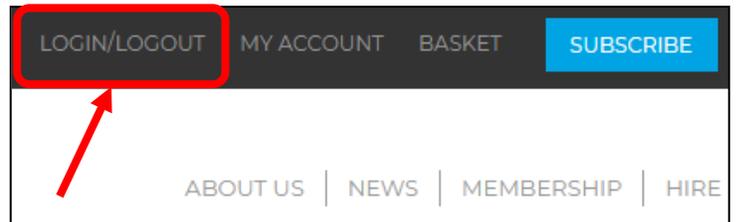


How to book a zoom class

- 1) Go to www.dancecity.co.uk
- 2) Login to your Dance City Account by clicking **LOGIN/LOGOUT** on the black bar at the top of the screen.

You may need to click **'accept cookies'** first to see this.

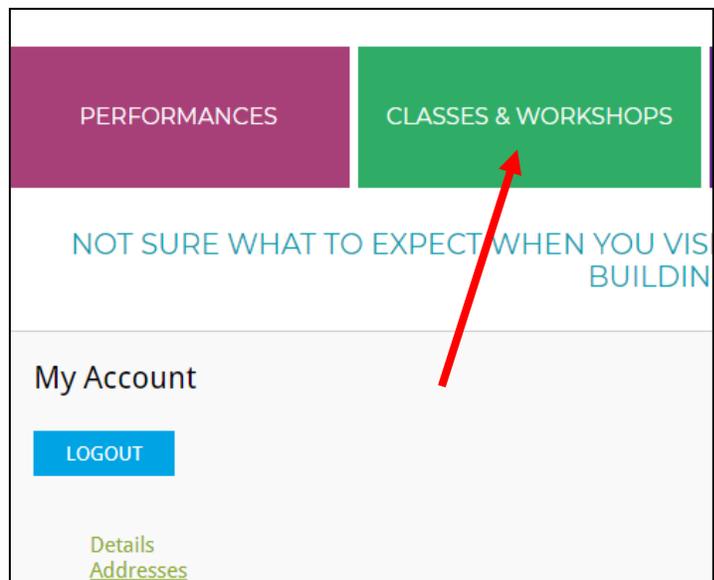


- 3) **Login** to your account. This should be the person taking part in the class. For a child the account name should be their full name. Children can have an account of their own.

If you don't have a Dance City account you can create a new one by clicking **Register Now**. If you have forgotten your login details you can get a password reset email by clicking **Reset here**



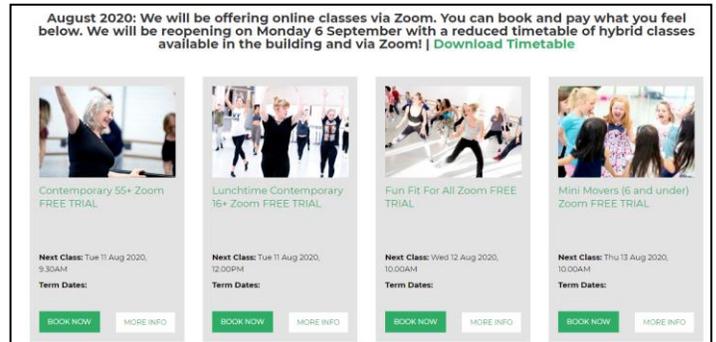
- 4) From the **My Account** page you can click on the green **Classes & Workshops** button towards the top of the page



- 5) A pop up will appear to Choose Your Venue. Select **Newcastle**

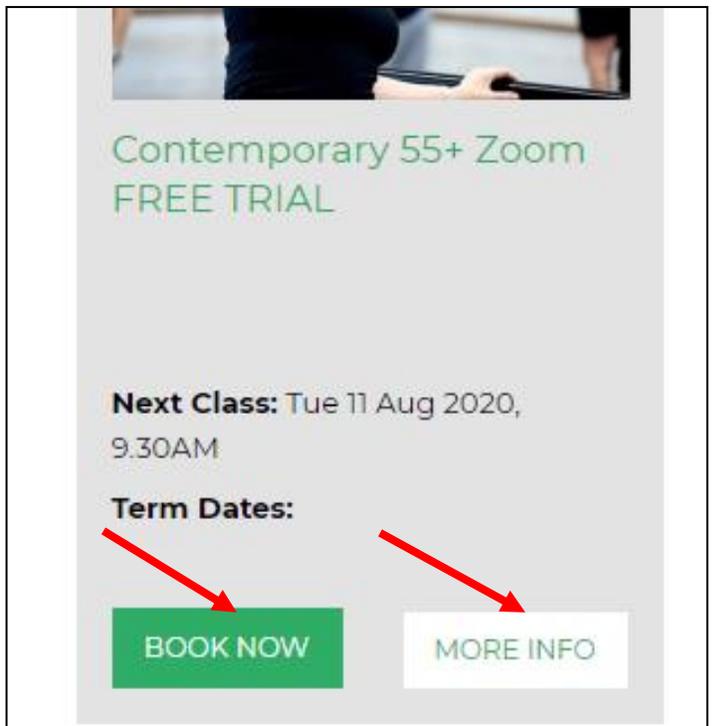


- 6) **Scroll down** to the lower end of the page to see all of our online classes on sale



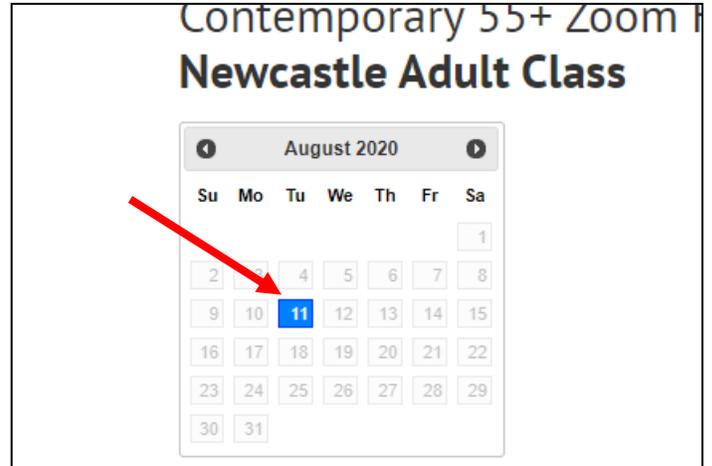
- 7) The first two weeks of August are **Free Trial** classes. The second two weeks of August are **Pay As You Feel** classes. These appear as separate events in separate boxes as they have different types of tickets.

- 8) Clicking **MORE INFO** will take you to the class page which includes a full description of what to expect from the class, what you should wear, who is teaching and more information about your ticket. You can **Book Now** directly from this class information page.



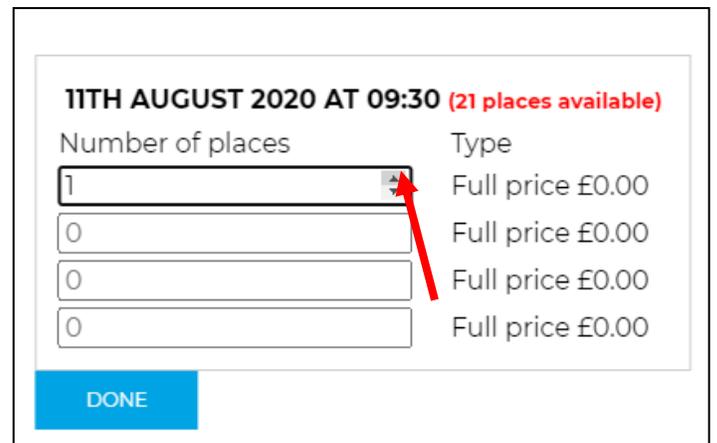
- 9) Clicking **BOOK NOW** will take you directly to the booking page, where you can select which day you would like to book your class.

10) On the Booking page you will see a **calendar**. In the calendar, click on the date you would like to book the class. Available options are highlighted.



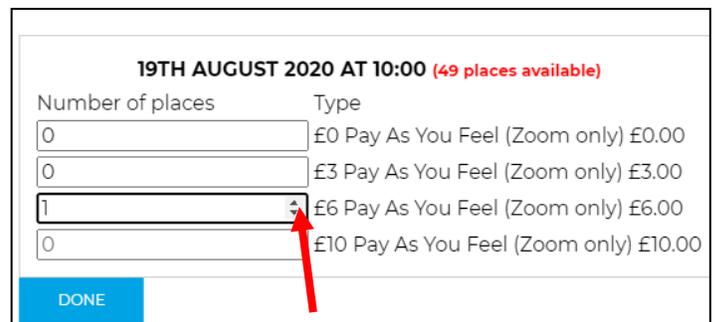
11) For **FREE TRIAL** zoom classes (first 2 weeks of August) you can select one ticket by clicking the up arrow. It doesn't matter which one you select. Then click DONE.

You only need to buy one ticket to receive the zoom link, even if there is going to be more than one person taking part in the class in the same room.



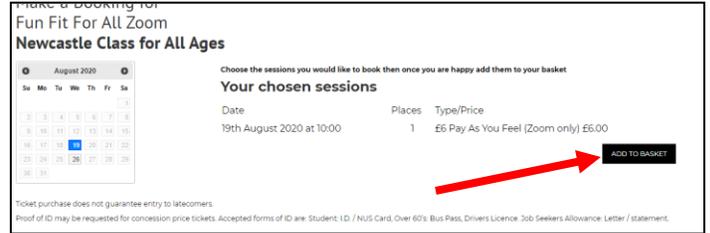
12) For **Pay As You Feel** zoom classes (second 2 weeks of August) you can choose how much you would like to pay for a ticket. There are four options £0, £3, £6 or £10. Select one ticket by clicking the up arrows to receive a zoom link, at the price of your choice. Then click DONE.

The Pay As You Feel model ensures everyone can afford a class, with a chance to support Dance City as we recover from the events of 2020.



Zoom class website sales currently close 24 hours before the class to allow for administration of zoom links. Please call the Ticket Office for late bookings on 0191 261 0505. You cannot book any later than 2 hours before the start of the class.

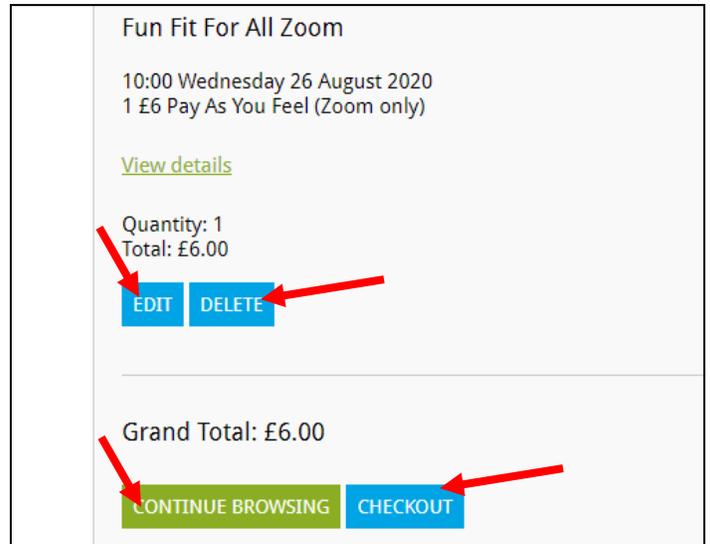
13) You will see your chosen sessions listed. You can now click **Add to Basket**. This will take you to your basket. This can also be accessed at any time by clicking **BASKET** on the black bar at the top of the page.



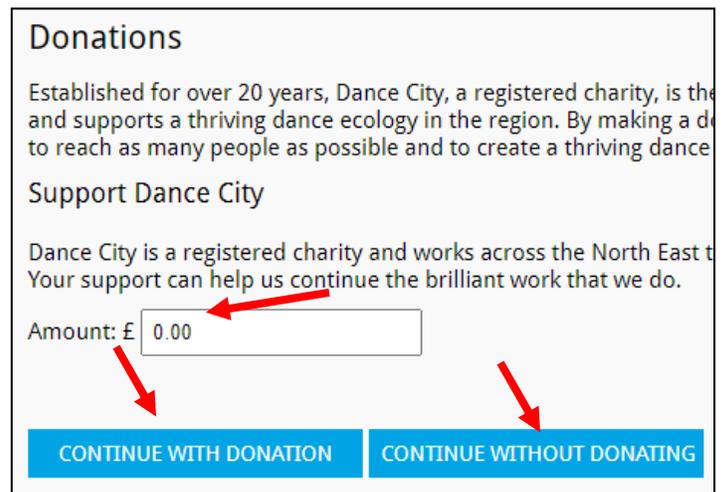
14) In your Basket you can see the list of tickets you are about to book. You can edit these from the Basket or delete any tickets you no longer want.

Continue browsing to book more, or checkout to pay and confirm your booking.

You may be asked to Login at this point. Refer to step 3) for help logging in to your account.

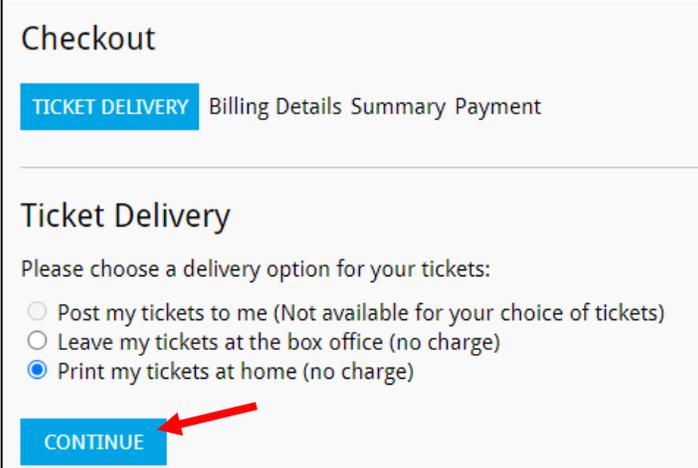


15) The next page gives you an option to donate. Dance City welcomes any donations to go towards our recovery. This is completely optional and you can continue without donating if you prefer.



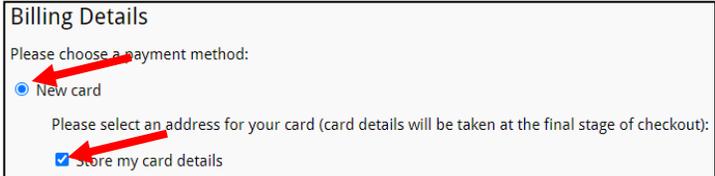
16) At the Checkout you are given several Ticket Delivery options. These have been designed for physical tickets and are not applicable to Zoom. You can select 'Print my tickets at home', but be assured you do not have to print or present a ticket for zoom classes.

Click CONTINUE



The screenshot shows the 'Checkout' page with three tabs: 'TICKET DELIVERY' (highlighted in blue), 'Billing Details', and 'Summary Payment'. Under the 'Ticket Delivery' section, there is a heading 'Ticket Delivery' and a prompt: 'Please choose a delivery option for your tickets:'. Three radio button options are listed: 'Post my tickets to me (Not available for your choice of tickets)', 'Leave my tickets at the box office (no charge)', and 'Print my tickets at home (no charge)'. The third option is selected. A blue 'CONTINUE' button is at the bottom, with a red arrow pointing to it.

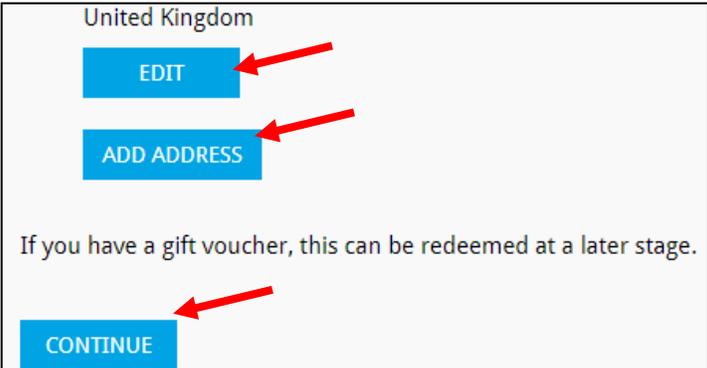
17) The next page asks you how you would like to pay. If you have no saved cards you will enter new card details. You have the option to store these or not. Please refer to our **Credit Guide** if you would like to pay with stored credit from your Dance City Account.



The screenshot shows the 'Billing Details' page with the heading 'Billing Details' and the prompt 'Please choose a payment method:'. Two radio button options are shown: 'New card' (selected) and 'Use a saved card'. Below this is a sub-prompt: 'Please select an address for your card (card details will be taken at the final stage of checkout):'. A checkbox labeled 'Store my card details' is checked. Red arrows point to the 'New card' radio button and the 'Store my card details' checkbox. A blue 'CONTINUE' button is at the bottom.

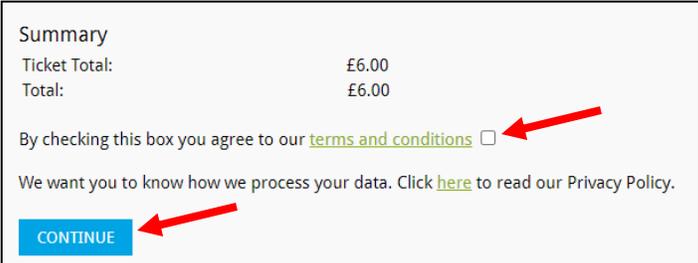
18) You can edit your address here. We need your current address and contact details in case of emergency.

Click CONTINUE



The screenshot shows the address management section with the heading 'United Kingdom'. There are two blue buttons: 'EDIT' and 'ADD ADDRESS', both with red arrows pointing to them. Below this is the text: 'If you have a gift voucher, this can be redeemed at a later stage.' At the bottom is a blue 'CONTINUE' button with a red arrow pointing to it.

19) On the final summary page you can see all your tickets listed. There are options to edit your tickets, change your payment details and address if needed. You must agree to our **terms and conditions** to continue. You can also view our Privacy Policy if you wish. Click CONTINUE



The screenshot shows the 'Summary' page with a table of ticket totals:

Ticket Total:	£6.00
Total:	£6.00

Below the table is a checkbox for 'By checking this box you agree to our [terms and conditions](#)'. A red arrow points to the checkbox. Below this is the text: 'We want you to know how we process your data. Click [here](#) to read our Privacy Policy.' At the bottom is a blue 'CONTINUE' button with a red arrow pointing to it.

20) You can now enter your payment details. Then click CONFIRM PAYMENT

If you are only booking free tickets and have nothing to pay this step will be skipped.

Payment

To redeem a gift voucher, enter the code below:

Total to pay: £6.00

Card Type: (required)

Card Number: (required)

Expiry Date: (mm/yy) (required)

Start Date: (mm/yy) UK Maestro and Solo only

Issue Number: UK Maestro and Solo only

Security Code: (required)

21) Please fill in our Customer Questionnaire at this point if you have a moment. You can save, or skip this step if you prefer.

Customer Questionnaire

Your payment has been processed. How did you find out about the event or activity?

22) You will then see an order confirmation on screen and you will be emailed by info@dancecity.co.uk.

Tickets

Lunchtime Latin 16+ Zoom

20/08/2020 12:00 - Online Class

Seat	Type	Total
Unreserved	£3 Pay As You Feel (Zoom only)	£3.00
Tickets Total:		£3.00

Summary

Ticket Total: £3.00
Total: £3.00

23) Immediately you will be sent an automated confirmation email. This acts as a receipt for your tickets. You may also get an e-ticket if you opted for this but you will not need to print the ticket.

info@dancecity.co.uk
Your E-Ticket
3:48 PM

info@dancecity.co.uk
Confirmation of your order...
3:48 PM

24) The day before the class you will be emailed the zoom link and passcode. Please mark Dance City as a safe sender and make sure our emails are not going to Junk. Call the Ticket Office 0191 261 0505 if you need help with your zoom link.

Your Online Class Information

DANCECITY 
DANCE FOR THE NORTH EAST

Dear Rebecca,

Thank you for booking a place on our free trial of **Junior Dance Mix 7-11 via Zoom 9.30am on 10 August 2020**

Please participate using a device that has a camera, and have the camera turned on throughout the class, for health and safety reasons.

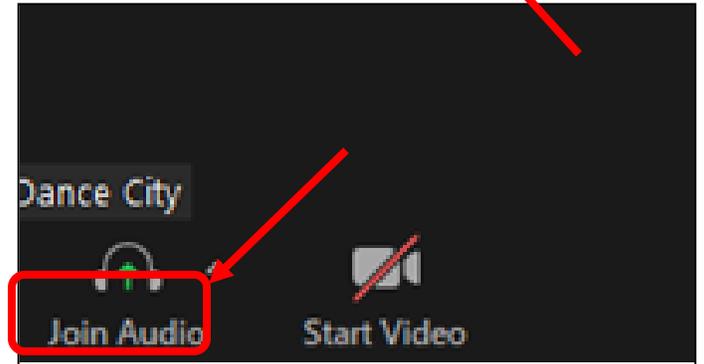
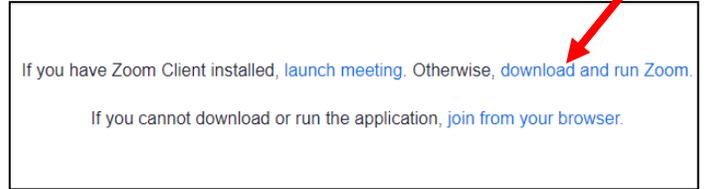
Bookings should be in the name of the person taking part in the class. This should also be your screen name on Zoom.

Click the link or copy and paste the link into your browser. Launch meeting if you already have Zoom, or download and run if it is your first time using Zoom. Or you can join directly from your browser.

You can set up a zoom account at www.zoom.us (support for this is on the Zoom website). You can download the Zoom app to your device from www.zoom.us.

You will be in a 'waiting room' until Dance City admits you to the class.

Make sure your zoom name is your full name as we will let you in based on the names on our register. You can change this by right-clicking the name at the bottom left of your Zoom screen (above the headphones symbol) and selecting Rename.



25) For help with how to take part take a look at our guide **How To Take Part in a Dance City Zoom Class**