

Music Makers at Loughborough Schools Foundation

Online booking system FAQs

Please follow this link to create your account and make your booking - ism.schoolactivity.co.uk.

Click on the 'Login' button and then 'Create your SchoolHire account'. The process is quick, simple and free of charge. Once you've filled in the fields, you will be logged in automatically.

VIDEO TUTORIAL

This video provides a full explanation of how to a booking and illustrates the full range of features and functionality available - <https://screencast-o-matic.com/watch/cqXloyUol3>

ANSWERS TO FAQs

I am logged in but can't find session to book?

Click on our logo in the top left-hand corner of the page. This will take you to the homepage where you will be able to view and book the sessions.

How can I see live availability for a specific session?

When you have picked the activity you wish to book, you will be shown possible days and times the activity is running. At that point you are able to select the number of attendee(s) you wish to book, and the system will allocate you a place on the session. If the session no longer has spaces available, you will be informed and be unable to make a booking.

I wish to book multiple participants onto a session, is this possible to complete on a single booking?

Yes, although depending if you are booking them on the same sessions or different sessions, the steps would be slightly different. Assuming they are on the same session, you are simply able to add 'one more attendee' before adding the activity to the basket. If they are on different sessions, once you have added the activity to the basket, you would simply go back and select the next session and enter details for the second attendee.

Will my bank account be debited as soon as I supply my debit/credit card details?

Yes, as payment is taken at the time of booking. The bank account associated with your payment card will be checked for cleared funds at the point of booking and the necessary funds will be debited.

What are the payment methods?

Any Visa or MasterCard debit or credit card. Foreign cards and American Express are not accepted.

If your payment gets rejected, a reason will be given. It may be because you do not have sufficient funds in your account. If you do have sufficient funds and the problem persists, or you have been given a more generic reason such as "your card has been declined", please contact your bank for more information.

What happens for bookings for future sessions?

As the sessions are published and available for booking, a communication will be sent out to let customers know.

What should I do if I have any problems or have a question?

Please contact us via the 'Message' facility and we will get back to you as soon as possible.