



Community Use

User Guide

September 2014



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1. Introduction

The new Artemis website will be launched and available to accept bookings on Friday 29th August, 2014.

We would like to take this opportunity to thank you for your continued patience and support through this transition and hope that you find the new website to be more efficient in processing and tracking your bookings with Artemis.

Should you have any further questions and queries, please contact our dedicated Artemis helpdesk that will be available Monday- Friday from 9.00am - 11.00am on 02890 689835. Additional support from our qualified team will also be available by emailing enquiries@artemisni.org.

This user guide will also be available on the Artemis website at www.artemisni.org.

2. Registering your Account

Please follow these five simple steps to register your new account with Artemis;

1. Go to www.artemisni.org
2. On the top navigation bar click My Account/Register
3. Fill out relevant details. Required fields are marked with an asterisk. When completed, press Submit.
4. If you are a registered charity or special status community group, please contact enquiry@artemisni.org to receive your individual discount coupons which you will enter before proceeding through the payment section of the system when booking.
5. You are now a registered user. By clicking My Account you will have access to recent bookings, order history, and the ability to edit account details such as username and passwords.

3. Making a Booking

Use this step by step guide to help you make your Artemis booking. To begin visit www.artemisni.org;

3.1 Selecting your Facility

1. On the homepage, use the Facility/Location dropdown menus, search bar and Capacity Slider to filter through the selection of rooms available and choose from the listed selection, based on the criteria you have chosen
2. Once you have made your selection, press '**Book Now.**'
3. You will proceed to the next stage of the process, where you will choose the details of your hire i.e. date and time. Using the online calendar users will select the duration of time required, the date and the time slot, based on what is available for selection. There will also

be range of tick boxes for those who wish to use equipment such as football nets, volleyball nets, projectors, tables and chairs etc. Please ensure all required fields are populated.

Please note: All bookings must be made at least 3 days prior to the event date.

4. Users will also have the opportunity on this page to submit an FAQ (frequently asked question) to Artemis about the room facilities. Upon submission Artemis staff will respond to the query by posting the question and answer on the website for you and future users to view.
5. When you have checked your details, press '**Book Now**' to proceed to the payment stage of the process.
6. The room has now been added to your cart. From here you will be given the opportunity to '**Continue Shopping**' and choose another location/time slot, or to '**Proceed to Checkout**'.
7. By selecting '**Continue Shopping**' you will be taken back to the booking calendar for the room you recently booked. The majority of users will be booking the same space but in a different time slot. For those who wish to book a different location, press the '**Home**' tab on the top navigation bar to return to the main menu. Repeat steps 1-6.
8. When you have entered all required bookings you will see your Cart Totals (subtotal and total cost) by clicking on '**View Basket**'. When you are ready to continue, press '**Proceed to Checkout**'.

3.2 Providing your Details

1. You will now be asked for your billing details. Essential fields are marked with an asterisk. A summary of your order will also be visible at the bottom of the page. For returning visitors who have logged into their account, these fields will be auto-populated.
2. On this page you are asked to enter your coupon code - for Community Users who have received a discount code from Artemis, this will be where you will enter your applicable coupon code.
3. Discount should automatically register, however, if this does not occur, please press **Update Cart** to ensure the coupon code has been registered.

3.3 Payment Procedure

1. After ensuring all details have been entered, confirm you have read the Terms & Conditions then '**Proceed to Paypal**'.

Please note: You do not need to have a Paypal account in order to book online with Artemis. If you do not wish to pay using a Paypal account, you will have the option to pay using a debit/credit card.

2. Enter your details and select '**Pay**'.
3. Once payment has been confirmed you will be directed back to the Artemis website. You will receive an email confirmation which will serve as an invoice of payment.

4. Should it be necessary, there is a "**cancel and return to Artemis**" option on the Paypal stage of the transaction.

By selecting **My Account** on the top navigation bar of the Artemis website you will have access to all details of your order history and the ability to change your details including billing address and account details.

4. Requesting a Refund

If you are unable to attend a scheduled booking you will be able to request a refund through the Artemis website, and have payment refunded to your credit/debit card.

Please note the Artemis Cancellation Policy:

Artemis facilities must be booked at least one week in advance. Cancellations must also be made one week in advance. Any cancellation not made one week before the bookings that are not attended will be liable for the full cost of facility rental.

In order to request a refund, users will contact Artemis using the online **contact form** where they should select **Refund Request** from the drop down menu and include details of their order (e.g. order reference number) along with the reason for refund before submitting to Artemis for approval/processing.

A member of the Artemis team will aim to respond to your query within 24 hours.