

Event Booking System – Questions & Answers

To book a place at **Special Interest Days** or on **Visits** you first need to choose which payment method you would like to use:

- A. Pay by credit/debit card, *or*
- B. Pay by bank transfer, telephone banking or by cheque

then click on the appropriate link: **Pay by Card** or **Pay by Bank**, to complete the presented Google Form and make payment.

QUESTION	ANSWER
What if I don't use Google web browser?	No problem – Forms will appear irrespective of your browser provider
Which events are affected?	At present, just Special Interest Days and Visits that do not involve overnight accommodation
Why is cash, and card payment at Lectures or Café Arts no longer possible?	We need to collect information about the person booking a place at an event, and about any guest they wish to bring The new system ensures information is fully captured and held securely
Will this impact cash and card payments for Lectures and Café Arts sessions?	No - 'On the door' entry payments to attend Lectures or Café Arts sessions are unaffected
Why are you making this change?	To broaden payment choices, reduce effort in managing events, and improve efficiency The new system will enable members to book events on-line and pay with credit or debit card, bank transfer, telephone banking, or by cheque
Why must I choose between two versions – Pay by Card or Pay by Bank ?	Although some information is common to both methods, card payments are handled by a card processing company (Stripe Payments UK Ltd) We are unable to combine bank transactions (i.e. transfers, telephone banking or cheque payment) with card processing procedures
Why are we not using an event booking company such as Eventbrite?	Our needs do not coincide with their systems, which are unable to provide for situations such as Visit coach pick-up point options
What if I don't want to fill in an on-line Form?	Event coordinators will not be able to complete the Form on your behalf You could seek another member willing to co-book with you as their guest, or ask a friend or relative to do the booking for you using your information

QUESTION

ANSWER

Why are places limited?

The ability to invite guests will exist in the majority of events, but may not always be available.

For some events you may be able to book more than one guest

What happens if my booking is rejected because numbers have been reached?

If this occurs you will be invited to be placed on a waiting list and notified of any cancellations

What if I change my mind and wish to cancel the booking?

The Arts Society Cheltenham - Event Terms & Conditions document, available on the TASC website, explains how to cancel your booking

See: [TASC Event Terms & Conditions](#)

Will it take longer to make the booking?

No, in fact it takes just a few minutes even using the card payment process

Where there are options, your choice will bypass unrelated questions and inputs

What if I wish to change to a different payment method once I've started?

Simply close the current Form and open the alternative '[Pay by...](#)' link

No information will have been saved until you click the final 'Submit' button

When will I receive confirmation of my booking?

Places are only reserved when payment is received – this is a condition of booking

Pay by Card gives you immediate confirmation of your booking

Pay by Bank methods – on-line transfers, telephone banking, or cheques, will normally be confirmed up to 5-days after payment arrives at The Arts Society Cheltenham bank account

Why does the first section show my email address with a cloud symbol to the side, and yet I still need to enter my email address?

Google recognises Google Accounts on a device and provides a means to save work as you progress

If you have no Google Accounts on your device, Google should not show this facility

Why do I have to use my mobile telephone number and not my landline number?

We need your mobile number to call you if there are problems, such as a delay in joining an event or failure to return to a coach, etc.

Fixed landline telephones cease in January 2027. Internet connected phones (VoIP systems), may reroute calls to your mobile, however, not all VoIP systems operate this way

QUESTION	ANSWER
What if I do not have a mobile telephone?	You will not be able to complete the Form until your number or a code is entered, therefore, please contact the event coordinator for a code
What if I don't have email	Event coordinators will not be able to complete the Form on your behalf, and you will be unable to pay using the card processing version Your only option is to seek another member willing to co-book you as their guest
Why do you not ask for a guest's mobile number or email address	As the booking and payment is made by the first person, and they elect to bring a guest, we recognise that such participants will normally liaise with each other If an emergency matter arises with a guest, the host person should be able to contact their guest's point of contact
Why are some fields pre-populated?	Google recognises Google Accounts and may recognise email addresses in the address book of your device. It will use this information to pre-populate fields If you have no Google Accounts on your device, Google normally skips this facility You can change accounts or turn off such pre-population (<i>known as Autocomplete or Autofill</i>) by temporarily changing browser settings
Are Contact names in the Payments Section the same as the Contact details in the personal details section?	No, Contact details in the payments fields relates to what we know in Europe as 'Cardholder's name' The name you provide must match the name on the credit/debit card you use
Why does the Payment section ask again for my email details?	To meet security rules for handling card payments, the payment section is separate from, but formatted to visually match, the TASC Booking Form Personal details cannot be transferred across, therefore, to issue receipts, you are asked to re-enter your email address. The only information passing between the Google Form and the card processor is the Ticket Type selected, signified by the £ sign