

Bookteq Customer Portal

Viewing & Managing Your Bookings

The Bookteq Customer Portal allows you to easily manage your bookings and place new requests across our partner venues. The following is a step-by-step guide on how to use the customer portal.

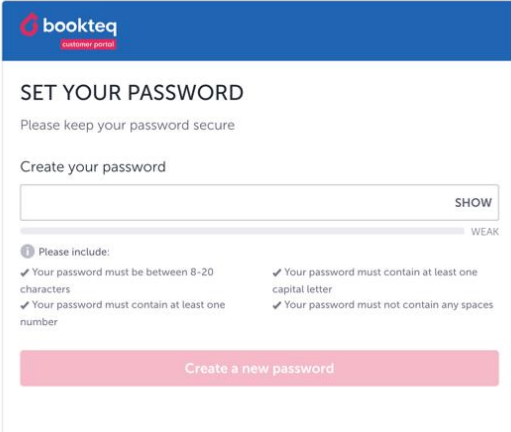
1. The first time you make a booking, or when your account is registered, you will receive an email asking you to create your account and choose your password.

Click on **'Create Password'** to begin the process of creating your account.

2. To activate your account, enter your secure password into the space provided and click **'Create a new password'**.

If your link from the original email has expired, reset your password here:

<https://my.bookteq.com/forgot-password>



3. Once you're logged in, you can choose the venue you want to make and manage bookings at. There will be a different section for each venue, depending on the bookings that you have placed.
4. The **'Bookings'** area will display all of your upcoming bookings that you have booked, and this can be filtered by date and booking status.

From here you can see the type of facility that you have booked, the date and time of your booking, payment status, as well as links to manage payments and orders through the portal.

bookteq customer portal

SWITCH VENUE: Pegasus High School

Customer Account: Ciaran McElhinney

Bookings

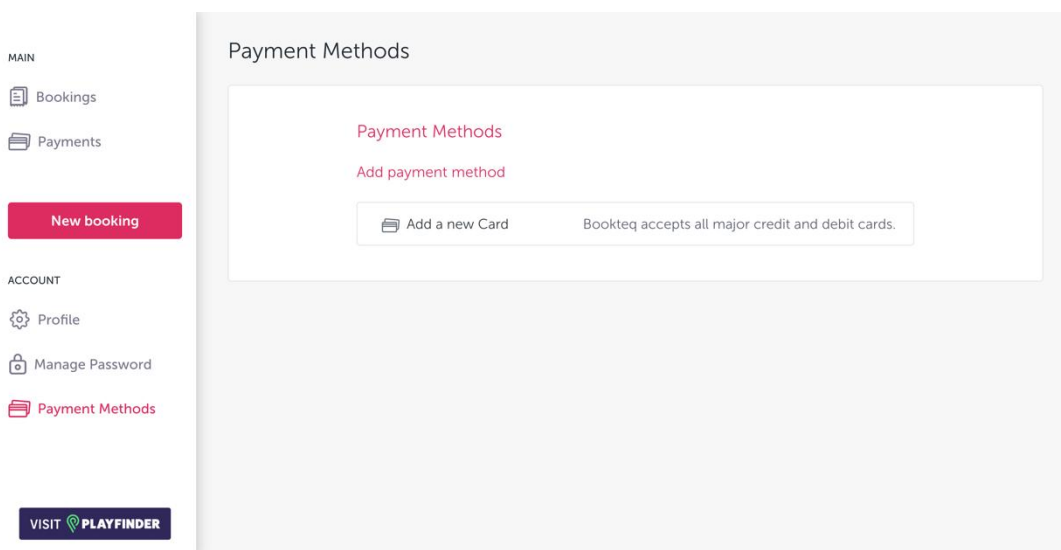
DD-MM-YYYY → DD-MM-YYYY

Booked x Reserved x +3

Filter Payment

REFERENCE	STATUS	SPACE AND FACILITY	BOOKING DATE	ATTENDEE	PRICE	PAYMENT STATUS	ACTIONS
PEG2-1	Completed	Sports Hall Badminton Court 1	Fri, 04 Nov 2022 21:00 - 22:00 (1h)		£0.00	Free	
149-2	Completed	3G Astroturf Pitch 1/3 Pitch 1 (7 vs 7)	Fri, 05 Aug 2022 20:00 - 21:30 (1h 30m)		£108.89	Unissued	
149-1	Completed	3G Astroturf Pitch 1/3 Pitch 2 (7 vs 7)	Fri, 05 Aug 2022 18:00 - 19:00 (1h)		£72.59	Unissued	
47-7	Completed	3G Astroturf Pitch 1/3 Pitch 3 (7 vs 7)	Fri, 06 May 2022 20:00 - 21:00 (1h)		£72.59	Unissued	
47-6	Completed	3G Astroturf Pitch 1/3 Pitch 3 (7 vs 7)	Fri, 29 Apr 2022 20:00 - 21:00 (1h)		£72.59	Unissued	
102-1	Pending Approval	Sports Hall Indoor Football	Wed, 27 Apr 2022 21:00 - 22:00 (1h)		£0.00	Free	

5. Add your preferred **payment method** in the bottom left tab under account. You can add or update multiple cards as and when they expire. To make it easier for you, our platform accepts all card types.



6. You can **pay for your block bookings** on a weekly, monthly, or quarterly basis, based on what payment plans your chosen venue offers. Your payment schedule will be available once you've confirmed your booking in the portal and via email. In the instance that your payment fails, you will get a reminder to update your card details.

bookteq customer portal SWITCH VENUE: Brick Lane Sports Centre Customer Account Bert Pauw

MAIN

- Bookings
- Payments
- New booking

ACCOUNT

- Profile
- Manage Password
- Payment Methods
- VISIT PLAYFINDER

Choose payment Schedule

Pay full amount up front
 Pay in weekly instalments
 Pay in monthly instalments
 Pay in quarterly instalments

The payment schedule for your block booking is outlined below with payment being taken automatically from your payment card on these dates in accordance with your chosen payment plan

Today - Wed, 14 Dec 2022 FOR BOOKING(S) BETWEEN: 24/12/2022 - 24/12/2022	£0.00
Sat, 31 Dec 2022 FOR BOOKING(S) BETWEEN: 31/12/2022 - 31/12/2022	£0.00
Wed, 04 Jan 2023 FOR BOOKING(S) BETWEEN: 04/01/2023 - 04/01/2023	£60.00
Wed, 11 Jan 2023 FOR BOOKING(S) BETWEEN: 11/01/2023 - 11/01/2023	£60.00
Wed, 18 Jan 2023 FOR BOOKING(S) BETWEEN: 18/01/2023 - 18/01/2023	£60.00

7. You can also view your **payments**, place **new bookings** and edit your profile using the items in the menu on the left of the page.

bookteq customer portal SWITCH VENUE: Pegasus High School Customer Account Ciaran McElhinney

MAIN

- Bookings
- Payments
- New booking

ACCOUNT

- Profile
- Manage Password
- Payment Methods

New Booking

CHOOSE SLOT

Choose when to book for Sports Hall

To see amenities and information for a specific facility, please select a facility on the previous screen

Single booking Block booking

Calendar: Dec 2022

Saturday 10 December

09:00 - 10:00 £20.00	10:00 - 11:00 £20.00	11:00 - 12:00 £20.00
12:00 - 13:00 £20.00	13:00 - 14:00 £20.00	14:00 - 15:00 £20.00
15:00 - 16:00 £20.00		

Sunday 11 December

09:00 - 10:00 £20.00	10:00 - 11:00 £20.00	11:00 - 12:00 £20.00
12:00 - 13:00 £20.00	13:00 - 14:00 £20.00	14:00 - 15:00 £20.00

If you have any questions, please contact the team at your chosen venue.