

How to Book Activities

In just a few easy steps!



Get started!

To participate in activities during your stay with us you need to register on our activity's website, either use the URL below or scan the QR code with your phone:

<https://activities.meadowbay.com>



Scan here

1 Register your account

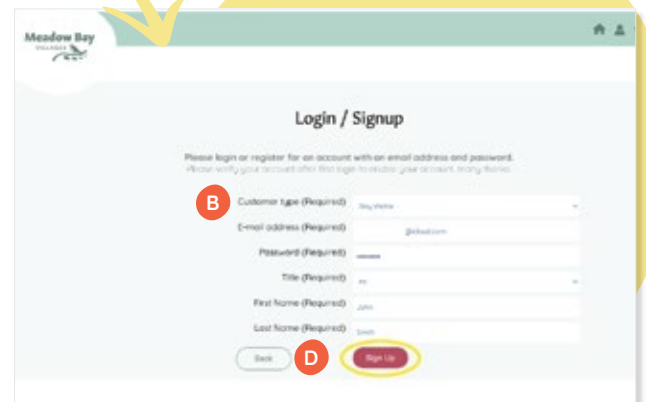
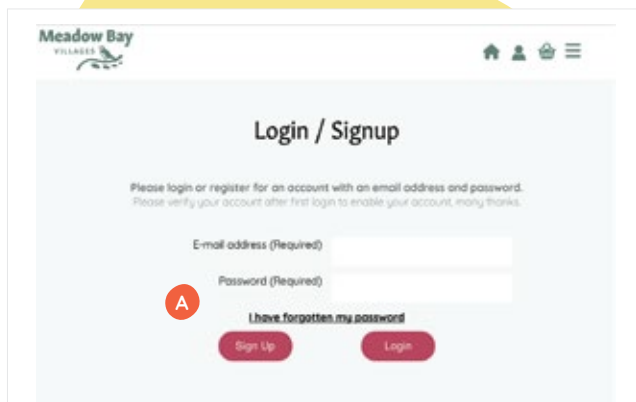
It is a one-time process to register your activities account with us, if you are one of our owners you will need your customer number this starts CUS.

A: Click on the Sign Up button

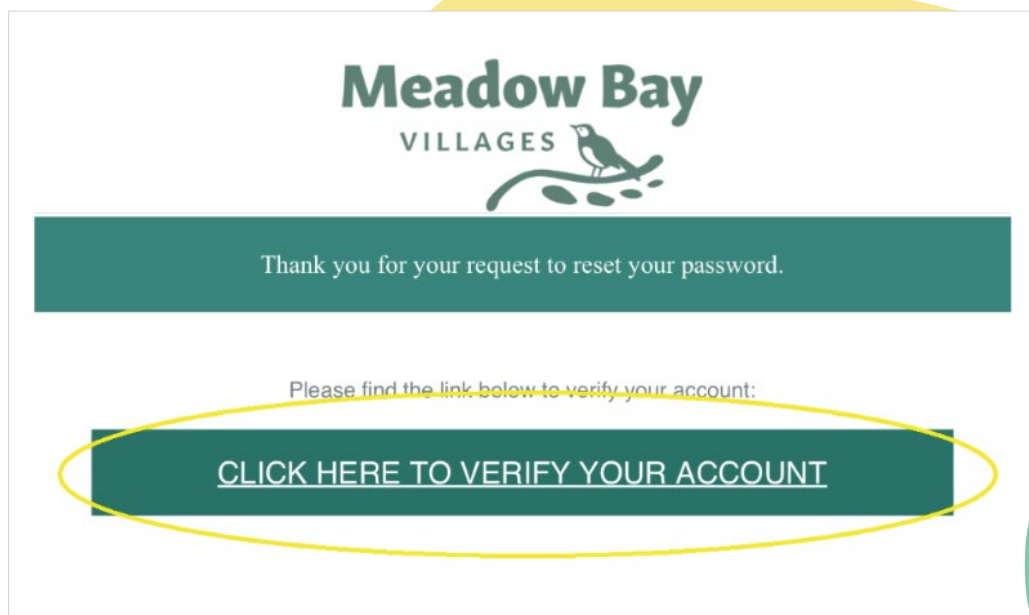
B: Select your customer type from the list

Options are Day Visitor, Holiday Maker and Owner. Fill out the details requested, in the case of our owners you will be asked to enter your customer number, this is important as without the right number you will only be offered day tickets as we can't verify your identity.

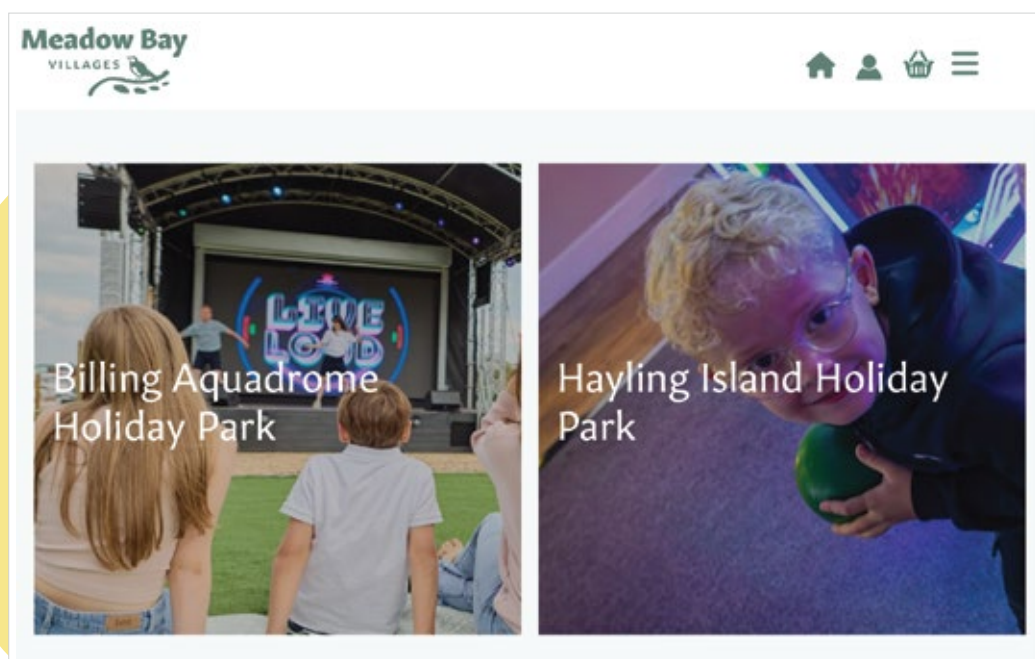
C: When complete click on the signup button.



- 2** A validation email will be sent to the email address
- You will receive an email in your inbox at the address you have registered with. When it arrives click on the link to authenticate your account. You will then have full access to the site to start booking your activities. This should arrive in under five minutes, **don't forget to check in your 'spam' folder** as sometimes they end up in here!



- 3** When you have clicked on the link you will be taken to the front screen of the website to start booking.



The exciting bit!

Here's just a few things to note when booking your activities.

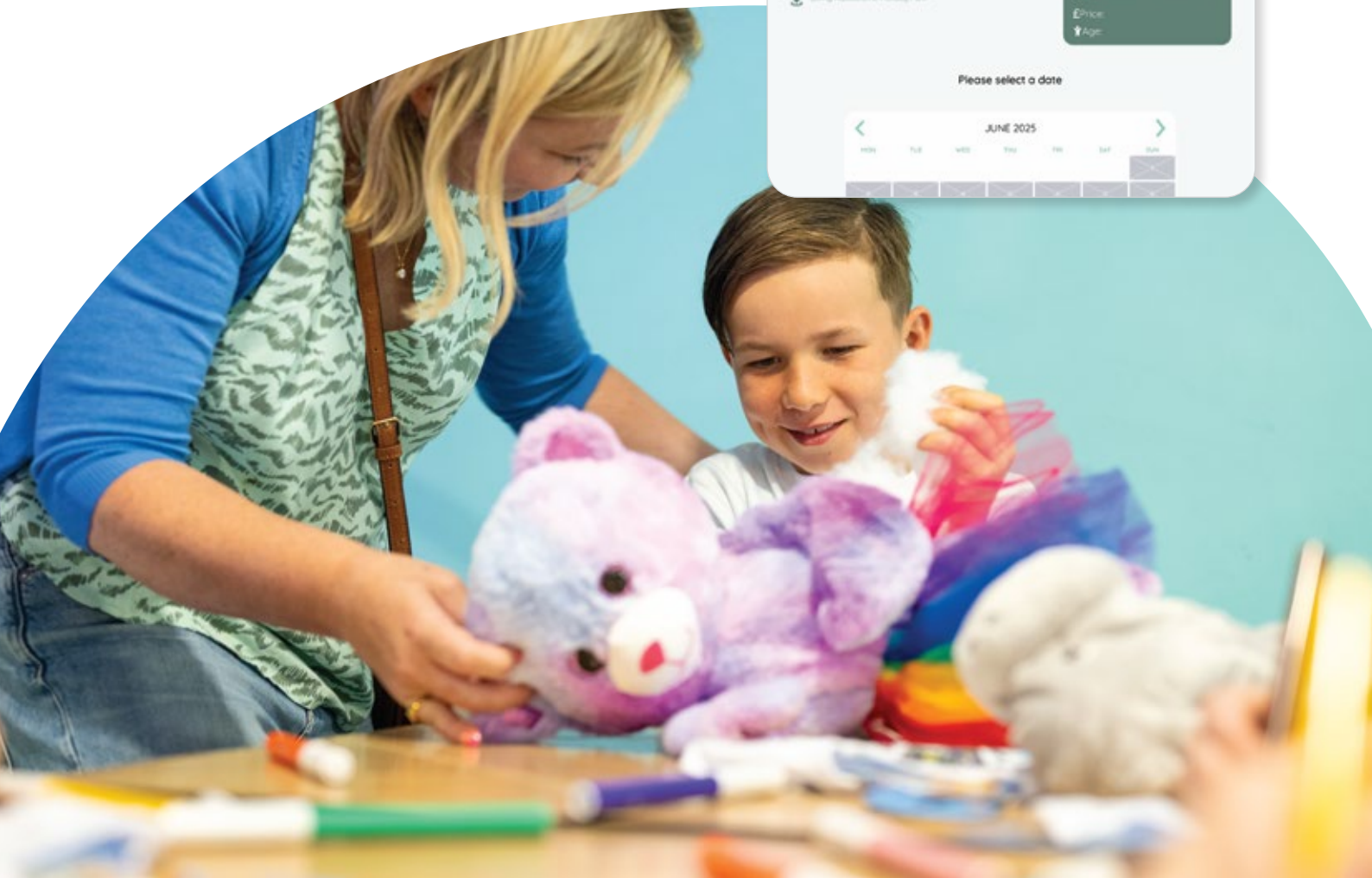
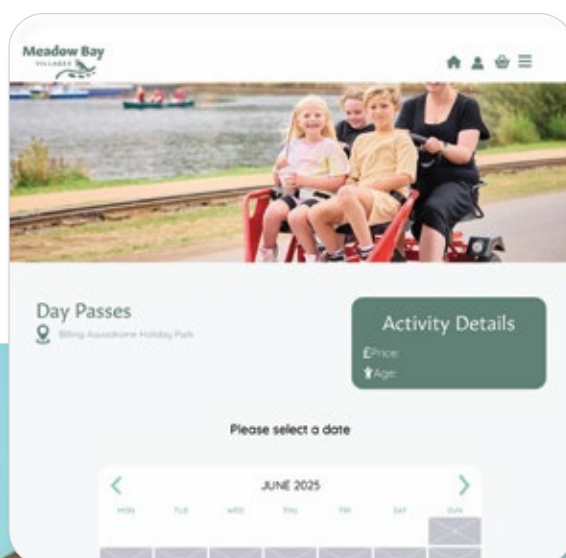
Booking
your
activities

To ensure all customers and owners have an opportunity to book activities with us we only release activities in three-week blocks, anything beyond this will show as unavailable.

If you are booking an activity outside of your check-in and out date and times you will only be shown day ticket options. Inside these dates you will see holiday maker tickets.

If you are a day visitor at Billing you must also book your Day Passes, these are required for entry to the park

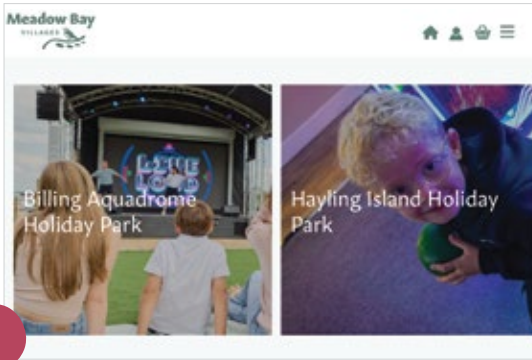
Owners with an outstanding balance greater than £750 will only be able to book day tickets, for more information contact owner services.



Let's do this!

Follow these simple steps to book your activities

1



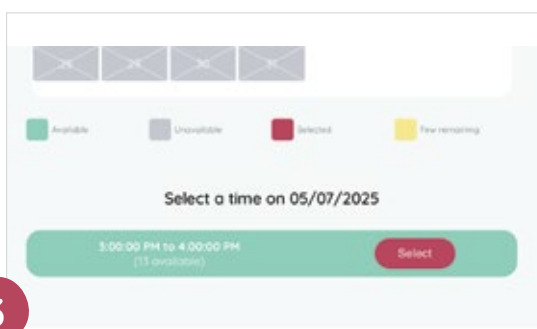
Select the park you wish to book your activities at and you will be taken to all that we have on offer, from our exciting range of free activities, through to our larger chargeable sessions.

2



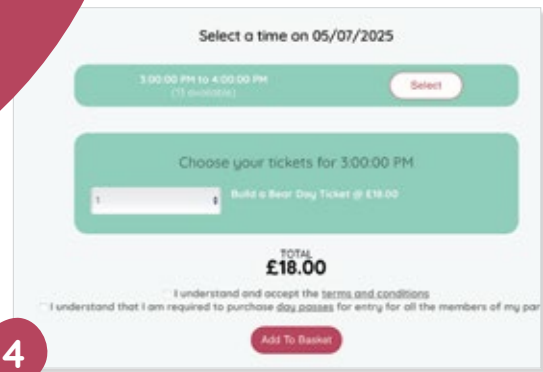
When you find an activity give it a click to see more information and dates with availability. These are shown in green or yellow (limited availability) if the session can be booked, or in grey if an activity is full to capacity.

3



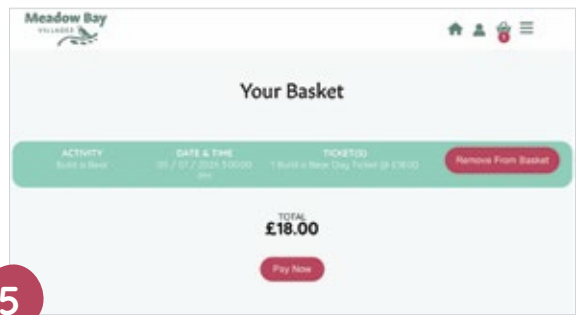
To book click on the date and you will be shown a list of the available time slots for the day and the remaining capacity. If you want to proceed click on the 'Select' button.

4



Select the amount of tickets you want to book, if the activity is chargeable you will be shown the total price. Some activities will require you to accept the terms and conditions that are displayed, and day visitors will see a message to add **day passes** to their basket if they haven't added them already.

5



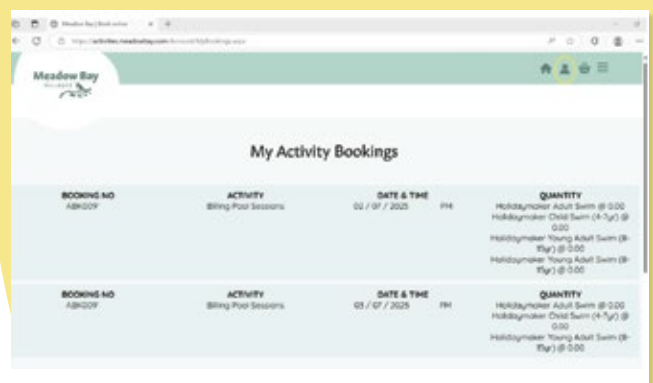
When you are ready click add to basket, you can add multiple activities to your basket by clicking on the home icon at the top of the screen.

When you are ready to pay click on the shopping basket and the pay now button. You will be taken to our secure payment processor Stripe to complete payment for your booking.

Checking your bookings

6

You can access all your bookings in the site by clicking on the **My Bookings** icon (the person) at the top of the screen. The booking reference, activities and date/time booked and tickets will be shown.



Frequently asked questions

If you can't find the answer you need simply ask one of our team who will be happy to help.

Q: I haven't received my validation email

A: Check in your spam folder, the email is sent shortly after signup and most people find them tucked away in their spam folder. If not please contact one of our friendly park reception teams.

Q: I have forgotten my password

A: Click on the I have forgotten my password link on the login page, enter your email address and click the reset password button. A password reset link will be emailed to you within five minutes, remember to check your spam folder as they sometimes end up in there!

Q: I want to cancel an activity

A: Cancellations can not currently be processed via the website; we are looking to add this in the future. In the meantime, please contact a member of our holidays team and they will be able to assist.

Q: I want to book more than one swim session in a day, why can't I?

A: For the safety of all of our guests our pools only have a certain capacity, our platform automatically restricts the ability to book more than one swim session for your family a day to ensure all our guests can make use of our facilities.

Q: I don't have a computer how can I book

A: We can make limited bookings over the phone, please contact a member of our team for assistance.