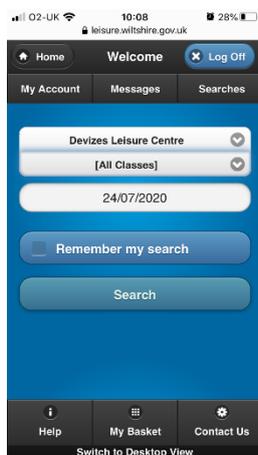


# Health and fitness

## Online booking – Wiltshire Council leisure services

### Using a mobile or tablet – booking a group exercise class, swim or gym session

- 1) Once you have logged in, 'select classes' and which leisure centre you'd like to use. You can search by date and then click search.



- 2) Once you have logged in, 'select classes' and which leisure centre you'd like to use. You can search by date and then click search.



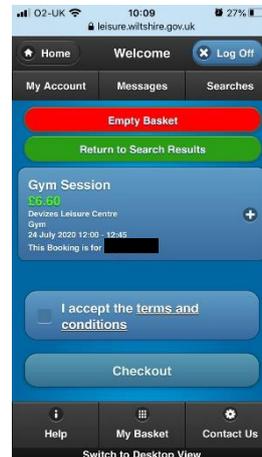
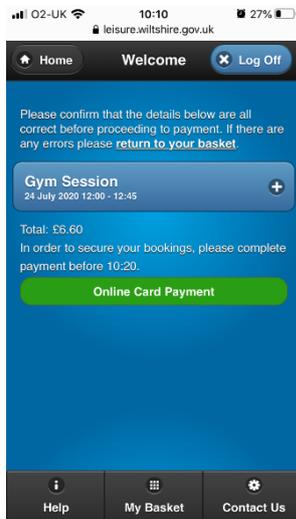
- 3) Select the class you wish to attend. This is then highlighted and you can add to basket



# Health and fitness

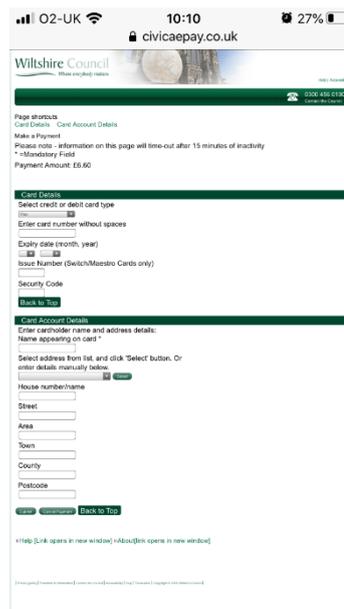


- 4) You'll then see your shopping basket. Check the details to make sure it's the right class you want to book. You need to click to accept terms and conditions and then click checkout.



- 5) Confirm the details by clicking on online card payment (if your activity is a zero cost transaction this will say 'make booking' and you will then receive a booking confirmation screen and reference number – see point 8)

- 6) This takes you to the Civica payment portal where you can make your payment.



# Health and fitness

## Payment Confirmation

Please note - information on this page will time-out after 15 minutes of inactivity  
Payment Amount: £6.60

Payment Details			
Card Number	Card type: Delta (Visa Debit)		
Account Type	Amount (£)	Charge (£)	Address
Miscellaneous	6.60	0.00	
Payment Amount	6.60		

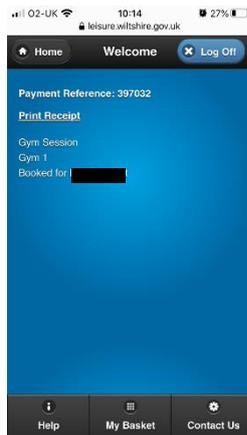
## Confirmation

After pressing Confirm, you will be re-posted to a holding page while your request is processed.  
When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the items listed above.

[Back To Payment](#) [Details](#) [Confirm](#) [Cancel](#) [Back to Top](#)

7) This will take you to a final payment confirmation screen where you will 'confirm' your payment.



8) Your final booking confirmation screen and reference number. Following this you will also get a confirmation email

9) Please note that if you do not receive a confirmation email – your booking has not been made. You will need to contact the centre directly to make your booking.

## Using a desktop computer - booking a group exercise class, swim or gym session

4) Once you have logged in, select 'classes' and which leisure centre you'd like to use, the session you want to book and the date. Or just search by centre and day to see what's available:

Site:  
Five Rivers Health & Wellbe ▾

Activity:  
[All Classes] ▾

Date:  
21/01/2019

From:  
13:00 ▾

To:  
21:00 ▾

Number of Places:  
1 ▾

# Health and fitness

- 5) Your search will show the activities available in response to those search filters you set



Time	Class Name	Cost	Contact this site
18:00 - 19:00	Body Pump	£ Free	🚫
18:00 - 19:00	Studio Cycle - Main Lights	£ Free	🚫
18:30 - 20:00	Hatha Yoga (advanced)	£ Free	🛒

- 6) To add a class to your basket, click on the icon to the right-hand side (the no entry icon shows that this class is full).
- 7) You'll then see your shopping basket. Check the details to make sure it's the right class you want to book. You need to click to accept terms and conditions and then click checkout.

## Shopping Basket

You have one item in your basket

[ Empty Basket 🛒 ]

Please review your basket's contents before proceeding to the checkout.



Legs, Bums + Tums , 24 January 2019 10:30 - 11:30

Five Rivers Health & Wellbeing Centre - M.h 5-8  
You will need to provide membership or contact details before proceeding to checkout. This booking is for [redacted] (click to change).

£0.00

I accept the terms and conditions.

Checkout

- 8) This is the screen you'll see confirming the group exercise class in your basket, the day, time and member name. The cost of the booking is displayed at this point too – for Life Zone members this is zero cost, for other users the cost of the class will be displayed.

# Health and fitness



**If no payment is required** (Life Zone, Fitness Zone, Swim Zone, Junior Zone member depending on membership entitlement)

Search

## Checkout

Please confirm that the details below are all correct before proceeding to payment. If there are any errors please [return to your basket](#)

Lanes Main Pool , 23 July 2020 13:15 - 14:00

Five Rivers Health & Wellbeing Centre - P.main

£0.00

Total: £0.00

In order to secure your bookings, please confirm your bookings before 11:35.

[Make Bookings](#)

You'll get a confirmation screen, reference and an email to confirm your booking. Please note that without this confirmation your activity has not been completed.

Search

## Order Confirmation

Payment Reference: 397025

[Print Receipt](#)

Lanes Main Pool

P.main

Booked for

**If a payment is required** – leisurecard pay as you go member

In order to complete your transaction please click on 'Proceed to online card payment'. This will bring up a final confirmation and your reference number

## Checkout

Please confirm that the details below are all correct before proceeding to payment. If there are any errors please [return to your basket](#)

Gym Session , 23 July 2020 13:00 - 13:45

Devizes Leisure Centre - Gym

£6.60

Total: £6.60

In order to secure your bookings, please complete payment before 12:07.

[Proceed to Online Card Payment](#)

# Health and fitness

9) Complete the details on the payment page and click submit

Wiltshire Council  
civicaepay.co.uk  
10:10  
27%  
0330 450 0300  
Page shortcuts  
Card Details - Card Account Details  
Make a Payment  
Please note - information on this page will time-out after 15 minutes of inactivity  
\*\*Mandatory Field  
Payment Amount: £5.60

**Card Details**  
Select credit or debit card type  
Enter card number without spaces  
Expiry date (month, year)  
Issuer Number (Switch/Maestro Cards only)  
Security Code  
Back to Top

**Card Account Details**  
Enter cardholder name and address details:  
Name appearing on card \*  
Select address from list, and click 'Select' button. Or enter details manually below.  
House number/name  
Street  
Area  
Town  
County  
Postcode  
Submit Cancel Back to Top

10) This will bring up a final confirmation page

Payment Confirmation  
Please note - information on this page will time-out after 15 minutes of inactivity  
Payment Amount: £5.60

**Payment Details**  
Card Number: [REDACTED] Card type: Delta (Visa Debit)

Account Type	Amount (£)	Charge (£)	
Miscellaneous	6.60	0.00	[REDACTED]
Payment Amount	6.60		

**Confirmation**  
After pressing Confirm, you will be re-posted to a holding page while your request is processed. When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the items listed above.  
Back To Payment Details Confirm Cancel Back to Top

Check the details and click confirm.

11) This confirms your booking and gives you the option to print the receipt if you wish. You do not need the printed receipt to access the session. You will also get an emailed confirmation of your booking to the email address you registered your online account with.

# Health and fitness



## On the day of your activity session

- 12) Simply come to the centre in time for your session, check in for your class via our concierge service at the front of the building. There is no need to bring your booking confirmation with you unless you wish to.

## Further information

For more help, and information on cancelling bookings if required, please visit the online booking pages and click on the 'Terms and Conditions' tab at the top of the page. This will provide details on cancelling a booking and other useful information.

If you have any problems or issues with your account or the booking process please contact your leisure centre directly in the first place or email [leisureadmin@wiltshire.gov.uk](mailto:leisureadmin@wiltshire.gov.uk).

There is a full list of all Wiltshire Council leisure centres at [www.wiltshire.gov.uk/leisure](http://www.wiltshire.gov.uk/leisure)