

City Council  
Wednesday and school  
holiday leisure centres

# *On-line booking*

INSTRUCTIONS

<https://espace-citoyens.net/rennes>



*On-line booking*



*In December 2015, our experimental on-line booking platform was opened for families from a number of schools, to book school meals, and leisure centre activities on Wednesdays, and during term and summer holidays.*

*The experiment was a success and in 2016, we opened the platform up to all families for term holiday and summer holiday leisure centre activities. This has now been extended to Wednesday leisure centre bookings. The online system helps the city know exactly how many children take part in the activities and how many staff are needed.*

***You now need to book on-line for all Wednesday, term holiday and summer holiday leisure centre activities on the <https://espace-citoyens.net/rennes> website family section.***

*This booklet explains what to do, step by step.*

*Lénaïc Briéro,  
City councillor in charge of  
Education*

*Nadège Noisette,  
City councillor in charge of  
procurement*



**Espace Famille de la Ville de Rennes**

**MON COMPTE:**

BIENVENUE SUR VOTRE ESPACE FAMILLE

**30 MARS 2017**

**ACTUALITÉS**

**INSCRIPTIONS SCOLAIRES 2017-2018**

**Régularisation de l'âge - Rapports scolaires**

**Site, Liste Michel, Chasseurs de Ciel et Tégan**

**INFORMATION : VOS TARIFS 2017**  
 Pour connaître les tarifs applicables du 3 janvier 2017 au 3 janvier 2018 : cliquez ici

Vous pouvez accéder à la simulation de votre tarification en utilisant le lien de votre profil de tarifaire.

Pour accéder aux services :

- Je n'ai pas encore de compte personnel : je vais faire la Simulation Tarifs Enfants Enfants et Livres pour générer de mon compte 02.23.63.15.02 ou [svs@ville-rennes.fr](mailto:svs@ville-rennes.fr)
- J'ai déjà un compte personnel : je me connecte avec mes identifiants. Attention : vos données identifiantes ne sont pas forcément à jour sur tous vos sites. Vous devez en prendre soin pour éviter un accès erroné à votre compte connecté avec vos données identifiantes.

Cet espace prend aussi plaisir à accueillir avec bienveillance familles de questions :

- Modifier vos coordonnées
- Prendre vos factures en ligne (pour le remboursement scolaire et les activités) just et autre-activités.
- Réserver un annuaire pour la restauration scolaire, le centre de loisirs du mercredi et les vacances scolaires.

02 23 63 15 02





Here's how you should proceed to enrol your child for a Wednesday afternoon or school holiday leisure centre:

– 1 –

Fill in the personal identification form\* and contact the phone numbers below if your child has any particular needs (special diet, allergies, special needs assistant, etc.)

– 2 –

Create your personal account on the family section of the website

<https://espace-citoyens.net/rennes>

– 3 –

Book the days when you want your child to attend, at least eight days before the session, on <https://espace-citoyens.net/rennes>. You can also cancel bookings with at least 8 days notice.

**For instance:**

for a leisure activity session on Wednesday October 18th 2017, you need to book (or cancel) on-line by Tuesday October 10th at the latest.

You can also make forward bookings for the whole year, per month, per week or per day.

**Without a forward booking,  
your child may not get a place.**

\* The form is available on the family section of the website or in the activities guide for 2017/2018.

From September 2017 onwards, you will be able to download an electronic version of the form from the family section of the website. The experiment will be extended to everyone in September 2018.

# Book on-line!

<https://espace-citoyens.net/rennes>

## On-line booking

### Why book?

- To make sure your child has a place and is well looked after
- To plan outings and learning activities (buses, staff, etc.)

### When should I book?

Book as early as possible, and **at least 8 days** before the date.

### What kind of activities do I need to book in advance?

Wednesday, term holiday and summer holiday leisure centre activities.

### What if something unexpected happens and I need to drop my child off at the leisure centre?

If something unexpected happens less than 8 days before the date, contact the leisure centre staff. \*

Your child will get a place if there are places available (depending on the staff/children ratio). Leisure centre staff will make sure that this remains a one-off occurrence, in exceptional circumstances.

\* You can find the leisure centre phone numbers on the family section of the website, under "infos pratiques" (useful information)



Your account  
is available  
24/7

Book wherever you happen to  
be, from a desktop, laptop,  
tablet or smartphone

With secure personal  
access

### What is the "family section" on the website?

This is a personal space, where you can pay your bills, book sessions or change your personal contact details.

### I have no internet access: what can I do?

Contact the Education & Leisure Activity Contact person at your child's school: they will help and tell you what to do.

You can also go to the Administrative Support Office at your neighbourhood Town Hall branch or in the City Centre: 4 rue Victor Hugo.

You can also book by phone at your local branch library or go to the central Champs Libres library to **book internet access**.

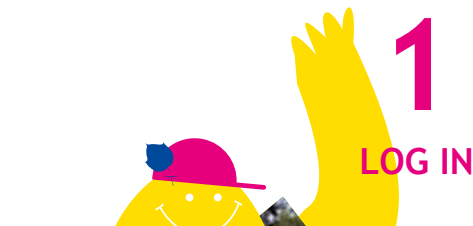
### My child is not enrolled for an activity (Wednesday or school holiday leisure centre activity) or is not enrolled at the right leisure centre or local assembly point:

Contact the "Service Tarifs Enfance Écoles et Loisirs" office (Child Services, Schools and Leisure Centre Rates) (02 23 62 15 52) and they will make sure you are enrolled.

### I would like to enrol my child at a different leisure centre or enrol him/her at several leisure centres (2 maximum):

Contact the "Service Tarifs Enfance Écoles et Loisirs" office (Child Services, Schools and Leisure Centre Rates) (02 23 62 15 52).

*A few clicks..... is all it takes*



**Under the family section**

<https://espace-citoyens.net/rennes>

which you can access from the website home page  
[www.metropole.rennes.fr](http://www.metropole.rennes.fr)  
under "outils et ressources" (tools and resources)



# 2

## ENTER THE LOGIN ID AND PASSWORD FOR YOUR ACCOUNT



Forgotten your password?  
Click on "J'ai oublié mon mot de passe"  
(Can't remember my password)

### PLEASE NOTE!

You must create an account before logging on for the first time.

Contact the "Service Tarifs Enfance Écoles et Loisirs" office  
(Child Services, Schools and Leisure Centre Rates) \*  
by phoning 02 23 62 15 52 or by email to: [steel@ville-rennes.fr](mailto:steel@ville-rennes.fr)

You will need to provide an email address. You will then receive an automatic message telling you how to activate your account.

\* Opening times: Monday to Friday 8:30 to 17:00.



# 3

## HOW TO BOOK

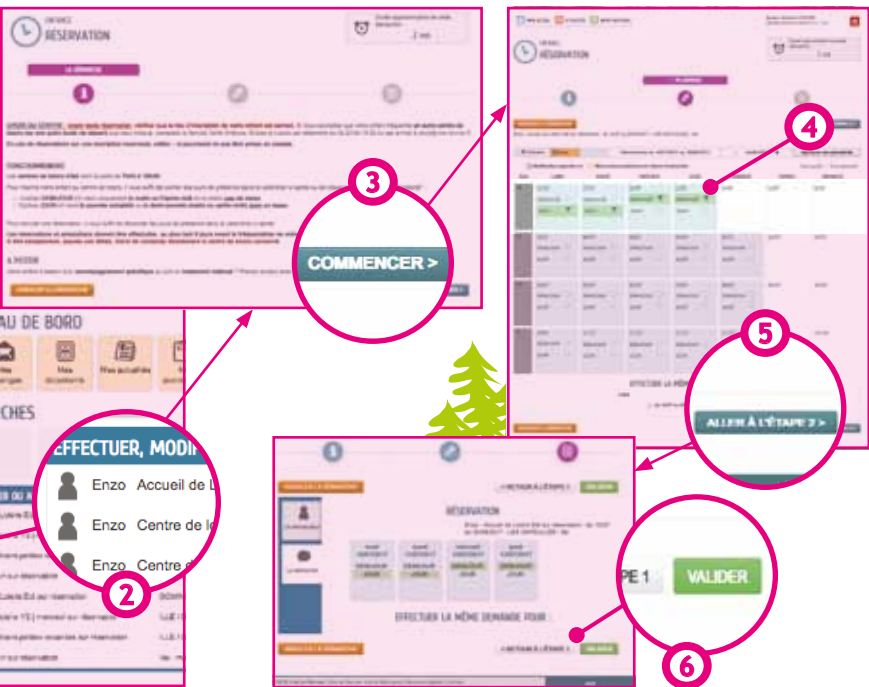


Book as early as possible, and at least 8 days before the date.

- 1 Select the "Mes réservations" (My Bookings) icon
- 2 Choose your child's first name and the activities you want to book
- 3 Click "Commencer" (Start)

### PLEASE NOTE!

Remember to check that your child is registered at the right leisure centre and assembly point before booking.



④ Tick the boxes to enter the dates and/or periods when your child will take part (with or without meals: full day or half-day)

⑤ Click "Aller à l'étape 2" (Go to step 2)

⑥ Click "Valider" (Confirm)

You will receive confirmation by email once you have completed the booking.

#### **USEFUL TIP**

If you have other children, you can book the same session by ticking the "Effectuer la même demande pour" box (Repeat the booking for) under the booking calendar, before clicking "Aller à l'étape 2" (Go to step 2).

#### **PLEASE NOTE**

If your child needs to have a special diet for medical reasons, contact Ms Chantal Edet at the catering service on 02.23.62.15.57.



# 4

## HOW TO CANCEL A BOOKING



You can cancel a booking  
up to 8 days before the date.

- 1** Select the "Mes réservations" (My bookings) icon
- 2** Choose your child's first name and the activities you want to cancel
- 3** Click "Commencer" (Start)
- 4** Uncheck the box in front of the booking you want to cancel
- 5** Click "Valider" (Confirm)

You will receive confirmation by email  
once you have completed the cancellation.

# 5

## DISPLAY ALL YOUR BOOKINGS AND THE ACTIVITIES YOUR CHILD IS ENROLLED FOR



Jullet 2017

LU	MA	ME	JE	VE	SA	DI
26	27	28	29	30	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	1	2	3	4	5	6

### MON AGENDA

- Centre de loisirs petites *DOMINIQUE SAVIO*
- Restauration sur réserv *Ille - élémentaire*
- Accueil de Loisirs Été s *LES GAYEULLES*
- Centre de loisirs 1/2 j m *ILLE / BD DE VERDUN*

Click on your child's first name,  
on the left-hand side of the home page.

This will display all the sessions attended,  
and all bookings made and confirmed.

The Education & Leisure Activity Contact person and staff at your local school are on hand to answer your queries and help you complete the procedure.

Leisure centre phone numbers are available in the family section under "Infos pratiques" (Useful information).

## NO INTERNET CONNECTION?

You can book by phone at your local branch library or go to the central Champs Libres library to book internet access.

### Branch libraries

#### Opening hours

Monday	Tuesday to Friday	Wednesday
(only the Triangle Library) 14:30-18:30	14:30-18:30	10:00-12:30 and 14:30-18:30

#### Nord Vilaine

##### Bourg l'Évesque Branch

2, bd de Verdun

02 23 62 26 35

Bus n° C2 (Brest or Verdun bus stops)

##### La Bellangerais Branch

5 bis, rue du Morbihan

02 23 62 26 40

Bus n° C5 (Monts d'Arrée bus stop)

##### Long-Champs Branch

60, rue du Doyen Albert  
et Pierre Bouzat

02 23 62 26 36

Bus n° C1 (Doyen Albert Bouzat bus stop)

##### Maurepas Branch

32, rue de la Marbaudais

02 23 62 26 38

Bus n° C5 (Gros Chêne bus stop)

Bus n° 9 (Saint-Exupéry bus stop)

#### Thabor-Lucien Rose Branch

11, square Lucien Rose

02 23 62 26 41

Bus n° C3 (Saint-Vincent bus stop)

Bus n° C4, C6 (Pont de Chateaudun bus stop)

#### Villejean Branch

43, cours Kennedy

02 23 62 26 32

Metro: Kennedy

#### Sud Vilaine

##### Champs-Manceaux Branch

Espace social et culturel

Aimé Césaire

15, rue des frères Louis  
et René Moine

02 23 62 26 90

Bus n° C3 (Champs-Manceaux bus stop)



You can also book from a smartphone.

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### Saturday

10:00-12:30  
and 14:30-18:00

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### Cleunay Branch

2, rue André Trasbot  
02 23 62 26 70

Bus n° 9 (Ferdinand de Lesseps bus stop)

### Clôteaux-Bréquigny Branch

84, rue d'Angleterre  
02 23 62 26 91

Bus n° C5 (Boberil bus stop)

### Landry Branch

100, rue de Châteaugiron  
02 23 62 26 39

Bus n° C1 (Villebois-Mareuil bus stop)

### Triangle Branch

3, bd de Yougoslavie  
02 23 62 26 93

Metro: Le Blosne or Triangle

## PLEASE NOTE!

Libraries close for 4 weeks during the summer, according to a rota system

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## Les Champs Libres Library

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### Opening hours

Tuesday to Friday: 12:00-19:00

Saturday and Sunday: 14:00-19:00

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### Citizens Advice Bureau

10, Cours des Alliés  
02 23 40 66 00

Bus n° C2, 7, 11 (Magenta bus stop)  
and C3 (Charles de Gaulle bus stop)  
Metro: Charles de Gaulle, Gares





## MORE INFORMATION

—  
**Phone 02 23 62 10 10**  
citizens relations office

open Monday to Friday 8:00 to 18:30  
and Saturday morning 9:00 to 12:30.

## Administrative Support Office

At your neighbourhood Town Hall branch:

open Monday, Tuesday, Wednesday and Friday  
9:00 to 12:30 and 13:30 to 17:00,  
Thursday 13:30 to 17:00.

City centre, 4 rue Victor Hugo:

open Monday, Tuesday, Wednesday and Friday  
8:30 to 17:00,  
Thursday 11:30 to 17:00,  
Saturday 9:30 to 12:00.

## PLEASE NOTE!

Opening hours may change during the holidays.

## Via internet

<https://espace-citoyens.net/rennes>

<http://educarennes.fr>

<http://metropole.rennes.fr/>



## REMINDER



My Login ID \_ \_ \_ \_ \_

My password \_ \_ \_ \_ \_