



How to book activities

Haven

Contents

Page number

Find a holiday booking

2

Booking activities

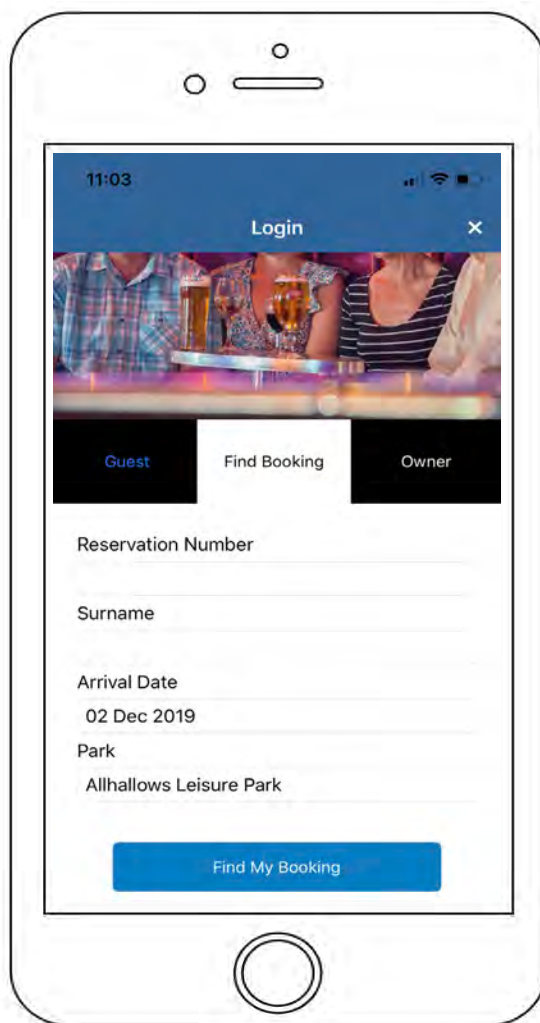
3–8

Cancelling an activity booking

9-10

How do I find a booking?

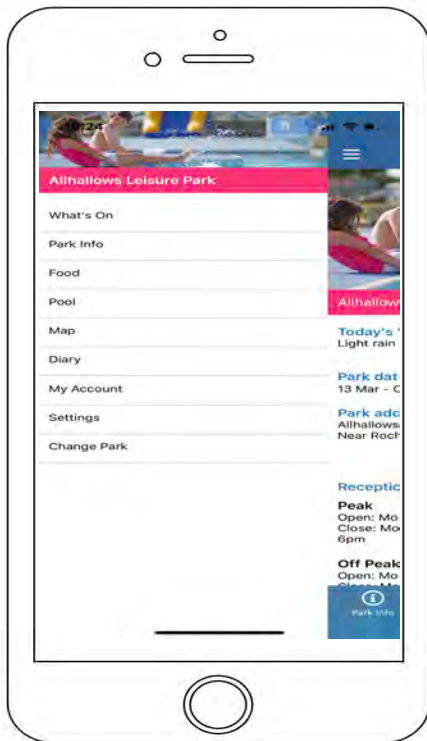
- Open the Haven What's On app
- Click on find a booking
- Enter your reservation number, surname, arrival date and holiday park
- Click find my booking



How do I book activities?

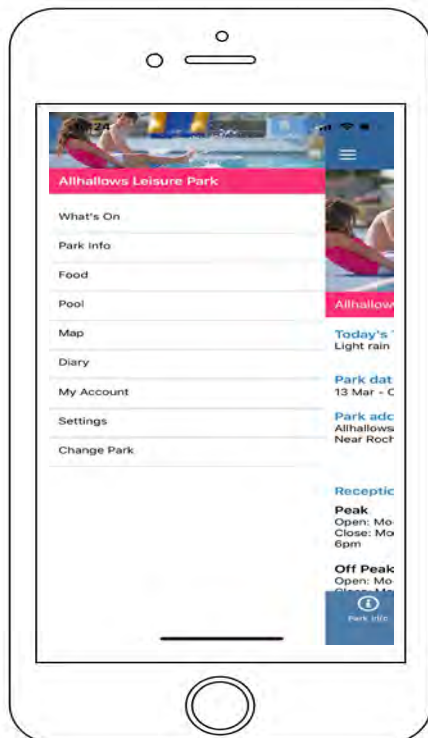
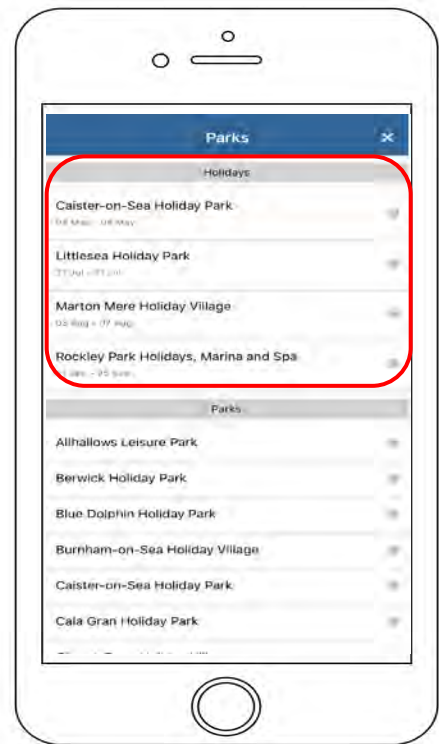
You can book activities on the app up to two hours before the activity begins. If it's within two hours you can book with the Activities and Leisure team on park.

- Once you have logged in you will be taken to the park info page



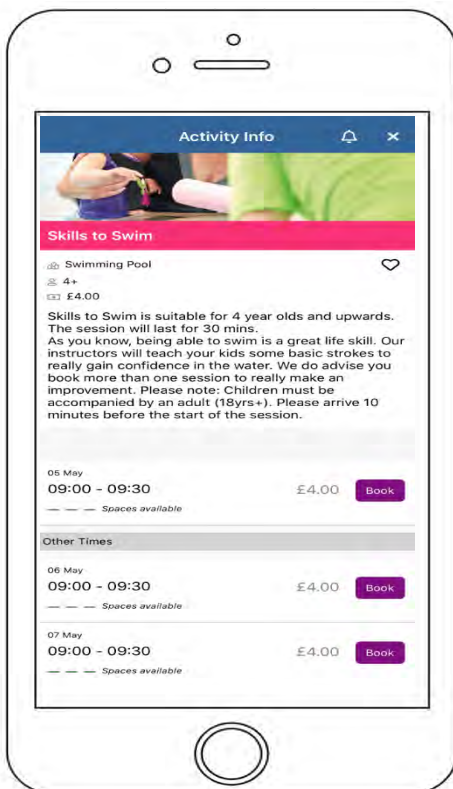
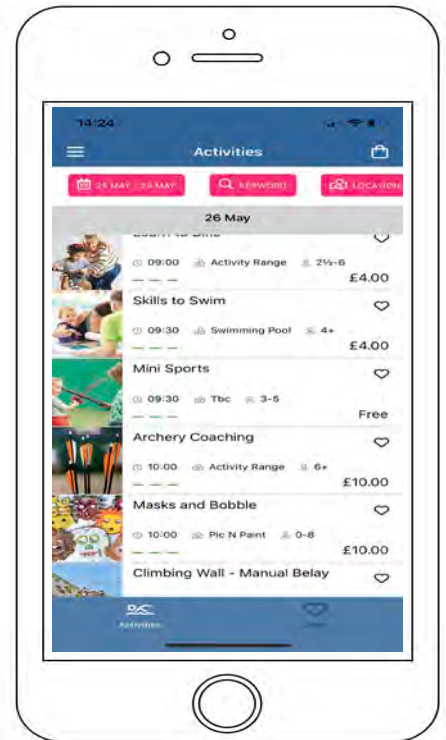
- Click on the three lines in the top left hand corner to select the holiday you wish to book activities for by clicking change park.

- If you use your my.haven.com login-in you will see your booked holidays for 2020 at the top of the Change Park section
- Once you have found your holiday you wish to book activities for, click on it



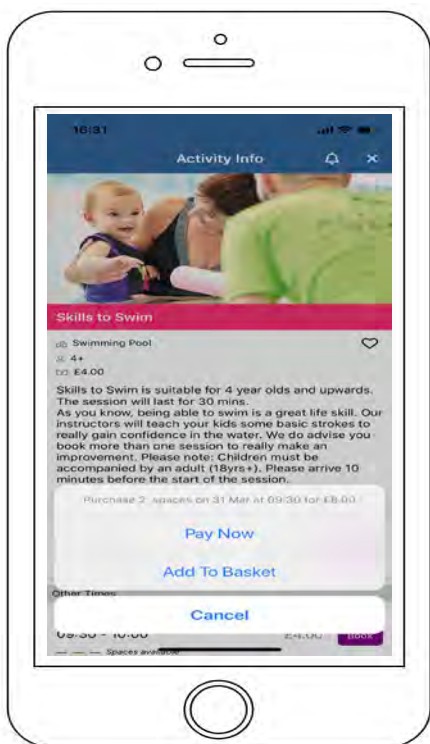
- Click on the three lines in the top left-hand corner and click on What's On

- All activities that are available on your holiday and can be booked on the app will appear
- The green, amber and red bars indicate how busy the activity is on the selected time slot



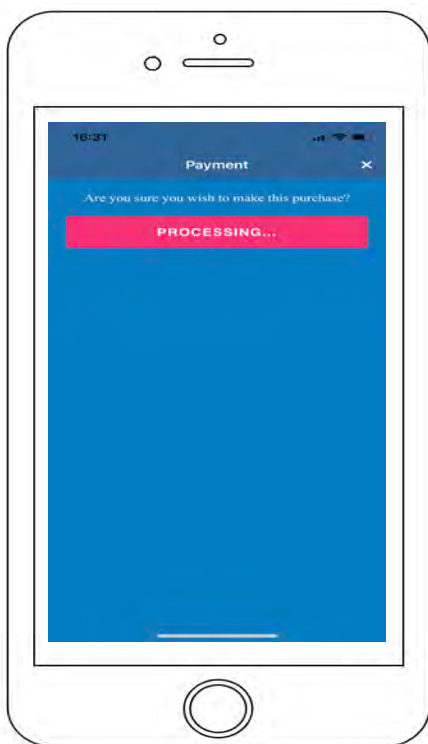
- Click on the activity you wish to find out more about or to book
- A description of the activity will be shown along with: age, price, location, restrictions and the different times the activity is available
- Click on the purple book box to book the activity

- When first booking activities, the next screen will ask you to input your card details so they are saved for later. If already done, it will then ask you how many spaces you wish to book
- Select the number of spaces you require



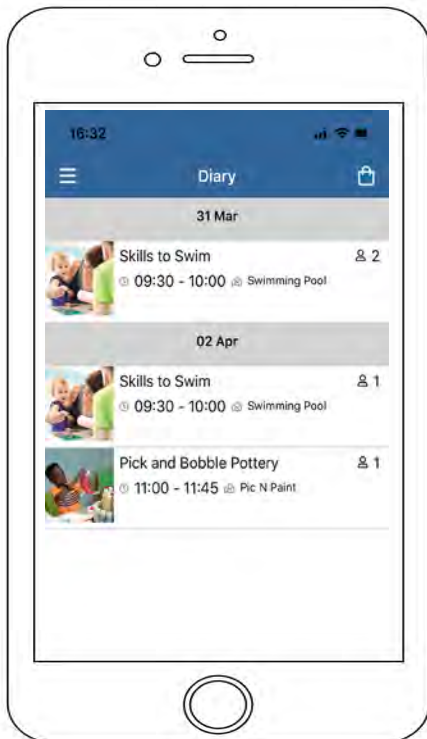
- A confirmation of how many spaces you are booking, the date and how much will appear
- It will ask you whether you wish to pay now or add to basket. For this example, we will click pay now
- Free activities can also be added to the basket
- Activities within the basket are only reserved once they are paid for. You can leave activities in your basket for as long as you like but the longer you leave them the higher the chance that activity will get fully booked. The app will check before payment is made, to confirm there is still availability

- A payment page will load. Please enter your payment details when prompted



- If you are happy to proceed with the booking, please click confirm
- Your payment is now processing

- A pop-up will appear notifying you that you will receive a confirmation receipt from @stripe.com

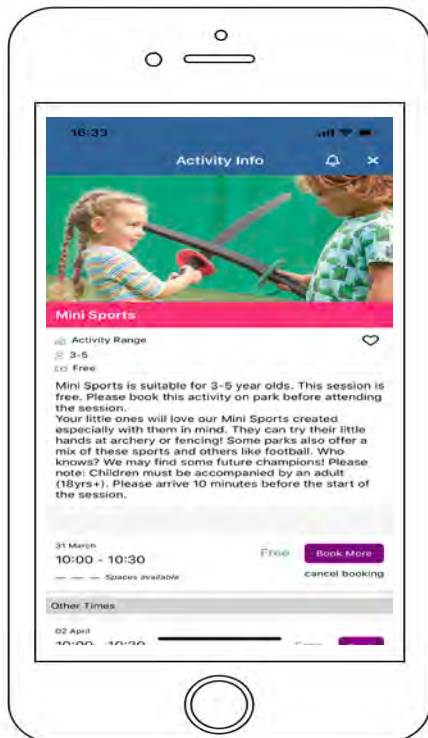
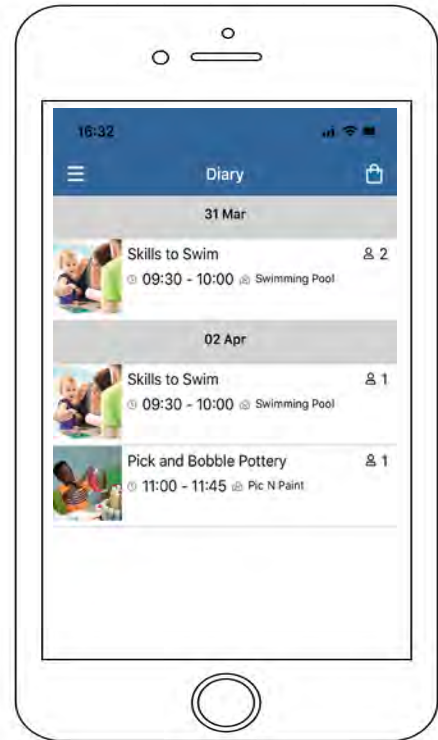


- Once the activity is booked and paid for the app will return you to the activity info page
- Please click on the menu (three lines at the top) and then select diary. The activity will now appear in your holiday diary
- You will need to show this diary screen to the Activities and Leisure team at the start of the session.

How do I cancel a booking?

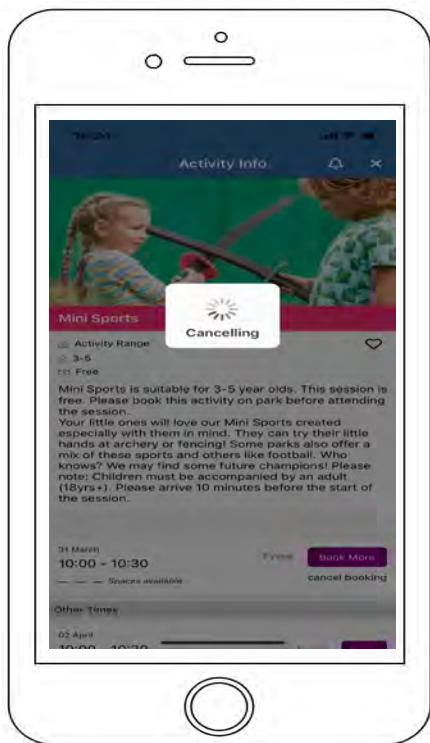
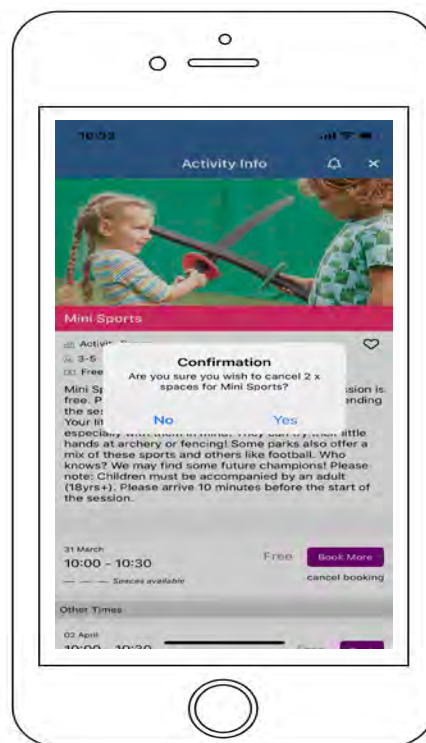
You can cancel a booking on the app up 48 hours before the activity starts. If you wish to cancel after this, then you can do so with the Activities and Leisure team on the park.

- Go to your diary
- Click on the activity you wish to cancel



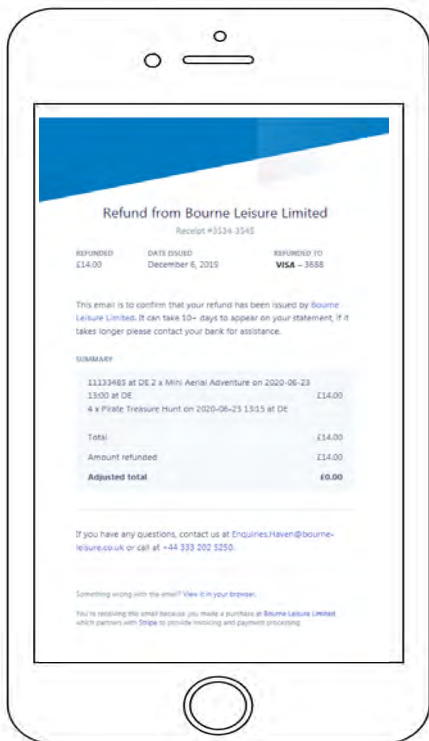
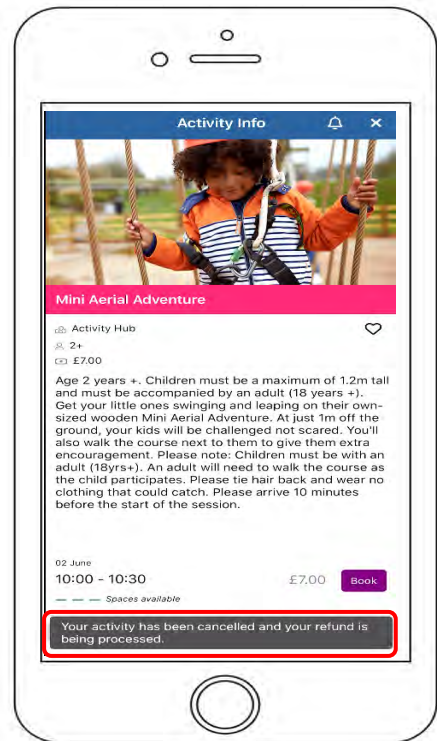
- Once you have clicked on the activity you wish to cancel, the activity info page will appear
- Select cancel booking under the purple book box

- Once you've clicked cancel, a pop-up will appear asking if you are sure you wish to cancel these spaces
- Please then confirm you wish to cancel by clicking yes



- Your activity is now being cancelled

- Your activity has been cancelled and your refund is being processed
- It will be refunded back to the card you paid with in 5-10 working days



- You will receive an email confirming your refund