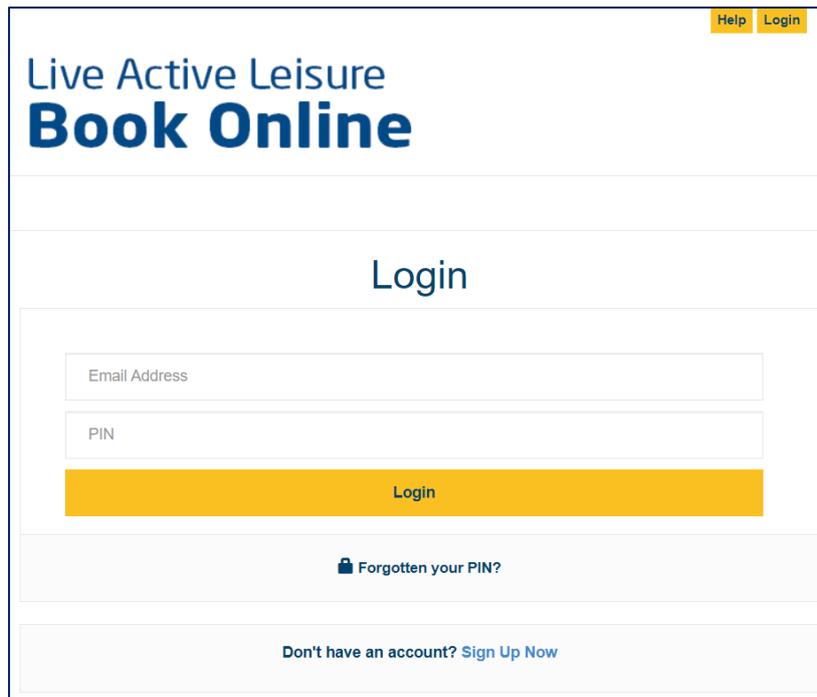


## 5-A-Side – Online Booking Instructions

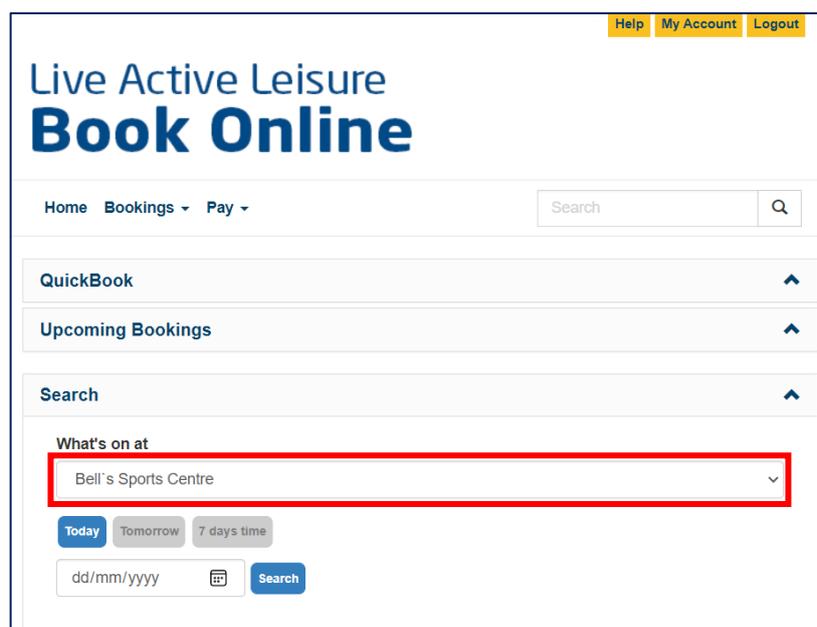
- Open our [Online Booking portal](#).
- To login you will need to use the email address associated with your account and a 4-digit PIN (these are the same details used to book a fitness class).

If you do not know your PIN you can either use the 'Forgotten your PIN option' (located beneath the Login button), email [leisure@liveactive.co.uk](mailto:leisure@liveactive.co.uk) or ask in venue. If you do not have an account with us, you can signup with our [Join@Home portal](#).



The screenshot shows the 'Live Active Leisure Book Online' login page. At the top right, there are links for 'Help' and 'Login'. The main heading is 'Live Active Leisure Book Online'. Below this is a 'Login' section with two input fields: 'Email Address' and 'PIN'. A yellow 'Login' button is positioned below the fields. Underneath the button is a link for 'Forgotten your PIN?' with a lock icon. At the bottom of the login section is a link for 'Don't have an account? Sign Up Now'.

- In the Search section make sure Bell's Sports Centre is selected, you can also select the date, but this can be changed later. 5-a-side Arenas can be booked up to 7 days in advance of the current date.



The screenshot shows the 'Live Active Leisure Book Online' search page. At the top right, there are links for 'Help', 'My Account', and 'Logout'. The main heading is 'Live Active Leisure Book Online'. Below this is a navigation bar with 'Home', 'Bookings', and 'Pay'. A search bar is located to the right of the navigation bar. Below the navigation bar are three sections: 'QuickBook', 'Upcoming Bookings', and 'Search'. The 'Search' section is expanded, showing a dropdown menu for 'What's on at' with 'Bell's Sports Centre' selected. Below the dropdown are buttons for 'Today', 'Tomorrow', and '7 days time'. At the bottom of the search section is a date input field labeled 'dd/mm/yyyy' and a 'Search' button.

- In the Activities section (near the bottom of the page) you will have 3 different options for 5-a-side, each relates to an Arena at Bell's. Click on one to view the slots available for booking.

**Please Note:** each option will only show slots for one arena, to check all arenas for availability you will need to do each separately.

The screenshot shows a 'Classes' menu with a dropdown arrow. Underneath, the 'Activities' section is expanded. There are five activity options, each with a blue button and a grey label: '5-A-Side - Arena 1', '5-A-Side - Arena 2', '5-A-Side - Arena 3', 'Badminton (online)', and 'Squash (online)'. To the right of each button is a grey label: '5-A-Side Football', 'Badminton', and 'Squash'. Below each button and label is a red heading: '5-A-Side Football (Arena 1) Booking - Mon - Fri Only', '5-A-Side Football (Arena 2) Booking - Mon - Fri Only', '5-A-Side Football (Arena 3) Booking - Mon - Fri Only', 'Badminton Court', and 'Squash Court'. Below each heading is a 'Please Note' text: 'The person booking will pay for themselves only, e...'. The first three activity options are highlighted with a red border.

- On the next screen you will be shown all slots available for booking. Green slots are available to be booked, whilst the white slots are already taken. You can change the date of the booking by clicking on the arrows next to the date bar.

The screenshot shows a 'Select Slot' screen. At the top, it says 'Select the day and timeslot to view the specific availability'. Below that, it displays '5-A-Side - Arena 1 [Arena 1, Arena 1 Court 2, Arena 1 Court 3, Arena 1 Court 5]'. Underneath, it shows the date 'Mon 29 Nov' and the time range '00:00 - 23:59'. A date bar is highlighted with a red border, showing 'Tue 07 Dec' with left and right navigation arrows. Below the date bar is a list of time slots: 17:00, 18:00, 19:00, 20:00, and 21:00. The 19:00 and 20:00 slots are highlighted in green, while the others are white. A red border highlights the entire list of time slots. At the bottom, there is a section for 'Availability status information' with three buttons: 'Available' (green), 'Not available' (white), and 'My booking(s)' (orange).

- Once you have selected a slot, slot you will be taken to a summary screen. Here you will find all the relevant details of the booking and it also gives you the option to add an additional booking before you checkout. Click Book & Checkout to proceed.

**Please Note:** All bookings must be paid for at the time of booking to reserve the slot. Any unpaid booking will be removed after 20mins (a confirmation email is sent regardless of payment status). The associated cost is for the person booking only, everyone else attending must pay in venue on arrival.

## Complete Your Booking

5-A-Side - Arena 1 [Arena 1, Arena 1 Court 2, Arena 1 Court 3, Arena 1 Court 4, Arena 1 Court 5]

Tue 7 Dec, 19:00 (60 mins)  
£3.50

Comments

**5-A-Side Football (Arena 1) Booking** - Mon - Fri Only

**Please Note:** The person booking will pay for themselves only, everyone else attending will need to do so at venue.

Do you want to make this booking?

Add Additional Booking

Book & Checkout

Cancel

- Click Pay with Card to proceed to our payment provider.

## Your Basket

Total to Pay

£3.50

Pay with Card

Description	Amount
✓ 5-A-Side - Arena 1 Tue 7 Dec, 19:00 (60 mins) Ref: 2808491	£3.50
Sub total	£3.50
Total to pay	£3.50

Pay with Card

- Payment process is similar to most online retailers, complete the form to pay for the activity.



### Live Active Leisure - Secure Payment

Please review your purchase details, then select a payment method to continue.

Select language

Description **5-A-Side - Arena 1, MID:327, BREF:0,07/12/2021 19:00, £3.50**

Amount **£3.50**

Select your payment method

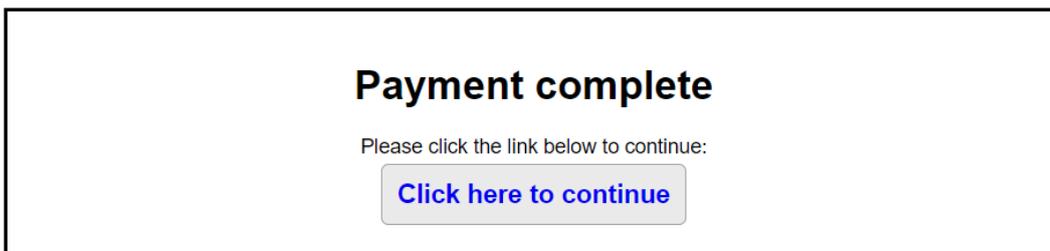
    

Mastercard Visa Maestro JCB MasterPass

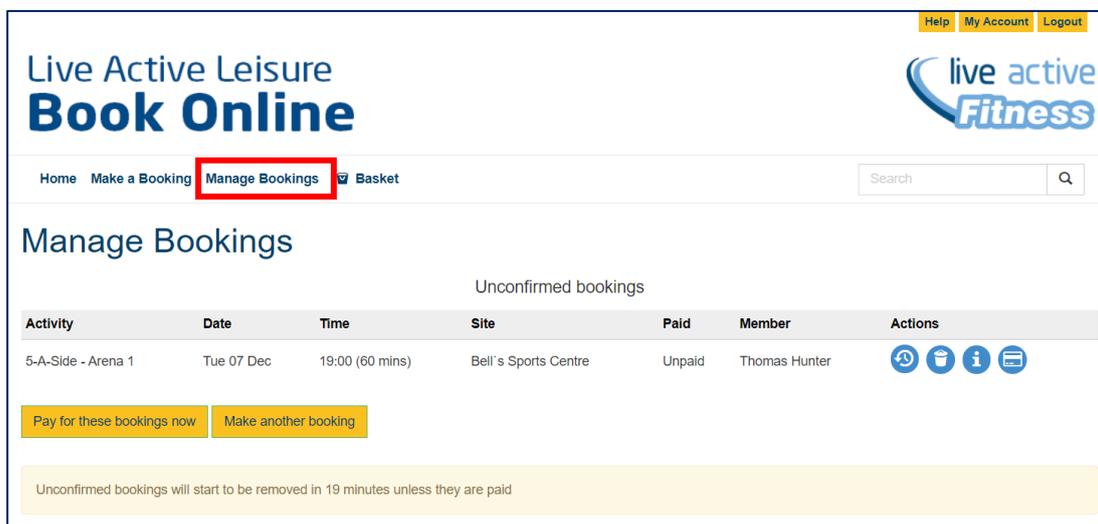
payments powered by  For help with your payment visit the: [WorldPay Help](#).

WorldPay (UK) Limited © 2018

- Once the payment process has been completed you should be presented with a Payment complete page. Click the button to continue.



- The booking is now complete. You will receive an email with details of the booking and an email with your receipt for payment.
- You can confirm your current bookings by clicking Manage Bookings. Here you will find all of your upcoming bookings and payment status.



## Moving a Booking

You can move an existing booking to a different day or time should there be slots available.

**Please Note:** when moving a booking online, you will be limited to the same Arena as the original booking. To transfer to a different Arena, you will need to speak to staff in venue.

- On the Manage Bookings page, click the move button next to the relevant booking.



- You will be given a weeks' worth of slots to choose from. This screen is just used to select a date and may not accurately represent available slots. Click on an available slot on your preferred day to list availability for that day.

Fri 10 Dec to Thu 16 Dec							
	Fri 10 Dec	Sat 11 Dec	Sun 12 Dec	Mon 13 Dec	Tue 14 Dec	Wed 15 Dec	Thu 16 Dec
16:30	Not Available	Not Available	Not Available	Available	Available	Not Available	Available
17:30	Not Available	Not Available	Not Available	Available	Available	My Booking	Available
18:30	Not Available	Not Available	Not Available	Available	Available	Available	Available
19:30	Not Available	My Booking	Not Available				
20:30	Not Available	Not Available	Not Available	Not Available	My Booking	Available	Not Available
21:30	Not Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available

Availability status information

Available	Not available	My booking(s)
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- Click on an available slot to select it.

Mon 13 Dec	
-	
17:00	
18:00	
19:00	
20:00	

- You will be show a summary of the move, click Confirm to complete the change.

Please click on **Confirm** to move your booking

5-A-Side - Arena 3 [Arena 3, Arena 3 Court 2, Arena 3 Court 3, Arena 3 Court 4, Arena 3 Court 5]  
 Tue 7 Dec, 21:00 (60 mins)  
 Total £3.50

Move to

5-A-Side - Arena 3 [Arena 3, Arena 3 Court 2, Arena 3 Court 3, Arena 3 Court 4, Arena 3 Court 5]  
 Mon 13 Dec, 18:00 (60 mins)  
 Total £3.50

**Confirm** Cancel

- A message will be displayed of the booking was moved.

**The activity has been moved successfully**

### Canceling a Booking

If you wish to cancel a booking you will need to contact the venue, this cannot be performed online. A refund for the booking is at the managers discretion and may be refused if bookings are cancelled repeatedly. Bookings cancelled on the day of the booking, will not be refunded.