

## HOW DO I BOOK ONLINE?

- You will receive an email from [activelifestyles@enablelc.org](mailto:activelifestyles@enablelc.org) with the activity class timetable and booking procedures (check spam folder if you haven't received it).
- Scroll down to the bottom of the email where you will see booking procedures highlighted in yellow.
- Click on the link (highlighted in blue), it will take you to Enable's booking page.

### Important information

- Participants can book onto a class up to 7 days in advance
- All participants need to book prior to attending classes
- All classes are on a pay as you go basis
- Bookings can be cancelled no later than 2 hours before the class. The amount paid will be credited to your account.
- Equipment will be cleaned and put in place before the class by staff members. |
- If you or a member of your household are showing COVID-19 symptoms, please do not attend classes.
- Always stay 2 metres apart.
- Please use the hand sanitizer provided before and after the class.
- Please come dressed for the activity as changing facilities are not always available.
- Enable reserves the right to stop classes if these measures are not adhered to.

To book and pay for the sessions you can either book online at: <https://online.enablelc.org/bookings> or call the office on 0203 959 0030 where a member of our team can take your booking.

To book and pay online please register using the details below, select 'I want to book classes', choose Sport and Physical Activity as the site and select which class you want to attend from the activity drop down list.

Membership card number: XXXX

Post code: XXXX

Please do get in touch if you need any more information.

- On the left of the screen you will see a blue box, select "classes".

## Search

I want to book

- Activities
- Classes

## Welcome to Enable Online Bookings

At Enable Leisure and Sport we believe everyone should have the chance to lead a healthy and active lifestyle.

That's why we have been working hard to inspire people to make better lifestyle choices. We aim to provide the very best opportunities in leisure.

We work on behalf of Wandsworth Council delivering a wide range of leisure services that include sports centres, Wandsworth's London Youth Games team, school sport competitions and the Get Active Wandsworth Festival.

Not a gym member? Click [HERE](#) to sign up to one of our direct debit memberships today!

[Find a facility.](#)

## Search

I want to book

- Activities
- Classes

Site:

Sport & Physical Acti

Activity:

[All Classes]

Date:

12/10/2020

From:

12:00

To:

13:00

Number of Places:

1

Search

## Welcome to Enable Online Bookings

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[Find a facility.](#)

- A series of dropdown boxes will appear, please select and complete the following:


1. **Site:**
2. **Activity:**
3. **Date:**
4. **From:**
5. **To:**
6. **Number of Places:**
7. **Select grey “search” box**


- All classes under that criteria will appear in a grey box.
- Select the small yellow pencil or basket icon that appears next to the price.


Sport & Physical Acti 

Activity:  
[All Classes] 

Date:  
23/10/2020








From:  
09:00 

To:  
13:00 

Number of Places:  
1 

- ▶ Barn Elms Sports Centre
- ▶ Millennium Arena
- ▶ Tooting Bec Track
- ▶ Barn Elms Boat House
- ▶ Furzedown Rec Centre
- ▼ Sport & Physical Activity

[Contact this site](#)

Time 	Class Name 	Cost 	
11:00 - 12:00	Tone & Stretch (50+)	£4.00	 
13:00 - 14:00	Keep On Moving (50+)	£4.00	

- If you haven't logged on already please do so now, you will need to **register** your details before logging in.

## Search

### I want to book

- Activities  
 Classes

Site:

Sport & Physical Acti ▾

Activity:

[All Classes] ▾

Date:

23/10/2020

From:

09:00 ▾

To:

13:00 ▾

Number of Places:

1 ▾

Search

## Log On

Please enter your username and password. Please **register** if you don't have an account.

[Forgotten password?](#) | [Forgotten username?](#)

### Account Information

User name

Password

Remember Me

Log On

## HOW DO I REGISTER?

- Click on “Register” (highlighted in blue)

### Search

**I want to book**

Activities

Classes

Site:  
Sport & Physical Acti ▾

Activity:  
[All Classes] ▾

Date:  
23/10/2020

From:  
09:00 ▾

To:  
13:00 ▾

Number of Places:  
1 ▾

Search

## Create a New Account

Use the form below to create a new account.

### Account Information

User name

Email address  i

Confirm email address

Membership card number

Post code

Security question  ▾

Answer to security question

Register

- Please add the following:
  1. **Username:** choose a username that you can remember easily
  2. **Email Address:** add your email address
  3. **Membership card number:** you will find this highlighted in the email you received previously from **activelifestyles@enabelc.org**
  4. **Post code:** enter the same postcode you provided the Active Lifestyles team.
  5. **Security question:** select security question, do not share this information with anyone.
  6. **Answer to security question:** Answer to previous question.
- Please see example below:

The image shows a web interface for creating a new account. On the left is a search sidebar with the following fields: 'I want to book' (radio buttons for 'Activities' and 'Classes', with 'Classes' selected), 'Site:' (dropdown menu showing 'Sport & Physical Acti'), 'Activity:' (dropdown menu showing '[All Classes]'), 'Date:' (text input showing '23/10/2020'), 'From:' (dropdown menu showing '09:00'), 'To:' (dropdown menu showing '13:00'), and 'Number of Places:' (dropdown menu showing '1'). A 'Search' button is at the bottom of the sidebar. The main content area is titled 'Create a New Account' and includes the instruction 'Use the form below to create a new account.' Below this is a form titled 'Account Information' with the following fields: 'User name' (text input with 'username1'), 'Email address' (text input with 'emailaddress@emailaddress.co.uk' and an information icon), 'Confirm email address' (text input with 'emailaddress@emailaddress.co.uk'), 'Membership card number' (text input with 'XXXXXXXX'), 'Post code' (text input with 'SW11 4NJ'), 'Security question' (dropdown menu with 'Town of birth?'), and 'Answer to security question' (text input with 'XXXXXXXX'). A 'Register' button is located at the bottom right of the form, circled in red.

- Select “Register”

### Search

I want to book

Activities

Classes

Site:

Sport & Physical Acti ▾

Activity:

[All Classes] ▾

Date:

23/10/2020

From:

09:00 ▾

To:

13:00 ▾

Number of Places:

1 ▾

Search

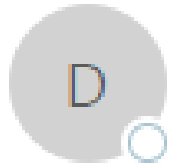
## Registration Succeeded

You have successfully registered your details, thank you. An email has been sent to your supplied email address with an activation link. Please follow the link to complete registration.

Please remember to check your spam folder if the email does not arrive soon.

- An email will be sent to your inbox from “[donotreply@enablelc.org](mailto:donotreply@enablelc.org)”, please click on the link to finish the registration process.
- Check you spam folder to see if it has been sent there.

## Enable Leisure & Culture - Account Activation



donotreply@enablelc.org

Hello,

Thank you for registering for online bookings.

Please click on the link below to activate your account.

<https://online.enablelc.org/bookings/Account/activate/dfc3ed61-db8e-413e-aba1-3187e55c9ff7>

We look forward to seeing you soon.

Regards,

Enable Leisure & Sport

[www.enablelc.org/els](http://www.enablelc.org/els)

- Click on the link highlighted in blue, it will redirect you to the log in page.



- Enter your username and choose a password that you can remember easily with a minimum of 6 characters.
- Click on “Activate”

### Search

**I want to book**

Activities

Classes

Site:  
Sport & Physical Acti ▾

Activity:  
[All Classes] ▾

Date:  
23/10/2020

From:  
09:00 ▾

To:  
13:00 ▾

Number of Places:  
1 ▾

Search

## Account Activation

Please use the form below to activate your account.

**i** Passwords are required to be a minimum of 6 characters in length.

### Account Information

User name

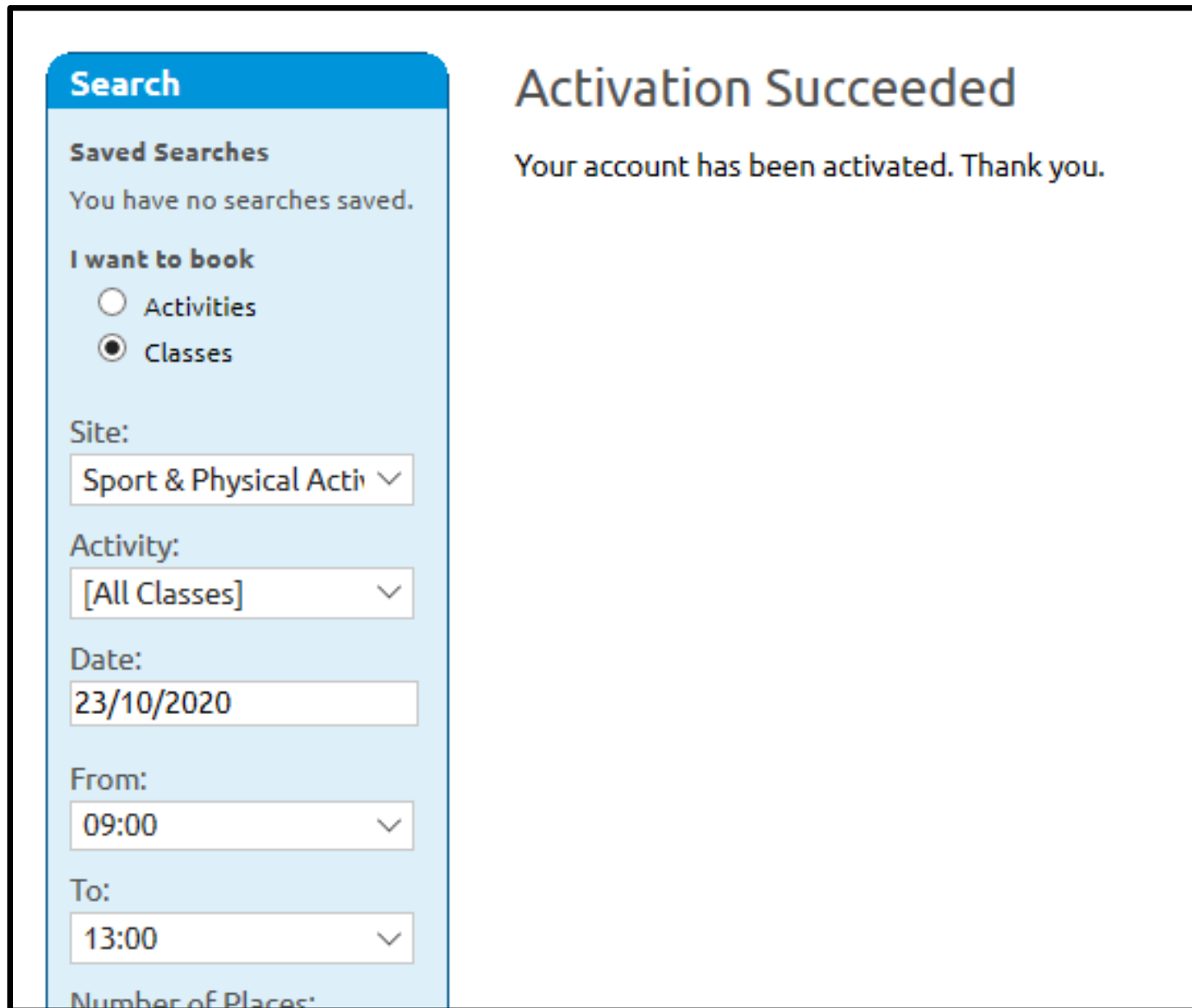
Town of birth?

Password

Confirm password

**Activate**

- This message will show up on your screen:



- Click on "search" again in the blue box.
- Click on the basket icon next to the price.

**Saved Searches**  
You have no searches saved.

**I want to book**  
 Activities  
 Classes

Site:  
Sport & Physical Acti ▾

Activity:  
[All Classes] ▾

Date:  
23/10/2020

From:  
09:00 ▾

To:  
13:00 ▾



Number of Places:  
1 ▾

Remember my search

<< Previous Week | Wed | Thu | Fri | Sat | Sun | Mon | Next Week >>

- ▶ Barn Elms Sports Centre
- ▶ Millennium Arena
- ▶ Tooting Bec Track
- ▶ Barn Elms Boat House
- ▶ Furzedown Rec Centre
- ▼ Sport & Physical Activity

Contact this site

Time	Class Name	Cost	
11:00 - 12:00	Tone & Stretch (50+)	£4.00	
13:00 - 14:00	Keep On Moving (50+)	£4.00	

- It will take you to “your basket” page.

## Search

**Saved Searches**  
You have no searches saved.

**I want to book**

Activities

Classes

Site:

Sport & Physical Acti

Activity:


[All Classes]

# Shopping Basket

You have one item in your basket

Please review your basket's contents before proceeding to the checkout.

### Keep On Moving (50+) , 23 October 2020 13:00 - 14:00

Sport & Physical Activity - 5b Church  
This booking is for [REDACTED] (click to change). 

**£4.00**

I accept the [terms and conditions](#).

- Click on the “accept the terms and conditions” box and proceed to checkout.

Search

## Checkout


Please confirm that the details below are all correct before proceeding to payment. If there are any errors please **return to your basket**.

**Keep On Moving (50+) , 23 October 2020 13:00 - 14:00**

Sport & Physical Activity - Sb Church  
[REDACTED]

**£4.00**

**Total: £4.00**

 In order to secure your bookings, please complete payment before 14:06.

[Proceed to Online Card Payment](#)

- Once you are happy with the class and time booked, click on “Proceed to Online Payment”, highlighted in a grey box.

- Select payment method (we do not accept AMEX).





The image shows a screenshot of the WorldPay 'Secure Payment Page'. At the top left is the WorldPay logo. Below it are navigation links for 'Help', 'FAQs', and 'Security'. A large padlock icon is on the left side. The main heading is 'Secure Payment Page', followed by the instruction: 'Please review your purchase details, then select a payment method to continue.' Below this, there is a 'Select language' dropdown menu set to 'English', a play button icon, and a description of the transaction: 'Online booking' for an amount of '£4.00'. A dark blue bar contains the text 'Select your payment method' with a question mark icon. Below this bar are four payment method icons: Mastercard, Visa, Maestro, and JCB. These icons are circled in red. At the bottom right of the page is a 'Cancel' button with an 'x' icon. The footer includes the text 'payments powered by WorldPay' and 'For help with your payment visit the: WorldPay Help.' along with the copyright notice 'WorldPay (UK) Limited © 2012'.

- Enter payment details and follow instructions presented on your screen.
- Select "Make Payment"



## Secure Payment Page

Select language

English  

Payment method

Visa

Verified by  
**VISA**

Description

Online booking

Amount

£4.00

### Card details

*\* Indicates a required field*

\* Card number

Security Code

\* Expiry date

\* Cardholder's name

### Cardholder details

*\* Indicates a required field*

\* Address 1

Address 2

Address 3

\* Town/City

Region

Postcode/ZIP code

\* Country

Telephone

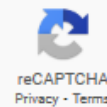
Fax

\* Email address

### Cardholder validation


*Please complete this challenge to prove you are a real person:*

I'm not a robot



 **Start again**

 **Cancel**

**Make payment** 

- Once the payment process is complete, no further action is required.
- You will be able to see your session booked on your online account.

## HOW TO CANCEL MY BOOKING?

If you need to cancel your booking, please contact Active Lifestyles Team **no later than 2 hours before your class** by email or phone:

[activelifestyles@enablelc.org](mailto:activelifestyles@enablelc.org)

**020 3959 0030**

A credit note will be issued to your account to use for another date/time. Please call or email the team in order to redeem your credit.

### Active Lifestyles Team

Enable Leisure & Culture

020 3959 0030

[activelifestyles@enablelc.org](mailto:activelifestyles@enablelc.org) | [www.enablelc.org](http://www.enablelc.org)



Enriching lives and strengthening communities through leisure and culture (registered charity no. 1172345)