

S2C 2021 – BOOKING GUIDANCE



Please carefully read the information in this guide before proceeding to book via our online booking portal. We understand that some details might change, and we can always help with amendments.

WHAT DO I NEED TO KNOW BEFORE I BOOK MY PLACE/S?

- Please read [S2C 2021 Rules](https://www.riverstourtrust.org/events/sudbury-to-the-sea-overview/s2c/) carefully as choosing to take part denotes acceptance - <https://www.riverstourtrust.org/events/sudbury-to-the-sea-overview/s2c/>
- S2C mailing list subscribers are given advance access to the online booking portal and early bird tickets by using the priority booking password when prompted.
- One person (The Booker) can book in multiple craft at the same time but please make sure to collate all the required information for each craft entry before you start (see guidance below)!
- Multiple entries booked in together will share a unique booking reference. The plan is to allocate these groups the same launch time on Saturday and Sunday mornings.
- 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 complete the booking.
- Payment by card will be required upon completion of the booking.

BOOKWHEN BOOKING SECTIONS:

- SCHEDULE – Booking homepage.
- BOOKER – This is the person who places the booking. They must provide an email address to complete the booking for one or more craft. They will receive the automated confirmation email with access to ALL the craft entries they submitted.
- ATTENDEE DETAILS – For our purposes, this is the section for the Primary Paddler's details. They will receive the automated confirmation email with access to details of their craft submission only.
- TICKET SPECIFIC DETAILS - For our purposes, this section covers any other participants in the craft, how the craft is registered, emergency contact for the craft and any other details.

INFORMATION NEEDED FOR EACH CRAFT:

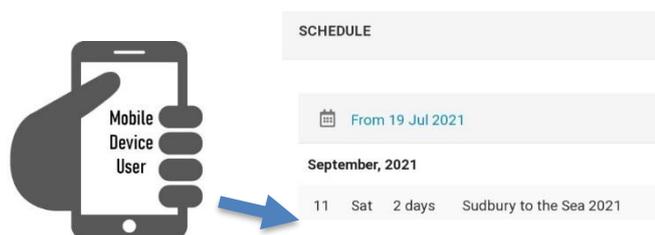
- Primary Paddler's Name, Email, Onboard Mobile & Alternative Telephone Number.
- Names of any Additional Paddlers in the same craft as Primary Paddler.
- How craft is registered for navigational use on the river (at the very least for the duration of the event).
- Please note: Craft entries that cannot provide proof that their craft is registered for navigational use on the River Stour are required to purchase an EA craft registration so they can take part in the event. However, this is refundable (subject to a £2.50 admin fee) if proof of an alternative registration method is provided within 2 days after the event.
- Emergency Contact Name & Number (this person CANNOT be S2C paddler or volunteer).
- Any Additional Notes? Anything we should know? Please tell us here, for example: Only intending to paddle on one of the event days? More than 4 people in the craft? Any children in the craft -what are their ages?

Now you should be ready to book your place...

<https://bookwhen.com/s2c>

Homepage (schedule) of bookwhen.com/s2c

- The process is essentially the same whether you are booking via a computer or a mobile device, but some screens may differ slightly.



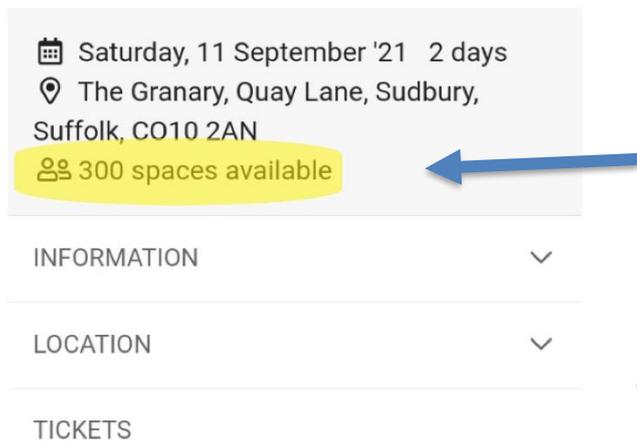
Scroll down page and click on 'Sudbury to the Sea 2021'.



Click on 'View details'.

Alternatively – use the direct event link:

<https://bookwhen.com/s2c/e/ev-sxxy-20210911000000>



The booking homepage (schedule) displays available spaces at that time above the Information, Location & Tickets sections.

If a booking is underway, partially complete and/or abandoned midway through, it remains 'reserved' for up to 20 minutes.

TO PROCEED WITH A BOOKING:

1. Click on 'select' next to the required ticket option/s [early bird tickets available for a limited period].
 - *S2C 2021 Entry Ticket* – entry fee per craft. Proof will be required during final part of registration that craft is registered for navigational use on the river.
 - *S2C 2021 Entry Ticket + EA Craft Registration* – entry fee + short-term EA craft registration covering the duration of the event.
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. [For a limited period, our mailing list have a priority access password that needs to be inputted at this stage to proceed – see below ]
3. The ticket selection is displayed:
 - 😊 Happy with your ticket/s and/or quantity? Click 'Book now' to proceed.
 - 😞 Unhappy with your ticket/s and/or quantity?
 - a) Need additional ticket/s? Click on 'Select more' to return to booking homepage and add tickets.
 - b) Too many or wrong tickets? Click on the small 'x' next to the relevant ticket/s and a dialog box will pop up to check if you are sure- click 'OK'. If you have removed all your tickets, then page displays "You have no selected items. Return to the schedule list. Click on 'schedule list' to return to booking homepage.
4. The next stage is to input the 'Booker' email address then click 'continue'.

- You will be asked to input the 'Attendee' – for our purposes this is the Primary Paddler for each entry. If you are booking multiple craft entries then you will enter details for 1st Attendee, 2nd Attendee, etc. Once details of all Primary Paddlers are inputted, click 'continue'.
- The next step is to select an 'Attendee' against the relevant ticket for that craft entry. Please note: Multiple craft entries - make sure you are assigning the correct Primary Paddler details against the correct ticket type.

EXAMPLE - 'S2C Entry' ticket type

Hugo First has British Canoeing 'on the water' membership so details for this entry are entered under 'S2C Entry' ticket type. This ticket is also appropriate for those with an existing EA craft registration or craft hired from an official hire partner.

S2C 2021 Entry Ticket

Entry fee only. Proof will be required during final part of registration that craft is registered for navigational use on the river.

→

Sudbury 2 Sea 2021

TEST S2C ENTRY

Attendee: Hugo First

* How is this craft registered for use on the River Stour?

British Canoeing Membership

Existing Environment Agency Craft Registration

S2C Official Hire Partner Craft

S2C ticket option comprises EA craft registration

EXAMPLE - 'S2C Entry + EA Craft Registration' ticket type

Percy Vere needs a short-term EA craft registration, so details for this entry are entered under 'S2C Entry + EA Craft Registration' ticket type.

S2C 2021 Entry Ticket + EA Craft Registration

Entry fee + short-term EA craft registration covering the duration of the event.

→

TEST S2C ENTRY + EA CRAFT REGISTRATION

Attendee: Percy Vere

Hugo First

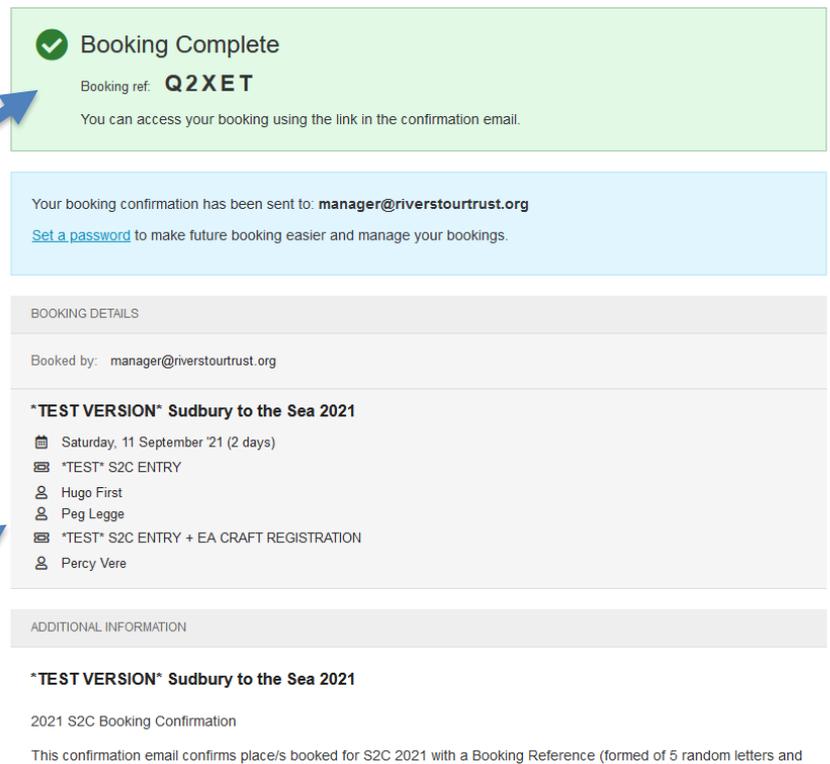
Peg Legge

Percy Vere

* How is this craft registered for use on the River Stour?

- Once you have correctly allocated the Attendees, enter other 'ticket specific details' i.e. for our purposes all other details for that particular craft entry. This comprises names of other paddlers, emergency contact, additional notes, T&C agreement. Then click 'continue'.
- If any mandatory fields have not been completed, then 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.
- Once you have added all the required information, click 'continue'. This will take you to the payment page where you can pay with a credit or debit card.

10. 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). If there are multiple craft entries booked together then you share this unique Booking Reference.



Booking Complete
Booking ref: **Q2XET**
You can access your booking using the link in the confirmation email.

Your booking confirmation has been sent to: manager@riverstourtrust.org
[Set a password](#) to make future booking easier and manage your bookings.

BOOKING DETAILS

Booked by: manager@riverstourtrust.org

***TEST VERSION* Sudbury to the Sea 2021**

- Saturday, 11 September '21 (2 days)
- *TEST* S2C ENTRY
 - Hugo First
 - Peg Legge
- *TEST* S2C ENTRY + EA CRAFT REGISTRATION
 - Percy Vere

ADDITIONAL INFORMATION

***TEST VERSION* Sudbury to the Sea 2021**

2021 S2C Booking Confirmation

This confirmation email confirms place/s booked for S2C 2021 with a Booking Reference (formed of 5 random letters and

Please note: Only the Primary Paddlers are visible on confirmation page and in the confirmation email.

11. A confirmation email will also be sent to the Booker (for all submitted entries booked together) and each Primary Paddler (for their own craft entry only). This will reconfirm your unique booking reference, booking status, entry and payment details. Please keep this email for future reference and if there are any required changes/updates then get in touch with us.

12. We shall send event communications and updates to the Primary Paddler of each craft.

If you are really struggling to book online, drop an email to s2c@riverstourtrust.org or call 01787 313999. We should be able to retrieve the booking and details that were entered before you encountered an issue. We will do our best to help you out at our earliest opportunity.



1. Event rules = read & understood
2. Craft entry details = collated so....

Early Bird Booking Password:
CornardLock