

## Surrey Sports Park Online Booking Guide

The following are brief guidelines that should help you to get the most out of our online bookings software.

### Step 1: Registration

You are required to initially register with our online booking system before you are able to make bookings. Please follow the link to online booking from our website and register as follows:

- From the online booking homepage, click on 'Register'
- Your membership (card) number or University of Surrey student/staff number (whichever card you use to access Surrey Sports Park)
- Confirmation of your email address
- Tick the box to confirm you accept the terms and conditions
- Click on the 'register' button

You will then be emailed a link to set a password. Follow the link in this email and set a password as prompted. Once this is complete you will be able to log in and book activities.

### Registration Problems

- If you are unable to register, firstly ensure you are entering the whole number on your membership card and the email address you provided on your application form. For University of Surrey staff and students, the card number is the number below the barcode and in most cases your university email address.

If you are still unable to register please contact Front of House, where they will be able to assist you by providing the correct details.

### Step 2: Log In

From the online booking homepage, please enter your email address used to register, and the password you created earlier and click on 'Log On'.

### Step 3: Booking Activities

1. To book an **activity**, once logged in select 'Book an Activity'. Then:

- Select the activity of your choice from the left hand side of the screen
- Select the available timeslot you wish to book
- Click 'Add to Basket'. As a member you can book activities up to 14 days in advance
- In your 'basket' double check the details of the booking you are making then tick the box in the bottom left to confirm you agree to the terms and conditions
- Click 'checkout'
- If the activity is chargeable then you will be directed to WorldPay's secure payment portal where your payment will be processed
- If the activity is covered by your membership and carries no charge, you will be asked to re-enter your password to confirm the booking.

2. To book a **group fitness or aqua class**, once logged in select 'Book an Exercise Class'. Then:

- Select the desired class by selecting 'Add to Basket'. As a member, you can book classes up to 5 days in advance
- In your 'basket' double check the details of the booking you are making then tick the box in the bottom left to confirm you agree to the terms and conditions
- Click 'checkout'
- If the activity is chargeable then you will be directed to WorldPay's secure payment portal where your payment will be processed
- If the activity is covered by your membership and carries no charge, you will be asked to re-enter your password to confirm the booking

Please ensure that for all 'zero value' transactions, you still follow the checkout process detailed above. If you do not do this, your booking will not be made.

Please note that for all 'zero value' bookings made, these can be cancelled up to 4hrs before the start time of the booking. **Please Tel: 01483 689111 to cancel.**

#### **Step 4: Print Confirmation**

For paid transactions, after payment has been made click on the link to go back to Horizons. You will then be able to print a confirmation of your booking. A receipt of your payment will also be sent to your email address.