



ACCOMMODATION

Booking Request Process

Please follow the steps below to submit your booking request:

1. Click the link provided to open the booking portal
2. Login by entering email address and password **OR** select Create a New User Account and click “Next”
3. Choose your country from the dropdown menu and click “Next”
4. Read through Terms & Conditions carefully, then tick the box to confirm and proceed
5. Enter your desired Check-In and Check-Out dates
6. Click “New booking” to view available hotels
7. Choose your room from the available options - ***Note** – If booking on a Mobile device, you may need to rotate your screen for full display
8. Scroll down to enter all required fields including additional guests, credit card details and special requests
9. Tick the box “I have read and accept the Hotel Terms and Conditions” box. ***PLEASE NOTE*** The full Hotel Terms and Conditions can be accessed via the link under the hotel description
10. Click “Next” to review your booking details
11. Double-check all information on the Summary Page, scroll down, and click Submit
12. A Thank You page will appear, and your requests will be sent to the Accommodation Team for processing. You will also receive an email with a summary of your booking request

Amendment Process

- Adding a room
- Changing Room Type
- Change Check In/Check Out dates

If you are wanting to amend any of your bookings, please follow the steps as below:

Add a New Booking

1. Use the unique Booking Form link found in any of the emails previously sent to you
2. Log in using the email and password you created when making your initial booking.
3. You will be directed to your Summary Page, where all your current bookings are displayed
4. Locate the section titled Accommodation Options and select the “Edit” button to make changes to your booking
5. To add an additional room, enter your desired Check In & Check Out dates and click “New Booking”
6. Proceed by following steps 7 – 10 from Booking Request process (as above)
7. Click “Return to Summary” at the bottom of the screen
8. You will be redirected back to the Summary Page, where your newly added booking will be displayed alongside your original request
9. Click “Submit”. A Booking Amendment Request email will be sent to you. Your updated request will then be sent to the Accommodation Team for processing

Change of Room Type to your booking

1. Go to your Booking Form link which can be found in any of the emails that have been sent to you
2. Log in using the email and password you created
3. You will be directed to your Summary Page detailing your current bookings
4. Click the “Edit” button next to Accommodation Options, select “Next” from T’s & C’s page

****Please make sure you click “Submit” on your Summary Page after making any booking requests or amendments****



ACCOMMODATION

5. Scroll down to your selected hotel and room details and you will see an Amendment/Cancellation Request text box
6. Enter your request details here (e.g. "I would like to request a twin room")
7. Click "Next" preview your amended details or "Return to Summary" if you have completed your request.
8. You will be directed back to the Summary Page where the updated request will be reflected
9. Click "Submit" to finalise your request. You will receive a Booking Amendment Request email confirming your request has been submitted to the Accommodation team for processing

Change Booking Dates Arrival or Departure

1. Follow steps 1 – 4 from the "Change of Room Type" process
2. Click Edit Booking Dates tab (highlighted in blue), update your Arrival or Departure date as needed, click Check Availability, then Update Booking Dates. Click Next to proceed
3. Click "Submit" to finalise your request. You will receive a Booking Amendment Request email confirming your request has been submitted to the Accommodation team for processing

Cancellation Process – How to Cancel Your Booking

Repeat Steps 1 - 9 from the "Change of Room Type" process. In Step 6 within the Amendment/Cancellation Request text box, type "PLEASE CANCEL BOOKING"

Click "Submit" to finalise your cancellation request. You will receive a Booking Cancellation Request email confirming your request has been submitted to the Accommodation Team. Once your request has been reviewed and processed, you will receive a separate Booking Cancellation Confirmation email to confirm your booking has been officially cancelled

GROUP BOOKING PORTAL

1. You will receive a dedicated link to access the Group Booking Portal
2. If you have already an account, login using your email address and password, then click the "Sign In" button **OR** if you are new to the portal, click "Create New Account" fill in the required details and click "Create New Account" again to proceed
3. Upon login, you will be directed to a "Welcome" page
4. Navigate to the "Group Booker Details" tab and enter your full name, email address and phone number
5. Go to "Your Group" tab and click "Add Group Member" and enter the group member's name
6. Click "Step 1- Select Category"
7. Review and confirm details, add an additional email (if required)
8. Select the relevant Tournaments and choose the appropriate Category (e.g., Player, Coach, Broadcast etc)
9. Enter any required category-specific information (e.g., Broadcast will require a Company Name)
10. After completing the category details, you will be directed back to the Group Details page. Repeat steps 5 – 12 to add as many group members as needed
11. Once all group members are added, click "Step 2 – Request Accommodation" to begin submitting booking requests for each group member
12. You will be directed to the Booking Form. From here, follow steps 1 – 12 as outlined in the Booking Request Process to complete accommodation requests for each group member

*****Please make sure you click "Submit" on your Summary Page after making any booking requests or amendments*****