

# 2025 - HOW TO BOOK ONLINE

## VIA BOOKWHEN.COM/S2C



Any queries or problems completing online registration?  
[S2C@riverstourtrust.org](mailto:S2C@riverstourtrust.org) or 01787 313199 (weekdays only)

## Book Online via [bookwhen.com/s2c](https://bookwhen.com/s2c)

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

Each ticket relates to a single craft entry determined by:

- Type of waterways licence (see below)
- Number of people in craft (1 / 2 / 3+)

<b>1</b>	<b>LICENSED CRAFT ENTRY</b>
<p>Choose if either of the options below apply and they will cover the event dates (13-14 Sep):</p> <p>Paddle UK (PUK) 'on the water' membership (held by one person in the craft) or;</p> <p>Environment Agency (EA) craft registration</p> <p>Entrants must be able to verify validity of their waterways licence. Any craft entry determined to be without valid and acceptable proof at any point during the event must purchase a 'Paddle Pass'.</p>	
<b>2</b>	<b>PADDLE PASS CRAFT ENTRY</b>
<p>This ticket comprises a 'paddle pass' permitting that craft to paddle for 7 days between 11-17 September 2025.</p>	
<b>3</b>	<b>CRAFT HIRE &amp; ENTRY</b>
<p>Craft hire provided by Stour Kayak (S2C Official Hire Partner) with waterways licence, paddle and buoyancy aid.</p>	


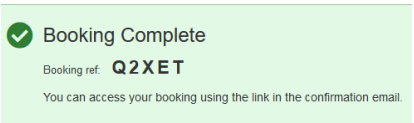
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## BOOKING PROCESS

<b>1</b>	<p><b>Click <i>SELECT</i></b> and adjust quantity next to relevant ticket option.</p> <p>View selection by <b>clicking on <i>BASKET ICON</i></b> (top of page) or <b><i>VIEW SELECTIONS</i></b> (scroll down)</p> <p>Doublecheck the ticket type before proceeding.</p>	
<b>2</b>	<p>Happy to proceed? <b>Click <i>BOOK NOW</i></b> (go to Step 4)</p> <p>Need to amend ticket selection? Go to Step 3</p>	
<b>3</b>	<b>Need more tickets?</b>	<b>Too many tickets? Wrong tickets?</b>
	 <p><b>Click <i>SELECT MORE</i></b>, add tickets, return to Step 3.</p>	<p><b>Click <i>X</i></b> next to relevant ticket to delete. If all tickets are deleted, page displays “You have no selected items. Return to the schedule list.” <b>Click on <i>SCHEDULE LIST</i></b> and return to Step 1.</p>
<b>4</b>	<p>Input email for main booking contact. This person is not necessarily paddling but will receive the booking confirmation. <b>Click <i>CONTINUE</i></b>.</p> <p>Input S2C Booker Name and participant consent to S2C Rules. <b>Click <i>CONTINUE</i></b>.</p>	
<b>5</b>	<p>Next screen shows each selected ticket type with ‘Attendee’ dropdown box choice.</p> <p>Fill empty fields with requested details for each entry.</p> <p>For multiple entries, doublecheck ticket type before entering details for each craft.</p>	
	<b>Error Message?</b>	<b>Error solution</b>
	Not all of the entered attendees have been assigned to a place.	> Select different attendee for each craft
	⚠ This attendee is already assigned to this event.	> Change attendee
<b>6</b>	<p>Once payment is verified and completed, page displays 'Booking Complete' with your unique booking reference (formed of 5 random letters and numbers).</p>	
		
<b>8</b>	<p>Confirmation of successful submission is sent to Booker email address (check spam and junk folders). This only confirms selected ticket type/s and unique 5-character booking reference. <b>Don't worry when you see 'Name Not Given' for all participants and no other details!</b> Confirmation of all details will be emailed ahead of the event so you can check and verify information is correct. Event communications and updates will be sent to the Booker and/or Primary Paddler.</p>	