

# ON LINE

ABFA'S ON-LINE BOOKING

## USING THE ABFA'S ON-LINE BOOKING SYSTEM

The ABFA has developed an on-line booking system which is easy to use and allows you to reserve a number of places on an event and fill in the details at a later time. To help you navigate the system please see the points below -

Please visit [www.abfa.org.uk/publicdb](http://www.abfa.org.uk/publicdb) to visit the Homepage of the On-Line Booking System. All bookings, whether making a new booking/reservation or amending an old one, can be managed from this Homepage.

### MAKING AN INITIAL BOOKING FOR AN EVENT OR A COURSE

1. Visit [www.abfa.org.uk/publicdb](http://www.abfa.org.uk/publicdb)
2. Click on **View Event List** - this will take you to the list of courses and events that the ABFA is currently taking bookings for. If the event/course you wish to book for is not listed, then we have not opened up bookings for that event/course yet or we have closed the on-line booking system for the event/course. Normally, most Day Course bookings are opened up at the beginning of the year. The Distance Learning courses have registration periods and the system corresponds to each courses registration period. Event bookings tend to be opened up a few months before the event.
3. Click on the course or event that you wish to make a booking for.
4. The following page will give more details of the event/course you have expressed interest in and will tell you if bookings are open or not or if the event/course is sold out etc. If you wish to book then click **Book This Event Now**. If you have already made a booking for an event/course, you can also choose to amend a booking, by clicking **Amend a Booking for This Event Now**.

### MAKING A BOOKING FOR AN ABFA EVENT

1. If you are booking for an ABFA event, click the **Book This Event Now** link.
2. The person who is making the booking should enter their details at the top of the form, and state how many tickets they wish to reserve. This is all you need to do before hitting **Submit** to reserve those places.  
**\*Please note that each form can only take a maximum of 10 people per form. If you wish to book more than 10 people, you will need to complete more than one form.**
3. The system will then automatically e-mail the person who made the booking with a booking reference number. That number will be on the invoice which is then generated by the system.  
**\*\*Please note that you do not need to know all of the names of your attendees to reserve a number of places. However, once a number of places have been reserved, the tickets are not refundable and you will be invoiced for that amount of places.**  
**\*\*\*The system does not allow you to amend the number of people you wish to bring, as this has invoicing implications. If you subsequently decide to bring more people, please complete a new form for the additional number of people. If you wish to cancel any places please call the ABFA offices.**



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## USING THE ABFA'S ON-LINE BOOKING SYSTEM...CONTINUED

### AMENDING AN EXISTING BOOKING FOR AN ABFA EVENT

1. Once you have made a booking and received the automated e-mail detailing your Booking Reference. Keep this safe for future use.
2. If you wish to amend your booking, by adding in names of people, changing names, adding in dietary requirements etc, you can do.
3. Visit the homepage at [www.abfa.org.uk/publicdb](http://www.abfa.org.uk/publicdb)
4. Click on **Amend Existing Booking**. You can also amend a booking by visiting the list of events/course and clicking on the event that you have a booking for and clicking on the link **Amend a Booking for This Event Now**. Both options will take you to the same place.
5. Type in your booking reference and your e-mail address. The system will match the booking reference with the e-mail of the person who made the booking to ensure that the user is authorised to amend the booking.
6. Your booking, as you last left it, will come up on screen. Amend the details and press **Submit**.
7. The system will automatically send you an e-mail saying that it has received your amendments.  
**\*Please note, you cannot amend the number of people coming. You can only amend the details of the people coming. If you wish to bring more people in total, a new booking must be made.**  
**If you try to amend a booking and the system won't let you, it is probably too near the event time and the system has been turned off. At that time the ABFA will need to be informed directly of any amendments to your booking that you wish to make.**

### MAKING A BOOKING FOR AN ABFA COURSE

1. Follow the steps under the section 'Making An Initial Booking for an Event or Course' of this document.
2. Click on the Course you wish to book someone on.
3. The person who is making the booking puts in their details on the top of the form, and completes the student's details at the bottom. This is all you need to do before hitting **Submit**.  
**\*Please note that you can only book one person per form. If you wish to book more than one person then you will need to complete more than one form.**
4. The system will then automatically e-mail the person who made the booking with a booking reference number. That number will be on the invoice which is then generated by the system. The system will also automatically e-mail the student to let them know they have been registered and send them the course information available at that point.

### AMENDING AN EXISTING BOOKING FOR AN ABFA COURSE

1. The system works the same way as 'Amending an Existing Booking for an ABFA Event'. Please see the above.

