

How to Book Using Your Room Voucher

1) How do I book my Room Voucher stay online?

Your voucher has a section which tells you how to book online. Please read the instructions and other voucher terms before you start to book. Please also consult the Voucher FAQ

2) What code do I enter and where?

Your voucher will have a code in the “how to book” description that will have a format like 5PMDBBED, 5PMDBBSD, GroupEDDBB, GroupSDBBB, ITISEDDBB, ITISSDDBB. This is the code you enter into the “Promo Code” box with the red arrow pointing down above it. The press “APPLY”. Your voucher may have other codes on it such as a purchase number, security number or voucher code. Do NOT enter these at this stage.

Having pressed APPLY the booking engine will return available rooms and dates for your specific voucher:

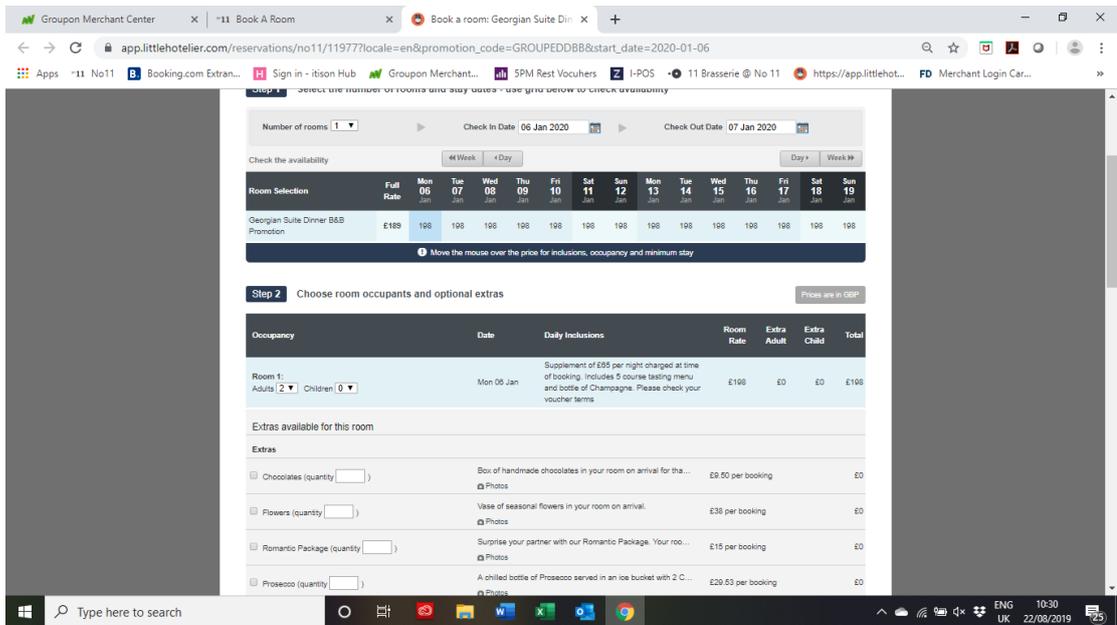
The screenshot displays the online booking interface for 11 Brunswick Street. The page title is "Online Booking" and it includes instructions for using the system. A "Voucher Booking Frequently Asked Questions" link is present. The user has selected the "GroupEDDBB" promo code, which is highlighted by a red arrow. The calendar shows availability for January 2020, with prices in United Kingdom Pounds. A tooltip is visible over the calendar, showing details for a room type: Minimum Stay 1 night, Maximum Stay 2 nights, Availability 2 rooms, Included Occupancy 2 people, Maximum Occupancy 2 people. The tooltip also mentions a supplement of £95 per night and includes taxes.

3) The What Do I do?

Scroll and search through available dates to find a date suitable for your stay. The system shows the live availability at any point in time.

When you hover over the room and date you want to book, a black box which shows the inclusions appears. Please read the inclusions to make sure you are selecting the room you want as some room types have supplements.

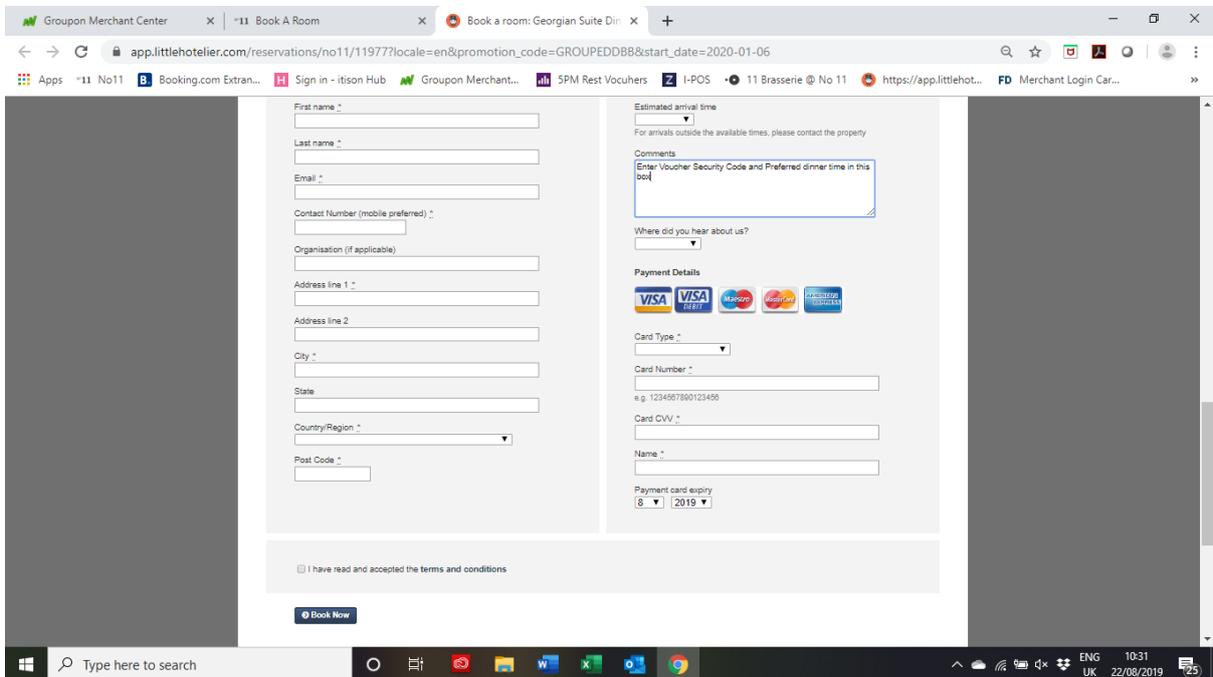
Once you have selected a room type and date, click on the room rate for the date you want and a new page will open. This allows you to confirm your check in and check out dates, confirms your inclusions and any supplements and then allows you to add any extras.



Once you have selected any extras, scroll down and the form takes you to step 3

In Step 3, Enter your name and contact details, and your payment card details. Your card will ONLY be charged with Extras and Room Supplements that you have ordered. If you do not order any Extras or Room Booking Supplements your card details are held securely against any additional costs you incur during your stay at No11

Critically, please enter your voucher SECURITY CODE and preferred DINNER TIME into the Comments box on this form as shown below. Your voucher may have several codes (invoice code, booking number etc). We need the Security Code as we cannot get paid without it.



Finally, please press Book Now. This sends the booking to us and provided you have entered a valid email will send a copy of the booking to your email.

Please remember that you do not have a confirmed booking until you have given us both your SECURITY CODE and preferred BOOKING TIME.