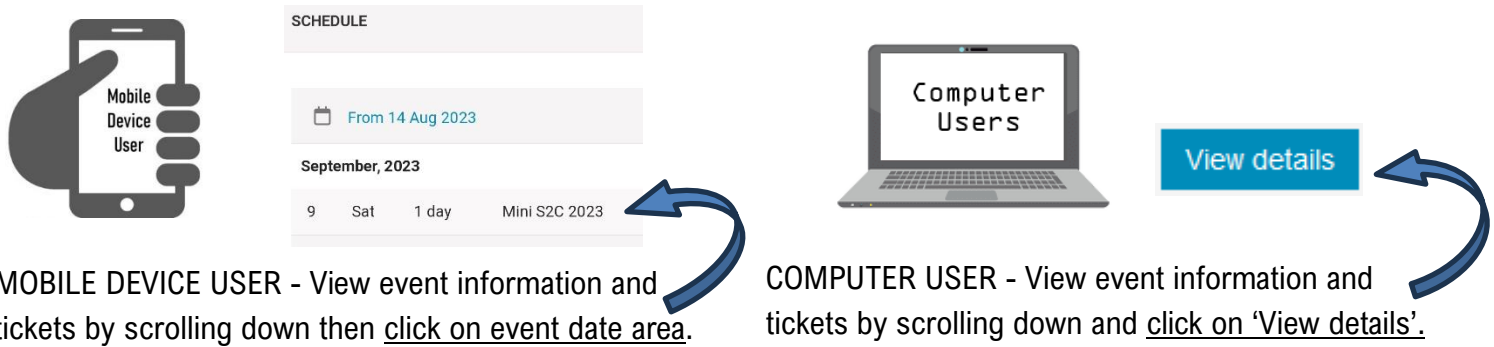


# 2023 MINI S2C HOW TO BOOK ONLINE

## ONLINE BOOKING VIA BOOKWHEN.COM/S2C

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



- 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 reserve the selected tickets 'in checkout' for up to 20 minutes.
- One person can book in multiple craft entries at the same time. This will help us to group those who would probably like to paddle together and share the same launch time on Saturday morning.
- The booking process requires:
  - Booker email address (to receive confirmation of the booking)
  - Debit/credit card (to pay entry fee and complete booking)
  - Entry details (per craft):
    - \* How craft is 'licensed' for navigational use
    - \* Primary Paddler - Name, Email & Mobile
    - Additional Participant/s – Name/s only
    - \* Emergency Contact - Name & Number
    - Any participants with special dietary requirements?
- Any fields marked with an \* are mandatory and must be entered to proceed.

### BOOKING PORTAL TERMINOLOGY:

- SCHEDULE – The S2C booking homepage.
- BOOKER – This person is not necessarily taking part in the event.
- ATTENDEE – This is the Primary Paddler per craft entry.

### TICKET TYPES

Ticket selection depends on the following:

- 1) How many participants in the craft?
- 2) Is the craft is 'licensed' or not?
- 3) is it an official hire partner craft?

### MAIN TICKET TYPES

✔ 'Licensed' Craft Entry (1 or 2 paddlers) 😊😊

£25.00

✔ 'Licensed' Craft Entry (3+ paddlers) 😊😊😊+

£42.00

#### A 'licensed' craft ticket covers:

- the number of paddlers in one craft as indicated
- single entry for a craft 'licensed' for the event duration, as achieved by:
  - a) British Canoeing 'on the water' membership (held by at least one person in the craft)
  - b) Environment Agency craft registration

🚣 'Paddle Pass' + Craft Entry (1 or 2 paddlers) 😊😊

£37.50

🚣 'Paddle Pass' + Craft Entry (3+ paddlers) 😊😊😊+

£54.50


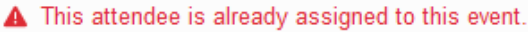
#### A 'Paddle Pass' + Craft Entry ticket covers:

- 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 8-14 September).

Any entries booked as 'licensed' craft must be able to verify its validity 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.

### 10-STEP BOOKING PROCESS

|    |  |  |                |
|----|--|--|----------------|
| 1  | Click on 'Select' next to the required ticket per craft entry.   |  |                |
| 2  | Once all required tickets have been selected, either scroll to top of page and click on basket icon or scroll down to click on 'View Selections'.  |  |                |
| 3  | Your ticket selection is displayed. Happy to proceed? Click 'Book now'   |  |                |
| 3a | <i>Need to amend ticket selection?</i>   |  |                |
|    | Need more tickets?   | Too many tickets?  | Wrong tickets? |
|    | Click on 'Select more', add your tickets then click 'Book now'.  | Click on the small 'x' next to ticket you need to delete. If all tickets are deleted, page displays "You have no selected items. Return to the schedule list." Click on 'schedule list' and start again. |                |
| 4  | Input 'Booker' email address. This is the person submitting the booking and is not necessarily taking part in the event. You must check the box confirming "all participants acknowledge and agree to abide by S2C rules". Click 'Continue'.   |  |                |
| 5  | Next screen shows each selected ticket type with empty fields to input required details for each entry. Make sure you enter correct details under correct ticket type!   |  |                |
| 6  | 'Attendee' dropdown box choice. How many attendees you will see depends on how many craft entries you are booking in.  |  |                |
|    | Make sure to select different attendee for each craft or you will see red box error message >  |   |                |
|    | Check all attendee details and change attendee where you see error message >   |    |                |
| 7  | Each entry requires the following details. Any fields marked with an * are mandatory and must be entered to proceed to booking confirmation.   |  |                |
|    | <ul style="list-style-type: none"> <li>- * How the craft is 'licensed' for navigational use</li> <li>- * Primary Paddler - Name, Email &amp; Mobile</li> <li>- Any Additional Participant/s – Name/s only</li> <li>- * Emergency Contact - Name &amp; Number</li> <li>- Any participants with special dietary requirements?</li> </ul> |  |                |

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|-----------|---|
| <b>8</b>  | The payment page confirms the total payable by debit or credit card. You need to add card number, expiry date, CVC number, and billing postcode.  |
| <b>9</b>  | <p>Once payment has been taken, page displays 'Booking Complete' with your unique booking reference (formed of 5 random letters and numbers).</p> <div data-bbox="1043 405 1477 524" style="border: 1px solid #ccc; background-color: #e0f2f1; padding: 5px; margin: 10px 0;"> <p>✔ Booking Complete<br/>Booking ref: <b>Q2XET</b><br/><small>You can access your booking using the link in the confirmation email.</small></p> </div> <p><u>Please note:</u> Multiple craft entries booked together share a unique Booking Reference. Only the Primary Participant names are visible on confirmation page and email.</p> |
| <b>10</b> | <p>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.</p> <p>Future event communications and updates will be sent to both the Booker and the Primary Paddler of each craft.</p>  |

### ANY QUERIES OR ISSUES?

[S2C@RIVERSTOURTRUST.ORG](mailto:S2C@RIVERSTOURTRUST.ORG)

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