



Milton Keynes City Council.

User Guide: Short Breaks Booking Platform

For Internal and
External Use

Last updated:
04/03/25

Version
Number: 1.1

01

Getting started

Register for a bookinglab account

If your child or young person has a finalised EHCP, you can **register for a bookinglab account**. Use [this link](#) to sign up. Here are some example questions you'll need to answer. Please **Complete all required fields** in the booking form.



Register

As a parent/carer, please enter your details below, followed by your child's/young person's details.
To add another child/young person, click on the 'Add another child' button at the bottom of the form.
You can register up to 5 children/young people.

Parent / Carer Details

First name *

Last name *

Email address *

Contact number *

Address 1 *

After completing the form, you can **add up to five children using the button below** or **submit your request by clicking "Register"** to complete your registration.

Add another child

Register

Return to home

02

After adding all necessary children, **click "Register"** to complete the process. Once finished, you'll see the following confirmation message.



Thank you for registering. Your details will be reviewed within 5 working days and you'll receive email confirmation if approved.

Stage two

Making a booking

Once registered you will be able to sign in to the bookinglab system. Please sign in with your **email** and **password** and click the **login** button.



[Login](#) > [Activities](#) > [Activity Details](#) > [Booking Details](#) > [Summary](#) > [Complete](#)

Login

Please login below with your email address and password. Or please register for our service.

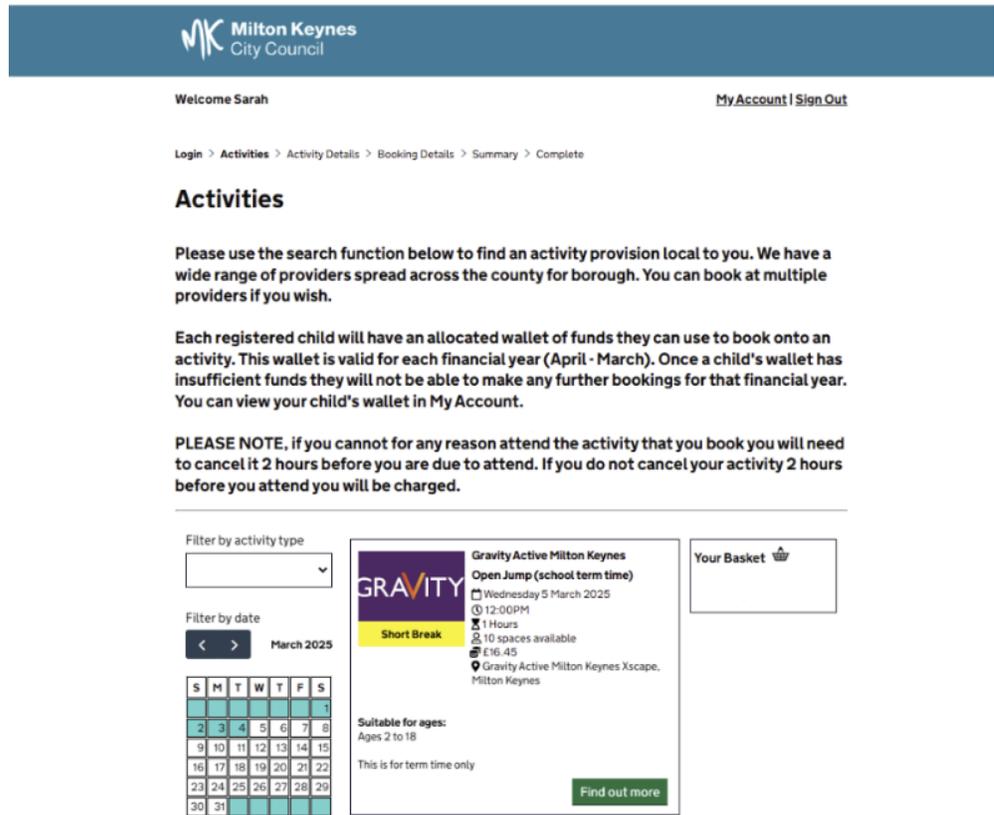
Email

Password

[Login](#) [Register](#)

[Forgot your password?](#)

Once logged in, you'll be directed to the screen below:



Milton Keynes City Council

Welcome Sarah [My Account](#) | [Sign Out](#)

Login > **Activities** > Activity Details > Booking Details > Summary > Complete

Activities

Please use the search function below to find an activity provision local to you. We have a wide range of providers spread across the county for borough. You can book at multiple providers if you wish.

Each registered child will have an allocated wallet of funds they can use to book onto an activity. This wallet is valid for each financial year (April - March). Once a child's wallet has insufficient funds they will not be able to make any further bookings for that financial year. You can view your child's wallet in [My Account](#).

PLEASE NOTE, if you cannot for any reason attend the activity that you book you will need to cancel it 2 hours before you are due to attend. If you do not cancel your activity 2 hours before you attend you will be charged.

Filter by activity type

Filter by date

March 2025

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

GRAVITY Gravity Active Milton Keynes
Open Jump (school term time)
Wednesday 5 March 2025
12:00PM
1 Hours
10 spaces available
£16.45
Gravity Active Milton Keynes Xscape,
Milton Keynes

Suitable for ages:
Ages 2 to 18
This is for term time only

[Find out more](#)

Your Basket

In this view, scroll down to filter by **activity, date, age, or provider** using the **calendar** and **drop-down boxes**.

You can **reset your search** criteria by clicking the **reset button** at the bottom of the search options.

Reset

Providers may offer either a **booking** or a **listing** option.

A **booking** is where you can **book directly** through the system.

A **listing** is where families **contact the providers directly** to book on to the event and activity. They can use the email address to access the child/young persons online wallet.

If booking directly, please find the activity you would like attend.

Activities are listed like the example below:



GRAVITY
Short Break

Gravity Active Milton Keynes
SEN (school term time) Sundays

- 📅 Sunday 2 March 2025
- 🕒 9:00AM
- 🕒 1 Hours
- 👤 141 spaces available
- 💷 £6.95
- 📍 Gravity Active Milton Keynes Xscape, Milton Keynes

Suitable for ages:
Ages 2 to 18

This is for term time only

[Find out more](#)

Once found, click the **find out more button** and check the information provided. You can see an example of this on the next page:

Please see activity details below



Gravity Active Milton Keynes
SEN (school term time) Sundays

-  Sunday 2 March 2025
-  9:00AM
-  1 Hours
-  141 spaces available
-  £6.95
-  Gravity Active Milton Keynes Xscape, Milton Keynes

Suitable for ages:
Ages 2 to 18

This is for term time only

[Book](#)

Your Basket 

Description

SEN sessions are for customers with special education needs, 1x carer per participant is allowed free of charge. SEN sessions have less bright lights and have no music.

SEN is dedicated to those with extra needs but still of any age. Parent required to attend if child is 12 and under.

2 sessions per week:
 Tuesday 12pm - 1pm
 Sunday 9am - 10am

Sessions are 1 hour.

For further information, please contact us below or visit our website.

If you are happy with the information provided and would like to book, **click book** and **complete the information** about you and your child/young person.

Then, press **continue**. After this, you will find a **review page** that looks like this:



Welcome Sarah
[My Account](#) | [Sign Out](#)

[Login](#) > [Activities](#) > [Activity Details](#) > [Booking Details](#) > [Summary](#) > Complete

Booking Summary

Please review your booking before confirming

Your Booking:

Registered child	Alice Grey (REF000001)
Provider	Gravity Active Milton Keynes
Activity	Open Jump (school term time)

If you are happy with the booking, **press confirm**, and **tick to accept the terms and conditions**.

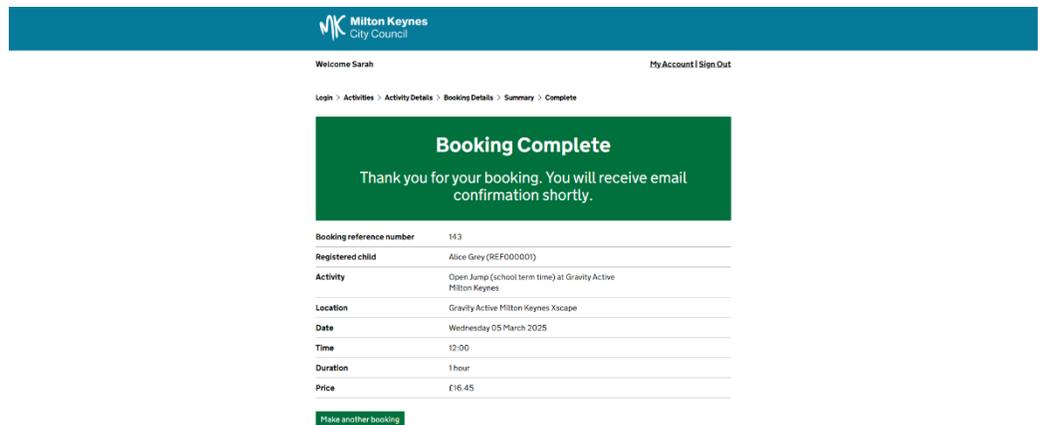
Terms & Conditions

Please tick to confirm you have read and agree to our [terms and conditions](#)

Add another activity

Confirm

You'll see a **confirmation screen** and receive an **email** confirming your booking.



Booking Complete

Thank you for your booking. You will receive email confirmation shortly.

Booking reference number	143
Registered child	Alice Grey (REF000001)
Activity	Open Jump (school term time) at Gravity Active Milton Keynes
Location	Gravity Active Milton Keynes Xscape
Date	Wednesday 05 March 2025
Time	12:00
Duration	1 hour
Price	£16.45

Make another booking

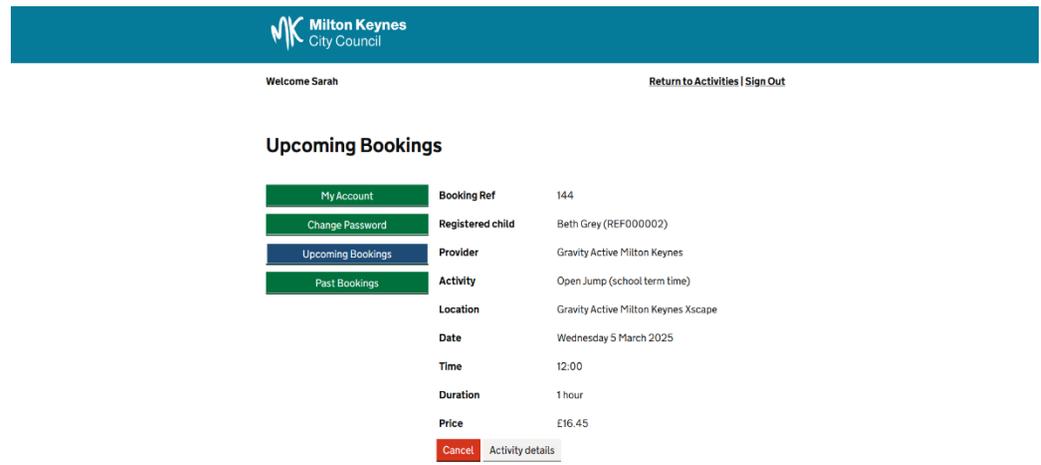
03

Amending your booking

Cancel your booking

Please **log in to your account** and **select 'My Account'** in the top right-hand corner and go to **upcoming bookings**. You can access your account via this [link](#).

There is an example of the screen you will be directed to on the next page.



Welcome Sarah [Return to Activities | Sign Out](#)

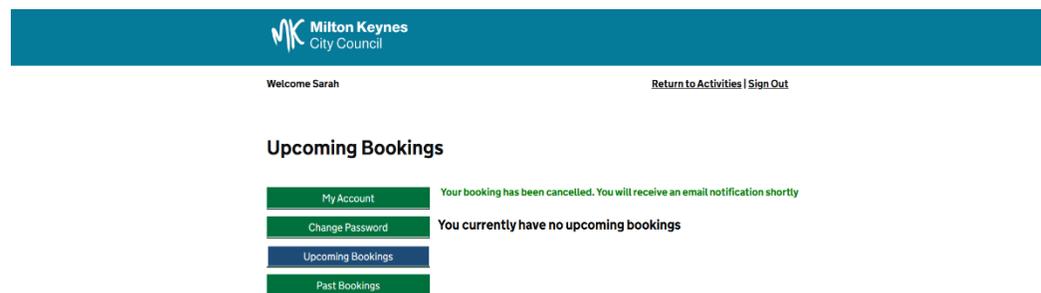
Upcoming Bookings

- My Account
- Change Password
- Upcoming Bookings
- Past Bookings

Booking Ref	144
Registered child	Beth Grey (REF000002)
Provider	Gravity Active Milton Keynes
Activity	Open Jump (school term time)
Location	Gravity Active Milton Keynes Xscape
Date	Wednesday 5 March 2025
Time	12:00
Duration	1 hour
Price	£16.45

[Cancel](#) [Activity details](#)

Find the session you would like to cancel and **click cancel**. You will then see the below screen, which confirms cancellation.



Welcome Sarah [Return to Activities | Sign Out](#)

Upcoming Bookings

- My Account
- Change Password
- Upcoming Bookings
- Past Bookings

Your booking has been cancelled. You will receive an email notification shortly

You currently have no upcoming bookings

04

Need further assistance?

Contact us

If further advice or support is needed, please **email** MK Short Breaks at **MKshortbreaks@milton-keynes.gov.uk**



 bookinglab.co.uk

 info@bookinglab.co.uk

 0333 444 0203
