

Managing Your Booking Support Guide

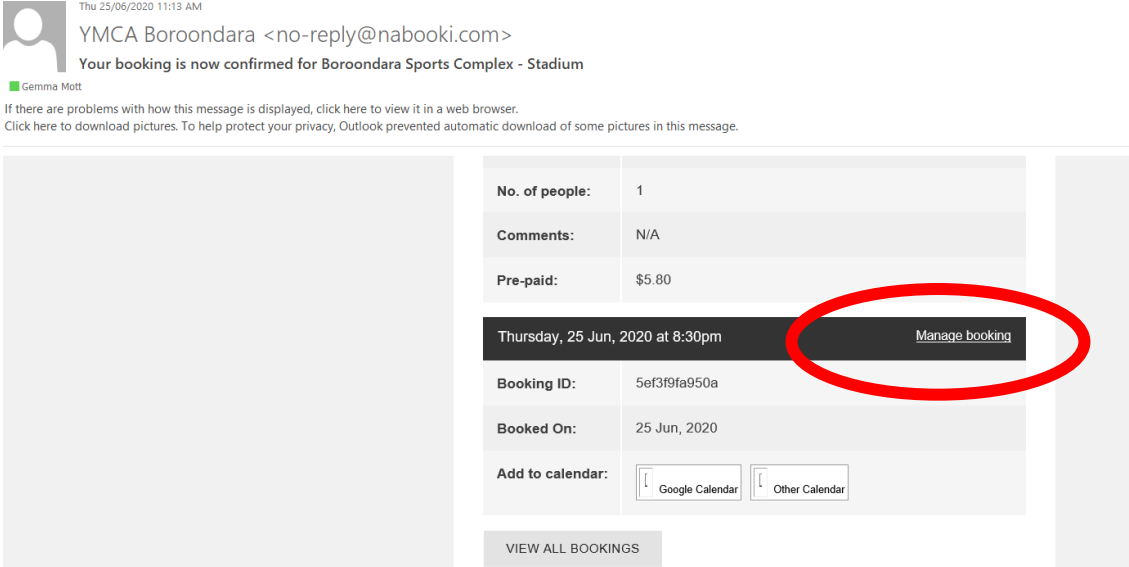
These instructions are designed to help you manage your booking at YMCA managed recreation facilities. Our booking system, Nabooki allows you to self-manage your booking should you need to make a change.

Please know that changes are able to be made up until 2 hours before your booking. Cancellations within 2 hours of your booking will not receive a refund.

1. Modifying your own booking

When you placed your booking, you would have received a confirmation email. You can modify your booking through this email.

As per the diagram below, please select the “Manage Booking” link on the right hand side of your booking date and time.



Thu 25/06/2020 11:13 AM

YMCA Boroondara <no-reply@nabooki.com>
Your booking is now confirmed for Boroondara Sports Complex - Stadium

Gemma Mott

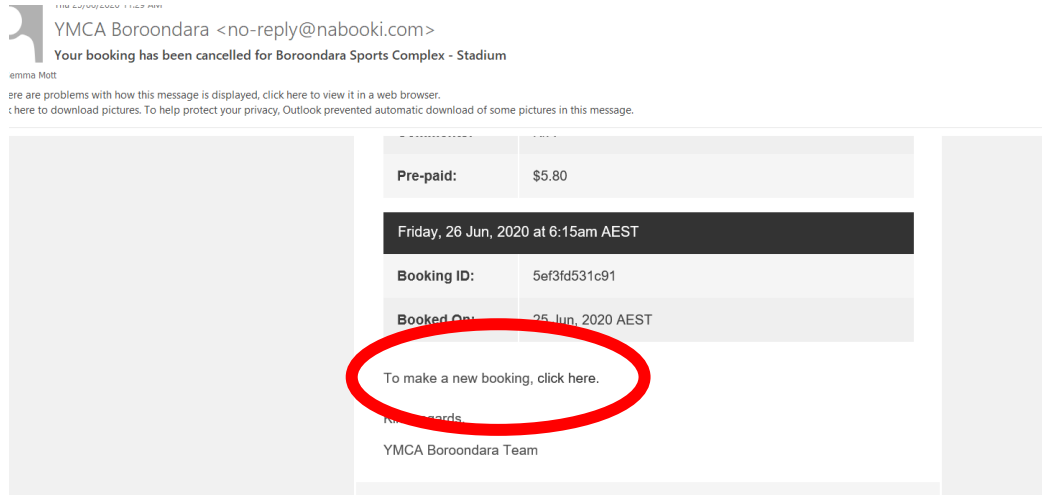
If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

No. of people:	1
Comments:	N/A
Pre-paid:	\$5.80
Thursday, 25 Jun, 2020 at 8:30pm	Manage booking
Booking ID:	5ef3f9fa950a
Booked On:	25 Jun, 2020
Add to calendar:	<input type="button" value="Google Calendar"/> <input type="button" value="Other Calendar"/>

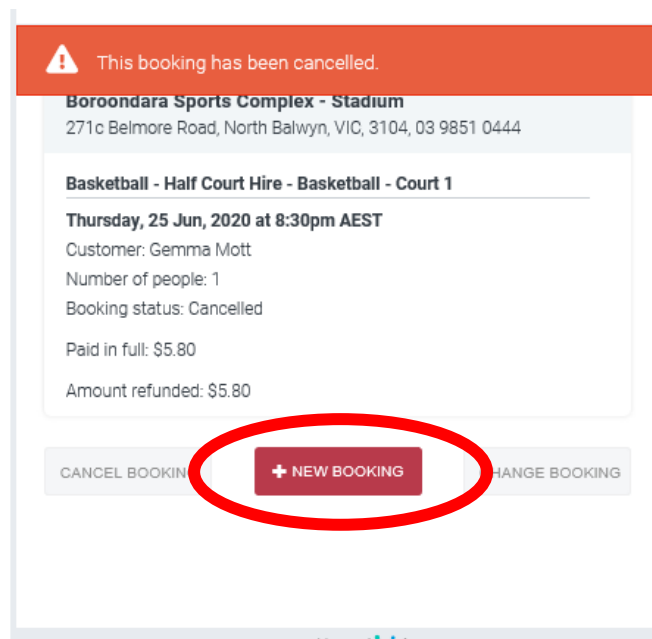
[VIEW ALL BOOKINGS](#)

Through the “**Manage Booking**” link you can easily cancel or modify your booking. If you cancel the booking you will be sent a cancellation email and can use this to make a new booking using the credits from your cancelled booking.

The cancellation email will look like the sample below. To make a new booking, simply click on the “**click here**” link



The following screen will appear. From here you can select “**+ New Booking**”



2. Contact the Customer Care Centre

If you are having difficulty modifying your booking and have attempted the steps above, our customer care team are ready to help. You can contact our friendly service team to assist by phone at **1300 760 379**.

3. Refunds

Please note refunds may take up to 5 business days to appear on your nominated card.