

# S2C 2020 – BOOKING GUIDANCE

Please carefully read the information in this guide before proceeding to book via our online booking portal as mistakes can mean you do not get your place! We understand that details might change, and we can make amendments later on.

## What do I need to know before I start the booking process?

Please read the [S2C 2020 Rules](#) carefully.

S2C mailing list subscribers have advance access to the booking portal and early bird tickets. The priority booking password needs to be inputted when prompted.

Payment by card will be required upon completion of the booking form.

Please note, we can only accept 1 craft per booking, if you wish to book multiple craft, you must repeat the booking process for each craft.

Before proceeding to the online booking portal, it is a good idea to compile your responses to the questions below.

## S2C Booking Form Questions:

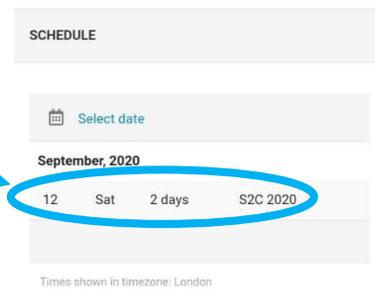
- How is the craft registered for navigational use on the river for the duration of the event? Proof will be required and there will be checks on the day. These are the legitimate options:
  - At least one person in the craft is a British Canoeing (BC) member
  - The craft is already registered with the Environment Agency (EA)
  - You are hiring a craft from one of our Official Hire Partners:
    - Outdoor Hire Centre (OHC) – [OHC Paddleboard](#) or [OHC Canoe](#)
    - The Paddle Company (TPC) – [TPC Paddleboard](#)
  - You obtain an EA craft registration via River Stour Trust during booking process
- Primary paddler's name, onboard mobile and email address.
- Names of other participants in the craft.
- Additional note section - Anything we should know? Please tell us here, for example: Only intending to paddle on one of the event days?
- Emergency contact name & number - This person must NOT be taking part in S2C either as a participant or as a volunteer.
- Support Vehicle (registration number, driver name and mobile) - Each entry requires their own support vehicle and driver to assist with movements of equipment and participants during the event. Your support must NOT be taking part in S2C either as a participant or as a volunteer.

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

Visit: <https://bookwhen.com/s2c>

Please note: Mobile users need to scroll down the page and click on the date to display information and tickets.

The booking page displays available spaces (if a booking is only partially completed then it remains 'reserved' for up to 20 minutes).



1. Click on 'select' next to your chosen ticket option [early bird tickets available for a limited period].
  - *S2C 2020 Entry Ticket* - for those who know their craft is registered for use on the river. Proof will be required and there will be checks on the day.
  - *S2C 2020 Entry Ticket + EA Craft Registration* – for those who need to get their craft registered for navigational use at the same time as booking their entry.
2. Once you have selected your ticket, scroll down to the bottom of the page to click 'View Selections'. [For a limited period, our mailing list have a priority access password that needs to be inputted at this stage to proceed with the booking]
3. Your ticket selection is displayed:
  - 😊 Happy with your ticket? Click 'Book now' to proceed.
  - 😞 Unhappy with ticket? Click on ⊗ and a dialog box will pop up to check if you are sure (click 'OK') and then the page displays "You have no selected items. Return to the schedule list." Click on 'schedule list' to select different ticket.
4. The next stage is to input the booker email address (for those booking on behalf of someone else please input your own email address) then click 'continue'.
5. You will be asked to input the name of the 1<sup>st</sup> attendee (for those booking on behalf of someone else please input your own name) then click 'continue'.
6. The next step is to complete the booking form questions then click 'continue'.
7. The next step is to confirm the details of your support vehicle. 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.
8. Once payment has been taken, you will be shown the 'Booking Complete' page with your unique booking reference. A confirmation email will also be sent outlining the craft's unique booking reference, booking status, entry and payment details. Please keep this email for future reference and, if you booked on someone else's behalf, please forward the confirmation email to the primary paddler.
9. We shall liaise directly with the primary paddler in regard to event updates, etc.
10. Now get prepping for 2 days of paddling along the beautiful River Stour! [Start the process again if you wish to book in another craft.]

If you are really struggling with the online registration then drop an email to [s2c@riverstourtrust.org](mailto: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.