

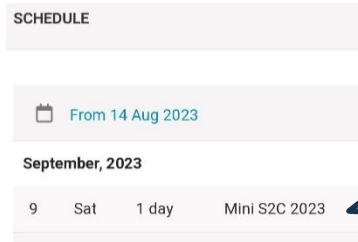
ONLINE EVENT REGISTRATION

Any queries or problems completing online registration?

S2C@riverstourtrust.org or 01787 313199 (weekdays only)

ONLINE BOOKING VIA BOOKWHEN.COM/S2C

The process is essentially the same via a computer or a mobile device, but screen layout will differ.



MOBILE DEVICE USER - View event information and tickets by scrolling down then click on event date area.



COMPUTER USER - View event information and tickets by scrolling down and click on 'View details'.

- One person can register multiple craft entries for the event. Any fields marked with an * are mandatory and must be entered to proceed.

TICKET TYPES

Ticket option: 'Licensed' Craft Entry

- the number of paddlers in one craft as indicated

- single entry for a craft 'licensed' for the event duration, as achieved by:

a) Paddle UK 'on the water' membership (held by at least one person in the craft)

b) Environment Agency craft registration (for the craft being used during the event)

Please note: Any entries booked as 'licensed' craft must be able to verify by presenting e.g. membership card, registration disc, receipt, email. Any craft determined to be without valid and acceptable proof at any point during the event must purchase an EA craft registration.

Ticket option: 'Paddle Pass' + Craft Entry

- the number of paddlers in one craft as indicated

- single entry for a craft requiring a 'paddle pass'

The 'paddle pass' is issued on behalf of the Environment Agency and allows you to paddle before and after the event (between 13-19 September).



Ticket option: Craft Hire + Entry

- single entry for S2C Official Hire Partner Craft

- with applicable number of paddlers in that craft

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BOOKING PROCESS

| | | |
|---|--|---|
| 1 | Each craft requires a ticket - Click on <i>SELECT</i> next to each applicable ticket option. View ticket's selection by clicking on <i>BASKET ICON</i> (top of page) or <i>VIEW SELECTIONS</i> (scroll down) | |
| 2 | Happy to proceed? Click <i>BOOK NOW</i> (go to Step 4) Need to amend ticket selection? Go to Step 3 | |
| 3 | <p style="text-align: center;">Need more tickets?</p> <p style="text-align: center;"></p> <p>Click on <i>SELECT MORE</i>, add tickets then return to Step 3.</p> | <p style="text-align: center;">Too many tickets? Wrong tickets?</p> <p>Click on <i>X</i> next to relevant ticket to delete. If all tickets are deleted, page displays "You have no selected items. Return to the schedule list." Click on <i>SCHEDULE LIST</i> and return to Step 1.</p> |
| 4 | Input 'Booker' name and email address. This is the person submitting the entry details and not necessarily taking part in the event. Click <i>CONTINUE</i> . | |
| 5 | <p>Next screen shows each selected ticket type with 'Attendee' dropdown box choice. How many attendees you see depends on how many craft entries you are booking in.</p> <hr/> <p>Make sure to select different attendee for each craft or you will see red box error message ></p> <div style="border: 1px solid red; background-color: #f08080; padding: 2px; width: fit-content; margin: 5px auto;">Not all of the entered attendees have been assigned to a place.</div> <p>Check all attendee details and change attendee where you see error message ></p> <div style="color: red; font-weight: bold; margin-top: 5px;">⚠ This attendee is already assigned to this event.</div> | |
| 6 | Fill empty fields with requested details for each entry. If you have multiple entries, then make sure you are entering correct details under correct ticket type! Any fields marked with * are mandatory and must be entered to proceed. | |
| 7 | The payment page confirms the total payable by debit or credit card. You need to add card number, expiry date, CVC number and postcode where the card is registered. | |
| 8 | Once payment has been taken, page displays 'Booking Complete' with your unique booking reference (formed of 5 random letters and numbers). | <div style="border: 1px solid green; background-color: #e0ffe0; padding: 5px;"> <p style="text-align: center;"> Booking Complete</p> <p style="text-align: center;">Booking ref: Q2XET</p> <p style="text-align: center; font-size: small;">You can access your booking using the link in the confirmation email.</p> </div> |
| 9 | Booking confirmation email is sent to the Booker email address (check spam and junk folders). Please keep this email for future reference and advise us of any errors or omissions. Only the Primary Participant names are visible on confirmation page and email. Event communications and updates will be sent to Booker & Primary Paddler. | |