**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.