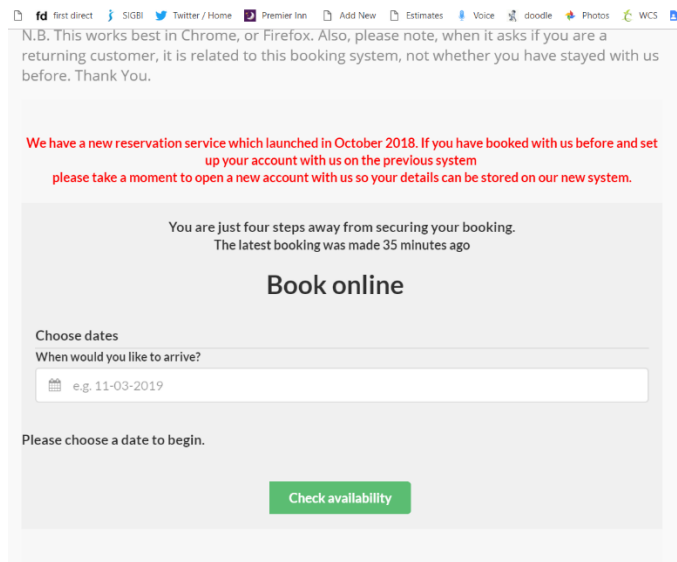


## Users Guide to our on line Reservation System

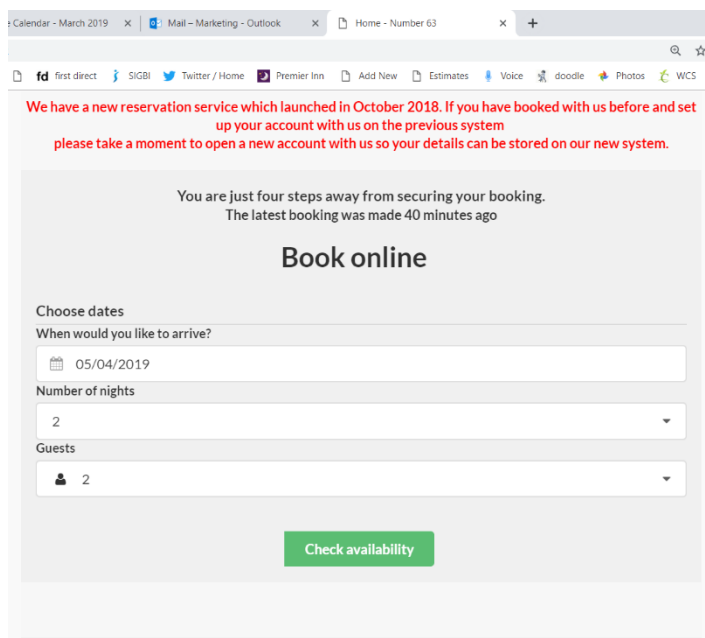
You will find that the system works best with Internet browsers Chrome or Firefox. Users of Safari have experienced issues with the software, so we advise not using that in particular.

From our front page click on the blue 'Book Accommodation' button, at which point a new screen will open. You are now inside our reservation software.



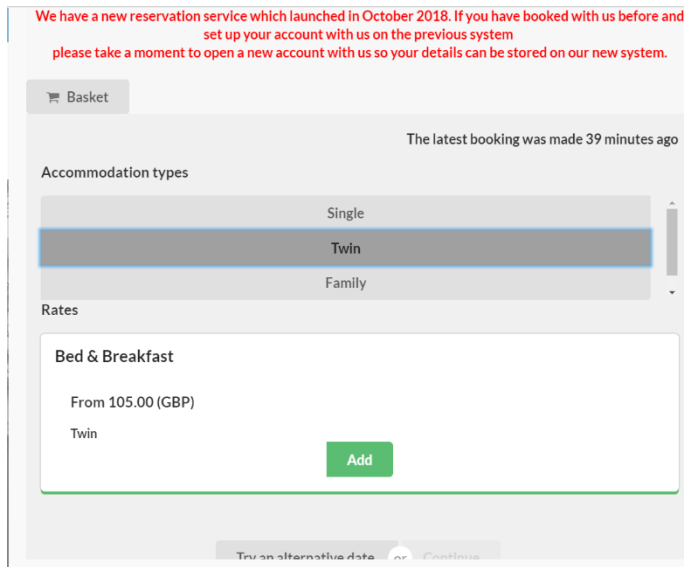
The screenshot shows a web browser window with the URL 'fd first direct'. The page content includes a red notice: 'We have a new reservation service which launched in October 2018. If you have booked with us before and set up your account with us on the previous system please take a moment to open a new account with us so your details can be stored on our new system.' Below this, a grey box contains the text: 'You are just four steps away from securing your booking. The latest booking was made 35 minutes ago'. The main heading is 'Book online'. Under 'Choose dates', there is a text input field with the placeholder 'When would you like to arrive?' and a calendar icon. The field contains the text 'e.g. 11-03-2019'. Below the field is the instruction 'Please choose a date to begin.' and a green 'Check availability' button.

Select the date you want to arrive by clicking in the white box and using the calendar that appears.



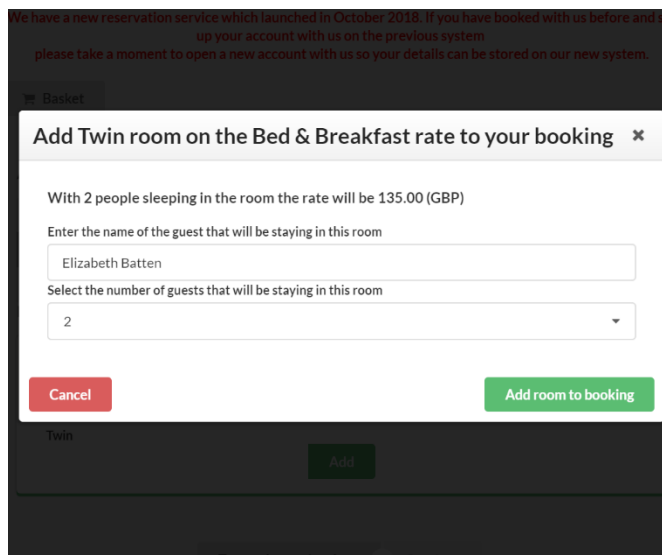
The screenshot shows the same web browser window as the previous one, but with more form fields. The red notice and the grey box are still present. The 'Book online' heading is followed by 'Choose dates' and the 'When would you like to arrive?' field, which now contains '05/04/2019'. Below this is a 'Number of nights' dropdown menu with '2' selected. Underneath is a 'Guests' dropdown menu with '2' selected. At the bottom of the form is a green 'Check availability' button.

You will then be asked to add the number of nights you wish to book for from the drop down list which appears when you click on the box below the date. There are options up to 20 nights. Then by clicking on the lowest box of the three you can select the number of guests you wish to book for, again options up to 20. Click on the green 'Check availability' button below.

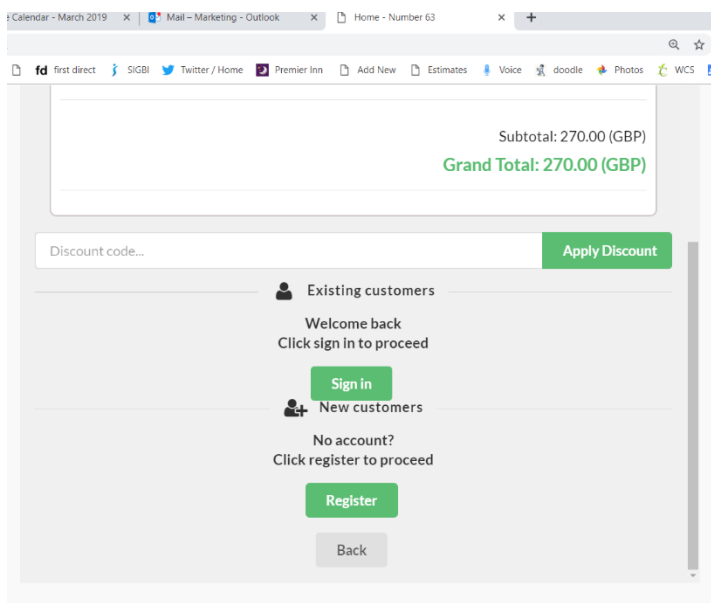


A new screen will appear with the availability options to suit your requirements. You can click on as many options as are showing in the list above to see what room options are available (single, twin family room). Click on the green button 'add' once you have identified the room option you require and a new screen will appear.

This asks you to add in the name of the guest and the number of guests staying in the room. If there is more than one guest in the room, you only need to add the 'lead' guest's name. Then click on the green box 'add room to booking' and a screen will appear showing what you have selected.



If you wish to add more rooms to the booking do it now. Once you have booked all the rooms you want to reserve, scroll right down on the screen which appears with the booking details on.



You will see two green buttons, one for existing customers and one for new customers.

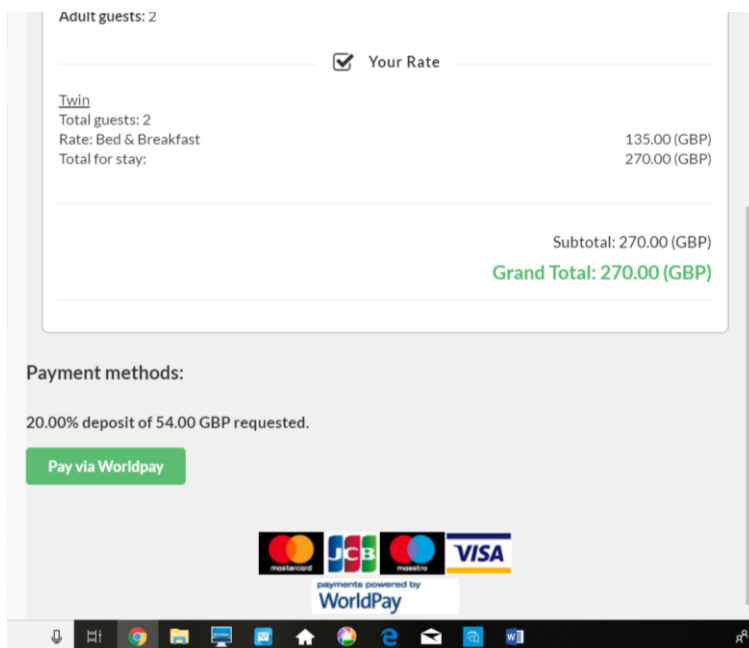
If you have booked with us on this system since 1 October 2018 and have set up an account, then click on the top button and sign in with your password. If you are new to the system (or have forgotten your password) please click the bottom button and register your details.

Complete the registration form. Please make sure you tick the box agreeing to the terms and conditions. (You can view this by clicking on the blue words 'terms and conditions'). Click on continue.

Once you have registered with us you will receive an e mail from noreply@welcome-systems.uk with your password, which will be a series of numbers. It is a good idea to keep this safe so you can use it the next time you book with us.

Then you will be asked how you heard about us, this is just so we can keep a record of how our customers find out about Number 63 and helps us develop our marketing strategy

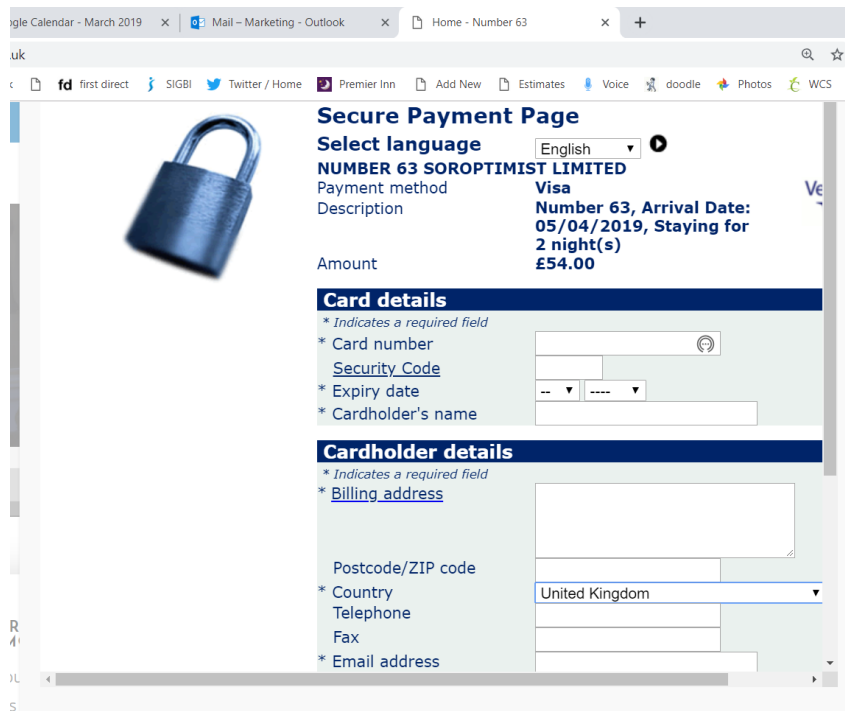
Then this screen will appear:



To reserve your room(s) please click on the green button that says pay via WorldPay



This then takes you to secure booking page on WorldPay, where you will be asked to select your payment method



This screen will appear. Make sure you complete all the details and scroll right to the bottom of the screen to click on the 'I am not a robot' box.

You should receive a confirmation of your payment and an automated e mail to confirm your booking.

If you experience any problems with this guide, please contact us on [info@number63.co.uk](mailto:info@number63.co.uk)