Using the Online Booking System

Once logged into the website you will see your ‘Home’ Page

On the left hand side are the drop down menus, in the centre of the page is a notifications box and membership details, and on the right hand side under ‘Make a Booking’ you may see a list of classes you attend regularly. If you choose the ‘Drop In’ button this will open the book classes’ page.

Booking Classes – There are 2 options on the make a booking drop down menu, they are:

- Book Classes
- View Timetable
**Book Classes**

If you choose the ‘Book Classes’ option the online booking page will open.

Initially the box headed ‘Clubs/centres’ will have your home club already populated i.e. the centre you joined at. To change the centre you want to view or add multiple centre, simply click in this box and add/remove centres.

Next choose ‘Classes’ in the category box, this will open the activities box and show all the types of classes available to book online.
Scroll up/Down to choose specific classes you are interested in, and then press view timetable at the bottom of the class list.

This will bring up the classes you have chosen to look at (If you don’t choose any classes and press view timetable, it will show all classes for that day relating to the centres you chose previously.)
You can choose the dates at the top to look at the next day, or the next 7 days for class bookings. (Classes can only be booked 7 days in advance) You can also select a specific date form the select date button

The class info will show the class name, time, class duration, centre name, instructor name if known and how many slots are still available in that class. A full class will have an orange circle/white cross against it if it is full.
If you choose a class it will show the class information and the cost for that class, with the option of adding this class to your basket. It will also show the cost of the class and the discount depending on which type of membership you have.

You can close the class option at this point and continue to browse or choose add to basket, this will add the class to your basket, but you will not be booked in the class yet.

At this point you can continue to your basket and book yourself onto the class and pay if classes are not part of your membership option or you are a ‘pay as you go’ customer. Or you can close the box and continue to browse and add more classes.

If you close to continue to browse you will see that the class now has a tick against it as it has been added to your basket.
If you choose continue to basket it will take you to your basket, if after browsing you simply want to go to your basket and book the class, press the basket icon in the top right hand corner of the screen

Your basket will have the class/classes you have chosen, you can delete items from your basket by choosing the red cross on the basket item, this will remove that item from the basket. You can also choose book another and go back to view the timetable.

To book your place in the class, press continue, you will be asked to accept the T’s & C’s

Accept the T’s & Cs then press ‘confirm’
You will now be booked onto the class. You can go book another class by choosing book another and also subscribe to the class being added to your own personal calendar on your phone/PC and send out a message on your social media platforms about your booking.

You will also receive an email confirming your booking.

From: moreph@legendware.co.uk
Date: 22 February 2019 10:13:10 GMT
To: 
Subject: Your Order Confirmation

The Lasswade Centre
9 Eskdale Drive
Bonnymuir
EH10 2LA
0131 271 4533

Account Name: Online Testing
Transaction Number: 0
Transaction Date: 22/02/2019 10:13 AM

Activity: Online Test Body Pump - Do Not Use in Centre
Location: Dance Studio A
Date: 22/02/2019 10:00 PM
Price: £0.00

Cart Total
Subtotal before Tax: £0.00
Total Standard VAT: £0.00
Total Amount: £0.00

The Lasswade Centre
**View Your Bookings**

To view your bookings or cancel a booking you have made, choose the view bookings drop down menu on the left of the page and choose ‘View My Bookings’

This will open your view bookings page, to view any bookings you have made choose the drop down option on the bookings bar

This will open your booking/bookings

**Online Test Body Pu…**

**Location:** Lasswade LC

**Date:** Fri 22 Feb, 2019 - 22:00 - 23:00

Booked

Waiting List (0)
If you need to cancel your class booking (This can be done up to 2 hours before a class time, if after the 2 hour notice period you will receive a ‘strike’ against your online account. 3 strikes will mean you cannot book online for 1 week.)

To cancel choose the class you want to cancel, a cancel option will appear.

View Bookings

Chose the cancel option and you will be asked if you are sure you wish to cancel this booking

Cancel Booking

Are you sure you want to cancel this booking?

Yes  No

Booking cancelled successfully

Close
You will be sent an email confirming the cancelation:

From: namely@legend@art.co.uk
Date: 22 February 2019 10:28:12 GMT
To: [email]
Subject: Cancellation confirmation

Cancellation confirmation

Dear Online,

Thank you for letting us know you are unable to attend Online Tusi Body Pump – Do Not Use as Centre at LasaveneLC on 22 February 2019 at 22:00.

Visit https://unified@am.legendonlin@ervices.co.uk/enterprise/account/login to book your next activity.

Remember: you will be charged the cost of a class unless you tell us 2 hours in advance of the class start time that you can’t attend. Read the full terms at Cancellation Policy.

You can also cancel your booking by calling the leisure centre direct.

Regards

You are receiving this email because you have registered to use the [name of site]. If you did not register to receive these emails, please click the Unsubscribe link at the bottom of this email. To receive emails again, please follow the instructions at the bottom of this email. Your details will not be disclosed or used by third parties for marketing or promotional purposes.

If you pay for classes and cancel a class out with the 2 hours, you will receive a ‘credit note’ on your account. You can use this credit note when you get to the payment screen to pay for another class.

To use your credit not for payment just choose the ‘Use Available Credit’ option on the payments screen when booking another class.

To view your credit notes, choose ‘My Account’ on the pulldown menu, then ‘Bills & Payments’
Choose the ‘Credit Notes’ option and any credit notes will be visible.

Bills And Payments

Here you can view your outstanding bills as well as any vouchers or credit notes attributed to you.

Browse Timetable

To view classes available you can also choose the View Timetable option from the pulldown menus on the screen:

Again your ‘home’ centre will be already added, to add others click in the box and choose the centres you wish to look at. The view timetable option will simply show ALL classes,
there is no filter to pick which classes you want to look at, choose the centre/centres and press search:

This will bring up the various classes on that day at the chosen centres, use the calendar options to view other days and book and pay as per instructions above.