

Frequently asked Questions

Just to put your minds at rest, we've answered a few of the most frequently asked questions about booking in for the summer Soul Survivor UK conferences.

How can I book?

There are four ways to book: 1. [Book online](http://www.soulsurvivor.com/uk): www.soulsurvivor.com/uk 2. Fill in a booking form (you can request one from the Soul Survivor office or print off a 'fax/postal booking form') and send or fax it to us. 3. Email the details to bookings@soulsurvivor.com (making sure you include ALL the important details – name, telephone no, date of birth, address, church, group leader & no of tents) 4. Book over the phone: 0303 333 1333.

PLEASE NOTE: Booking confirmations and correspondence will be sent by EMAIL to the booking CONTACT (usually also the group leader) so it is VITAL that you include accurate and up to date email contact details.

For all 2009 events, arrival information and passes will be sent by post to the booking 'Contact'. It is the responsibility of this person to make sure everyone on their booking receives the information they need.

I'm having problems booking online – what do I do?

We've got a brand new spanking booking system which we think is the bees knees.. but there *may* still be a couple of blips in the matrix.. so here's some handy hints to get you through to the other side..

Please do double check your internet connection, that your bank details are correct (when paying for the booking), and that you've read and filled in all areas of the booking form correctly. Try logging off and leaving it a few minutes before trying again (if you're logged in and only got part way through the booking it SHOULD save what you've done so far, even if you log out or your computer catches on fire). If you're still having difficulties, and you can't get any further in the booking process, then give us a call: 0303 333 1333 or send us an email to: bookings@soulsurvivor.com. We'll do our very best to help you!

How do I add to an existing booking?

The simplest way to add one or two people to your booking is using the online booking system. This is NEW for 2009 but once you've created a booking online, you can log back in and view your booking, make extra payments and add extra people. Click [HERE](#) to go to the Log in page (you might want to bookmark this page for future reference). **If this doesn't work** then give us a call: 0303 333 1333 and we'll take the details over the phone or by email.

How do other people add to MY booking?

If you've got other people who'd like to book with your group then you can give them your booking reference number: A2K9/C2K9/M2K9-****and they just need to include this when they book online. Alternatively, they can send in their booking details by post or email, but they MUST include your name and your booking reference number.

How can I get a discount?

The main discount we offer is for early bookings. The full event price for anyone over 12 years old is £92 but if you pay in full before the 30th January 2009 then you qualify for the discounted price of £75. If you pay in full before the 30th April then the price is £84 and on the 1st May the price goes up to £92 per person, per event.

Please note that while a minimum deposit of £15 secures a place at the event, it does not mean that the person booking can qualify for the discounted price – regardless of when the deposit was made.

Discounts are also available for carers accompanying a full paying delegate. Please contact the Soul Survivor office for more information.

How do I change the details on my booking?

For any changes to your booking including delegate details, camping village and accommodation; just Log in to your booking and make the changes yourself – or if you're having difficulty doing that you can email bookings@soulsurvivor.com

I've applied to work on a team

If you've applied to work on a team then this will show up when you log in to your booking you're team application is incomplete you can fill out the remaining information online. You'll be notified by email whether your application is successful or not. PLEASE NOTE not all teams receive a free place and meals – please check the job description for the team you've applied for if you're booking says you still owe money.

If you are interested in serving on a team at Soul Survivor then check out full job descriptions and details at www.soulsurvivor.com/uk.

When will I know what village I'm on?

We normally do village allocation about a month before each event begins, but villages are not confirmed until you receive your registration documents and event badge. Please let us know when you book if we need to make any special arrangements for anyone on your booking – eg. if you need access to disabled showers and toilets or you've got young children and would like to camp on the curfew village. If you are staying from one event to another then let us know and we'll do our best to keep you on the same village for both events.

How can I link my booking to another church so that we're camped together?

When you book online in the first instance, you have the option to nominate a 'camping church' that isn't your home church. You can update this information by logging in to your account – or emailing bookings@soulsurvivor.com.

Your Camping church will automatically be the church you listed as your home church, unless you specify otherwise.

If you're unsure then just send a follow up email to confirm which church/group you'd like to camp with and include any special requests as clearly as possible.

Can I request a village?

If you have any special requests on which church or group you would prefer to be camped with, other than your own, or have any other camping requirements, please include them with your booking or contact the office. Unfortunately we are unable to guarantee that delegates will be camped with a specific group if requests or additional bookings to your party are received after 1st July 2009.

Can I move village?

If you are a group leader for others on that village then anyone under 18 who has listed you as their group leader will also need to move. To move villages there needs to be enough space on the village you're looking to move to in order to accommodate the change (especially if you're part of a big group) If the event is full, or nearly full then its unlikely that we can move groups around once villages have been allocated. If you have been asked or have applied, to be a village host then it's unlikely we can move you.

Can I cancel my booking?

Should you need to cancel your booking, you will need to notify the Soul Survivor office in writing and a deposit of £15 per fee-paying person will be retained to cover administration costs (until 1st July*).

Can I get a refund?

*We can make no refunds on cancellations after 1st July 2009 as funds will have been committed by then. If there are extenuating circumstances, please write to us after the conference for consideration in mid-September. If you think you may be at risk, please ask your insurance broker for advice on a suitable policy. Cancellations must be made in writing.

One of my young people has dropped out – can someone else take their place?

Substitutions can be done online by logging in to your booking. Click on the 'Transfer' button on your booking summary and follow the instructions. The original payment will be transferred on to the new person booking.

If event passes have already sent out then these MUST be returned in before a new pass can be issued.

When do I need to pay the balance on my booking?

If you have paid anything less than the full booking fee (minimum deposit is £15 per person, per event), then you have until the 1st July to pay the full price of £92. We are unable to guarantee your space at the event if the balance of your booking is not paid by this date. You can still book people on to the event after the 1st July but bookings must be paid IN FULL.

How do I pay the balance on my booking? You can pay the balance of your booking online by logging in to the system. If you have any problems logging in then click on the 'trouble logging in' link and follow the instructions. If this still doesn't work then give us a call at the office and we'll try and solve the problem at our end! Tel. 0303 333 1333. Alternatively you can send in a cheque for the amount outstanding.