

We believe in the power of inspired young people

Managing Your Booking Support Guide

These instructions are designed to help you manage your booking at YMCA managed recreation facilities. Our booking system, Nabooki allows you to self-manage your booking should you need to make a change.

Please know that changes are able to be made up until 2 hours before your booking. Cancellations within 2 hours of your booking will not receive a refund.

1. Modifying your own booking

When you placed your booking, you would have received a confirmation email. You can modify your booking through this email.

As per the diagram below, please select the "Manage Booking" link on the right hand side of your booking date and time.

| Thu 25/06/2020 11:13 AM YMCA Boroondara < no-reply@nabooki.co Your booking is now confirmed for Boroondara Sports Com Gemma Mat If there are problems with how this message is displayed, click here to view it in a web bi Click here to download pictures. To help protect your privacy, Outlook prevented automa | plex - Stadium | ctures in this message. | |
|--|-------------------|--------------------------------------|--|
| | No. of people: | 1 | |
| | Comments: | N/A | |
| | Pre-paid: | \$5.80 | |
| | Thursday, 25 Jun, | 2020 at 8:30pm <u>Manage booking</u> | |
| | Booking ID: | 5ef3f9fa950a | |
| | Booked On: | 25 Jun, 2020 | |
| | Add to calendar: | Google Calendar | |
| | VIEW ALL BOOKIN | IGS | |

Through the "**Manage Booking**" link you can easily cancel or modify your booking. If you cancel the booking you will be sent a cancellation email and can use this to make a new booking using the credits from your cancelled booking.



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The cancellation email will look like the sample below. To make a new booking, simply click on the "**click here**" link

| ere are problems with how this message is displayed, click here to view in c here to download pictures. To help protect your privacy, Outlook preven | | me pictures in this message. |
|---|--|---|
| | Pre-paid: | \$5.80 |
| | Friday, 26 Jun, | 2020 at 6:15am AEST |
| | Booking ID: | 5ef3fd531c91 |
| | Booked On | 25 Jun, 2020 AEST |
| | To make a new bo | oking, click here. |
| | hu sards. | |
| | YMCA Boroondara | Team |
| he following screen will ppear. From here you can elect " + New Booking " | 271c Belm | iore Road, North Balwyn, VIC, 3104, 03 9851 0444 |
| elect "+ New Booking" | Basketbal | I - Half Court Hire - Basketball - Court 1 |
| elect "+ New Booking" | Thursday, | 25 Jun, 2020 at 8:30pm AEST |
| elect " + New Booking " | Thursday, Customer | 25 Jun, 2020 at 8:30pm AEST Gemma Mott |
| elect "+ New Booking" | Thursday, Customer Number o | 25 Jun, 2020 at 8:30pm AEST Gemma Mott |
| elect " + New Booking " | Thursday, Customer Number o | 25 Jun, 2020 at 8:30pm AEST Gemma Mott f people: 1 tatus: Cancelled |
| elect " + New Booking " | Thursday, Customer Number o Booking st Paid in full | 25 Jun, 2020 at 8:30pm AEST Gemma Mott f people: 1 tatus: Cancelled |
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| elect " + New Booking " | Thursday, Customer Number o Booking st Paid in full Amount re | 25 Jun, 2020 at 8:30pm AEST Gemma Mott f people: 1 tatus: Cancelled : \$5.80 :funded: \$5.80 |

2. Contact the Customer Care Centre

If you are having difficulty modifying your booking and have attempted the steps above, our customer care team are ready to help. You can contact our friendly service team to assist by phone at **1300 760 379.**

3. Refunds

Please note refunds may take up to 5 business days to appear on your nominated card.