



Segway Unleashed – How to Book/Redeem your voucher

There are many vouchers that can be redeemed with Segway Unleashed (Groupon/Amazon/Living Social/Wowcher/Direct Vouchers to name a few) and we're often asked: "how do I book?"

Booking your voucher is very straight forward and below you will see our guide on how to book your voucher via our **online booking system**:

TO BOOK A WEEKDAY ONLY ACTIVITY WITH PRE-PURCHASED VOUCHER

- Click the following link: <http://www.segwayunleashed.com/select-location.html>.
- Click on 'Godstone, Surrey'.
- Select the FIRST option 'Book Weekday Only Activity'.
- Now confirm your voucher is valid, in-date and not expired.
- You will now see our online diary and can view days that are open and days that are unavailable. Only days with the word 'Book' **underneath** them can be selected. You can scroll from month to month using the arrows in the top left next to the month showing.
- Find a suitable date which is open and click the link to see the time slots available for that day.
- Available days will normally have 2-4 time slots/sessions per day, if a session is saying 'Fully Booked' it means we have already reached the maximum number of customers for that session, so it's now full. If a session still has spaces free it will say 'Book Now' next to it.
- Once you have clicked 'Book Now' on your selected day and time slot, you need to fill out all your details in the booking form.
- **IMPORTANT:** When you are asked to select '*Number of slots required - 1 Slot per person*' you need to select the correct amount of slots from the outset. So if you need 2 places (for 2 people) you **MUST** select the number 2. If the number of slots you require is not being shown, it's because other people have already booked in. The number you can see shows the available spaces we have left for that session. We have a maximum of 8 people per session, so if the session is empty it will show the number 8. If the box is only allowing you to select 1-person for example, it means there are already numerous people booked in, and if you need 2 or more spaces then you won't be able to join the session that you're viewing. In this case, you will **NEED TO SELECT ANOTHER DAY AND TIME** that will allow you to book the required number of people.
- When asked for your voucher Security code, please be aware that not all vouchers have one, (GROUPON vouchers DO have security codes, as do LIVINGSOCIAL vouchers which have a PIN code, please enter these in the correct box).
- Check your details when you have finished and then click submit. Make sure you have provided a phone number that we can contact you on, in case we need to contact you on the day of your booking.
- Mobile numbers are best.
- You will now be notified that your booking has been made and should receive an automated email confirmation. If not, please check your SPAM filter and if there is nothing in there, please contact Segway Unleashed, who will confirm the booking for you manually.

Book a weekday only voucher



UPGRADE YOUR VOUCHER FOR WEEKEND USE

- Click the following link: <http://www.segwayunleashed.com/select-location.html>.
- Click on 'Godstone, Surrey'.
- Select the SECOND option 'Upgrade voucher for weekend use'.
- Now confirm your voucher is valid, in-date and not expired.
- You will now see our online diary and can view days that are open and days that are unavailable. Only days with the word 'Book' **underneath** them can be selected. You can scroll from month to month using the arrows in the top left next to the month showing.
- Find a suitable date which is open and click the link to see the time slots available for that day.
- Available days will normally have 2-4 time slots/sessions per day, if a session is saying 'Fully Booked' it means we have already reached the maximum number of customers for that session, so it's now full. If a session still has spaces free it will say 'Book Now' next to it.
- Once you have clicked 'Book Now' on your selected day and time slot, you need to fill out all your details in the booking form.
- **IMPORTANT:** When you are asked to select '*Number of slots required - 1 Slot per person*' you need to select the correct amount of slots from the outset. So if you need 2 places (for 2 people) you **MUST** select the number 2. If the number of slots you require is not being shown, it's because other people have already booked in. The number you can see shows the available spaces we have left for that session. We have a maximum of 8 people per session, so if the session is empty it will show the number 8. If the box is only allowing you to select 1-person for example, it means there are already numerous people booked in, and if you need 2 or more spaces then you won't be able to join the session that you're viewing, as there are people booked in and the number you can see, represents the space LEFT on your chosen session. If this is the case, you will NEED TO SELECT ANOTHER DAY AND TIME that will allow you to book your required number of people.
- When asked for your voucher Security code, please be aware that not all vouchers have one, (GROUPON vouchers DO have security codes, as do LIVINGSOCIAL vouchers which have a PIN code, please enter these in the correct box). Check your details when you have finished and hit submit.
- You will now be asked to pay online for your upgrade, follow the online procedure, adding name, address and card details when prompted. Your booking will NOT be completed until full payment is taken. Once you have completed the form, hit submit.
- You will now be notified that your booking has been made and you should receive an automated email confirmation. If not, please check your SPAM filter and if there is nothing in there, please contact Segway Unleashed, who will confirm the booking for you manually.

Upgrade a voucher for weekend use



NO VOUCHER – FIND A SESSION, BOOK AND PAY ONLINE

No voucher – Book direct with Segway Unleashed

- Click the following link: <http://www.segwayunleashed.com/select-location.html>.
- Click on 'Godstone, Surrey'.
- Select the THIRD option 'Book a Segway Activity'.
- Read the T&C's and confirm that you are happy to proceed.
- You will now see our online diary and see days that are open and days that are unavailable. Only days with the word 'Book' **underneath** them can be selected. You can scroll from month to month using the arrows in the top left next to the month showing.
- Find a suitable date which is open and click the link to see the time slots available for that day.
- Available days will normally have 2-4 time slots/sessions per day, if a session is saying 'Fully Booked' it means we have already reached the maximum number of customers for that session, so it's now full. If a session still has spaces free it will say 'Book Now' next to it.
- Once you have clicked 'Book Now' on your selected day and time slot, you need to fill out all your details in the booking form.
- **IMPORTANT:** When you are asked to select '*Number of slots required - 1 Slot per person*' you need to select the correct amount of slots from the outset. So if you need 2 places (for 2 people) you **MUST** select the number 2. If the number of slots you require is not being shown, it's because other people have already booked in. The number you can see shows the slots we have left for that session. We have a max of 5 to 8 people per session (depending on location) so if the session is empty it will show the number 8 at Godstone, or 5 at Milton Keynes. If the box is only allowing you to select 1-person for example, it means there are already numerous people booked in, and if you need 2 or more spaces then you can't join the session your viewing, as there are people booked in and the number you can see, represents the space LEFT on your chosen session. If this is the case, you will NEED TO SELECT ANOTHER DAY AND TIME that will allow you to book your required number of people.
- Check your details when you have finished the form and hit submit.
- You will now be asked to pay online for your booking, follow the online procedure, adding name, address and card details when prompted. Your booking will NOT be completed until full payment is taken. Once you have completed the form, hit submit.
- You will now be notified that your booking has been made and if you do not receive an automated confirmation email you firstly need to check your SPAM filter and if there is nothing in there, please contact Segway Unleashed, who will confirm your booking for you.