

2026 - HOW TO BOOK ONLINE VIA BOOKWHEN.COM/S2C



Any queries or problems completing online registration?

S2C@riverstourtrust.org or 01787 313199 (weekdays only)

BOOK ONLINE via 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. Be careful to enter the correct details if you have selected different ticket types!

TICKET SELECTION - tickets relate to single craft entry determined by:

1. Number of people in a single craft:

- 1 – Solo / Single (1 person)
- Duo / Tandem (2 people)
- Multi (3-4 people)
- Family (2 adults and up to 3 children)

2. Waterways licence for each craft:

- Licensed
- 'S2C Paddle Pass' or;
- Fluidity Hire Craft

LICENSED ENTRY TICKET

You can provide proof of either a valid Paddle UK 'on the water' membership or Environment Agency craft registration.

S2C PADDLE PASS ENTRY TICKET

You need a waterways licence for the event ('S2C Paddle Pass').

FLUIDITY CRAFT HIRE ENTRY TICKET

You need a licensed craft from Fluidity (S2C Official Hire Partner).

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BOOKING PROCESS

STEP	Guidance	
1	Click SELECT next to relevant ticket option/s and adjust quantity, as required. Click on BASKET ICON (top of page) or VIEW BASKET (bottom of page).	
2	Happy to proceed? > Click BOOK NOW (now go to Step 4) Need to amend/cancel? > Refer to Step 3	
3	Need more tickets?	Too many tickets? Wrong tickets?
	Click ADD MORE , return to Step 1.	Click X or Remove . You cannot adjust ticket quantity so page displays "You have no items in your basket. Return to the schedule list." Click on ADD MORE or SCHEDULE (return to Step 1)
4	Input email address for Booker (to receive the booking confirmation and not necessarily taking part in the event) > Click CONTINUE . Input Booker Name and consent of entrants to abide by S2C Rules. > Click CONTINUE .	
5	- Next screen displays ticket type with 'Attendee' dropdown box choice. - Complete all required fields for that entry. - For multiple entries, doublecheck ticket type and ensure different 'Attendee' is selected from dropdown for each entry.	
	Error Message?	Error solution
	Not all of the entered attendees have been assigned to a place.	> Ensure different attendee for each craft
	⚠ This attendee is already assigned to this event.	> Change attendee
6	Once payment is verified and completed, screen displays 'Booking Complete' with your unique booking reference (5 random letters/numbers). Booking Complete Booking ref: Q2XET You can access your booking using the link in the confirmation email.	
8	- Confirmation of the submission and the unique booking reference is sent to the 'Booker' email (please check spam and junk folders). - Don't worry when you see 'Name Not Given' for entrants and no other details! Confirmation of your submitted entries will be checked and verified with you before the event. - Event communications will be sent to the Booker and/or Primary Paddler.	