



Booking Guide – 2019

We are asking all groups that wish to attend 3Generate to register their group in order to gain access to this year's tickets.

We would like you to register in your individual groups, even if you combine with others into circuit or district groups.

Please register your group by Friday 7 June.

How do I register my group?

Step 1 – From Wednesday 24 April, please go online to the [How to book...](#) page for the registration link. We need the individual group name plus the name, email and postal address for the group's key contact.

If the group is part of a combined circuit or district group, please tell us that too. It would help planning if you could also let us know how many participants and leaders you're expecting.

Step 2 – Confirm who plans to attend the event. This commitment is needed from participants before tickets go on sale on Wednesday 12 June, which is less than 6 months before the event. We understand that plans sometimes change so we allow three refunds per group until 15 September (and substitutes until the end of October). Returned tickets will go to the waiting list.

Leaders also need to confirm as soon as possible, especially if they wish to attend the Leaders' Days in Birmingham or Manchester – the deadline to [register leaders](#) is Wednesday 31 July.

To buy tickets for 8-23s, leaders need participant names, dates of birth and gender, also, for those over 18 at the event, their email address – this is to enable over 18s to access their record on the system. An information collation form can be downloaded on the 3Generate [Forms page](#), if required.

How do I book and pay for tickets?

Step 1 – Tickets go on sale on Wednesday 12 June. Registered groups will be emailed a link to buy tickets for their 8-23s.

Step 2 – If paying by card, ensure you have access to credit or debit card details when booking, as we cannot accept card payments over the phone (American Express, MasterCard or VISA).

If a group, church, circuit or district are contributing to the cost and need to write a cheque or pay via BACS, please use the code "CHQ" before pressing "Place Order". There are screen prints below and on the following page to illustrate how to use the code "CHQ" to bypass the card payment system to pay via cheque or BACS.

To validate the booking and ensure your booking is not cancelled, please ensure 3Generate receive, within 30 days, either a cheque made payable to **The Methodist Church Fund** or an email with the BACS payment details. Cheques should be sent to 3Generate with the [Cheque Form](#).

Choose the number of tickets you wish to buy and click on "(Add Coupons)" next to "Discount Offer(s)":

Ticket Name	Price	Fee	Quantity	Total
8-23s	£120.00	£0.00	4	£480.00
Subtotal				£480.00
Discount Offer(s) (Add Coupons)				(-£0.00) £480.00
Additional Fees				£0.00
Total				£480.00

Terms & Conditions

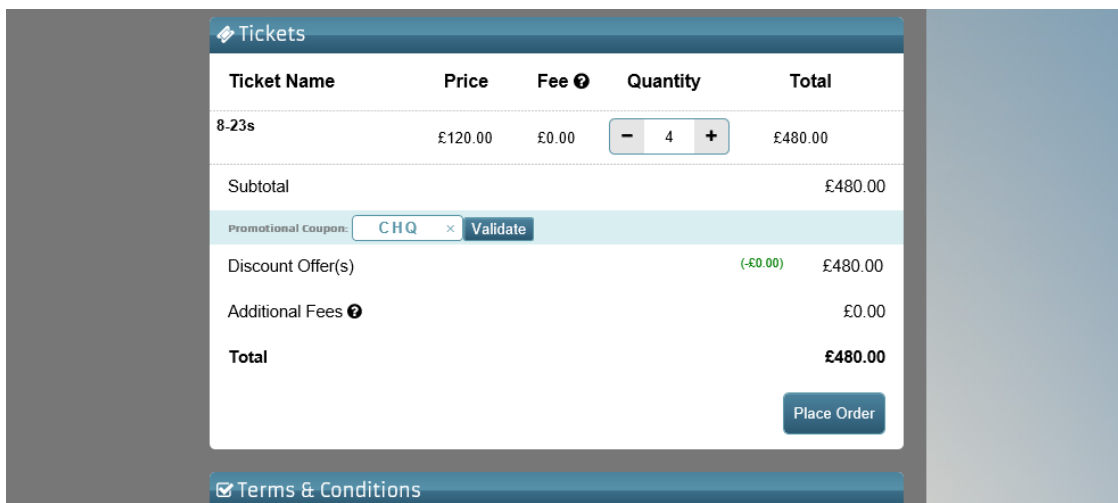
Place Order

Ticket Name	Price	Fee	Quantity	Total
8-23s	£120.00	£0.00	4	£480.00
Subtotal				£480.00
Promotional Coupon: <input type="text"/> <input type="button" value="Validate"/>				
Discount Offer(s)				(-£0.00) £480.00
Additional Fees				£0.00
Total				£480.00

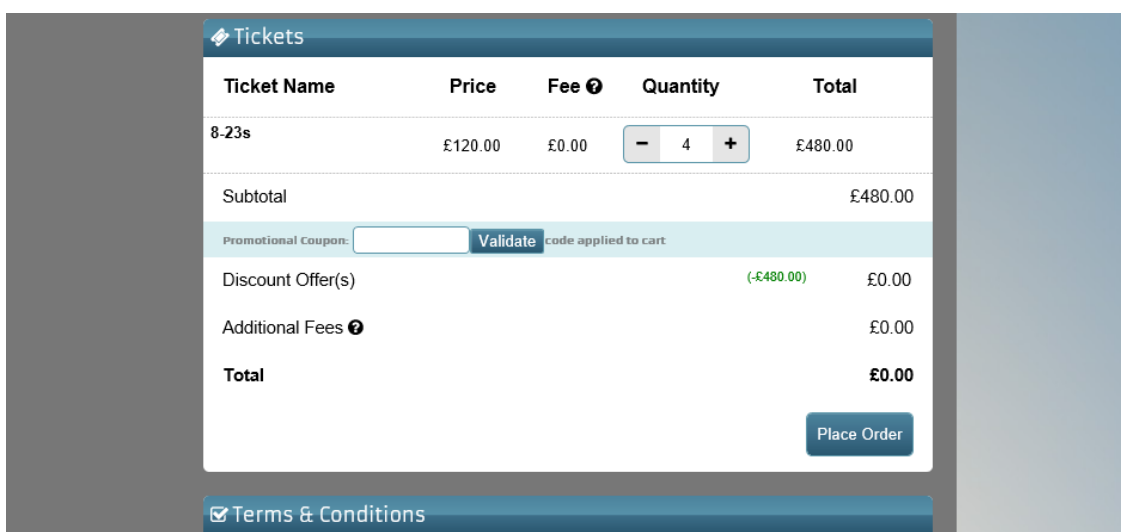
Terms & Conditions

Place Order

Enter the code "CHQ" and press the Validate button:



Once you have pressed the Validate button the code disappears and a message appears next to the Validate button – "code applied to cart" – please ensure this message is displayed and that the order Total has reduced to £0.00 before pressing the Place Order button.



In addition to giving treasurers a copy of the email with the tickets, you may wish to take a screenshot of this page and print it for their records, before pressing the Place Order button. (We do not send invoices.)

Step 3 – Complete the booking with details for each participant, i.e. names, dates of birth and gender (plus email addresses for those 18 and over). The booking system will allow you 30 minutes to complete the order.

Step 4 – iKnow Church will automatically send you an email with tickets attached – this should arrive within 24 hours (but usually within a couple) – please check your junk/spam folders and let us know if you still haven't received your email the following day.

Step 5 – Leaders should [register online](#) as soon as possible – the deadline is Wednesday 31 July 2019. We recommend attending one of the Leaders' Days and these can be booked when registering.

Step 6 – Group leaders need to update participant information and request any refunds by **15 September 2019**. Each group may request up to three ticket refunds.

To request a refund, please complete the refund request form and return it to 3generate@methodistchurch.org.uk by 15 September. Refunds are usually processed after the event.