

How to book online

Our courses are in high demand for limited spaces. You should expect the Box Office to be particularly busy at the time new courses and workshops go on sale, so please be patient. There may be a lengthy wait on the phones in particular. Booking online is the most efficient way to process the high demand over this period.

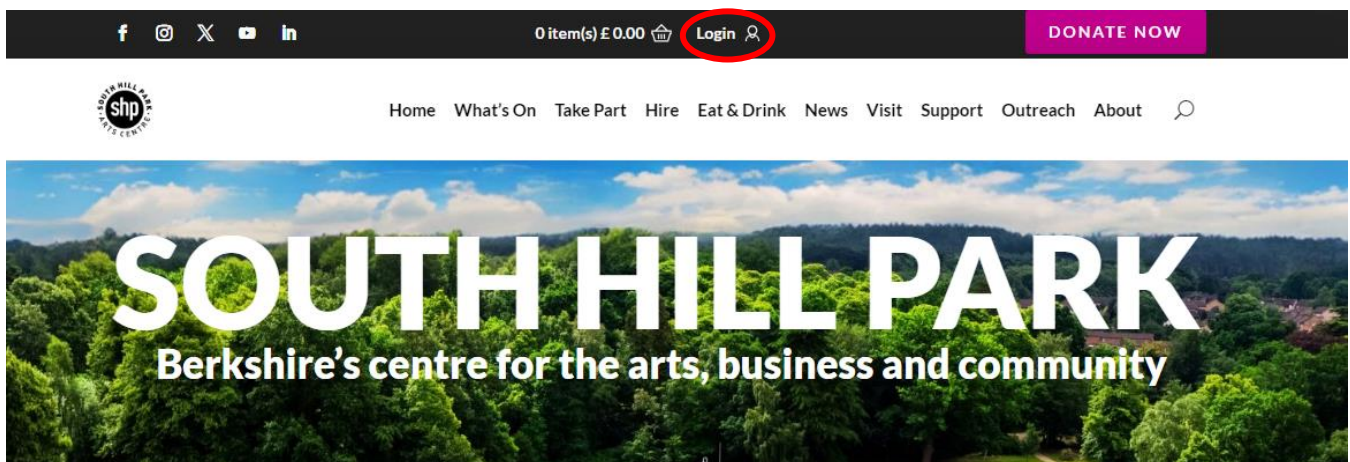
Our courses have small capacities, so each student receives the support they need from our specialist tutors. Many of our courses are extremely popular and sell out quickly, so sadly we cannot accommodate everybody who may wish to take part. Please continue to check our website, as spaces may become available at short notice.

We recommend checking your login as soon as possible and alerting us to any problems you may be experiencing in advance of the on-sale dates, so we can try to resolve the problem for you. We will be very busy on the day and may not be able to assist in a timely fashion.

Friends, Good Friends and Best Friends all get priority booking. To book online during this priority period, you must ensure you log in and check your details.

Step-by-step guide

- Go to <https://www.southhillpark.org.uk/>
- At the top of the page, within the black bar, select 'Login'.



- Login Page: Here you can enter your email address and password. Then click the pink 'login' button.
 - If you have problems entering your password, choose "Forgotten your password? Reset here". You will be asked to enter and confirm your email address, to which a reset link will be sent.
- My Account: Here you will find your customer details (name, phone, etc.). **Please ensure these are all up to date. Check your login before the courses go on sale.**
 - Orders: lists your previous order history.

- Memberships: records your currently active memberships and their start and expiry dates. If you wish to take advantage of members' advance booking you must have an active membership.
- Account Credit: records your current balance of credit, plus a record of the amount used.

Once you have logged in and checked your details, you are ready to book.

- To book a course, go to "Take Part", within the white bar at the top of the screen.
- A dropdown menu will appear, from which you can select "Courses" to go directly to the course listing page.
- Courses: Here you can select the order of how courses are listed by clicking the "Sort" box (choose by date, or alphabetically) or filter the list by category.
 - By default, courses are listed chronologically by start date and time. (This is the first date of the course, which should normally run at the same time each week.)
- To book a course, click "Bookings & Info". This will open a new tab with further details of the course. Click the pink "Book" button.
- You can also find a course using the search function: Click the Magnifying Glass logo in the top right of the screen and begin typing your search query. All relevant events and courses will be listed, so simply click "Read More" to transfer directly to a particular event's booking page.
- The page will scroll down to the available dates and times of the course (usually only a single date). Click "Book Online".
 - During the Members' advance booking period this button will say "Members only".
 - If booking has not yet opened, this button will say "Coming Soon" and will not be clickable. This is because bookings open at 10am. Try refreshing your web browser by pressing F5 on your keyboard or clicking 'reload' in your browser window. (Please see FAQ for more detail).
- Type the number of spaces required in the grey box next to the price listing, then click "Continue".
- Basket: Here you will find all the tickets you have currently selected and a running total of the cost. (You may also navigate to this page by clicking the basket icon on the black bar at the top of the page at any time.) To complete the purchase, click "Checkout".
- Checkout: Here you can check and edit your personal details and choose your method of ticket delivery. We recommend choosing the e-ticket option, as the ticket will be emailed to you quickly and directly. Click "Continue."
- Donations: Here you may choose to leave a donation to help support South Hill Park. If you choose to donate you will be asked if you would like to add Gift Aid.
- Order Summary: Here you will be able to redeem any Gift Vouchers or available credit (via a tick box). You must check the box confirming you have read our terms and conditions before proceeding. Click "Continue".

- Billing Details: Check the box to save your card details and confirm your billing address. Click “Continue”.
- Payment: Enter your card details, then click “Confirm Payment” to complete your transaction.
- You will receive an email confirming your purchase. If you have selected an e-ticket, this will follow in a further email.

FAQs

“The event or course I want to book isn’t displayed / is not showing as available to book.”

Try refreshing your web browser by pressing F5 on your keyboard or clicking ‘reload’ in your browser window. If you have previously accessed the website, any recent updates may not appear until you manually reload. This happens most often when the courses first go on sale, as they must all update from “Coming Soon” to “Members Only”.

“Can I book on online behalf of someone else?”

Each customer has their own separate login details, including email address and password. These must not be shared. It is therefore only possible to book for a single customer at a time. Separate customers must log in and pay separately.

“What if I am away when the courses go on sale?”

If you are away, online booking means you can access your account and pay for your space on a course without needing to attend South Hill Park in person. Please note payments made by a UK registered card while abroad may be rejected – this is a bank policy to limit fraud and is not in the power of South Hill Park to control.

“Why does the course I want to book still say ‘Coming Soon’, when it should be on sale?”

Try deleting any ‘cookies’ your web browser has saved for the site. The precise method you do this varies with each different browser and device, but can usually be done by going to the address bar and selecting the icon on the left – this will give you the option to delete cookies for the site you are currently visiting. You can also remove cookies as an option via your browser’s ‘Settings’ page.