

Making Bookings at TLCC Social Events

MEMBERS:

1. Who can attend our events for free?

- Members, their membership partner and their children 0-16 years

2. How do I make a booking for my family covered under my membership?

- Log into the members zone, on the home page click on Book a Social Event, scroll to the event you want to book, read the event details and fill in your families details. The booking form will only be visible after bookings open.

3. What will I receive when I make a booking for my membership family?

- You will receive an email titled ***Thankyou for your booking***. This will include a link to the weekend's Program and also a Map with details how to access the property.

GUESTS:

4. Who would be classified as a guest?

- Members adult children 17 years and above, grandchildren and friends

5. What is the cost for a guest?

- Guests are \$10 per head including adults 17 years and above, children 5-16 years
- Children 0-4 years are free

6. Why are children 5-16 years charged at the same rate as adults?

- This small fee also covers part of the cost of the consumables used in children's activities?

7. How do I make a guest booking AT THE SAME TIME as my own booking?

PLEASE NOTE: if you are making guest bookings AFTER you submit your own booking PLEASE SEE POINT 9 BELOW

- After you have filled in your member family details, toggle the switch – Are you bringing guests? at the bottom of the page

Member's Children

Note: 0 to 16 years only. Not required if previously booked for this event.

Amy Smith 14 Female + Add Child X

Are you bringing guests?

- This will open up the guest booking page – this page is used for catering purposes.

Are you bringing guests?

Family/Group 1

Guest's Phone Number *

Name of Adult Guest aged 17 years and over

Name of Child Guest aged 5-16 years

Name of Child Guest aged 4 years and under
(These are NOT charged but are required for catering)

- You can add multiple Family/Groups
- This will add your paid guest bookings to an invoice on the right hand side or at the bottom of your screen.
- You will be required to make payment for your guests at this time.
- You will receive an email titled **Thank you for your Booking**
- **IMPORTANT:** When you receive this email YOU MUST OPEN IT AND CLICK ON THE LINK to the **Land Managers Event Booking Form**.
- This form includes guests on property and vehicle details for land manager's approval.
- Please complete one Land Managers Event Booking Form for each Family/Group that you have booked
- Once approved you will receive a Vehicle Pass which must be printed and displayed in guest vehicle at all times.

8. When can I make a guest booking?

- You can make a guest booking at the same time you make your own member booking OR you can return to the Event Booking page after submitting your own booking.
- **PLEASE READ THE FOLLOWING INSTRUCTIONS IF YOU ARE MAKING A GUEST BOOKING AFTER SUBMITTING YOUR OWN BOOKING**

9. How do I make a guest booking after I have submitted my member booking?

- Return to the Event Booking page
- Select

Member Details

First Name * Last Name *

Are you included in this booking? *

-- Please select --

-- Please select --

Yes

No (I'm already counted in a previous booking)

- Do the same for your spouse/partner
- **DO NOT REENTER YOUR OWN CHILDREN (0-16YEARS)**

Spouse/Partner Name

Mark

Is your Spouse/Partner included in this booking? *

Yes

-- Please select --

Yes

No (Not attending or are already counted in a previous booking)

Note: 0 to 16 years only. Not required if previously booked for this event.

Child Name... Age... Gender... + Add Child

- Toggle on... Are you bringing guests? ...and proceed

Are you bringing guests?

Family/Group 1

Guest's Phone Number *

Name of Adult Guest aged 17 years and over

+ Add Adult

Name of Child Guest aged 5-16 years

Child Name... Age... Gender... + Add Child

Name of Child Guest aged 4 years and under
(These are NOT charged but are required for catering)

Child Name... Age... Gender... + Add Child

+ Add Family/Group

- You can add multiple Family/Groups
- This will add your paid guest bookings to an invoice on the right hand side or at the bottom of your screen .
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10. When will guest booking close?

- Guest bookings close 1 week prior to the event.

11. Do you need further help with this process?

- Email social@tlcc.com.au