



## Get Cooking – Covid – 19 bookings Question & Answers

We have now running courses as usual but some bookings from earlier in the year may have been moved to alternative dates. Please see the below FAQ and instructions on how to change your booking from home in the event that the new dates are unsuitable or you need to self-isolate at late notice.

**Question 1:** I cannot make the new class date, what should I do?

**Answer 1:** Don't worry, you can follow the instructions below to transfer onto the same course on a different date, or you can choose a different course if you wish.

1. Click on the 'View Booking' button link on your confirmation email. This will take you the Bookwhen website.

**Thank you for your booking.**

Your booking reference is: **7G2R3**

[View booking](#)

You can access your booking using the button above. Please keep this email for future reference.

**FAST HEALTHY EATING CLASS**

📍 Get Cooking, Cookery School, 43a Springfield Commercial Centre, Bagley Lane, Farsley, Leeds, LS28 5LY

📅 Sat 27 Feb, 1:00pm - 4:00pm

💰 Fast Healthy Eating @ £55.00

2. Click the 'Ticket options' button

FAST HEALTHY EATING CLASS

Sat, 27 Feb 1pm - 4pm

Fast Healthy Eating @ £55.00

TEST

Ticket options

Detailed description: This screenshot shows a ticket booking interface. At the top, it says 'FAST HEALTHY EATING CLASS'. Below that, the date and time are 'Sat, 27 Feb 1pm - 4pm'. The ticket price is 'Fast Healthy Eating @ £55.00'. The user's name is 'TEST'. A button labeled 'Ticket options' is circled in red on the right side of the interface.

3. Click the 'Transfer Ticket' button

FAST HEALTHY EATING CLASS

Sat, 27 Feb 1pm - 4pm

Fast Healthy Eating — TEST

Cancellations are not permitted.

Transfer ticket

Close edit

Detailed description: This screenshot shows the 'Transfer Ticket' button circled in red. The interface is the same as the previous one, but with a yellow warning box that says 'Cancellations are not permitted.' and a 'Close edit' button at the bottom right.

4. Select the name of the course that you would like to transfer to, this can be the same as the original booking or you can change it to a different course type. You can also select the date and time if there are multiple available. Click save.

FAST HEALTHY EATING CLASS

Sat, 27 Feb 1pm - 4pm

Fast Healthy Eating — ADELE TEST

Cancellations are not permitted.

Select event and ticket type

Select...

Select new ticket date/time

Please select an event and ticket type

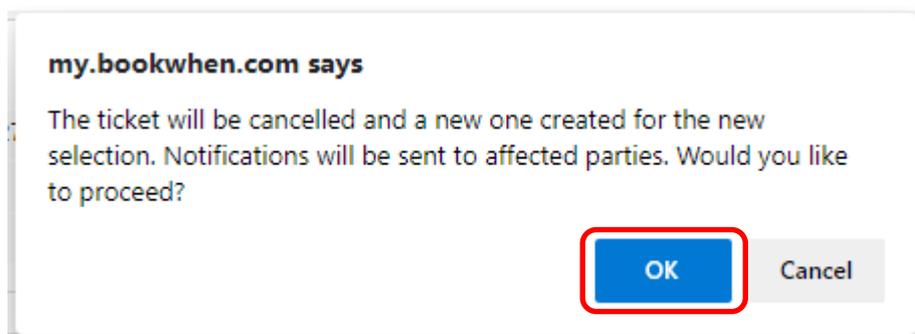
To change the ticket or event type, first select the required event and ticket from the first dropdown option, then select the required date from the second dropdown.

Save

Close

Detailed description: This screenshot shows the transfer ticket form. It has a yellow warning box at the top. Below it are two dropdown menus: 'Select event and ticket type' (with 'Select...' as the current selection) and 'Select new ticket date/time' (with 'Please select an event and ticket type' as the current selection). A green text box provides instructions: 'To change the ticket or event type, first select the required event and ticket from the first dropdown option, then select the required date from the second dropdown.' At the bottom, there are 'Save' and 'Close' buttons, with the 'Save' button circled in red.

5. You will then get a pop up message. Click OK if you are happy with your selection. You should receive a notification email with the new booking details. There is no limit to how many times a ticket can be transferred.



**Question 2:** I have been told I need to self-Isolate and would like to change my booking to a different date, how do I do this?

**Answer 2:** Don't worry, we understand that these are unprecedented times. You can follow the above instructions from question 1 to change to a different date within 24 hours of the course starting.

**Question 3:** I can no longer attend any courses as my circumstances have changed due to Covid-19, can I cancel and get a refund?

**Answer 3:** Usually, we do not permit cancellations but during the Covid-19 pandemic, we understand that cancellations are inevitable. We therefore will allow cancellations and issue refunds for the foreseeable future.

Please email [admin@get-cooking.org.uk](mailto:admin@get-cooking.org.uk) if you need to cancel

To enable us to not incur losses due to cancellations, we require a minimum of 24 hours' notice, or a refund less the cost of the ingredients will be issued.

**Question 4:** I need to self-isolate / cannot make any available rescheduled dates currently on offer but I would still like to attend a future course, what can I do?

**Answer 4:** We can cancel your booking and then email you a discount voucher that you can use online to redeem the cost of your course at a later date when something more suitable becomes available, we add new dates every 3 months so keep checking the website. This discount voucher will be a code that will have a 12 month expiry meaning that you can re-book at your leisure. Just email us at [admin@get-cooking.org.uk](mailto:admin@get-cooking.org.uk) if this is something that you would like to do.