

# Health and fitness



## Online booking (Non-Members) – Wiltshire Council leisure services

*\*Only Adult non-members can use to make a booking. Juniors/Seniors will still need to contact individual centres.\**

### Registration

- 1) Non-members will not need to register for online bookings. If no-one is logged into the booking system then the prices shown on search will be non-member prices.

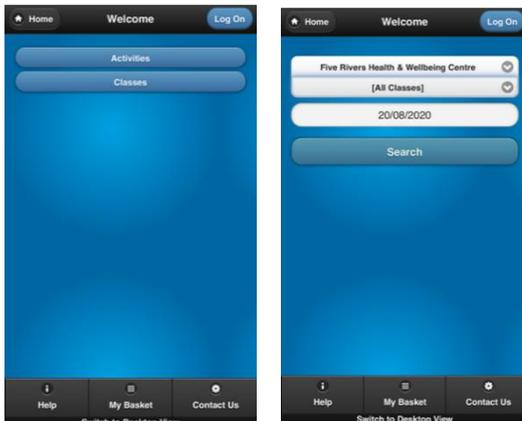
### Making a booking - general

On the initial search screen:

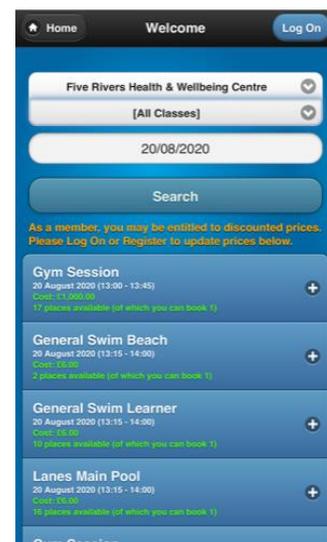
- Select classes for gym, swimming and group exercise classes
- Select activities for badminton, tennis and squash

**Using a mobile or tablet – booking a group exercise class, or swim session. (Gym sessions are viewable when searching but are not available without a valid membership – a purposefully exorbitant fee of £1,000 will be applied to any non-member gym bookings)**

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



- 2) Select the session you wish to attend



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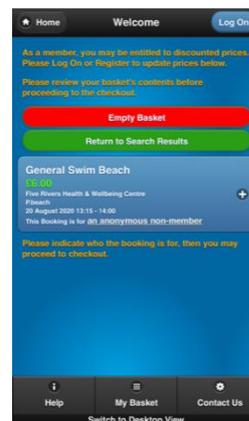


3) Select the class you wish to attend. This is then highlighted and you can add to basket

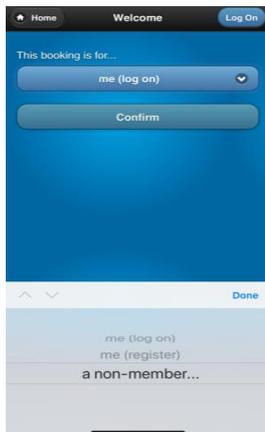


4) You'll then see your shopping basket. Check the details to make sure it's the right class you want to book.

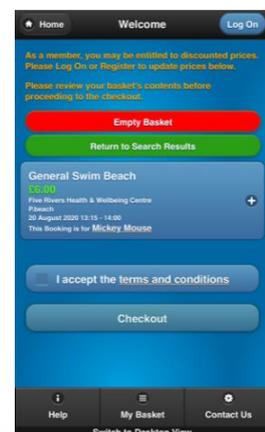
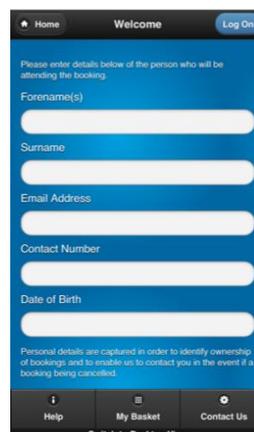
At this point the booking will say "This booking is for an anonymous non-member" – click on this to add your details.



5) At this point if you are a member it would give you the option to either sign in or register and account. As a non-member choose "a non-member", and click Confirm. If you have previously used the system as a non-member, it will also give you the option of the previously used casual.



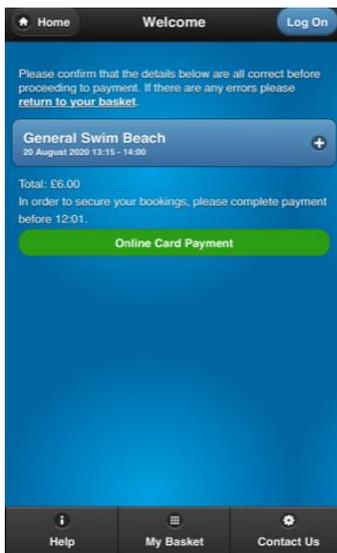
6) Enter all details requested and click continue. The named non-member should now appear in the booking (as below). Tick to accept the terms and conditions and press Checkout.



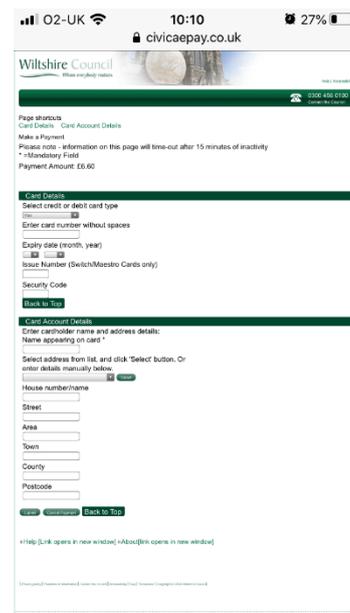
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7) Confirm the details by clicking on online card payment.



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



## Payment Confirmation

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

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

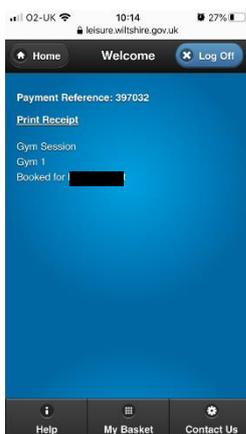
## Confirmation

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](#)

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



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

11) 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.

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## Using a desktop computer - booking a group exercise class, or swim session. (Gym sessions are not available without a valid membership)

- 1) 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 ▾

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

Search results for Body Balance on 20 August 2020

Five Rivers Health & Wellbeing Centre

Time	Class Name	Cost
17:30	Body Balance	£7.00
18:30		

- 3) 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).

- 4) You'll then see your shopping basket. It will default to saying that the booking is for "an anonymous non-member" click on this change the details. (at this point if you are a member and you've not logged in or registered you could select me (log on) or me (register). Fill in required details and select ok.

Shopping Basket

You have one item in your basket

Body Balance, 20 August 2020 17:30 - 18:30  
Five Rivers Health & Wellbeing Centre - MHS-8  
This booking is for an anonymous non-member (click to change)

£7.00

This booking is for...

- me (log on)
- me (register)
- an anonymous non-member...

Member Details Entry

Personal details for the member (this will be stored in the booking system)

Comments

Surname

First Name

Email Address

Contact Number

Date of Birth

Proceed back to the checkout to order or click the cancel or no thanks buttons to cancel or to proceed to the checkout. If the member is a member, they will be redirected to the checkout.

Cancel OK

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- 5) Once details have been entered the name on the booking will change. This means that the centre will have your details should the class need to be cancelled. Tick to accept the terms and conditions and then click Checkout.



- 6) 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](#).

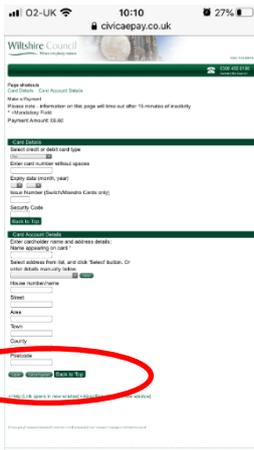


Total: £7.00

In order to secure your bookings, please complete payment before 13:49.

[Proceed to Online Card Payment](#)

- 7) Complete the details on the payment page and click submit



- 8) This will bring up a final confirmation page. Check the details and click confirm.

## Payment Confirmation

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

### 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](#)

- 9) 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.

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## On the day of your activity session

- 10) 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)