

How do I register for the online booking service?

Register a new account:

- From the homepage, select the 'Register' link located above the basket header on the right hand side of the page
- Complete all of the fields on display. NOTE: The email address you enter must match your easecard record on our system
- Please check the registration notes below if you are unsure of what to enter in any of the fields
- Click 'Register'

Activate your account:

- An account activation email will be sent to the email address you entered during the setup, click on the link within the email. This will take you to the activation page
- Confirm the answer to your security question
- Enter and confirm your desired password
- Click 'Activate'

Congratulations, you are now logged on and ready to start making bookings.

Registration notes:

- Please note: your membership card number can be found on the front left-hand corner of your easecard and will be six or seven digits long. For example, 999999
- The card number and email address you enter must match the record we hold for you
- If you experience problems with the registration process please check your record details with one of our facilities. Please ensure you use an email address that you check on a regular basis. In addition to the account activation email you will receive, this email address will also be used for payment confirmations and re-activation links in the event that you forget your password.

How do I log on?

- Select the 'Log On' link located above the basket header which can be found on the right hand side of any page on the site
- Enter your username and password
- Click 'Log On'



- You can use the 'Remember me' tick box to save your username for subsequent visits

What do I do if I forget my username?

- Navigate to the 'Log On' page as normal
- Click on the 'Forgotten Username' link located directly above the 'Account Information' box
- Enter the email address you registered with
- Click 'Request username reminder'
- An email will be sent to the email address you entered during the setup, containing the username you registered with

What do I do if I forget my password?

- Navigate to the 'Log On' page as normal
- Click on the 'Forgotten Password' link located directly above the 'Account Information' box
- Enter the username and the email address you registered with
- Click 'Request re-activation' link
- An account re-activation email will be sent to the email address you entered during the setup, click on the link within the email. This will take you to the activation page
- Confirm the answer to your security question
- Enter and confirm your new password
- Click 'Activate'

How do I change my password?

- Log on as normal
- Select the 'Change Password' link located above the basket header which can be found on the right-hand side of any page on the site
- Enter your current password
- Enter and confirm your new password. Please note that your new password must be at least 6 characters long
- Click 'Change Password'

How do I make an online booking?

- Search for a class (all online bookings are defined as 'classes')
- Use the search facility located on the left-hand side of the page to find the class you wish to book
- First select the 'Class' option
- Select the facility you want to book from site dropdown menu



- Select the name of the class / activity you are looking for from the activity dropdown list, or choose 'ALL Classes'. If you are unsure when your class runs, we recommend you search using the default 'All Classes' option
- Select the date. Clicking into this field will display a date picker from which you may choose the date you wish to make your booking on. Classes may be booked up to seven days in advance
- Amend the search 'From' and 'To' time parameters to suit your requirements
- Click 'Search'
- The results will appear in the middle of the page.

Add or remove items from the basket:

- Choose the item you want and click the 'Add to basket' icon
- The shopping basket page is displayed allowing you to review your item
- From here you can: start another search; empty the entire contents of your basket; remove individual items from your basket; or proceed to the check out to complete your booking
- To remove the entire contents of your basket click the 'Empty Basket' link
- To remove individual items from your basket click 'Remove item from basket' icon next to the item you wish to remove

Complete the booking:

- Review the items in your basket
- Tick the 'I accept the terms and conditions' checkbox. Read the terms and conditions if you have not already done so
- Click 'Checkout'. Please note that you have 5 minutes from this point to secure and pay for your booking
- Confirm the booking by clicking the 'Make Bookings' link
- The order confirmation page will open up in a separate browser tab. Here you may view or print your booking confirmation
- An email will also be sent to the address you provided upon registration for the online booking service containing a link to the order confirmation page

Payment of a booking:

- If you are not a Contours member a payment will need to be made for your booking
- Once you have reached the checkout there will be an option to 'Proceed to online payment'. Confirm this by clicking on the link
- You will then need to complete all fields marked with an asterisk. Please note that the AVS Postcode field must contain the postcode that is registered against your bankcard, i.e. home address. Once all fields have been completed click on 'Continue'



- At this point you will need to confirm your payment details, please check over your booking and then click 'Make payment'
- An order confirmation will open and an email will be sent to the address you provided upon registration for the online booking service

How can I view my booking history?

- When you log on to the site you will see the 'Account history' tab directly underneath the North Tyneside Council Online Bookings banner, second from the left
- Click the 'Account history' tab to view your booking history
- Use the search parameters at the top of the page to filter the results shown in the table underneath
- The tabs allow you to select the type of booking you wish to view. By default this is set to show all bookings but you may also filter your search for activity, class, course or unpaid bookings
- Underneath the tabs there is a dropdown list which allows you to select how far back you wish to view. By default this is set to the last month but can also be set to show the last two, three, six or twelve months or all your bookings
- Search results are ordered by date and time with the newest bookings towards the top of the table
- You can view and reprint booking confirmations for activities or classes booked through the online booking service by clicking on the individual activity entry. The booking confirmation will open in a new browser tab

How do I cancel or move a booking?

Cancelling a pre-booked activity:

- Click on 'Account History'
- Choose the centre your class is booked at
- Click on the cross next to the class you wish to cancel
- Refresh your page to see that the class has been removed from your account history

Who do I contact if I have a problem?

If you encounter a problem making a booking, you can contact us in person, by telephone, or by email. Please refer to the 'Contact Us' page.

How do I log off?

- Select the 'Log Off' link located above the basket header which can be found on the right hand side of any page on the site when you are logged on.

