

# Booking Guide

You can call the Cultural Exchanges box office, however all the same information you give here will need to be given over the phone. We know many of you prefer to book online at your own leisure. Below is a step by step guide of how to do so.

For help, or an any queries please call the box office on 0116 250 6229

## Step 1

Choose an event & **Add To Basket**

The screenshot shows the top navigation bar with links: About DMU | Partnerships | Research | Open days | Study at DMU | Courses | Contact us. Below this is a navigation menu with Home, Product Catalogue, and Help & Information. A search bar is also present. The main content area displays the event details for Rohan Silva, including a photo, the price (FREE OF CHARGE), a quantity selector (1), and an 'Add to Basket' button. The description states: 'Rohan Silva Talk, Thursday 28th February 2013, 6.00pm - 6.45pm, Clephan 3.03, FREE'. A 'Detailed Description' section follows, explaining that Rohan Silva is a policy advisor to the Prime Minister and will discuss arts policy in the UK.

About DMU | Partnerships | Research | Open days | Study at DMU | Courses | Contact us

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Help My Account Shopping Basket Items: 0 £0.00

Home> Product Catalogue> Events and Performances> cultural eXchanges

### Rohan Silva

FREE OF CHARGE

- 1 + Add to Basket

**Description**

Rohan Silva Talk  
Thursday 28th February 2013  
6.00pm - 6.45pm  
Clephan 3.03  
FREE

**Detailed Description**

Rohan Silva is the policy advisor to the Prime Minister and was the senior policy advisor for the 2010 general election. He talks about arts policy in the UK and discusses what the arts can teach politicians and policy makers. His 30 minutes talk is followed by Q and A.

## Step 2

Fill out a short questionnaire. Remember if you are booking for more than one event you only need to fill this out once.

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## Questionnaire

**This questionnaire need only be filled out once (even for multiple bookings)  
Once completed please press NEXT to proceed.**

Have you attended Cultural Exchanges Festival in the past?

Where did you hear about the event?

How many events will you be booking?

Do you have any special access requirements?

Would you like to be on the mailing list?

Arts Management  Dance  Drama  Literature  Media & Film

[Next](#)

### Step 3

At this point you can;

- Change the **Quantity** of tickets required (Please be aware that for FREE events a maximum of 6 tickets can be booked per person, for group booking please contact the Box Office)
- **Continue Shopping.** This will allow you to add multiple events to you basket before you Checkout. (Recommended if booking for more than one event – it will save you time!)
- **Proceed to Checkout**

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? Help My Account Shopping Basket Items: 3 £0.00

### Shopping Basket

Clear Basket

Continue Shopping Proceed to Checkout

Item	Quantity	Unit Price	Total Cost
<b>Product Catalogue</b>			
 <b>Rohan Silva</b> Product code:Rohan Silva View/Edit questionnaire(s)	- 3 + Remove	£0.00	£0.00
		<b>Delivery</b>	<b>£0.00</b>
		<b>Total Before VAT</b>	<b>£0.00</b>
		<b>VAT</b>	<b>£0.00</b>
		<b>Total</b>	<b>£0.00</b>

Continue Shopping Proceed to Checkout

## Step 4

If you are a new customer you will need to **create an account** – it doesn't take long, and you will only need to do this once.

If you have booked with Cultural Exchanges Festival before you will already have an account in which case please log in using your email address and password.

Don't worry if you've forgotten your password. Your log-in information can be sent to you, just enter your email address in the '**Forgotten Password?**' field.

**(Please note all data entry fields are case sensitive)**

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### Login / Register

#### New Customer

Creating an account only takes a few moments and allows you to store your details for future visits.

▶ If this is your first visit [click here](#)

#### Login

Email Address

Password

▶ [Forgotten password](#)

#### Forgotten Your Password?

We will send password reset instructions to the email address associated with your account. Please type your email address below.

Email Address

## Step 5

**Confirm Delivery Address.** Whilst tickets will not be sent to the address you have provided, this confirmation is necessary to complete your booking. **All tickets will be sent via email.**

**Confirm Payment Method.** Many events at Cultural Exchanges Festival are FREE, however some do require a small admission charge. If you are booking for a paid event you will be asked to submit your card details.

The screenshot shows a website's checkout process. At the top, a dark red navigation bar contains links: About DMU | Partnerships | Research | Open days | Study at DMU | Courses | Contact us. Below this, a grey sidebar on the left has a 'Navigation' menu with 'Home', 'Product Catalogue', and 'Help & Information'. A search bar is also present. The main content area has a dark red header with 'Hi, you are logged in as Anne, if you are not Anne, please [click here](#)'. Below the header are three buttons: 'Login / Register', 'Delivery & Payment' (highlighted in green), and 'Review & Confirm'. The 'Delivery & Payment' section is divided into two parts. The first part, 'Delivery Address', shows a green checkmark, 'Delivery Cost £0.00', and a question mark icon next to the address 'Work: DMU, Leicester, LE1 9BH, United Kingdom'. An 'Edit Section' button is in the top right. The second part, 'Payment Method', shows a green checkmark and 'Free Transaction'. At the bottom, a green bar contains the text 'Please confirm your order on the next screen' and a 'Continue' button with a right arrow.

## Step 6

Finally, you will be asked to **Confirm Your Order**. Your order is not complete until you do this.

### Navigation

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Login / Register

Delivery & Payment

Review & Confirm

**Your order is not complete until you Confirm Your Order**  
By clicking 'Confirm Your Order' you confirm that you have read and agreed to our [Terms & Conditions](#)

Confirm Your Order

Item	Quantity	Unit Price	Total Cost
<b>Product Catalogue</b>			
<b>Rohan Silva</b> Product code:Rohan Silva <a href="#">View questionnaire(s)</a>	3	£0.00	£0.00
		<b>Delivery</b>	<b>£0.00</b>
		<b>Total Before VAT</b>	<b>£0.00</b>
		<b>VAT</b>	<b>£0.00</b>
		<b>Total</b>	<b>£0.00</b>

Shortly after confirming your booking you will receive an email detailing the time & place of your booked event/s. **This email confirmation will be your ticket.** You will need to arrive at least **ten minutes early with your confirmation** in order for your reservation to remain valid.