

# **Guidance Document**

**for**

## **Booking REMS Events**

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# 1. Your login details

## General

The system is designed to enable members to book one or more places for events on the REMS calendar and to pay for them. It can also be used to amend or cancel bookings and, if not too late, to reimburse the purchaser.

## Necessary information

First of all, it is important to understand that the account details (username and login) are not connected to your normal IOP login: the accounts are completely different – although you can use the same username and password if you wish.

If you have used the Event Booking system previously you can jump directly to Section 3, otherwise you need to set up an account as in Section 2.

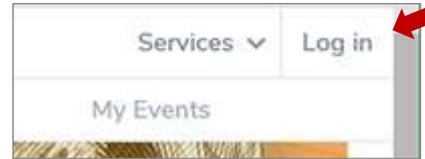
Note: the IOP bookings' system is still (June 2108) in the process of being developed. So, if you find any discrepancies between the advice which follows and what is actually required, do please advise us at [rems-lse@physics.org](mailto:rems-lse@physics.org)

## 2. First time user

You must first of all go to the IOP Events page either direct from the main menu on the IOP [web site](#) or via [this link](#).

The (new) Events Booking system requires a different login to that which you may have used previously. So, if this is the first time that you have booked via this site you need to click the 'Log in' button at the top-right of the screen and then select 'Sign-up' from the pop-up box.

Once you have created an account in the Events Booking system you will be able to book an event (see Section 3 below).



## 3. Registering for a REMS event

Go to the [IOP Events](#) page and identify the event you wish to book. You can limit the search to just REMS events by typing 'REMS' into the search bar. A typical example is as here:

Click on the title which will take you to a flyer for that specific event. The flyer will list the full details for the event which you can print for future reference.

It is particularly important to note the **payment details** towards the bottom of the page. Currently, payment is by cheque or by bank transfer: in due course it will be possible to pay by credit card.

At the bottom of the page there is a red box: click on 'Order Tickets'.

This will now take you to the login page.

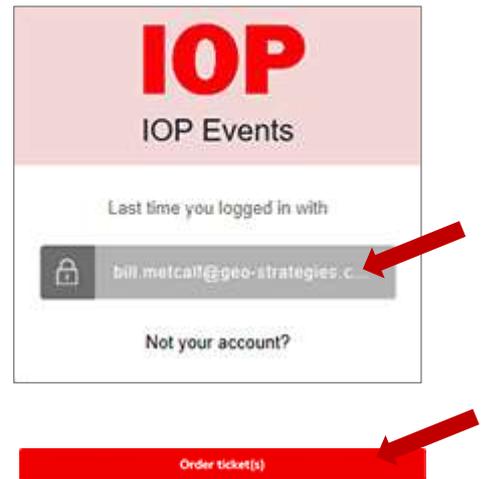


If you already have an account, then click on your e-mail address which will take you to the 'Order tickets' page (see below), otherwise you will need to set up an account – see Section 2 above.

You will now be taken to the 'Order Tickets' page and invited to specify the number of tickets, any special requirements, a GDPR clause on confidentiality and conformation that you are not a robot.

You can then Order ticket(s).

This will result in a booking plus a confirmation e-mail from the IOP.



## 4. Payment

Currently, payment is by cheque or bank transfer. It is possible to pay for several places on one transaction.

When paying for multiple events with one transaction it is recommended that the cheque method be used with all events annotated on the rear in the recommended format. *Our experience is that the IOP financial system is currently more robust when processing (or refunding) payments for single events.*

**Cheque:** make your cheque payable to 'The Institute of Physics' (not IOP) and send it to:

Tony Colclough (REMS)  
34 Sugden Road  
Thames Ditton  
Surrey KT7 OAE

**\*\*\* Please annotate the rear of your cheque with: 'REMS, Event title; Event date'.**

If you are paying for several events with one cheque, please list them all.

**Bank transfer:** IOP Bank details are as follows:

Account Name: Institute of Physics (GBP)  
Sort Code: 40-14-13  
Account Number: 82403552  
Bank Name: HSBC Bank plc  
Bank Address: 62 George White Street, Cabot Circus, Bristol BS1 3BA  
BIC: MIDLGB22  
IBAN: GB15MIDL. 40141382403552

**\*\*\* Please enter a reference with the transfer as follows: REMS Event ddmmyy**

Where ddmmyy is the date of the event (first event if you are paying for several).

## 4. To Book an extra event or amend your registration if you already have valid bookings

'Amend your registration' includes e.g. cancellation of a single item within a 'basket' of other items.

First of all, book into REMS [Events](#) (as above) and click onto Event's at the top of the page.

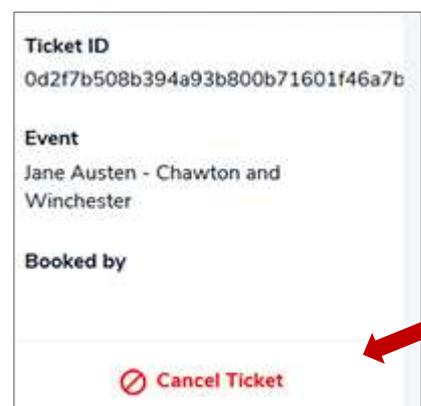


This will result in a list of events that you have booked.

Now click on the event you wish to cancel and click on the red ticket icon.



This will take you to the 'My Tickets'. At the bottom of this page there is a 'Cancel Ticket' icon.



This will take you onwards to an extra page where you confirm that you want to cancel and finally you will receive an e-mail to confirm cancellation.

**Reimbursement:** *cancellation of a booking, if made early enough, should result in reimbursement of charges to the account from which payment was made. But there can come a time when it is too late to release the place to another member and when expenses have already been incurred. In such cases reimbursement may not be possible. **REMS asks members to bear the risk of needing to cancel** as they do with theatre or airline tickets. An event organiser may agree to help to sell your ticket to another member but is under no obligation to do so. When is it too late to cancel? This varies from event to event. But, as a rule of thumb, seven days before booking closes.*