



The Writers' Summer School

Guidelines for Paying Online

Your booking will time out after approx. 10 mins, so please read these guidelines and our Terms & Conditions before you begin the online booking process. If you still need help, contact the Treasurer on treasurer@swanwickwritersschool.org.uk or call 01290 552248 (please leave a message and your call will be returned as soon as possible).

1. **Choose all items** you wish to purchase before clicking **View Basket** or **Checkout**. Should you forget an item on your booking, save the form, then close the form box ('X' in the top right corner), add the item to your list then return to **View Basket** or **Checkout**, and resume where you left off.
2. **Save your data as you go** using the **Save** button at the top of each item.
3. **Add or delete text as appropriate to each question**. E.g.: Q3. *'If this is your first year at Swanwick, please state how you found us'*, A. 'Yes, Writing Magazine', delete everything but 'YES', then add 'Writing Magazine'.
4. **Give as much detail as possible when asked for additional information**, especially where a medical condition may affect the location of your room or a dietary choice or condition affects what you can eat.
5. **Do not use the back arrow on your browser** as this will erase all data, even if you have saved.
6. **Q1 – answer N/A if the booking is for yourself**. The system automatically lists like items together, but not necessarily in the order you have chosen them. If you are booking for more than one person, we need to know who belongs to which room, so Q1 is for their personal details: name, postal address, landline and/or mobile and email address for each booking.
7. **Check that the details entered are correct before finalising your booking** as any anomaly could cause delay in confirmation.
8. **You will have a chance to check and amend your details after you proceed to Checkout**. You can also delete the entire order at this stage.
9. **When ready to finalise your booking, proceed to payment and follow the instructions**, including the 'I'm not a Robot' security procedure.
10. **Include room requests or any other requests or instructions in the 'Special Instructions' box on the final page**. We cannot guarantee that requests will be honoured but will do our best to accommodate.
11. **The Terms & Conditions check box must be ticked** before payment can be taken.
12. **After payment, you will receive an automatic notification of your pending order which can be printed or saved**. Once the Treasurer has verified your booking, you will receive a formal e-mail confirmation. **Your booking is not confirmed until you have received this formal confirmation**.