

Step-by-step booking instructions (card payments)

1. Right-click to open the conference [booking site](#)¹ in a new window. Click 'Book Event'.

The screenshot shows the IOE website's 'Conferences' page. The top navigation bar includes links for 'Prospective students', 'Journalists', 'Alumni', and 'IOE jobs'. Below this is a secondary navigation bar with 'Home | IOE Portal | Library | Contact us | Accessibility'. The main content area is titled 'Conferences' and lists two events. The first event is the '12th Annual Chinese Conference for Schools 2015' (12th June 2015 – 13th June 2015) with a 'Book Event' button highlighted by a yellow arrow. The second event is 'Exhibitor Booking - 12th Annual Chinese Conference for Schools 2015' (12th June 2015 – 13th June 2015) with a 'Book Event' button. The page also features a navigation menu on the left, a search bar, and a shopping basket at the top right.

2. Login or register for a new account. (Note: For student number write 'N/A')

The screenshot shows the IOE website's 'Login / Register' page. The top navigation bar includes links for 'Help', 'My Account', 'Shopping Basket', and 'Items: 0 £0.00'. The main content area is titled 'Login / Register' and contains three sections: 'New Customer' (with a 'click here' link), 'Login' (with 'Email Address' and 'Password' fields and a 'Login to Events' button), and 'Forgotten Your Password?' (with an 'Email Address' field and a 'Send' button).

¹ Booking site: <https://store.ioe.ac.uk/browse/product.asp?compid=1&modid=2&catid=58>

3. Select from the options shown below (1-4) to pay by credit or debit card. Scroll down and **click 'Continue'**.

Note:

- It is not possible to select more than one package at a time. Conference dinner places can be added before checkout.
- Reduced rates (优惠价) are for part-time, retired or primary school staff only.
- Student rates (学生价) are for full-time students or unemployed only.
- Standard rates (标准价) apply for all other delegates.

Hi, you are logged in as [Julia](#), if you are not Julia, please [click here](#)

Package Option

12th Annual Chinese Conference for Schools 2015

Delegate Categories

- 1.1 Full-time teachers/Other: Standard 2-day package (Fri. & Sat.)**
Cost: £270.00
- 1.2 Full-time teachers/Other: Standard Day 1 only (Friday)**
Cost: £140.00
- 1.3 Full-time teachers/Other: Standard Day 2 only (Saturday)**
Cost: £140.00
- 2.1 Part time/retired school teachers only (reduced rate): Reduced 2-day package (Fri. & Sat.)**
Cost: £150.00
- 2.2 Part time/retired school teachers only (reduced rate): Reduced Day 1 only (Friday)**
Cost: £80.00
- 2.3 Part time/retired school teachers only (reduced rate): Reduced Day 2 only (Saturday)**
Cost: £80.00
- 3.1. Full-time students/unemployed only (student rate): Student 2-day package (Fri. & Sat.)**
Cost: £50.00
- 3.2. Full-time students/unemployed only (student rate): Student Day 1 only (Friday)**
Cost: £30.00
- 3.3. Full-time students/unemployed only (student rate): Student Day 2 only (Saturday)**
Cost: £30.00
- 4. Conference Dinner & Excellence Awards**
Cost: £30.00

[Continue](#)

4. Complete the 'Delegate Details' and 'Delegate Address' sections (school address may be used). **Click 'Continue'**.

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Package Option Delegate Questionnaire Summary

12th Annual Chinese Conference for Schools 2015

Delegate Details [Use my Customer Details](#)

Title* Please select

First Name*

Last Name*

Contact Telephone Number*

Email Address*

Company / Organisation

Job Title

Delegate Address

Country* United Kingdom

Postcode*

House / Flat No. ?

Continue

5. Complete the 'Delegate Information' section. **Click 'Continue'**.

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Package Option Delegate Questionnaire Summary

Delegate Information.

Do you have any specialist dietary requirements?
e.g allergies.

Do you have any mobility requirements?
e.g unable to use stairs.

What is your job/role?*

Job if other (above)?

Continue

6. If you wish to add a Conference Dinner place, or book for another colleague, click 'Add Delegate'. If not, click 'Add to Basket' to continue (skip to step 8).

Hi, you are logged in as Julia, if you are not Julia, please [click here](#)

Package Option Delegate Questionnaire Summary

Booking Summary [Cancel Booking](#)

12th Annual Chinese Conference for Schools 2015

12th June 2015 - 13th June 2015
Booking Ref:15CC12323 Total £270.00

[View Pending Booking](#)

Attendees

- Naomi Li [Remove](#) [Edit](#)

[Add Delegate](#) [Add to Basket](#)

Dinner bookings

7. To add a Conference Dinner place (for Friday evening), **select option 4** and click 'Continue'.

** You will need to repeat steps 4 and 5 as before (see previous page). **

Hi, you are logged in as Julia, if you are not Julia, please [click here](#)

Package Option

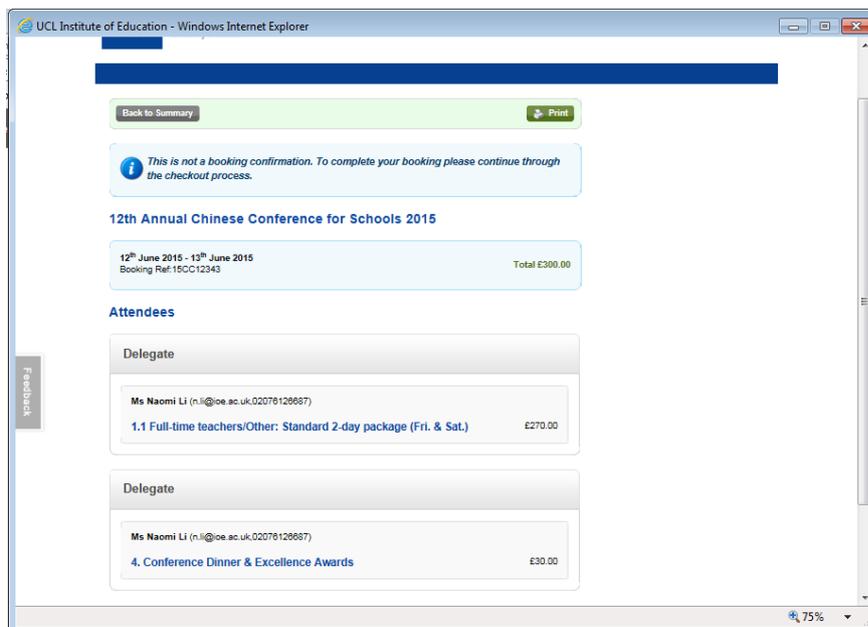
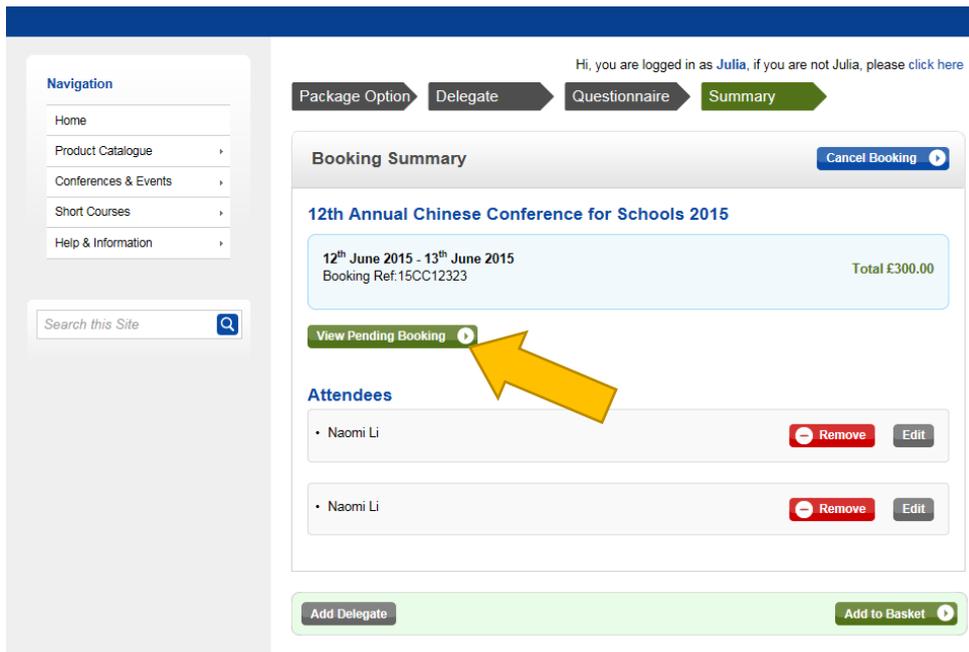
12th Annual Chinese Conference for Schools 2015

Delegate Categories

- 1.1 Full-time teachers/Other: Standard 2-day package (Fri. & Sat.)
Cost: £270.00
- 1.2 Full-time teachers/Other: Standard Day 1 only (Friday)
Cost: £140.00
- 1.3 Full-time teachers/Other: Standard Day 2 only (Saturday)
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- 2.1 Part time/retired school teachers only (reduced rate): Reduced 2-day package (Fri. & Sat.)
Cost: £150.00
- 2.2 Part time/retired school teachers only (reduced rate): Reduced Day 1 only (Friday)
Cost: £80.00
- 2.3 Part time/retired school teachers only (reduced rate): Reduced Day 2 only (Saturday)
Cost: £80.00
- 3.1. Full-time students/unemployed only (student rate): Student 2-day package (Fri. & Sat.)
Cost: £50.00
- 3.2. Full-time students/unemployed only (student rate): Student Day 1 only (Friday)
Cost: £30.00
- 3.3. Full-time students/unemployed only (student rate): Student Day 2 only (Saturday)
Cost: £30.00
- 4. Conference Dinner & Excellence Awards
Cost: £30.00

[Continue](#)

8. Click 'View Pending Booking' to check the details in a pop-up window.



This pop-up window can be closed in order to complete the booking.

9. Repeat step 7 to add any additional conference attendees, then click 'Add to Basket' to continue.



10. Click 'Proceed to Checkout' to continue.

Hi, you are logged in as [Julia](#), if you are not [Julia](#), please [click here](#)

[? Help](#) [My Account](#) [Shopping Basket](#) **Items: 1 £300.00**

[Clear Basket](#)

[Continue Shopping](#) [Proceed to Checkout](#)

Item	Quantity	Unit Price	Total Cost
Conferences & Events			
 12th Annual Chinese Conference for Schools 2015 Booking Ref.15CC12323 12 th June 2015 - 13 th June 2015 Naomi Li Naomi Li	Remove Event Edit Booking	£300.00	£300.00
Delivery			£0.00
Total Before VAT			£295.00
VAT			£5.00
Total			£300.00

[Continue Shopping](#) [Proceed to Checkout](#)

11. Enter details for the 'Payment Method', 'Billing Address' and 'Credit/Debit Card Details' sections. Click 'Continue'.

Hi, you are logged in as [Julia](#), if you are not [Julia](#), please [click here](#)

[Login / Register](#) [Payment](#) [Review & Confirm](#)

Payment Method [Edit Section](#)

Credit/Debit Card

Billing Address [Edit Section](#)

20 Bedford Way; 20 Bedford Way, London, London, WC1H 0AL, United Kingdom

Enter Credit / Debit Card Details

Card Type* MasterCard VISA VISA DEBIT VISA ELECTRON Maestro

Card Holder Name*

Card Number*

Card Security Code* ?

Expiry Date (MM/YYYY)*

Start Date (MM/YYYY)

Order amount:£300.00 your order will be processed on the next screen [Continue](#)

12. Check the details and read the Terms and Conditions.

Hi, you are logged in as Julia, if you are not Julia, please [click here](#)

[Login / Register](#)
[Payment](#)
[Review & Confirm](#)

Your order is not complete until you Confirm Your Order [Pay Now](#)

By clicking 'Pay Now' you confirm that you have read and agreed to our [Terms & Conditions](#)

Item	Quantity	Unit Price	Total Cost
Conferences & Events			
12th Annual Chinese Conference for Schools 2015 Booking Ref:15CC12323 12 th June 2015 - 13 th June 2015 Naomi Li View questionnaire(s) Naomi Li View questionnaire(s)	1	£300.00	£300.00
Delivery			£0.00
Total Before VAT			£295.00
VAT			£5.00
Total			£300.00

Payment Information [Edit Section](#)

Credit/Debit Card Name on Card: Test Card Type: Maestro	Billing Address 20 Bedford Way London
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13. Click 'Pay Now'.

Your order is not complete until you Confirm Your Order [Pay Now](#)

By clicking 'Pay Now' you confirm that you have read and agreed to our [Terms & Conditions](#)

14. 'Thank you' screen.

Thank You

Your order is complete and you have now been logged out. Thank you Julia for shopping at the UCL Institute of Education. [Print](#)

Order Number: IOE26007 Date: 19 Feb 2015

Item	Quantity	Unit Price	Total Cost
Conferences & Events			
12th Annual Chinese Conference for Schools 2015 Booking Ref:15CC12329 12 th June 2015 - 13 th June 2015 Julia Hack Julia Hack	1	£0.00	£0.00
Delivery			£0.00
Total Before VAT			£0.00
VAT			£0.00
Total			£0.00

15. Check your inbox (and spam box if necessary) for the **booking confirmation** email.

Note:

- Booking confirmation emails are sent automatically to the delegate, using the address provided in the 'Delegate Details' section.

Julia Hack

From: chinesentworks@ioe.ac.uk
Sent: 19 February 2015 12:35
To: Julia Hack
Subject: 12th Annual Chinese Conference Booking

Thank you for booking your place at the 11th Annual Chinese Conference. You have booked the following:

Booking Confirmation

Thank you for your booking, please find confirmation of your details below.

Booking Details

Reference	15CC12329
Date	19 Feb 2015
Name	Julia Hack
Net Total	£0.00
VAT Total	£0.00
Total	£0.00

Event Details - 12th Annual Chinese Conference for Schools 2015

Location	UCL Institute of Education
Date	From: 12 Jun 2015 to 13 Jun 2015
Attendees:	
Mrs Julia Hack, j.hack@ioe.ac.uk (0078126652)	
5.1. Pay by Invoice - Full-time teachers/other: Standard 2-day package (Fri. and Sat.) ~ £270	£0.00
Mrs Julia Hack, j.hack@ioe.ac.uk (0078126652)	
7.1. Pay by Invoice - Conference Dinner & Excellence Awards - £30.00	£0.00

Further event details (including how to get there) will be sent to you nearer the date. Please note: if you have chosen to pay by invoice the financial balance in your online booking confirmation will be £0. Your invoice will be posted out shortly and will include the correct amount owed.

Why is the total £0.00?

If you select a 'Pay by invoice' option, the final balance will appear as '£0.00'. Your invoice will be posted out shortly and will include the correct amount owed.

This does not apply for card payment options.

If your booking confirmation appears to be missing, please allow 24 hours and check your spam box too.

Any queries? Contact Julia c/o chinesentworks@ioe.ac.uk