

September 26, 2024

Intelli System Upgrade and Look 'n Book update– September 2024

The Intelli system, which is used for all recreation, parks and culture programming registration, scheduling, point of sale and memberships at The City of Red Deer, has been updated. This is a necessary update to align our web facing design with the technical needs of the system. This is the largest upgrade since Intelli was launched in 2018, and it will bring exciting new features and an entirely new Look 'n Feel.

1. Why did we do this upgrade?

It is important that we keep our systems up to date, and this upgrade ensures that both our Intelli application and our Intelli web (Look n' Book) is updated to be able to access new fixes and functionality that are available through Intelli.

2. Why did we change the design of Look 'n Book?

As we started planning for the Intelli application to be upgraded in fall 2023, it became apparent that an upgrade of Intelli Web was also going to be needed as the existing system could not accommodate an upgrade. Updating and modernizing the design of Look n Book allows us to utilize some of the new web enhancements that are available in the new version of the site. The updated design is intended to be easier to navigate, with better mobile useability and a look that more closely aligns with our rec(create) branding.

3. What are the highlights when it comes to new features?

This upgrade impacts the entirety of the site, however there are some notable new features that bring convenience and ease to our customers. Notable changes include:

- Drop-in schedule is now hosted on Look 'n Book
- Select drop-in activities are now bookable online
- Book Party Packages online for parties beginning in January, 2025
- Reserve Picnic Shelters and Wedding Park Spaces online
- Rent the Omni Space at the Intermediate School for volleyball bookings

4. Where do I go if I have more questions?

Please review the helpful videos on www.reddeer.ca/LooknBook. If you still have questions, please call 403-309-8411.

Party Package Online Bookings

The City of Red Deer is piloting Party Package Bookings online at the Collicutt Centre and G.H. Dawe Community Centre! These are bookable now, for parties hosted in January of 2025 and beyond.

1. Where can customers book a Party Package online?

Party Packages can be booked online through Look 'n Book under the "Rentals & Parties" tile or by [clicking the link here](#).

2. When are Party Package's available for online booking?

Beginning September 26, 2024 select Party Packages at the Collicutt Centre and G.H. Dawe Community Centre are available for online booking. The first available parties via online booking will be hosted in January of 2025 and beyond. If you would like to book a party between now and January, please call 403-358-7532 for parties at the Collicutt Centre, 403-406-8618 for parties booked at the G.H. Dawe Community Centre, or 403-309-8411 for all other party inquiries.

3. Can I book all party types online?

We are currently piloting a sample of our party package bookings online. This means, only the following party types are available online:

- Water Park Party for 20 guests at the G.H. Dawe Community Centre
- Gymnasium Party for 20 guests at the G.H. Dawe Community Centre
- Water Park Party for 30 guests at the G.H. Dawe Community Centre

We also offer party packages at the Intermediate School and Servus Arena. These parties are not yet available for online booking. Additionally, if you would like to accommodate more guests or extra time in our facilities, please call to book at 403-309-8411. Just because you don't find your perfect party online, doesn't mean it isn't available – we'd love to have your party at The City of Red Deer facilities!

4. What is the cost of a Party Package that is booked online?

There are two different costs for Party Packages that are available for booking online. The parties at the G.H. Dawe Community Centre are for up to 20 people and cost \$144.00. The parties at the Collicutt Centre are for up to 30 people and cost \$174.00.

5. Why can't we book all party types online, including those at the arenas or the Intermediate School (Culture Services)?

As this is a significant operational change, we are hoping to continue to provide exceptional customer care and begin the online booking process in a measured way. The remaining party packages, and any custom requests, are still bookable by calling 403-309-8411.

Parties at Culture Services are leader led and therefore must be booked via customer service representative in order to ensure there is a staff member available for the party.

6. Do Party Packages qualify for subsidy (FAP)?

No. The Fee Assistance Program will not cover a Party Package.

7. Do I need an account set up in Intelli to purchase a Party Package online?

Yes. All bookings will require customers to login to their Look 'n Book account in order to create a booking.

8. What is the cancellation policy for Party Packages?

Party Packages have a 14 day cancellation policy. If the cancellation is made more than 14 days in advance, you will be offered a date to reschedule, or you can request a refund. Please call 403-358-7532 or email collicuttparties@reddeer.ca for parties booked at the Collicutt or 403-406-8618 or email ghdaweparties@reddeer.ca for parties booked at the G.H. Dawe Community Centre.

Drop-in Activities on Look 'n Book

This upgrade brings with it exciting new opportunities for Drop-In Activities! The drop-in schedule will now be hosted on Look 'n Book!

1. What is changing?

The drop-in schedule has changed as it is now hosted on Look 'n Book. This exciting change brings with it, new functionality and ease of access. Drop-in activities can be displayed in list view, or in calendar view. As well, many drop-in activities are now pre-bookable online. Reserve your space for those early morning classes and be sure you won't miss out!

2. Can I still get a printable PDF?

Because our drop-in programs are viewable in calendar form, we will no longer be providing the printable PDF. This is helpful as activities are constantly changing and updating, and printouts are far more susceptible to being out of date.

The calendar view on Look 'n Book is best reviewed on a desktop computer. This section will allow customers to see weekly schedules separated by facility and program type, ie. Aquatics, arena, dryland/sports, fitness etc.

3. Do I have to pre-book my drop-in class?

No, you do not have to pre-book your class. All classes will still have on-site walk-up spaces available as only a portion of their class capacities will be bookable in advance. This is a new feature, unlocked by completing the upgrade. Customers are able to view and book select classes in advance, however not all drop-in activities will have the option to book and will still be offered with traditional walk-up participation.

4. Do I need to have a Look 'n Book Account to pre-book a drop-in class?

Yes. Customers hoping to reserve space in a drop-in class will need to have a Look 'n Book account. However, if you are just using the drop-in schedule to view what is available, you can easily do that without setting up an account.

5. How do I pre-book a spot in a drop-in class?

Customers wanting to pre-book their spot will need to log in to Look 'n Book prior to selecting the Drop-In Activities tile. From there, choose the date you are interested in. If a class is bookable online, the availability will say "Book Now".

Classes that are starting within the hour will say "Call to Book" and once a class has started it will say "Completed".

Many of our classes will not offer pre-booking and will continue to be walk-up only. These classes will say "Drop-In Only". Some examples of these types of activities will include public swimming and skating, or drop-in sports like basketball, badminton etc.

6. Do I have to pre-book all of my classes?

No, all of our drop-in activities will continue to offer the opportunity for spontaneous walk-up participation at our facilities.

7. How do I pay?

Pre-booking your spot is just that, holding your spot. Payment will still be required at the cashiers desk upon arrival for your class. The daily drop-in fee at each facility applies if you do not have a monthly recreation pass (or 10 punch pass) valid at the facility you're participating in.

8. What do I do if I need to cancel my pre-booked class?

Canceling your drop-in activity is easy to do through your Look 'n Book account. We even have a [helpful video here](#). Simply login, navigate to "My Appointments" and then selecting the cancel button next to the drop-in you are wanting to cancel. Add your cancellation to your basket, and be sure to checkout.

9. What happens if I don't show up?

If you book a spot, we ask that you please be sure to cancel as it is taking a spot away from those who are on-site walking up to participate. If a customer repeatedly no-shows on pre-booked drop-in activities, City staff will reach out to to determine next steps.

10. What classes are available to be pre-booked?

The majority of drop-in classes that are pre-bookable, are fitness related, with some water fitness classes also being available online. The majority of drop-in activities in the gymnasium, Field House and arenas will continue to be 100% on-site walk-up participation.

11. How many spots are held for pre-booking?

In most cases, where online booking is available, 50% of class capacity will be bookable online.

12. Can I still drop-in?

Yes! In all cases, there will be spots left open for spontaneous, on-site participation. As well, many classes will remain open to 100% spontaneous participation. Classes that are bookable online, will only allow 50% of their spaces to be pre-booked.

13. Can I book for a friend?

No, only family members linked to the Look 'n Book account can be booked into drop-in classes. We encourage all Red Deerians who will participate in City facilities to create a Look 'n Book account so they may also reserve their space.

14. How far in advance can a spot be booked?

Bookable classes will be available 8 days prior to the class date, and spots are available for online booking up to 1 hour before the class start time.

15. Can I pre-book my spot if on subsidy (FAP)?

Yes. No payment is required at the time of booking online, all payment interactions continue to take place at the cashier's desk at each facility.

16. How does the facility know that I pre-booked when I arrive at the facility?

When arriving at the facility you will check-in with one of our customer service representatives and they will be able to tell through the check-in screen.

17. Is there still the option for virtual fitness classes?

Yes. You can find virtual fitness classes online under the Drop-In Activities tile.

18. Where do I find the public swimming times?

All public times including swimming and skating will now live on Look 'n Book and continue to be available by visiting www.reddeer.ca/DropIn.

Room rentals, picnic shelters and wedding park spaces

Facility and amenity bookings are now on Look'n Book! As a part of this upgrade, we are piloting the opportunity to host facility rentals and bookings online.

1. What facilities and spaces can be booked online?

The City of Red Deer is piloting the opportunity to host facility and amenity rentals online. To begin, we are starting with a select number of opportunities which allows us to fully understand the impacts and processes of hosting these rentals online.

Beginning September 26, the following rental spaces are available for online bookings:

- Picnic shelters; Kiwanis, McKenzie Trails and Rotary Park picnic shelters
- Outdoor wedding park spaces; Barrett Park, Coronation Park and Heritage Square
- Omni Gym at the Intermediate School for volleyball rentals

2. How far in advance can these spaces be booked?

Our booking policy varies by location.

- Picnic shelters can be booked up to 10 days in advance and a maximum of 120 days in advance
- Outdoor Weddings can be booked up to 10 days in advance and a maximum of 365 days in advance
- Omni Activity Space can be booked up to 3 days in advance and a maximum of 30 days in advance

3. What if I want to book for a time or location that is not listed on Look 'n Book?

The booking options on Look 'n Book are just a small sample of the amenities and rentals that we offer at The City of Red Deer. If you don't see what you are looking for, please call 403-309-8411 to be directed to a Facility Pass and Booking Specialist or email either facilitybookings@reeddeer.ca or picnicshelters@reddeer.ca.

4. How many spots are available per day for online booking?

Currently the number of spots varies depending on the location. The bookable spaces per day is:

- Picnic Shelters are booked in 3-hour increments with 3 available times per day
- Outdoor Weddings are booked for a minimum of 6 hours with only 1 available time each day
- Omni Gym at the Intermediate School is booked in 1 hour increments from 9 a.m. to 9 p.m. weekdays and is not available for stat holiday bookings.

5. Who do I contact if I need to cancel a facility booking or rental?

Facility Bookings have a 14 day cancellation policy. If the cancellation is made more than 14 days in advance you can work with our specialists to choose another date, or receive a refund. Customers can call 403-309-8411 to be directed to a Facility Pass and Booking Specialist or email either facilitybookings@reddeer.ca or picnicshelters@reddeer.ca to cancel a booking.

6. What activities can the Omni Gym at the Intermediate School be booked for?

As we pilot facility rental opportunities, the Omni Gym will only be available for volleyball bookings at this time. If you would like to rent the space for anything other than volleyball, or in dates not currently listed online, please contact facilitybookings@reddeer.ca.

7. When are picnic shelters and outdoor wedding spaces available for booking?

Picnic shelters and outdoor wedding spaces can be booked from the Friday of the May long weekend to the Monday on the Thanksgiving long weekend.

8. Do online facility bookings qualify for subsidy (FAP)?

No, the Fee Assistance Program does not apply to facility bookings.

9. Do customers require a Look 'n Book account to book a facility or amenity on Look 'n Book?

Yes, customers hoping to complete a booking online will need to create an account on Look 'n Book. The process is simple and straightforward, refer to our help page for video tutorials.

10. How do I see the price of each space?

Browse amenities/facilities and pricing right in the Look 'n Book site. Click into your desired rental and the price will appear in the page content, along with the time of the available booking.