

## Booking Procedure

**Are you a member of CIH or have you already registered and therefore received your log in details?**

- Click on Login to book
- Enter your username and password to book online

(Please note if you have mis-placed your password there will be an option to ask for it to be emailed to you).

**Are you a non-member of CIH or is this your first time using the website to book an event?**

- Click on Login to book
- You will then be asked to register your details in order for your booking to be processed. Please note once you have registered you won't have to do it again, instead you will only have to log in via your username and password to book online

**If you experience difficulties booking online at any time please call us on 0131 225 4544 and we will be happy to help.**

**Registering for this site allows you to make bookings for yourself or on behalf of others in your organisation**

Once you are registered to use our online booking system this will allow you to make a booking on behalf of others in your organisation without having to know the persons login and password details.

Once you are logged into the system it allows you to select the person you want to book on to an event. In terms of selecting the correct booking fee the system will pick up if the person is a non-member or a member and will select the correct fee accordingly.

## Payment

When making a booking you will be asked if you are paying as an individual or as part of an organisation. If paying as part of an organisation credit/debit card payments can be taken online at the time of booking or you can select to be invoiced after the online booking. If you select to be invoiced you will receive an invoice for payment after the online booking is completed, please note all invoices must be fully paid before the event takes place. If paying as an individual please note a full payment of the total amount by credit/debit card is required at the time of booking.

## Purchase Orders

If your organisation requires a **purchase order number** on the invoice, you **must input this at the point of booking**. If you raise a purchase order after the booking has been made, the purchase order number will not appear on your invoice and this will result in substantial

delays in payment. It is **your responsibility** to ensure that you provide us with the correct purchase order information at the time of booking.