



## Online Booking - A Quick Guide

**Please book Key Worker places separately to any siblings.**

**When booking please use the links in the top right hand corner of the page and refrain from using the back button.**

- Go to [www.guildford.gov.uk/fish](http://www.guildford.gov.uk/fish) and follow the booking links
- New customers; select 'Register' in the top right corner and enter your details
- Returning customers; select 'Log in' or 'My bookings / details' and log in
- Click 'Find a course or event'
- Select 'FISH' and click 'Search' under 'Search for course by date'
- View and select bookable FISH weeks, day trips and buses
- Select the number of children you want to book under standard or extended day and the appropriate pricing option (concessionary, standard or out of borough price)
- **If your child requires one to one support from a Key Worker, please select the appropriate Key Worker place for the main booking plus any day trips**
- Read 'Terms & Conditions' and select 'Add to Basket'
- New customers; enter your child's (participant) details, then 'Save and continue'
- Existing customers; select the relevant child from the drop down list. Select 'Edit Participant', check all details, then 'Save and continue'
- To view and book day trips or buses, select 'Continue shopping'
- Once your booking is complete, select 'Proceed to checkout'. Review your booking then select 'Make booking'
- Select payment, enter your details and follow the prompts to make payment by card
- You will receive a confirmation email detailing your booking, with a link to our Parent Welcome Pack. The Welcome Pack is also available from the Downloads section on the FISH webpage
- You can also log back into your FISH account to view or add to your booking