



The Writers' Summer School

### Guidelines for Paying Online

Please note that 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.

- **Choose all items** you wish to purchase before clicking **View Basket** or **Checkout**.
- **Read questions and instructions carefully before responding, and make sure you answer all questions.** You may need to scroll down or enlarge the form box to see more of the form.)
- **Add or delete text as appropriate to each question.** Where there is a choice or list of suggestions, delete irrelevant text to leave just your answer. For example, if your answer to Q3. *'If this is your first year at Swanwick, please state how you found us'* is 'Yes, Writing Magazine', delete everything but 'YES', then add 'Writing Magazine' in the text box.
- **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.
- **Save your data as you go** using the **Save** button at the top of each item.
- **Do not use the back arrow on your browser** as this will erase all input data associated with items, even if you have saved. 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.
- **If you are only booking for yourself, please answer 'N/A' to Q1.** If the booking is for someone else, please give their name, postal address, landline and/or mobile and an email address.
- **Check that the details entered for each accommodation are correct before finalising your booking** as any anomaly could cause delay in confirming your booking. Please note that the system automatically lists like items together, but not necessarily in the order you have chosen them.
- **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.
- **When ready to finalise your booking, proceed to payment and follow the instructions,** including the 'I'm not a Robot' security procedure.
- **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.
- **The Terms & Conditions check box must be ticked** before payment can be taken.
- **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.**