**Online Booking System FAQs**

* **How do I make a booking?**
  + How to make a booking document (for individuals)
  + Can I book more than one date at a time?
    - You have 30 minutes to complete a booking
    - Yes, for the same attendee, if you have a login the details will be remembered
  + How to make a booking document (for a group)
    - Bookings per person
    - Pay by person
    - Cancel by person
    - Adding more sessions
  + Who should I put as the main booking contact?
    - * Don’t have to put emails for attendees
  + What confirmation information will I receive?
    - Booking reference online
    - Email confirmation with details of payment or what is owed
    - Use View Booking in email to see details of booking in online system
  + Do I need to set up a login?
    - No but makes future booking easier
  + What is the development squad?
  + Why do I need to answer the ability and health questions?
    - For our instructors
    - If you set up a login you only need to enter them once and they will be remembered for future bookings
  + I could not book for the time that I wanted – what can I do?
    - Try a different time on the same day
    - Contact us and we can let you know if someone cancels
* **Making changes to your booking**
  + How can I amend the details of my booking?
    - Can’t do it online
  + How do I cancel a booking?
    - Click on View Booking link in your confirmation email and then click on Ticket Options. You can select cancel from there. Note – refunds are at the discretion of the administrator…
  + Can I transfer my booking to another date or time?
  + Can I add more dates to a booking I have already made?
    - Yes. Click Open Schedule when you View Booking
    - If you set up a login the attendee details will be remembered.