



COMMUNITY SPORTS & EDUCATION TRUST

REGISTERED CHARITY NO: 1102239

Event or Course Booking Support

Please find below some support you may require when making a booking through our website.

1. Click on the 'Bookings' button through our website, or go directly to watfordfc.coordinate.cloud
2. If you know the event or course which you wish to book on, either scroll through the list of bookable sessions or alternatively make use of the helpful search filters at the top of the page.
3. Once you have found the right event or course click the 'More Information' button.
4. This will then take you to an overview of the chosen event or course.
5. Click the 'Book Now' button
6. There may be some events or courses which are invitation only and require a password to make a booking. Please be sure to use the password which you will have been provided with by a member of WFC CSET staff or directly from your school.
7. You will then be asked to sign in or register. Due to our GDPR policies all customers will need to register for a new account on this new booking site. When you register for a new account you will be asked to input the participants information – this will prevent you having to enter it in every time you book.
8. Once signed in (using your account password) and all the above steps have been followed, you will be able to select the participant and tick the relevant course.
9. Click 'Add to booking cart'
10. Click go to Checkout, where you will be able to review your order. If correct, tick to agree to our terms and conditions, click 'Book Now' and use your chosen payment option.
11. Please be sure that all details required for payment authorisation **exactly** match those which you used to set up your account with your bank.

From time to time we find that customers have issues when making payments using the Sage Pay system which we use for our online bookings. Please be sure to read the information on the next page before making a payment to ensure a smooth transaction.



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We use Opayo (formerly know as Sage Pay) for our financial transactions for online bookings. This is our preferred payment platform due to the high level of customer security and anti-fraud systems in place.

This means the onus is on our customers to ensure that all data entered on the payment page is done accurately and in the exact format that was used when customers registered their details with their bank.

To avoid receiving a transaction error message once you have clicked through to finalise your transaction; please be sure that you have followed the information below:

1

Check that all details required for payment authorisation exactly match those which you used to set up your account with your bank. (These will be the same as the details you will see on the top of your monthly statements, or your online banking details).

2

Please pay special attention to ensure that you input the data in the required format - e.g. Inputting your postcode all in upper case and with a space between the digits will be accepted by the system, whereas any other format will not. (e.g. WD18 OER will work, Wd180er will lead to a 'transaction error' message).

3

Bookmark the Opayo online 'shopper support' page to find an FAQ list which may help you resolve any transaction issue. <https://www.opayo.co.uk/support/online-shopper-support-2>

4

Please note: Upon transaction your account will show that payment has been taken, even if the transaction has been unsuccessful. Please be assured that unsuccessful transactions will only show as pending on your bank account and no funds will be debited. For more information visit Opayo's '**order failed, sum still taken**' page, in the shopper support page on their website which will explain how their payment system works and allay your concern.