

- Please carefully read the information in this guide before proceeding to book via our online booking portal - bookwhen.com/s2c.
- Please ensure all participants read [S2C 2022 Rules](https://www.riverstourtrust.org/events/sudbury-to-the-sea-overview/s2c/) before proceeding to booking.
- You can book multiple craft but please make sure to collate all the required information for each craft entry before you start.
- Those entries booked in together will share a unique booking reference. The plan is to allocate these groups the same launch time on Saturday morning.
- The process is essentially the same whether you are booking via a computer or a mobile device, but some screens may differ slightly.
- Any fields marked with an * are mandatory and must be entered to proceed.
- Payment by card will be required upon completion of the booking.

The booking homepage (schedule) displays remaining spaces at that time above Information and Tickets area.



If a booking is underway or abandoned midway through, it will remain 'in checkout' for up to 20 minutes.

BOOKING PORTAL TERMINOLOGY:

- SCHEDULE – The S2C booking homepage.
- TICKETS – There are a couple of ticket types:
 - Craft entry only
 - Craft entry with EA craft registration
- BOOKER – This is the person who submits the booking for one or more craft.
- ATTENDEE DETAILS – This is the Primary Participant per craft entry.
- TICKET DETAILS - This section covers other required details.

INFORMATION NEEDED PER CRAFT:

- ❖ Primary Participant - Name, Email, Onboard Mobile & Additional Telephone
- ❖ Additional Participant/s – Name/s only
- ❖ Emergency Contact per craft entry (cannot be taking part in S2C)
- ❖ How the craft will be registered for navigational use on the river?

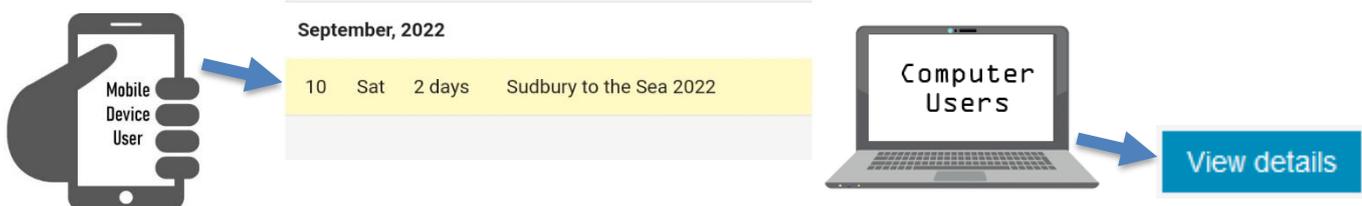
Please ensure this covers the duration of the event. This is achieved by one of the following options:

- At least one person in the craft has British Canoeing (BC) 'on the water' membership
- The craft is already registered with the Environment Agency (EA)
- The craft is on hire from an S2C Official Hire Partner
- The chosen S2C ticket option comprises short term EA craft registration

You must be able to verify upon request that your craft is registered for navigational use. Any craft entry determined to be without valid and acceptable proof at any point during the event must purchase an EA craft registration.

- ❖ Any participants with special dietary requirements. This is helpful to know in advance to try and provide suitable offerings in lieu of the standard buttered bun and cuppa!
- ❖ Any Additional Notes? Please tell us, for example:
 - Only intending to paddle one day - Saturday or Sunday?
 - Any children in the craft? What are their ages?

Book places via bookwhen.com/s2c



Scroll down page to view the Schedule area and click on the section with a yellow background.

Same as per mobile device user or click on 'View details'.

BOOKING PROCESS:

1. Click on 'Select' next to the required ticket option/s.
2. Once you have selected the relevant ticket/s, either scroll down to the bottom of the page to click 'View Selections' or click on basket at top of the page to proceed to checkout.

- *Early Bird Tickets - for a limited period only! Our mailing list is sent a password for priority access.*



3. The ticket selection is displayed:
 - 😊 HAPPY? with ticket/s and quantity? Click 'Book now'.
 - 😞 UNHAPPY?
 - *Need more tickets?*

Click on 'Select more', add your tickets then click 'Book now'.

- *Wrong ticket/s or too many?*

To delete ticket - click on the small 'x' next to it (dialog box pops up to check you are sure- click 'OK'). If all tickets are deleted, then page displays "You have no selected items. Return to the schedule list. Click on 'schedule list' and start again.

4. The next stage is to input the 'Booker' email address (main contact email for the whole booking). This is not necessarily a participant. Click 'Continue'.
5. The next screen is 'Attendee Details'. It will autofill with the Booker's email but you can change this by simply clicking on 'Change Attendee'.
6. Enter all required details for Primary Participant of a craft entry.
 - Booking in multiple craft? Click on 'Add Another Attendee' to enter details of the Primary Participant in each additional craft. Repeat until you have entered details for all craft.
7. Check the box to confirm "all participants acknowledge and agree to abide by S2C rules". Click 'Continue'.
8. You can now allocate each 'Attendee' against their correct ticket type (which depends on how the craft is registered for navigational use).

- **'S2C Craft Entry only'**

This ticket is appropriate for those with British Canoeing 'on the water' membership, existing EA Craft Registration or hiring a craft from an S2C Official Hire Partner.



- **'S2C Entry + EA Craft Registration'**

Ticket comprises EA craft registration



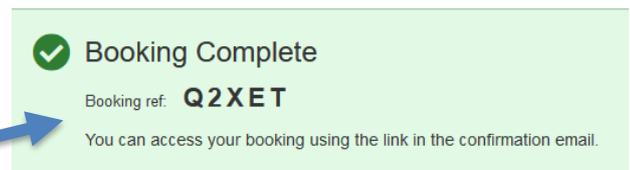
9. Once you have correctly allocated each Attendee (Primary Participant) against their ticket type, enter other 'ticket specific details' for that craft. This comprises the names of any other participants, emergency contact, food allergies/dietary requirements, other additional notes. Then click 'continue'.

10. If any mandatory fields are not completed, you will see a red box containing the text 'The tickets allocation form has not been completed'. Scroll back up to find  **This field is required.** and complete the form.

11. The payment page confirms the total payable by debit or credit card. Enter card number, expiry date, CVC number, Country and Billing Postcode.

12. Once payment has been taken, you will be shown the 'Booking Complete' page with your unique booking reference (formed of 5 random letters and numbers).

Please note: Multiple craft entries booked together share a unique Booking Reference.



Only the Primary Participant names are visible on confirmation page and email.

13. A confirmation email is sent to Booker and Attendees (Primary Participants). This will confirm your unique booking reference, booking status, entry and payment details. Please keep this email for future reference and to advise us of any errors or omissions.

14. Future event communications and updates to Primary Participant per craft.

ANY QUERIES OR ISSUES?

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