

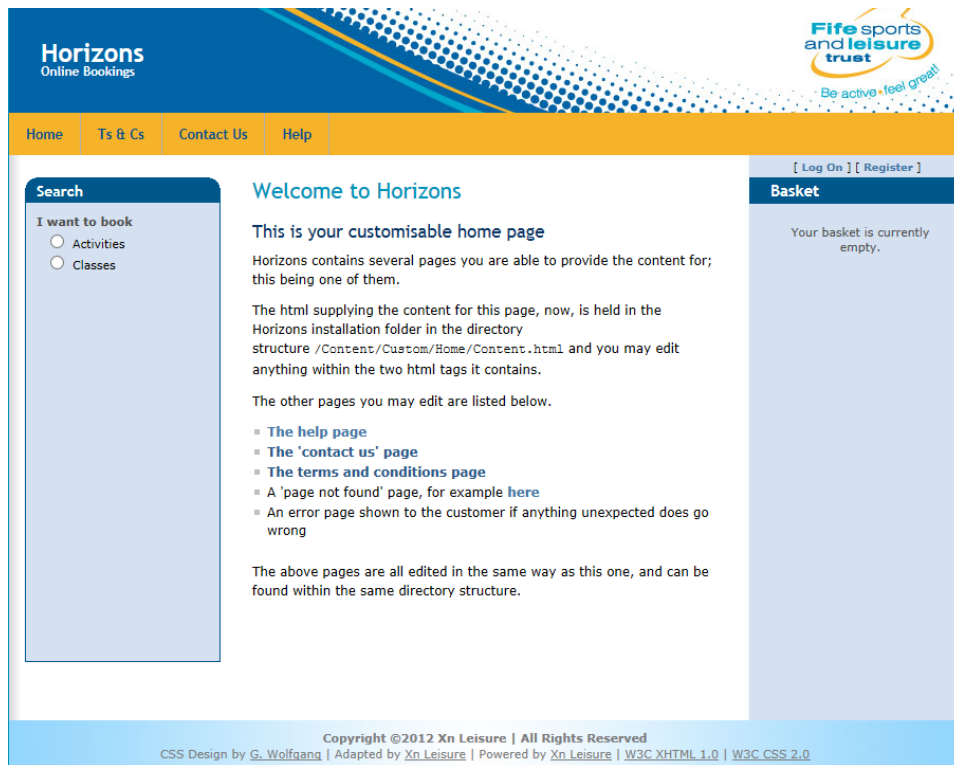
FIFE SPORTS AND LEISURE TRUST

Online Bookings

Procedure Used – March 2017

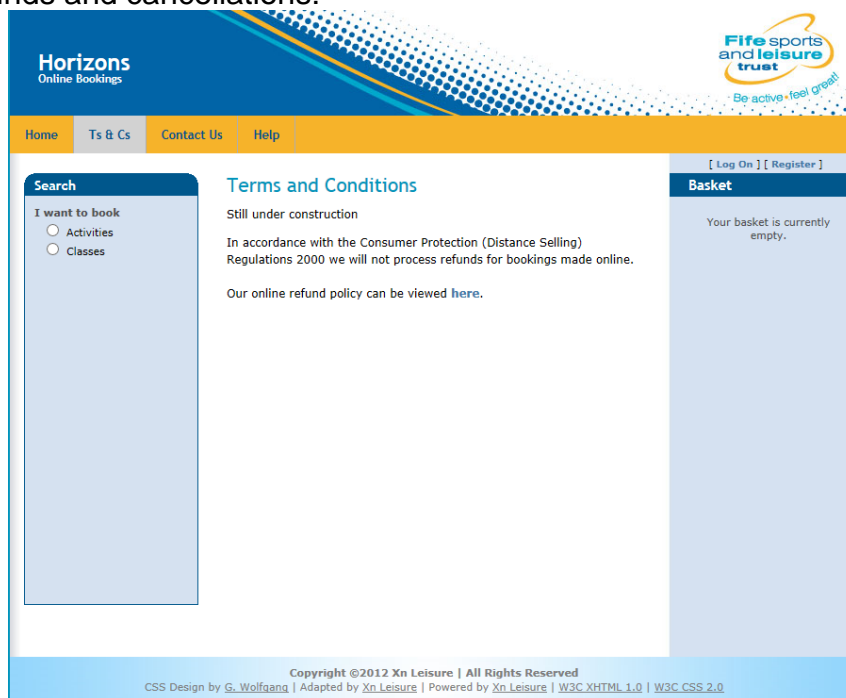
1.0 Home Page

The initial screen on online bookings is the home page. On here the initial welcome text is displayed:-



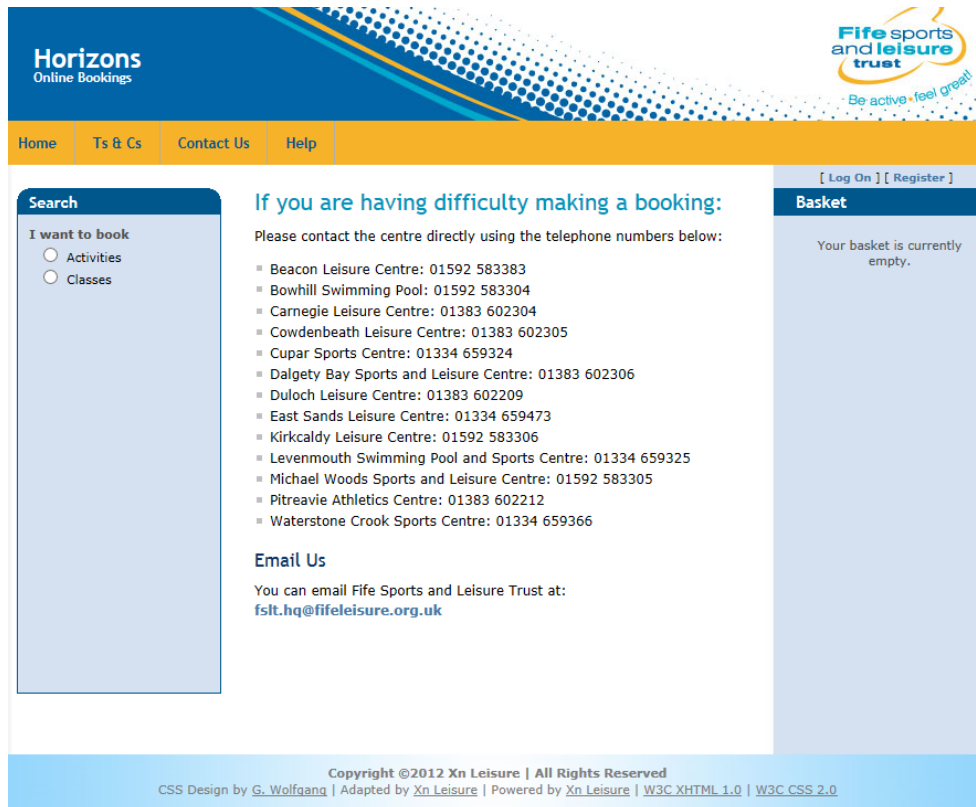
2.0 Ts & Cs Page

This page will display all terms and conditions relating to online bookings. This includes such things as refunds and cancellations:-



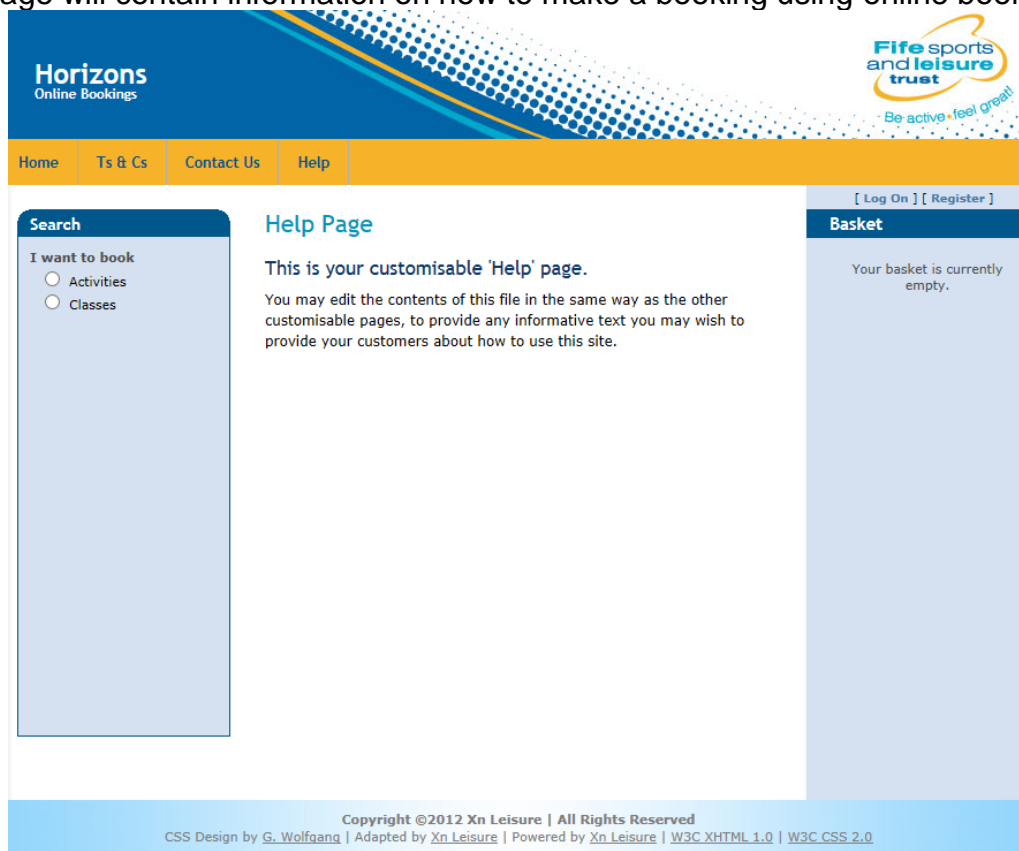
3.0 Contact Us

This page will display contact details for ALL venues as well as main fslt email contact address:-



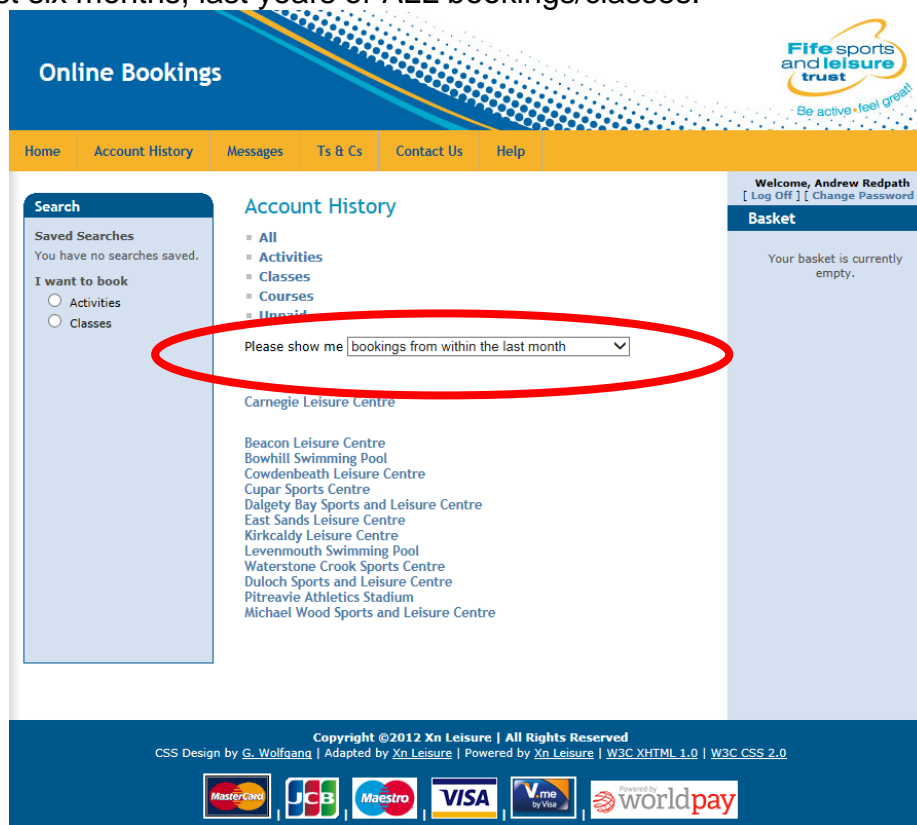
4.0 Help

The help page will contain information on how to make a booking using online bookings:-



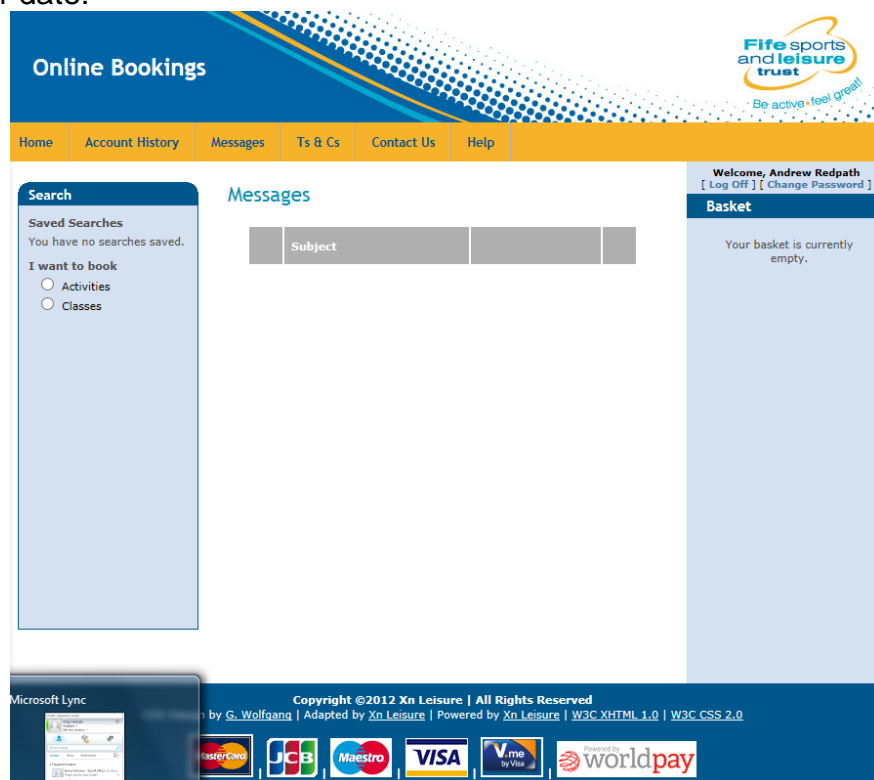
5.0 Account History

After logging on, registered users will be able to view all bookings and classes they have made. This can be run to view either the last months (default), last two months, last three months, last six months, last years or ALL bookings/classes:-



6.0 Messages

There is also an option to send messages to specific registered members via the messages page. This is something we will not be using at the beginning, however may investigate its use at a later date:-



7.0 Registering for Online Bookings

Only members within our system will be able to make online bookings, provided they do not have any defaults attached to them. Please remember members do not only mean Leisure Active members but also covers members with Active Concession or even Gym Memberships. Prior to making any bookings, the member will be required to register a username for online bookings. To register click on the Register button:-

The screenshot shows the 'Horizons Online Bookings' website. The top navigation bar includes 'Home', 'Ts & Cs', 'Contact Us', and 'Help'. The 'Fife sports and leisure trust' logo is in the top right corner with the tagline 'Be active • feel great!'. Below the navigation bar, there are three main sections: 'Search', 'Shopping Basket', and 'Basket'. The 'Search' section on the left has a form with fields for 'I want to book' (Activities or Classes), 'Site' (Carnegie Leisure Cen), 'Activity' (R P M 45 Mins), 'Date' (13/05/2015), 'From' (06:00), 'To' (20:00), and 'Number of Places' (1). The 'Shopping Basket' section in the middle shows 'You have one item in your basket' and a message: 'As a member, you may be entitled to discounted prices. Please Log On or Register to update prices below.' The 'Basket' section on the right shows '1 Item', 'Total £4.70', and a 'View Basket' link. The 'Register' button in the top right corner is circled in red. The footer contains copyright information: 'Copyright ©2012 Xn Leisure | All Rights Reserved' and 'CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0'.

A registration form will now be displayed asking the member to enter the following details:-

User Name – this is the name the member will login with in the future for online bookings. Would recommend using such things as e-mail address or full name.

Email Address – The users email address. All future correspondence in the system will be sent using this email address (it will replace any previously given). It is also required to email any receipts from online bookings.

Confirm Email Address – Just to ensure the email address has been added correctly.

Membership Card Number – As mentioned previously only current members can register for online bookings. Each member will have either a card (MyFife or FSLT Card) or wristband which will have their number on it. This is the number which should be entered here.

Post code – For security reasons, as well as giving the card number the member also has to provide their postcode - this must match the details in the system.

Security Question – As a security step, all members registering for online bookings will require to choose a security question to answer. They will be asked this security question when activating their account.

Answer to Security Question - Again as part of the security check. It is worth noting that when prompted to answer this security question the answer must be exactly as typed when setting it up:-

Horizons
Online Bookings

Home

Ts & Cs

Contact Us

Help

Life sports
and leisure
trust

Be active • feel great!

[Log On] [Register]

Basket

Your basket is currently empty.

Search

I want to book

☐ Activities

☐ Classes

Create a New Account

Use the form below to create a new account.

Account Information

User name

Testy Test

Email address

testy.test@email.co.uk

Confirm email address

testy.test@email.co.uk

Membership card number

1020488

Post code

ky127ja

Security question

Mother's Maiden Name

Answer to security question

Testness Test

Register

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With the details entered, click on the Register button. A confirmation email will now be sent to the given email address and a message saying Registration Successful.

Horizons
Online Bookings

Home

Ts & Cs

Contact Us

Help

Life sports
and leisure
trust

Be active • feel great!

[Log On] [Register]

Basket

Your basket is currently empty.

Search

I want to book

☐ Activities

☐ Classes

Registration Succeeded

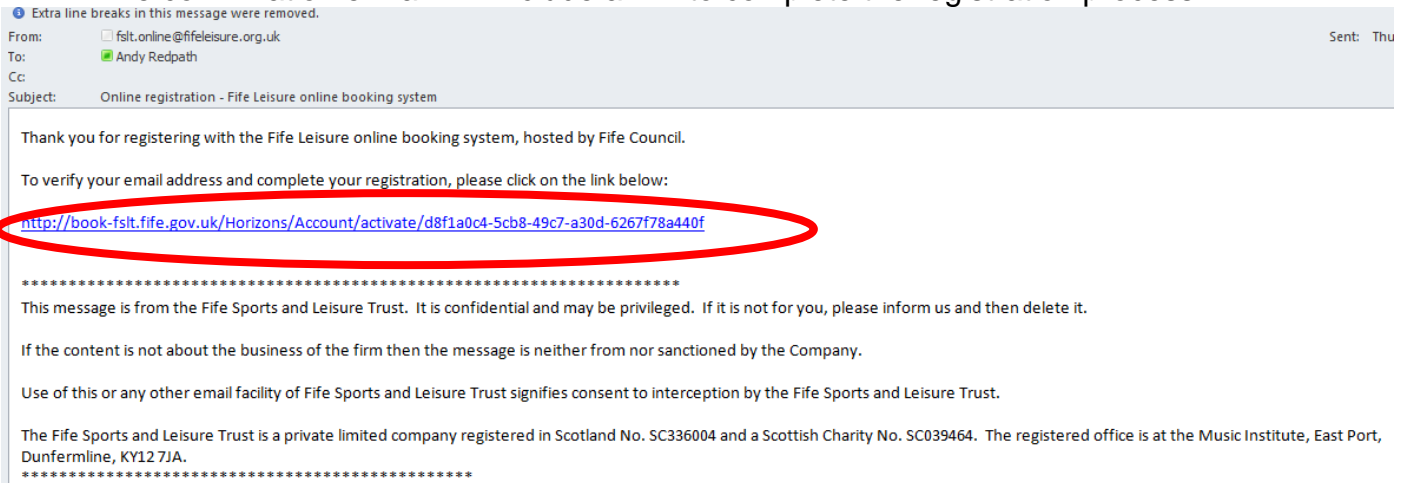
You have successfully registered your details, thank you. An email has been sent to your supplied email address with an activation link. Please follow the link to complete registration.

Please remember to check your spam folder if the email does not arrive soon.

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The confirmation e-mail will include a link to complete the registration process:-



When clicked, the link will take the user to first of all answer their security question as well as attaching and confirming a password to their login account (password has to be greater than 6 characters long). With this information entered, user clicks on Activate to finalise the registration process:-

Horizons
Online Bookings

Fife sports and leisure trust
Be active • feel great!

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book

- ☐ Activities
- ☐ Classes

Account Activation

Please use the form below to activate your account.

Account Information

User name: Andy Redpath

Mother's Maiden Name:

Password:

Confirm password: [eye icon]

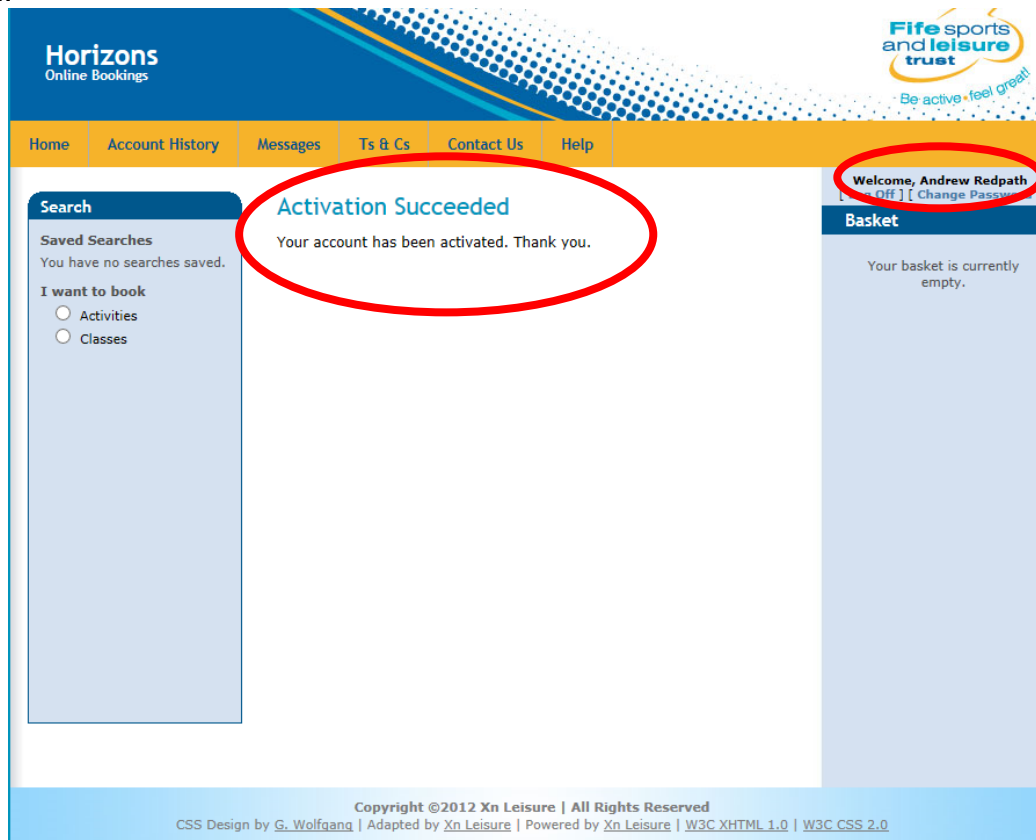
Activate

Basket

Your basket is currently empty.

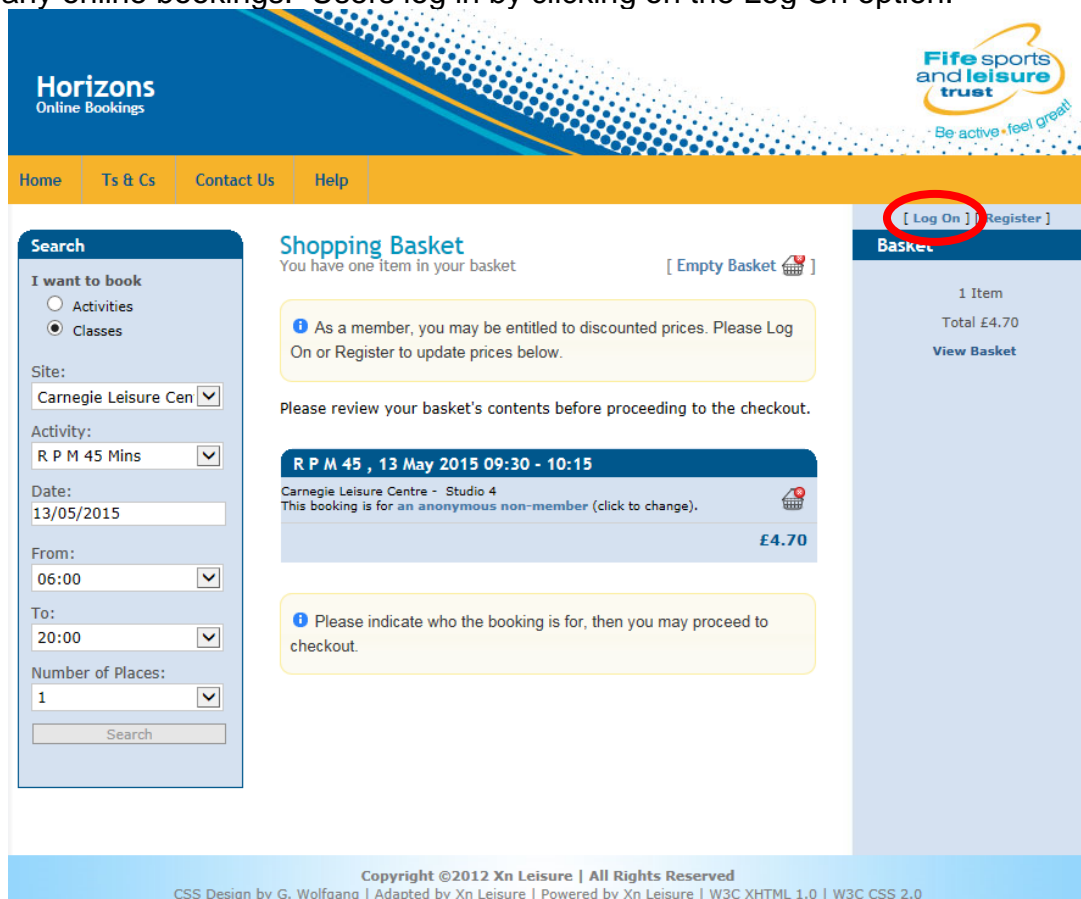
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User then receives an Activation confirmation screen. The user will also be logged into the system:-



8.0 Log On

As mentioned previously, only members who have registered for online bookings will be able to make any online bookings. Users log in by clicking on the Log On option:-



Member will then be asked to identify themselves via their username and pre-set password (these will be set when the member registers for online bookings) before clicking on the Log On button:-

Horizons Online Bookings

Fife sports and leisure trust
Be active • feel great!

Home Ts & Cs Contact Us Help

[Log On] [Register]

Search

I want to book

☐ Activities

☐ Classes

Log On

Please enter your username and password. Please **register** if you don't have an account.

[Forgotten password?](#) | [Forgotten username?](#)

Account Information

User name

Password

Remember Me ☐

Basket

Your basket is currently empty.

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When logged in, user's name appears at the top right hand side of the screen:-

Horizons Online Bookings

Fife sports and leisure trust
Be active • feel great!

Home Account History Messages Ts & Cs Contact Us Help

Search

Saved Searches

You have no searches saved.

I want to book

☐ Activities

☐ Classes

Welcome to Horizons

This is your customisable home page

Horizons contains several pages you are able to provide the content for; this being one of them.

The html supplying the content for this page, now, is held in the Horizons installation folder in the directory structure /Content/Custom/Home/Content.html and you may edit anything within the two html tags it contains.

The other pages you may edit are listed below.

- The help page
- The 'contact us' page
- The terms and conditions page
- A 'page not found' page, for example [here](#)
- An error page shown to the customer if anything unexpected does go wrong

The above pages are all edited in the same way as this one, and can be found within the same directory structure.

Welcome, Andrew Redpath
[Log Off] [Change Password]

Basket

Your basket is currently empty.

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9.0 Change Password

If after registering, a user wishes to change their password, they can do this by first of all logging in as normal. When logged in, click on the Change Password option under the member's name at the top right hand side of the screen:-

The screenshot displays the 'Online Bookings' page for Fife Sports and Leisure Trust. The header features the site title and navigation links: Home, Account History, Messages, Ts & Cs, Contact Us, and Help. A user is logged in as 'Andrew Redpath', with a 'Change Password' link circled in red next to the 'Log Off' link. The main content area includes a search sidebar, a welcome message, and sections for 'Currently bookable' activities (Fitness Classes, Racquet Sports ??, ??), 'Logging in to book online' instructions, 'Why book online?' benefits, and 'Online payments' information. The footer contains copyright information, design credits, and logos for payment methods: MasterCard, JCB, Maestro, VISA, V.me by Visa, and worldpay.

Online Bookings

Home Account History Messages Ts & Cs Contact Us Help

Search

Saved Searches
You have no searches saved.

I want to book

- ☐ Activities
- ☐ Classes

Fife Sports and Leisure Trust Online Bookings

We now offer all our customers the opportunity to book activities online. The online booking system will work in the same way as if you booked through the centre reception, but will offer you the added convenience of booking/cancelling classes?? and activities at the touch of a button; whenever suits you and without the hassle of contacting the centre.

We hope you take advantage of our online booking service.

Currently bookable:

- Fitness Classes
- Racquet Sports ??
- ??

Logging in to book online

To log in to Online Bookings you will need the following log in details:

- the email address we hold for you on our membership database
- your personal pin

If you are a Leisure Active member, your log in details have already been emailed to the email address we hold for you on our membership database. ???

If you have not received our email (eg if you have changed email address), or if you are a pay-as-you-play user, you can complete the online form and we will email your log in details to you. ??

Why book online?

If you book online you will not need to queue at reception. Instead, you can just scan your membership card / wristband at the fast track machines at reception. You can make bookings up to six days in advance. ??

Online payments

If you are booking a activity or class online that has a charge, you must pay for this when you book.

Your payment will be collected by Worldpay; Fife Sports and Leisure Trust does not hold any of your personal payment details.

Welcome Andrew Redpath
[Log Off] **Change Password**

Basket

Your basket is currently empty.

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CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0

MasterCard JCB Maestro VISA V.me by Visa worldpay

User then enters their current password (for security) prior to entering and confirming their new password. Clicking on the Change Password will now change it:-

Online Bookings

Five sports and leisure trust
Be active • feel great!

Home Account History Messages Ts & Cs Contact Us Help

Welcome, Andrew Redpath
[Log Off] [Change Password]

Search
Saved Searches
You have no searches saved.
I want to book
☐ Activities
☐ Classes

Change Password

Use the form below to change your password.

Passwords are required to be a minimum of 6 characters in length.

Account Information

Current password: [password field]

New password: [password field]

Confirm new password: [password field]

[Change Password](#)

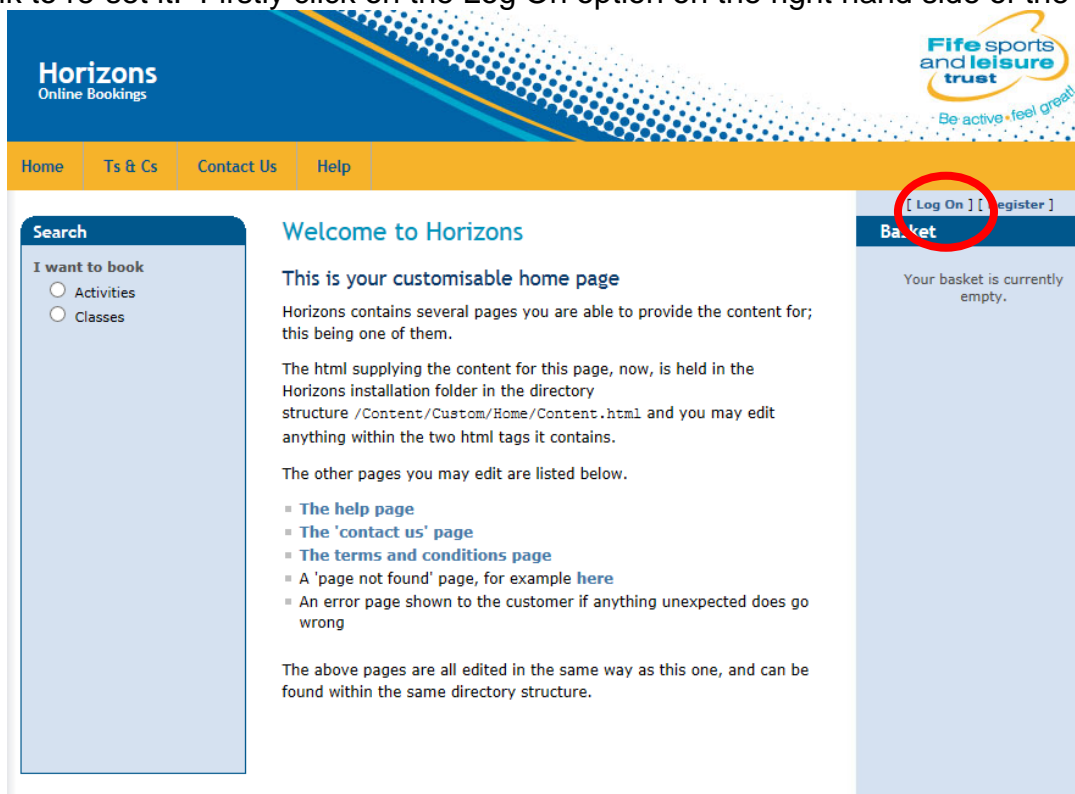
Basket
Your basket is currently empty.

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CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0

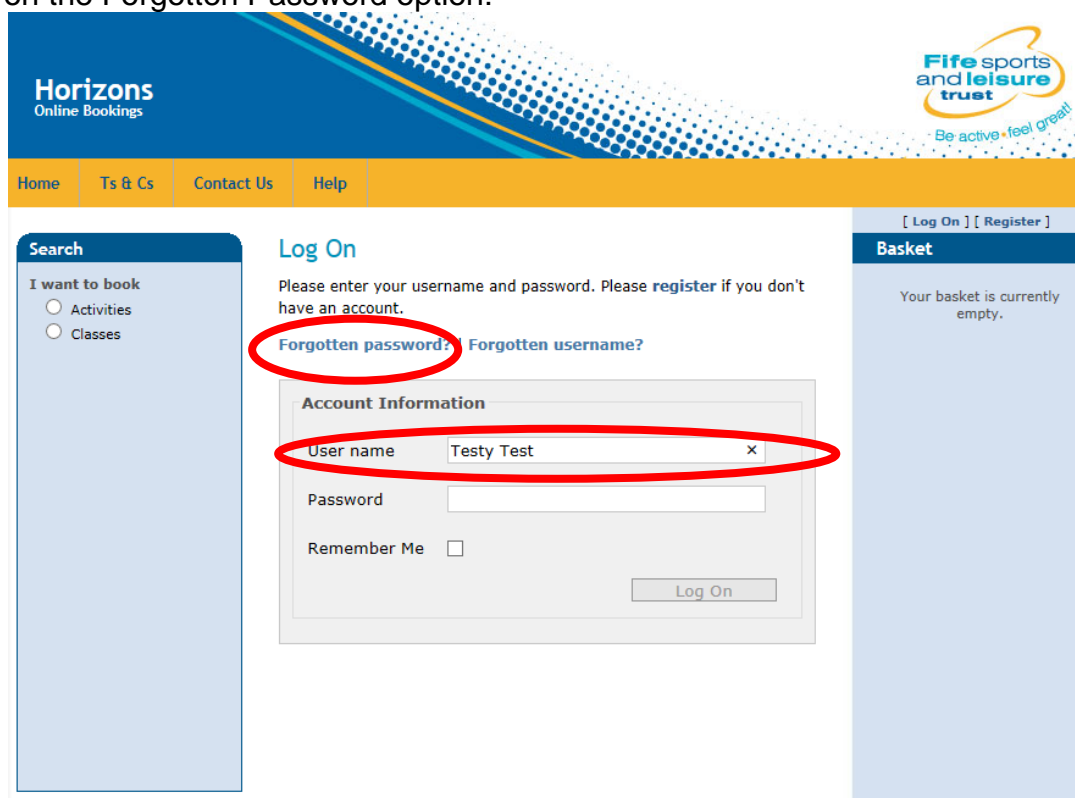
MasterCard JCB Maestro VISA V.me by Visa worldpay

10.0 Forgotten Password

If a member has already registered but forgotten their password, they can reset this by being sent a link to re-set it. Firstly click on the Log On option on the right hand side of the screen:-



Click on the Forgotten Password option:-



Member then enters their username followed by their email address before clicking on Request re-activation link:-

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book

- ☐ Activities
- ☐ Classes

Forgotten Password

Please enter the details below to retrieve your password.

Account Information

Username:

Email address:

[Request re-activation link](#)

Basket

Your basket is currently empty.

Screen is then displayed confirming the Password has been retrieved:-

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book

- ☐ Activities
- ☐ Classes

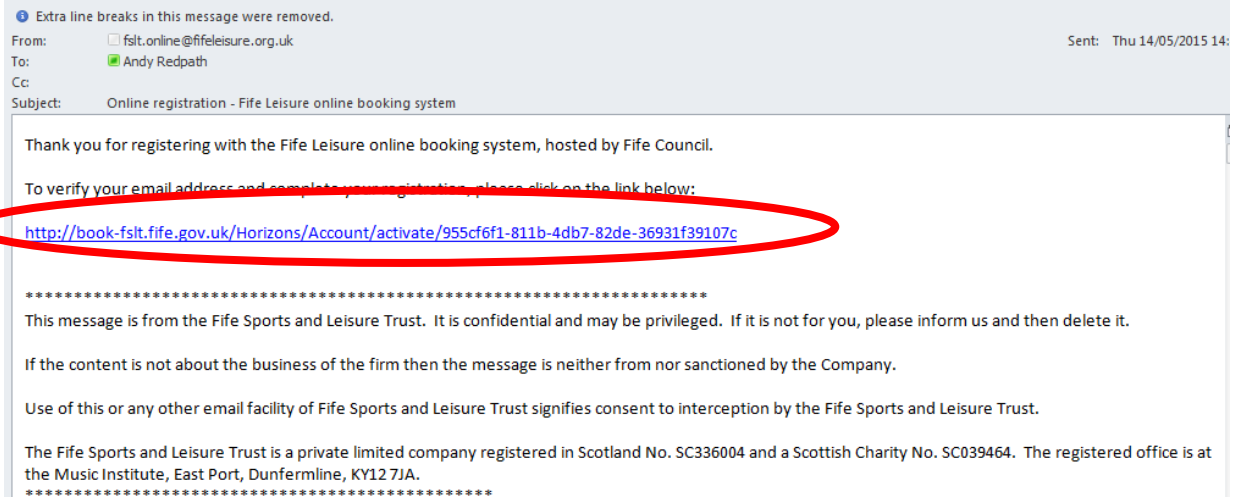
Password Retrieved

An email has been sent to your supplied email address with a re-activation link. If it does not arrive quickly, please remember to check your spam folder.

Basket

Your basket is currently empty.

Member receives an email with registration link where they can re-set their password:-



User is then taken to the Activation screen where after entering the security question set previously, they can attach a new password to their account before clicking on the Activate button:-

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

Search

I want to book

- ☐ Activities
- ☐ Classes

Account Activation

Please use the form below to activate your account.

Passwords are required to be a minimum of 6 characters in length.

Account Information

User name: Andy Redpath

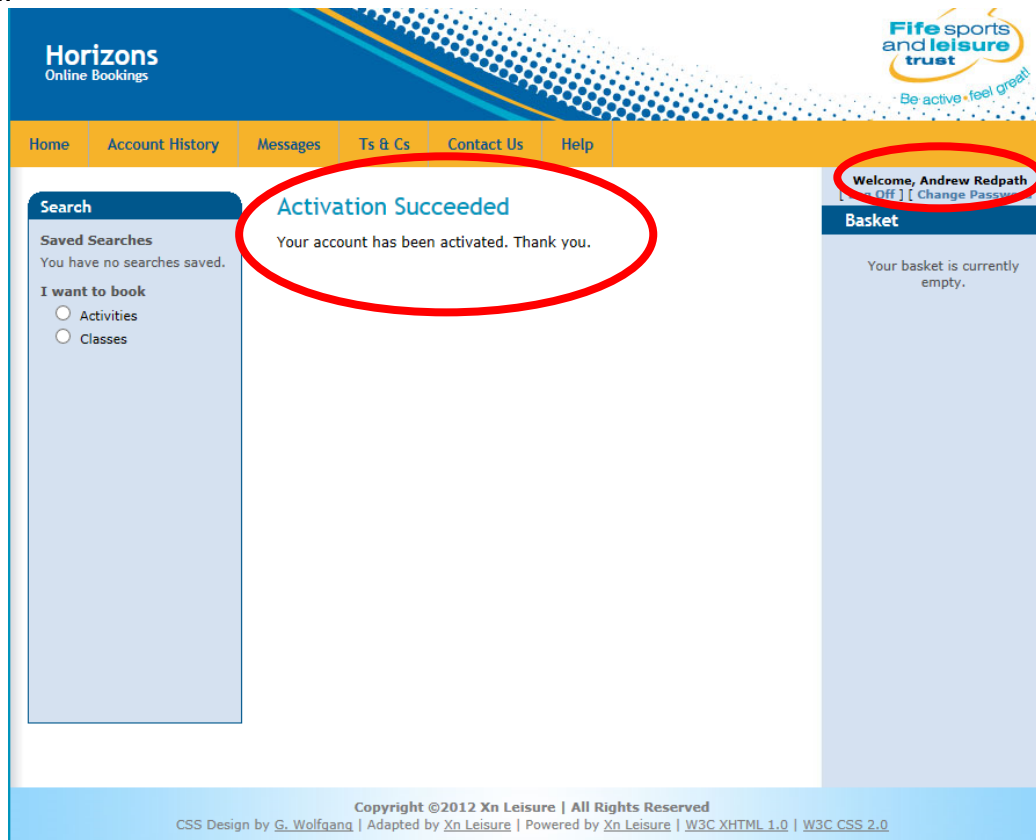
Mother's Maiden Name:

Password:

Confirm password:

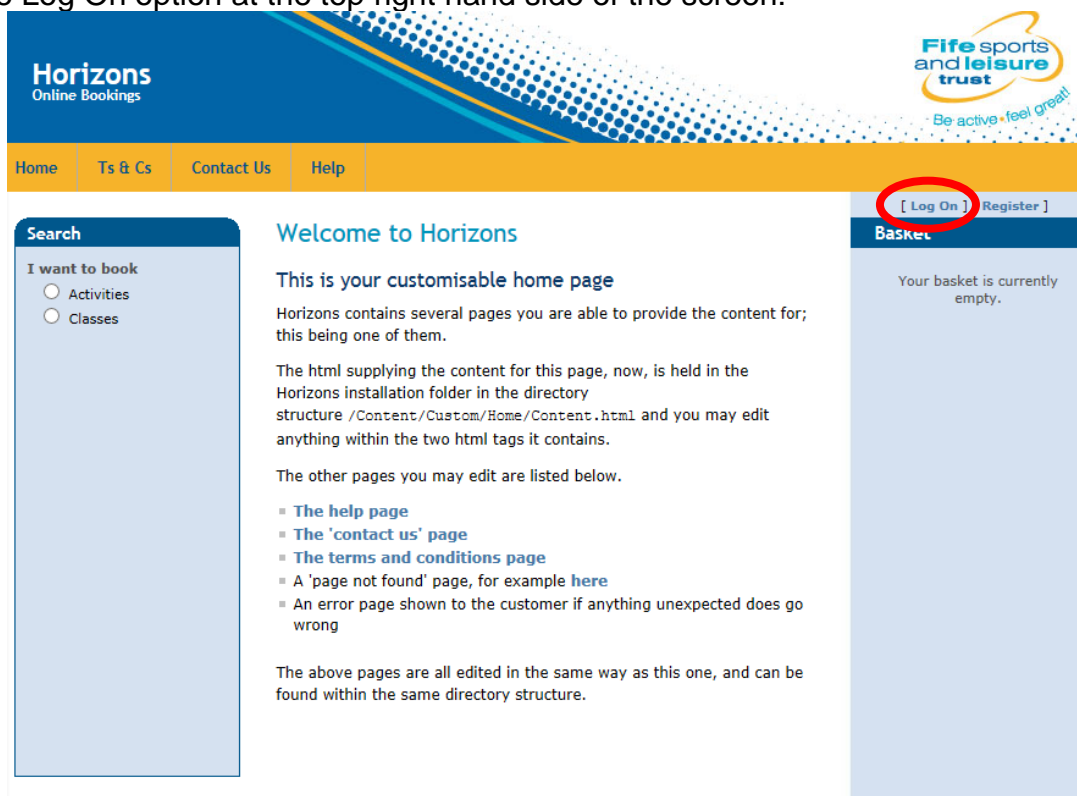
Activate

User then receives an Activation confirmation screen. The user will also be logged into the system:-



11.0 Forgotten Username

If after activation, a member forgets their username, they can request this by first of all clicking on the Log On option at the top right hand side of the screen:-



From the usual log on screen, member can click on the Forgotten Username option:-

Horizons
Online Bookings

Home Ts & Cs Contact Us Help

Search

I want to book

- ☐ Activities
- ☐ Classes

Log On

Please enter your username and password. Please [register](#) if you don't have an account.

[Forgotten password?](#) [Forgotten username?](#)

Account Information

User name

Password

Remember Me ☐

Log On

[Log On] [Register]

Basket

Your basket is currently empty.

Member is then asked to enter their email address before clicking on the Request username reminder option:-

Horizons
Online Bookings

Home Ts & Cs Contact Us Help

Search

I want to book

- ☐ Activities
- ☐ Classes

Retrieve username

Please enter the email address you used to register on the system.

Email address

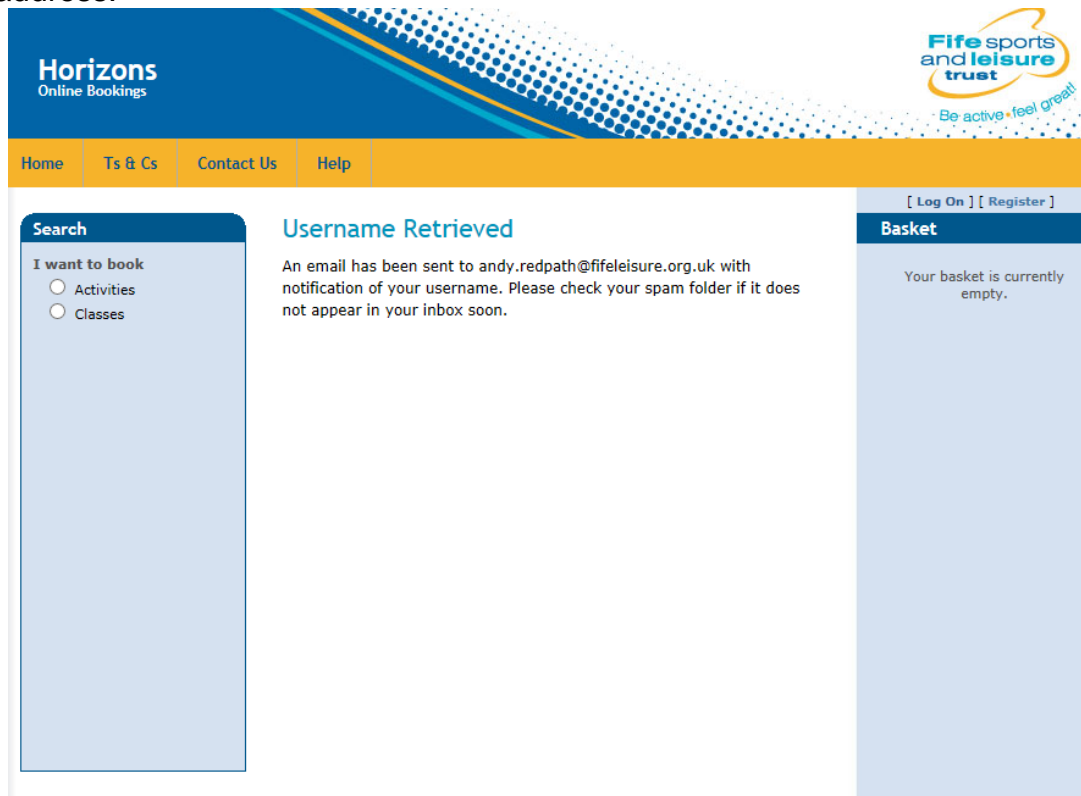
Request username reminder

[Log On] [Register]

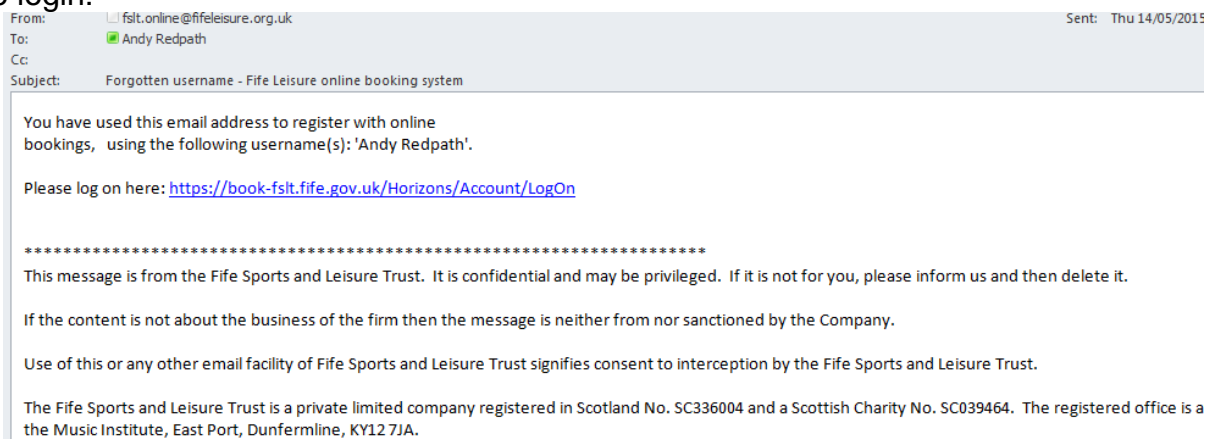
Basket

Your basket is currently empty.

Screen is then displayed confirming the username has been retrieved and sent to stored e-mail address:-



Email is sent to stored email address with a reminder of the username and a link for the user to login:-



12.0 Log Off

User can log off from the site at any time by clicking on the Log Off button at the top right hand side of the screen. This will log the user off the site and return them to the main FSLT website:-

The screenshot shows the 'Online Bookings' page of the Fife Sports and Leisure Trust website. The top navigation bar includes links for Home, Account History, Messages, Ts & Cs, Contact Us, and Help. The Fife Sports and Leisure Trust logo is in the top right corner with the tagline 'Be active - feel great!'. A user is logged in as 'Andrew Redpath', and the 'Log Off' button is circled in red. Below the navigation bar, the page is divided into three columns. The left column contains a search bar and a list of saved searches. The middle column contains the main content area with the title 'Fife Sports and Leisure Trust Online Bookings' and a welcome message. The right column contains a 'Basket' section showing that the basket is currently empty. The footer contains copyright information and logos for various payment methods including MasterCard, JCB, Maestro, VISA, and worldpay.

Online Bookings

Home Account History Messages Ts & Cs Contact Us Help

Welcome Andrew Redpath
[Log Off] [Change Password]

Search

Saved Searches
You have no searches saved.

I want to book
☐ Activities
☐ Classes

Fife Sports and Leisure Trust Online Bookings

We now offer all our customers the opportunity to book activities online. The online booking system will work in the same way as if you booked through the centre reception, but will offer you the added convenience of booking/cancelling classes?? and activities at the touch of a button; whenever suits you and without the hassle of contacting the centre.

We hope you take advantage of our online booking service.

Currently bookable:

- Fitness Classes
- Racquet Sports ??
- ??

Logging in to book online

To log in to Online Bookings you will need the following log in details:

- the email address we hold for you on our membership database
- your personal pin

If you are a Leisure Active member, your log in details have already been emailed to the email address we hold for you on our membership database. ??

If you have not received our email (eg if you have changed email address), or if you are a pay-as-you-play user, you can complete the online form and we will email your log in details to you. ??

Why book online?

If you book online you will not need to queue at reception. Instead, you can just scan your membership card / wristband at the fast track machines at reception. You can make bookings up to six days in advance. ??

Online payments

If you are booking a activity or class online that has a charge, you must pay for this when you book.

Your payment will be collected by Worldpay; Fife Sports and Leisure Trust does not hold any of your personal payment details.

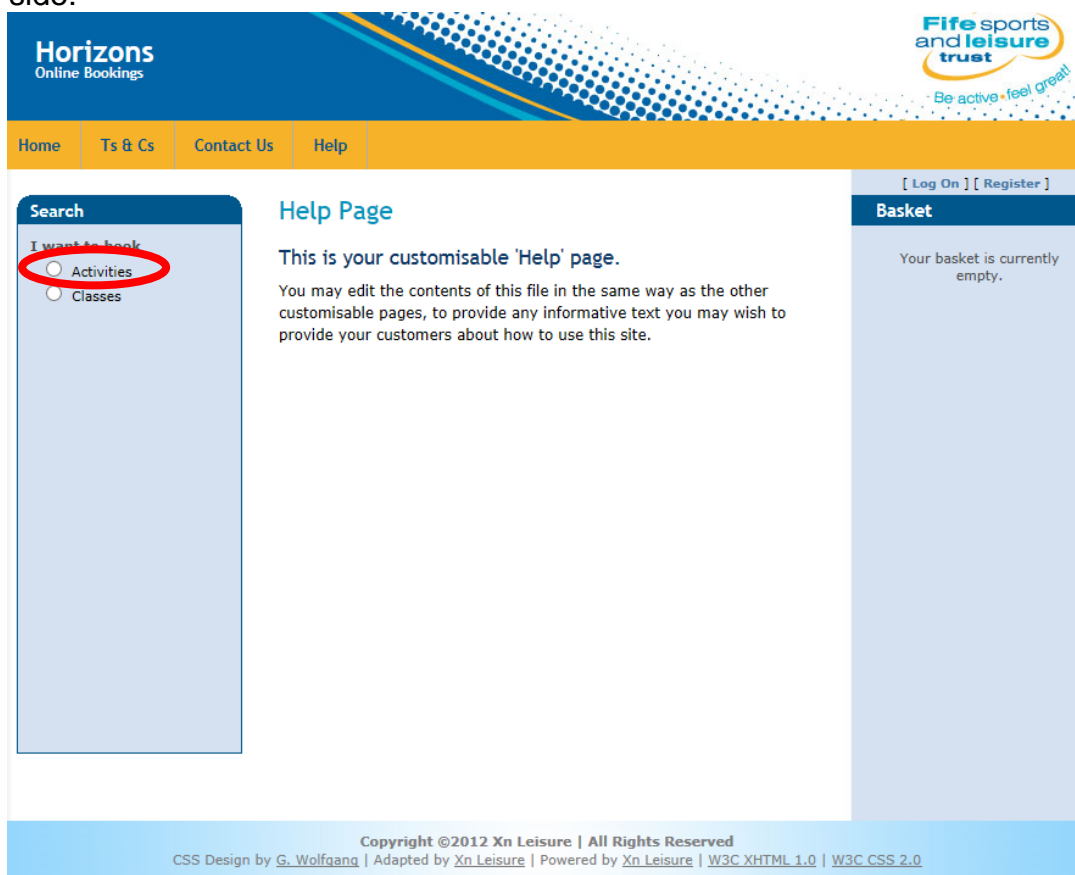
Your basket is currently empty.

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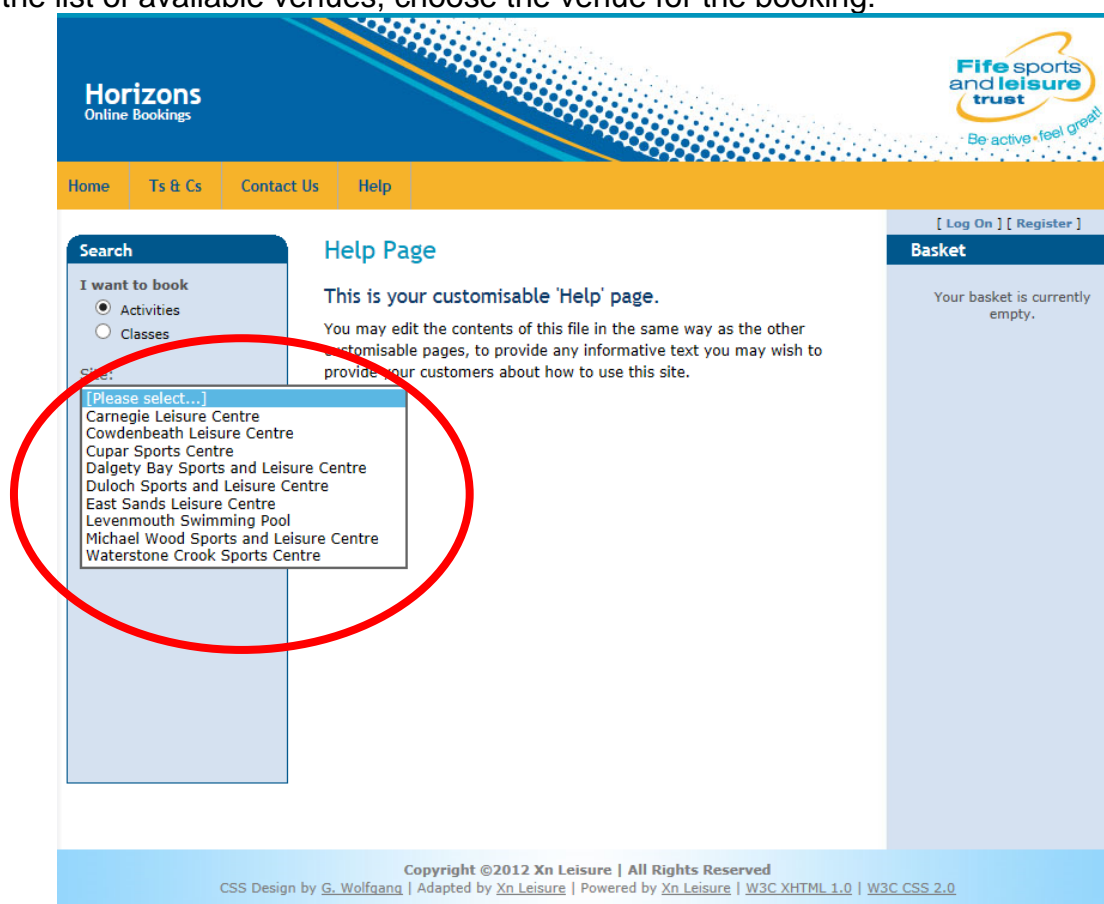
MasterCard JCB Maestro VISA V.me by Visa worldpay

13.0 Making a Booking for An Activity (e.g Badminton, Squash)

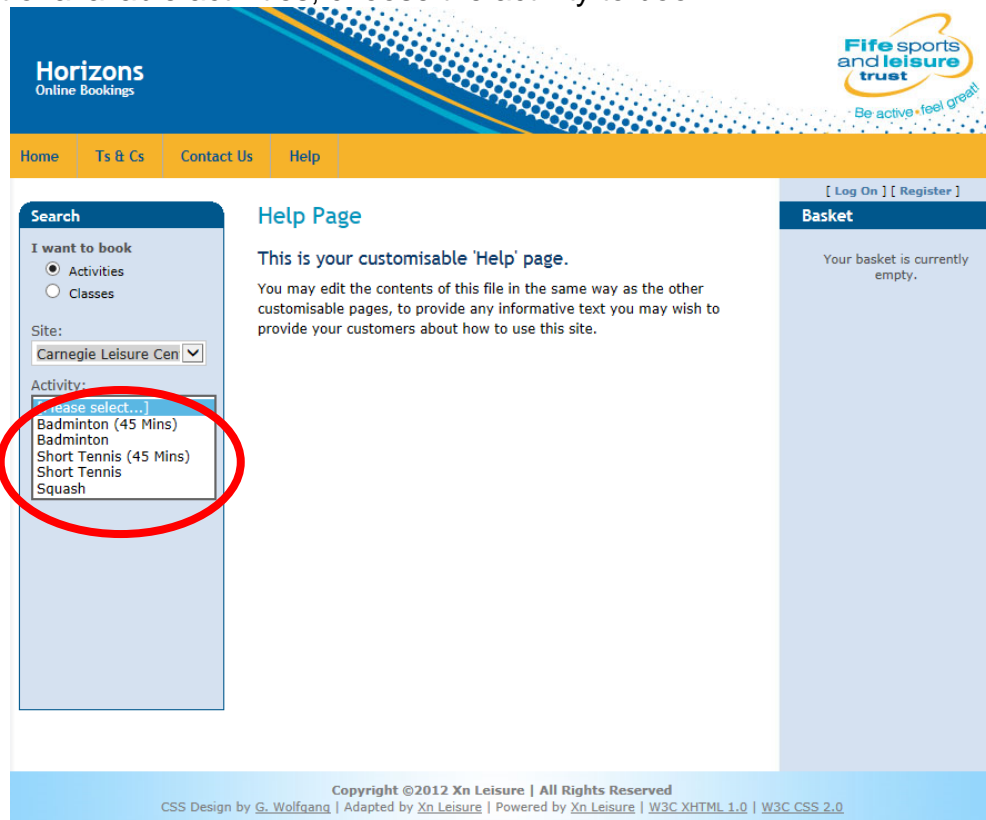
From any of the pages click on the Activities from the Search – I want to Book section on the left hand side:-



From the list of available venues, choose the venue for the booking:-



From the list of available activities, choose the activity to book:-



Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☒ Activities
☐ Classes

Site:
Carnegie Leisure Cen

Activity:
Please select...
Badminton (45 Mins)
Badminton
Short Tennis (45 Mins)
Short Tennis
Squash

Help Page

This is your customisable 'Help' page.

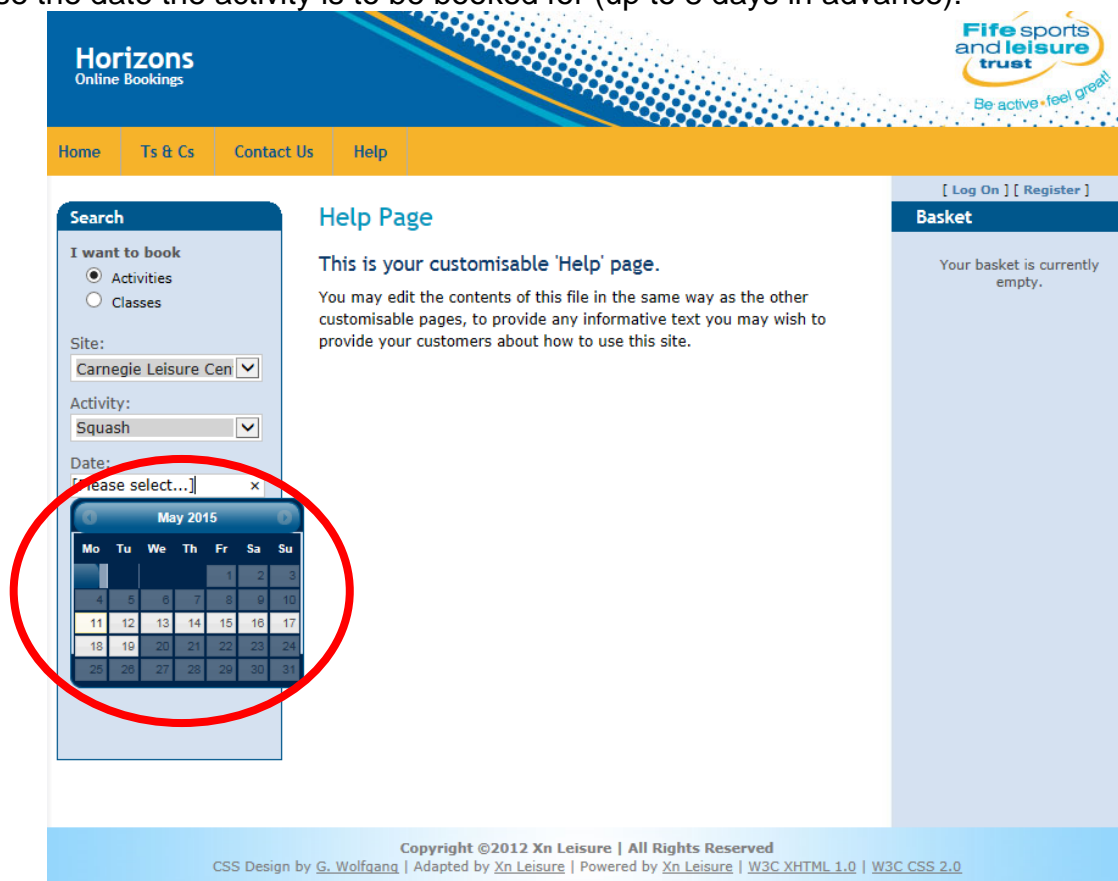
You may edit the contents of this file in the same way as the other customisable pages, to provide any informative text you may wish to provide your customers about how to use this site.

Basket

Your basket is currently empty.

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Choose the date the activity is to be booked for (up to 8 days in advance):-



Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☒ Activities
☐ Classes

Site:
Carnegie Leisure Cen

Activity:
Squash

Date:
Please select...

Help Page

This is your customisable 'Help' page.

You may edit the contents of this file in the same way as the other customisable pages, to provide any informative text you may wish to provide your customers about how to use this site.

Basket

Your basket is currently empty.

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Choose the time range you wish to book from and to as well as the duration of booking (this will be pre-set to the duration of a normal booking for the chosen activity):-

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☒ Activities
☐ Classes

Site:
Carnegie Leisure Cen

Activity:
Squash

Date:
13/05/2015

From:
17:00

To:
21:00

Duration:
45 minutes

Help Page

This is your customisable 'Help' page.

You may edit the contents of this file in the same way as the other customisable pages, to provide any informative text you may wish to provide your customers about how to use this site.

Basket

Your basket is currently empty.

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Finally click on the Search button to display a list of available bookings:-

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☒ Activities
☐ Classes

Site:
Carnegie Leisure Cen

Activity:
Squash

Date:
13/05/2015

From:
17:00

To:
21:00

Duration:
45 minutes

Search results for Squash on 13 May 2015

<< Previous Week | < Previous Day | Next Day > | Next Week >>

As a member, you may be entitled to discounted prices. Please [Log On](#) or [Register](#) to update prices below.

Time	Location	Cost	Contact this site
17:15	Squash Courts - C A	£7.60	
18:00	Squash Courts - C A	£7.60	
18:45	Squash Courts - C A	£7.60	
19:30	Squash Courts - C A	£7.60	
20:15	Squash Courts - C A	£7.60	

Michael Wood Sports and Leisure Centre

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There are a number of options available from this page – e.g. search other venues, search other days. However to select a booking to be put in the basket, click on the basket next to the desired booking:-

Horizons Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☒ Activities
☐ Classes

Site:
Carnegie Leisure Cen

Activity:
Squash

Date:
13/05/2015

From:
17:00

To:
21:00

Duration:
45 minutes

Search






Search results for Squash on 13 May 2015

<< Previous Week | < Previous Day | Next Day > | Next Week >>

As a member, you may be entitled to discounted prices. Please Log On or Register to update prices below.

Carnegie Leisure Centre

Contact this site

Time	Location	Cost	
17:15	Squash Courts - C A	£7.60	
18:00	Squash Courts - C A	£7.60	
18:45	Squash Courts - C A	£7.60	
19:30	Squash Courts - C A	£7.60	
20:15	Squash Courts - C A	£7.60	

Michael Wood Sports and Leisure Centre

Basket

Your basket is currently empty.

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If there is more than one sub location (court, etc) available, choose the correct one from the list provided:-

Horizons Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☒ Activities
☐ Classes

Site:
Carnegie Leisure Cen

Activity:
Squash

Date:
13/05/2015

From:
17:00

To:
23:00

Duration:
45 minutes

Search

Search results for Squash on 13 May 2015

<< Previous Week | < Previous Day | Next Day > | Next Week >>






As a member, you may be entitled to discounted prices. Please Log On or Register to update prices below.

Additional Booking Information is Required

Please choose a sublocation for your booking.

Court 2
Court 3

Cancel OK

Time	Location	Cost	
17:15	Squash Courts - C A	£7.60	
18:00	Squash Courts - C A	£7.60	
18:45	Squash Courts - C A	£7.60	
19:30	Squash Courts - C A	£7.60	
20:15	Squash Courts - C A	£7.60	

Michael Wood Sports and Leisure Centre

Basket

Your basket is currently empty.

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The booking is then added to the basket. More bookings/classes can be added to the basket prior to going to the checkout to pay for these items:-

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☒ Activities
☐ Classes

Site:
 Carnegie Leisure Cen

Activity:
 Squash

Date:
 13/05/2015

From:
 17:00

To:
 23:00

Duration:
 45 minutes

Search

Shopping Basket
 You have one item in your basket [Empty Basket]

As a member, you may be entitled to discounted prices. Please Log On or Register to update prices below.

Please review your basket's contents before proceeding to the checkout.

Squash M45, 13 May 2015 17:15 - 18:00
 Carnegie Leisure Centre - Squash Courts - C A, Court 3
 This booking is for an anonymous non-member (click to change).
 £7.60

Please indicate who the booking is for, then you may proceed to checkout.

Basket

1 Item
 Total £7.60
[View Basket](#)

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14.0 Making a booking for a class

From any of the pages click on the Classes from the Search – I want to Book section on the left hand side:-

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

[Log On] [Register]

Search

I want to book
☐ Activities
☒ Classes

Welcome to Horizons

This is your customisable home page

Horizons contains several pages you are able to provide the content for; this being one of them.

The html supplying the content for this page, now, is held in the Horizons installation folder in the directory structure /Content/Custom/Home/Content.html and you may edit anything within the two html tags it contains.

The other pages you may edit are listed below.

- The help page
- The 'contact us' page
- The terms and conditions page
- A 'page not found' page, for example [here](#)
- An error page shown to the customer if anything unexpected does go wrong

The above pages are all edited in the same way as this one, and can be found within the same directory structure.

Basket

Your basket is currently empty.

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From the list of available venues, choose the venue the class is at:-

The screenshot shows the Horizons Online Bookings website. The header includes the Horizons logo, navigation links (Home, Ts & Cs, Contact Us, Help), and the Fife Sports and Leisure Trust logo. The main content area is titled 'Welcome to Horizons' and contains a 'Search' section. In the 'Search' section, the 'I want to book' radio buttons are set to 'Classes'. The 'Site:' dropdown menu is open, displaying a list of venues: Carnegie Leisure Centre, Cowdenbeath Leisure Centre, Cupar Sports Centre, Dalgety Bay Sports and Leisure Centre, Duloch Sports and Leisure Centre, East Sands Leisure Centre, Levenmouth Swimming Pool, Michael Wood Sports and Leisure Centre, Waterstone Crook Sports Centre, Bowhill Swimming Pool, Beacon Leisure Centre, Kirkcaldy Leisure Centre, and Pirbright Athletics Stadium. A red circle highlights this dropdown menu. The right sidebar shows a 'Basket' section indicating it is empty. The footer contains copyright information for 2012 Xn Leisure.

From the list of available class types, choose the class to be booked:-

The screenshot shows the Horizons Online Bookings website with the 'Site:' dropdown menu set to 'Carnegie Leisure Cen'. The 'Activities' dropdown menu is open, displaying a list of class types: [All classes], Tai X 45 Mins, Tae-robic 45 Mins, Body Balance 45 Mins, R P M 45 Mins, Body Conditioning 60 Mins, Body Condition 45 Mins, Yoga 60 Mins, Step 45 Mins, Stretch And Tone, Body Pump 60 Mins, Gravity 30 Mins, Step 60 Mins, Trx 60 Mins, Body Pump 45 Mins, Zumba 45 Mins, Insanity 30 Mins, Boxercise 60 Mins, Metafit 30 Mins, Group Cycle 45 Mins, Tai Chi 60 Mins, Core Blast 30 Mins, Yoga, Zumba 60 Mins, Aerobics 60 Mins, Core Blast 45 Mins, Pilates 60 Mins, Boot Camp 45 Mins, Power Hoop 45 Mins, and Boot Camp 60 Mins. A red circle highlights this dropdown menu. The right sidebar shows a 'Basket' section indicating it is empty. The footer contains copyright information for 2012 Xn Leisure.

date of class:-

The screenshot shows the Horizons Online Bookings website. The search form on the left includes fields for Site (Carnegie Leisure Cen), Activity (R P M 45 Mins), and Date (11/05/2015). A red circle highlights the date selection calendar for May 2015. The main content area displays a 'Welcome to Horizons' message and a list of pages that can be edited, including the help page, contact us page, terms and conditions page, and a page not found page. The basket on the right is empty.

And time range to search for available spaces:-

The screenshot shows the Horizons Online Bookings website. The search form on the left includes fields for Site (Carnegie Leisure Cen), Activity (R P M 45 Mins), Date (13/05/2015), From (12:00), To (20:00), and Number of Places (1). A red circle highlights the time range selection fields (From and To). The main content area displays a 'Welcome to Horizons' message and a list of pages that can be edited, including the help page, contact us page, terms and conditions page, and a page not found page. The basket on the right is empty.

(Note – maximum number of places which can be chosen is 1).

Finally click on the Search button to display the available classes which can be booked:-

Horizons Online Bookings

Fife sports and leisure trust
Be active • feel great!

Home Ts & Cs Contact Us Help

[Log On] [Register]

Search

I want to book
☐ Activities
☒ Classes

Site:
Carnegie Leisure Cen

Activity:
R P M 45 Mins

Date:
13/05/2015

From:
12:00

To:
20:00

Number of Places:
1

Search

Search results for R P M 45 Mins on 13 May 2015

<< Previous Week | < Previous Day | Next Day > | Next Week >>

As a member, you may be entitled to discounted prices. Please [Log On](#) or [Register](#) to update prices below.

Carnegie Leisure Centre [Contact this site](#)

Time	Class Name	Cost	
19:15 - 20:00	R P M 45	£4.70	

Basket

Your basket is currently empty.

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There are a number of options available from this page e.g. search other venues, search other days. However to select a class to be put in the basket, click on the basket next to the desired class:-

Horizons Online Bookings

Fife sports and leisure trust
Be active • feel great!

Home Ts & Cs Contact Us Help

[Log On] [Register]

Search

I want to book
☐ Activities
☒ Classes

Site:
Carnegie Leisure Cen

Activity:
R P M 45 Mins

Date:
13/05/2015

From:
12:00

To:
20:00

Number of Places:
1

Search

Search results for R P M 45 Mins on 13 May 2015

<< Previous Week | < Previous Day | Next Day > | Next Week >>

As a member, you may be entitled to discounted prices. Please [Log On](#) or [Register](#) to update prices below.

Carnegie Leisure Centre [Contact this site](#)

Time	Class Name	Cost	
19:15 - 20:00	R P M 45	£4.70	

Basket

Your basket is currently empty.

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CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0

The class is then added to the basket. More bookings/classes can be added to the basket prior to going to the checkout to pay for these items:-

Horizons
Online Bookings

HomeTs & CsContact UsHelp

Fife sports
and leisure
trust
Be active • feel great

Search

I want to book
☐ Activities
☒ Classes

Site:
Carnegie Leisure Cen

Activity:
R P M 45 Mins

Date:
13/05/2015

From:
12:00

To:
20:00

Number of Places:
1

Search

Shopping Basket

You have one item in your basket

[Empty Basket]

As a member, you may be entitled to discounted prices. Please Log On or Register to update prices below.

Please review your basket's contents before proceeding to the checkout.

R P M 45 , 13 May 2015 19:15 - 20:00

Carnegie Leisure Centre - Studio 4
This booking is for an anonymous non-member (click to change).

£4.70

Please indicate who the booking is for, then you may proceed to checkout.

[Log On] [Register]

Basket

1 Item

Total £4.70

View Basket

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CSS Design by G. Wolfqang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0

15.0 Checkout Basket

How a basket is checked out will be dependent on if there is any money due or if the member has booked zero priced activities as part of their membership:-

If the total cost of the basket is zero, the user will have to accept the terms and conditions of the booking prior to clicking on the Checkout button:-

Online Bookings

Home Account History Messages Ts & Cs Contact Us Help

Welcome, Andrew Redpath [Log Off] [Change Password]

Shopping Basket
You have one item in your basket [Empty Basket]

Please review your basket's contents before proceeding to the checkout.

R P M 45, 13 July 2015 18:15 - 19:00
Carnegie Leisure Centre - Studio 4
This booking is for Andrew Redpath (click to change). £0.00

☒ I accept the terms and conditions.

Checkout

Basket
1 Item
Total £0.00
View Basket

Search
Saved Searches
You have no searches saved.
I want to book
☐ Activities
☒ Classes
Site:
Carnegie Leisure Cen
Activity:
R P M 45 Mins
Date:
13/07/2015
From:
15:00
To:
20:00
Number of Places:
1
☐ Remember my search
Search

Copyright ©2012 Xn Leisure | All Rights Reserved
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MasterCard JCB Maestro Visa V.Me By Visa worldpay

User is now asked to confirm their bookings by clicking on the Make Bookings option or return to their basket to make any changes (please note that the user is only given a limited time to click on the Make Bookings option):-

Online Bookings

Home Ts & Cs Contact Us Help

Welcome, Andrew Redpath [Log Off] [Change Password]

Checkout
Please confirm that the details below are all correct before proceeding to payment. If there are any errors please [return to your basket](#).
Total: £0.00
In order to secure your bookings, please confirm your bookings before 15:33.
Make Bookings

Basket
Your basket is currently empty.

Search

Copyright ©2012 Xn Leisure | All Rights Reserved
CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0
MasterCard JCB Maestro Visa V.Me By Visa WorldPay

Confirmation screen is now displayed giving details of booking as well as option to print out receipt:-

Online Bookings

Search

Order Confirmation

Payment Reference: 20

[Print Receipt](#)

R P M 45
Studio 4
Booked for Andrew Redpath

Welcome, Andrew Redpath
[Log Off] [Change Password]

Basket

Copyright ©2012 Xn Leisure | All Rights Reserved
CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0
Mastercard | JCB | Maestro | Visa | V.Me | WorldPay

Confirmation email is also sent to user with details of booking.

If there is a cost attached to the booking, the user will have to make payment via worldpay before booking is confirmed. Again the user will have to accept the terms and conditions prior to the clicking on the Checkout button:-

Online Bookings

Search

Shopping Basket

You have one item in your basket [Empty Basket]

Please review your basket's contents before proceeding to the checkout.

Bad - M, 14 July 2015 19:00 - 20:00

Carnegie Leisure Centre - Sports Hall - C.A. Court 2
This booking is for Andrew Redpath (click to change).

£10.20

☒ I accept the terms and conditions.

[Checkout](#)

Welcome, Andrew Redpath
[Log Off] [Change Password]

Basket

1 Item
Total £10.20
[View Basket](#)

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CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0

MasterCard | JCB | Maestro | Visa | V.Me | worldpay

The user then has the option to return to their basket to make changes, make bookings and pay later (bookings are NOT confirmed until they are paid) or proceed to online card payment:-

Online Bookings

Horizons
Online Bookings

Home | Ts & Cs | Contact Us | Help

Welcome, Andrew Redpath
[Log Off] [Change Password]

Search

Checkout

Please confirm that the details below are all correct before proceeding to payment. If there are any errors please [return to your basket](#).

Bad - M, 14 July 2015 19:00 - 20:00
Carnegie Leisure Centre - Sports Hall - C A, Court 2
Andrew Redpath
£10.20

Total: £10.20

In order to secure your bookings, please complete payment before 15:45.

Please select a payment method

[Make bookings and pay later](#)

[Proceed to Online Card Payment](#)

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CSS Design by G. Wolfoang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0
Mastercard | JCB | Maestro | Visa | V.Me | WorldPay

If user choses to Proceed to Online Card Payments they are taken to the Worldpay online payment site. To make payment using this site, they must first of all click on the payment type:-

WorldPay

Help | FAQs | Security

Secure Payment Page

TEST MODE - This is not a live transaction.

Please review your purchase details, then select a payment method to continue.

Select language English

Fife Sports and Leisure Trust
Description: Online booking
Amount: £10.20

Select your payment method

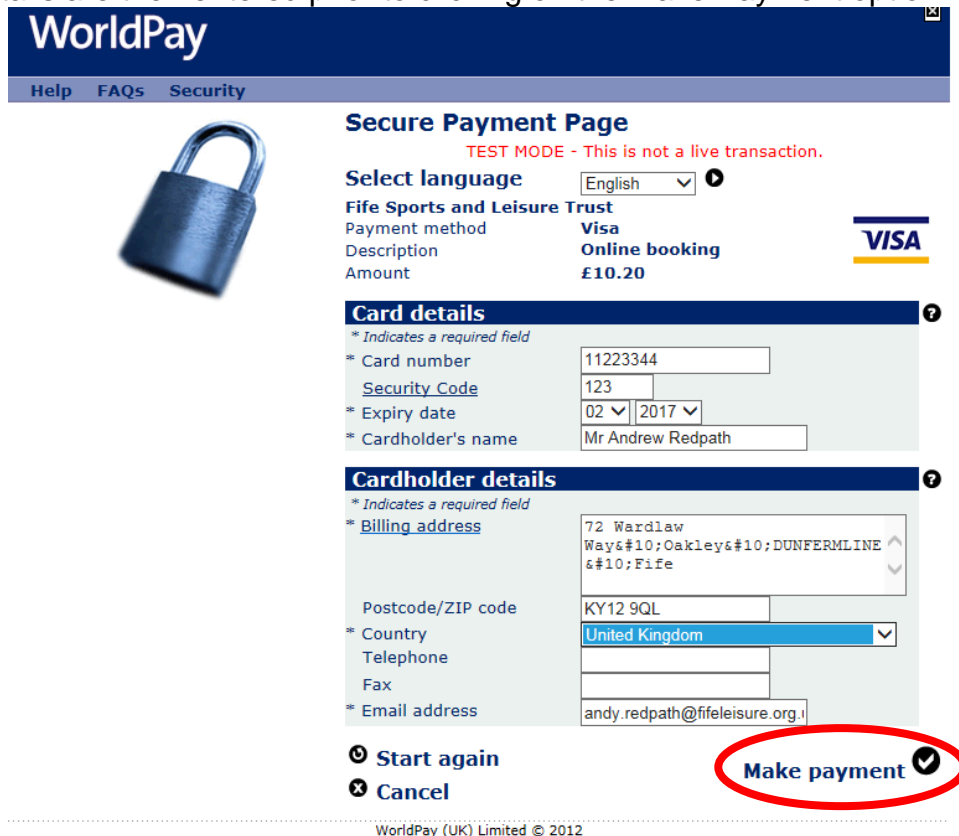
MasterCard | Visa | Maestro | JCB | MasterPass | V.me by Visa

Cancel

payments powered by WorldPay

For help with your payment visit the: [WorldPay Help](#).

Card details are then entered prior to clicking on the Make Payment option:-



WorldPay
Help FAQs Security

Secure Payment Page
TEST MODE - This is not a live transaction.

Select language: English

Fife Sports and Leisure Trust
Payment method: **Visa**
Description: **Online booking**
Amount: **£10.20**

Card details

* Indicates a required field

* Card number: 11223344

Security Code: 123

* Expiry date: 02/2017

* Cardholder's name: Mr Andrew Redpath

Cardholder details

* Indicates a required field

* Billing address: 72 Wardlaw Way, Oakley, Dunfermline, Fife

Postcode/ZIP code: KY12 9QL

* Country: United Kingdom

Telephone:

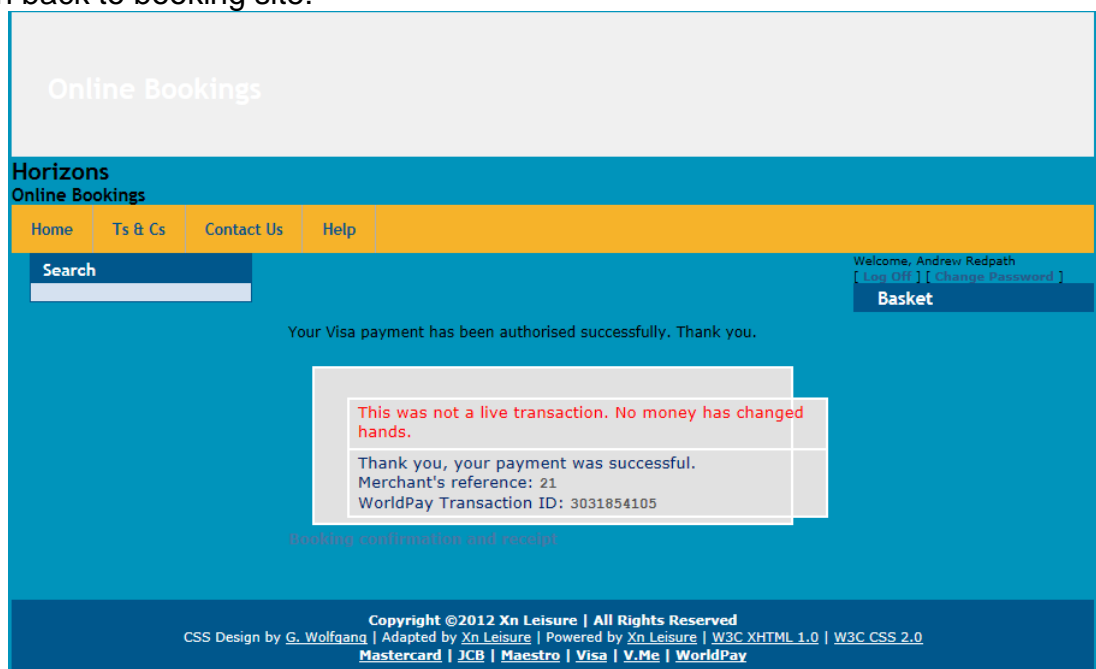
Fax:

* Email address: andy.redpath@fifeleisure.org.uk

Start again Cancel **Make payment**

WorldPay (UK) Limited © 2012

If card is accepted, user is sent verification email from worldpay and from FSLT before being taken back to booking site:-



Online Bookings

Horizons
Online Bookings

Home Ts & Cs Contact Us Help

Welcome, Andrew Redpath
[Log Out] [Change Password]

Basket

Your Visa payment has been authorised successfully. Thank you.

This was not a live transaction. No money has changed hands.
Thank you, your payment was successful.
Merchant's reference: 21
WorldPay Transaction ID: 3031854105

Booking confirmation and receipt

Copyright ©2012 Xn Leisure | All Rights Reserved
CSS Design by G. Wolfgang | Adapted by Xn Leisure | Powered by Xn Leisure | W3C XHTML 1.0 | W3C CSS 2.0
Mastercard JCB Maestro Visa V.Me WorldPay

16.0 Recording Attendance

It is imperative that on arrival to attend the class or booking, the customer marks themselves as attended. This can be done either at reception or using one of the fast track kiosks. Failure to comply with this, may result in removal of online booking rights as well as the customer being applicable for any perceived lost revenue – this also includes zero priced membership activities (e.g. Leisure Active).

17.0 Cancelling a class

As from 1st March 2017, there will be an option to cancel any class booked online. These however can only be cancelled if no refund is required (i.e. it is a zero price). If a booking has been made with payment taken therefore refund required, these can only be cancelled either in person or via telephone at the appropriate venue. ALL cancellations will also be required to follow FSLT's current cancellation policy of over 24 hours notice. If any cancellation is made outwith this, a penalty may be incurred as well as a suspension of booking rights (e.g. online bookings, use of kiosks, etc).

To cancel a class, the customer must first of all ensure they are logged onto the online booking system. Once logged on choose the tab to view Account History:-

Online Bookings

Home **Account History** Messages Ts & Cs Contact Us Help

Welcome, Test 001 Test 001
[Log Off] [Change Password]

Search

Saved Searches
You have no searches saved.

I want to book
☐ Activities
☒ Classes

Site:
Carnegie Leisure Cen

Activity:
[All Classes]

Date:
23/02/2017

From:
06:00

To:
21:00

Number of Places:
1

☐ Remember my search

Search

Fife Sports and Leisure Trust Online Bookings

We now offer all our customers the opportunity to book activities online. The online booking system will work in the same way as if you booked through the centre reception, but offers activities at the touch of a button; whenever suits you and without the hassle of contacting the centre.

In the centre

If you have booked a class or activity online it is important to remember to mark your attendance at the class/activity when you arrive at the centre. You can do this at the Fast Track machines or at reception.

Currently bookable:

- Fitness Classes
- Racquet Sports

Logging in to book online

If you have already registered with online bookings you will need the following log in details:

- Your user name
- Your password

If you have not registered for Online Bookings you can do this by clicking on "Register" at the top right of the screen. Only users who currently have a Leisure Active Membership, Gym Pass or Active Concessions card will be able to register for Online Bookings straightaway.

If you would like to book online but aren't already a member with us then complete this registration form and hand in to reception.
[Registration Form >](#)

Online payments

- If you are booking an activity or class online that has a charge, you must pay for this when you book.

Basket

Your basket is currently empty.

From the account history, choose to view All bookings from within the last month (i.e. most recent bookings) and click into the venue where the class to be cancelled is booked:-

Online Bookings

Home Account History **Messages** Ts & Cs Contact Us Help

Welcome, Test 001 Test 001
[Log Off] [Change Password]

Search

Saved Searches
You have no searches saved.

I want to book
☐ Activities
☒ Classes

Site:
Carnegie Leisure Cen

Activity:
[All Classes]

Date:
23/02/2017

From:
06:00

To:
21:00

Number of Places:
1

☐ Remember my search

Search

Account History

All Activities Classes Holidays

Please show me bookings from within the last month

Carnegie Leisure Centre

Activity	Date & Time	Cost	Contact this site
R P M 45	23 February 2017 (18.00)	Paid	

Beacon Leisure Centre

Bowhill Swimming Pool

Cowdenbeath Leisure Centre

Cupar Sports Centre

Dalgety Bay Sports and Leisure Centre

East Sands Leisure Centre

Kirkcaldy Leisure Centre

Levenmouth Swimming Pool

Waterstone Crook Sports Centre

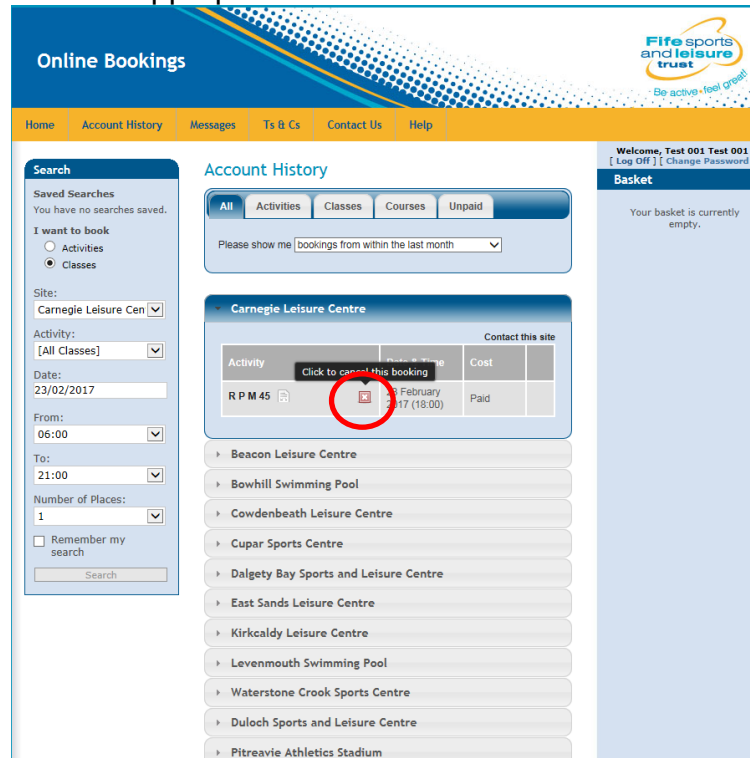
Dulloch Sports and Leisure Centre

Pitreavie Athletics Stadium

Basket

Your basket is currently empty.

Click on the  next to the appropriate class to be cancelled:-



Online Bookings

Home Account History Messages Ts & Cs Contact Us Help

Search

Saved Searches
You have no searches saved.

I want to book
☐ Activities
☒ Classes

Site:
Carnegie Leisure Cen

Activity:
[All Classes]

Date:
23/02/2017

From:
06:00

To:
21:00

Number of Places:
1

☐ Remember my search

Search

Account History

All Activities Classes Courses Unpaid

Please show me bookings from within the last month

Carnegie Leisure Centre

Activity Class time Cost

R P M 45 February 17 (18:00) Paid

Click to cancel this booking

Beacon Leisure Centre

Bowhill Swimming Pool

Cowdenbeath Leisure Centre

Cupar Sports Centre

Dalgety Bay Sports and Leisure Centre

East Sands Leisure Centre

Kirkcaldy Leisure Centre

Levenmouth Swimming Pool

Waterstone Crook Sports Centre

Duloch Sports and Leisure Centre

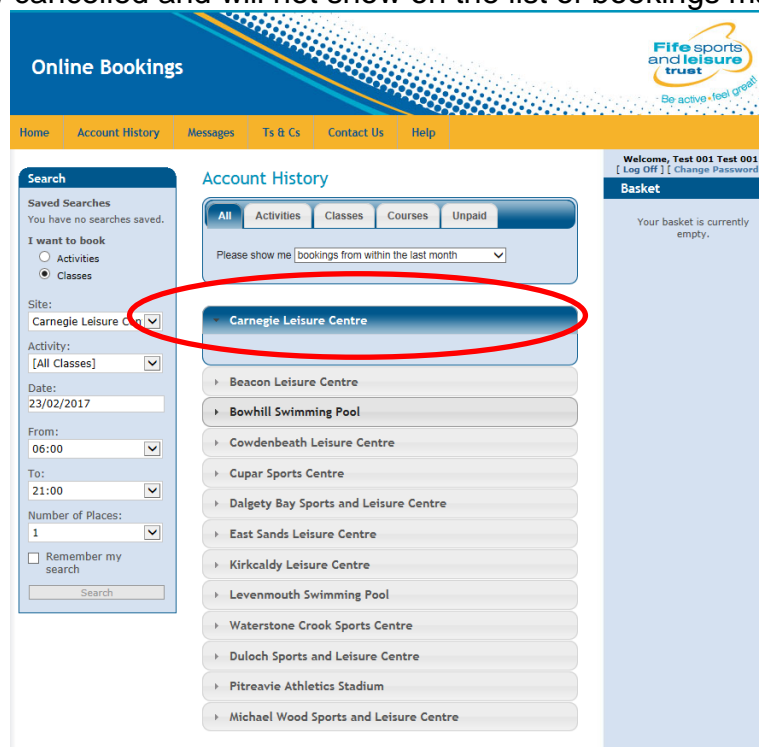
Pitreavie Athletics Stadium

Welcome, Test 001 Test 001
[Log Off] [Change Password]

Basket

Your basket is currently empty.

The class is now cancelled and will not show on the list of bookings made:-



Online Bookings

Home Account History Messages Ts & Cs Contact Us Help

Search

Saved Searches
You have no searches saved.

I want to book
☐ Activities
☒ Classes

Site:
Carnegie Leisure Cen

Activity:
[All Classes]

Date:
23/02/2017

From:
06:00

To:
21:00

Number of Places:
1

☐ Remember my search

Search

Account History

All Activities Classes Courses Unpaid

Please show me bookings from within the last month

Carnegie Leisure Centre

Beacon Leisure Centre

Bowhill Swimming Pool

Cowdenbeath Leisure Centre

Cupar Sports Centre

Dalgety Bay Sports and Leisure Centre

East Sands Leisure Centre

Kirkcaldy Leisure Centre

Levenmouth Swimming Pool

Waterstone Crook Sports Centre

Duloch Sports and Leisure Centre

Pitreavie Athletics Stadium

Michael Wood Sports and Leisure Centre

Welcome, Test 001 Test 001
[Log Off] [Change Password]

Basket

Your basket is currently empty.