcare for the entire month. Please note that childcare is not offered on Sundays.

Our hours are:

Monday – Friday 8:15 a.m. – 1:15 p.m.

Monday – Thursday evenings 5 – 8 p.m.

Saturday – 9 a.m. – noon

3. Do you have a cancellation/no-show policy?

Yes. Due to limited space, we do enforce a no show/cancellation policy. If you do not show up for your scheduled time you will be given a warning. Any further no-shows after the initial warning will result in your future bookings being removed from the system. Genesis Place staff reserve the right to withdraw bookings or cancel childcare memberships in the event of frequent no-shows or booking cancellations.

4. How long can I book my child in for childcare?

Your child is welcome to attend childcare for a maximum of 2 hours at a time. We strongly encourage parents of young infants to speak to staff about the length of their stay as infants often do better with a shorter stay.

5. I am used to booking at drop-off in the childcare facility. Can I still do that?

The short answer is no. However, you will still be able to book in person or by phone at our Customer Service desk if you prefer this to using our online portal. This change allows our childcare staff to focus all of their time and attention on caring for your children while they are with us.

6. Do you take walk-ins?

Yes. We will take walk-ins if there is space available in our childcare room. We accept a maximum of 18 children (with a limit of five children under 12 months) at one time.

7. I want to register in a program but I need to confirm that I have childcare. Can I book more than 6 weeks in advance if I am in a registered program?

Absolutely! If you are in a registered program and need to book more than 6 weeks in advance, please visit or call our Customer Service desk at 403.948.8804. All we need is proof of your program purchase and we will take care of the rest.