

## Using the Shout online booking system

### To book online with Shout make sure you have ready:

- Your payment details – either credit or debit card or childcare voucher company details
- Your child's more card number if you are booking at the more card or concessionary rate

### Not sure of your more card number or if the card is still valid?

All more card applications are handled by the Xcel leisure centre. Call 01932 260300 to speak to the Xcel about your more card details.

### Searching for a course

1. On the search page, you can refine your search by course category, keyword, location or date. To view all courses just click Search at the bottom of the page.

### Find a course or event

If you would like to refine your search by course category , location or date please choose from the list below. To view all available courses click search.

#### Categories

Use this list to refine your search by course category. To select multiple items hold the CTRL key and click the items in the list to choose them. To remove an item from your selection hold the CTRL key and click the item to remove.

Categories

#### Keyword

Keyword

2. You will then see a list of courses that match your search. In this list you can view the course title, venue, date, time, price and on the right the number of available places.

**Shout! Sports Camp Week 1** Available Places:28

XCEL LEISURE COMPLEX

Start: 24 July 2017 at 08:30

Sessions: 5

Duration : 9.00 hours

Standard weekly rate (£150.00) . More card weekly rate (£125.00)

Course Details

**Shout! Sports and Arts Camp Week 1** Available Places:39

BELL FARM SCHOOL

Start: 26 July 2017 at 08:30

Sessions: 1

Duration : 9.00 hours

Standard daily rate (£30.00)

Course Details

3. Click on the course title to open and view the full course details
4. Here you can see the course date(s) and times. Click on **Show Sessions** to view the times for each day.
5. To book select the number of places you would like to book from the dropdown list at the bottom. To access the reduced more card or concession rates enter your child's more card number and click Add Discount. If you do not have your child's more card number or the system will not accept it contact the Xcel Leisure Centre on 01932 260300 to check their membership details.
6. Read the terms and conditions and tick the box to agree to them
7. Click Add to Basket to add this booking to your basket.
8. At this point you will be prompted to register for your course to be added to the shopping basket. Continue through the registration process or log in if you already have an account.

9. You will now need to enter your child(ren)'s details. If this is the first course you have booked click **Add New Participant** and enter their information. If you have already added a booking to your shopping basket you will be able to select your child using the **Add Existing participant**.

**Please fill in details for the participants of this course or event.**

**Participant 1**

Course: Shout! Sports and Arts Camp Week 1

Participant type: Standard daily rate

Currently participating: not selected

[Add existing participant](#) [Add new participant](#)

[Save and Continue](#)

10. You can now click **Save and Continue** to view your shopping basket.
11. To add more courses to your booking click on **Continue Shopping** to return to the search screen, or **Proceed to Checkout** to make payment.
12. When you add additional courses to your booking the children's names will appear in the dropdown list when you click **Add existing participant**. You will not need to enter their details again.
13. When you are ready to checkout you will be asked to complete any additional information fields that have been requested by the course organiser, such as your child's age or whether they have additional needs or requirements. If you tick the box to inform us that your child has additional needs or requirements a representative from Shout will contact you to discuss within 7 days.

## Logging into your account to view your booking history

From the search screen click on **My bookings/Details** to log into your account.

**Find a course or event**

Register

**My bookings/Details**

**Find a course or event**

If you would like to refine your search by course category , location below. To view all available courses click search.

**Categories**

Use this list to refine your search by course category. To select more items in the list to choose them. To remove an item from your list click the item to remove.

Categories

- Big Dig, Sew and Grow
- Christmas Party
- Kayaking
- Monkey Music Theatre day
- Movie Arty Craft Day

## Forgotten your password?

From the search screen click on **My bookings/Details** to get to the login screen.  
From here you can reset your password.

### Login

A login is required to make bookings on our website.

If you don't already have an online booking account it's quick and easy to [register](#) for one now.

[If you've forgotten your login details click here to request a reminder](#)

### Login

Email:

Password:

## Frequently asked questions

- **The course I want has sold out – will more places become available?**

More places will only become available if another participant cancels their booking. We no longer operate a waiting list system; cancelled places are sold on a first come first served basis once they become available. Check back on the course list to see if places become available.

- **There are too many courses in the search list**

Check the Shout brochure at [www.elmbridge.gov.uk/shout](http://www.elmbridge.gov.uk/shout) to find the title or date of the course you would like to book. You can then use this to filter your search list on the search page.