1. Overview

The YHA Bushwalking Victoria website enables non-members to:

- View information about our club and its activities.
- Browse our Current Walks Program and view details about our walks and other events.
- Make enquiries about specific events.
- Book into events online:
    - To book into an event, non-members must enter a booking request that requires approval by the leader.
    - You may be able to sign up for the Wait List if the event is full.
- Pay for events that require advance payment:
    - Payments can be made by Paypal, Credit Card, EFT or branch deposit.
    - Payments by EFT or branch deposit need to be confirmed by the Treasurer before your booking is approved.

If you are also a Meetup-member:

- Meetup is only used to advertise events, if the leader chooses to publish their event on Meetup.
- To book into an event, you will need to click on a link which takes you to the event page on our website to enter a booking request.

2. Getting Started

https://yhabush.org.au

NOTE: The behavior of the website can vary slightly, depending on the type of device, the operating system and the browser. The instructions in this guide are based on a desktop computer (Imac, Safari).

2.1 Find information about our club and its activities:

- Browse the pages under Home, About, Activities, News, Photo Galleries.
    - If you are new to our club, the Home page is a good place to start.
- To view our upcoming events, select About->Current Walks Program.

2.2 Join our mailing list:

- On the Contact page, enter your name, email, read and accept our privacy policy, click "Sign up".

2.3 Become a Member:

If you wish to become a member of YHA Bushwalking Victoria, you need to complete the Membership Request form and make your payment:

- Select Members->Membership Request
- Enter the information requested (fields marked with an asterisk * are mandatory). This includes:
    - Personal details (Name, Email, Phone, Address)
    - Eligibility for free membership, if applicable (refer "Tick any that apply to you", "Member Request Notes")
    - Login Information (once activated, to obtain member benefits, you need to log in as a member)
    - Privacy Statement (you need to read and accept our privacy statement).
- Click the orange box "Submit".
- The Membership Payment page will be displayed with instructions on how to make your payment:
    - Payments can be made by Paypal / Credit Card, EFT or branch deposit.
    - If you pay by EFT or branch deposit, you will need to email the Treasurer with your payment details.
- Once your payment or other membership eligibility details are confirmed, you will be sent an approval email and be able to log in using your selected UserID and Password.

3. Enquire about an event

3.1 View Event Details

- From the Current Walks Program, click the Event title to view the event details page. This will provide more details about the event, including its description, location, transport details, any payment required.
- To view booking details, under "Booking Request", after "Non-member" click "show details". This will display details about:
  - Fee for non-members (if any), payable in advance.
  - Booking Period: date/time when booking opens and closes.
  - Availability:
    - Booked = number of non-members whose booking is approved
    - Remaining = number of places remaining for non-members
    - Total Sold = total number of attendees whose booking is approved
    - Total Spaces Left = total number of places remaining, or "Closed" if event is full

3.2 Send an Enquiry to the event leader

If you still have questions about this event and wish to contact the leader:

- On the event details page, click the orange box "Enquiry".
- Enter your Name, Email, Phone number and your question(s), then click "Submit". An email will be sent to the Leader.
- The leader will respond via email.

3.3 Raise a Comment about an event

If enabled by the leader, anyone can enter a comment about the event. All comments are visible to anyone who views the event details.

- This function could be used by participants to arrange car pooling, however unlike Meetup:
  - The website does not email all other participants when a comment is entered.
  - As anyone can view the comments, it's not advisable to share private information.
  - There is no private messaging function on the website.
- To raise a comment:
  - On the event details page, under "Leave a Comment", enter details of your comment.
  - Enter your name and email address.
  - Click the orange box "Post Comment".

4. Book into an event

4.1 Request a Booking

To book into an event, you first need to request a booking for that event. This will be subject to approval by the event leader before your booking can proceed further.

- On the event details page (refer 3.1), under Booking Request, select "Non-member booking" and click "Book".
  - The Booking Request Form is displayed.
- Enter your Personal Information.
- Please read the Risk statement and click Accept to acknowledge you accept the risk.
- Click "YHA Bushwalking Victoria Privacy Policy" to view our privacy policy. Return to the Booking Request form and click Accept.

- Enter the remaining information as required, then click on the orange box (this will be labeled "Proceed to Payment Option" or "Proceed to Booking Request").
- If all information was successfully entered:
    - If the orange box you clicked on said "Proceed to Payment Option", the next screen (Important Notice: Events Requiring Pre-Approval) will indicate that your booking request requires approval by the event leader. Click "Proceed to Booking Request" to continue.
    - A "Thank You" screen will be displayed (note that for events requiring advance payment, you do not need to pay until your request has been approved by the event leader).
- You will receive an email that your registration is awaiting approval by the event leader.

4.2 Complete your Booking (if no advance payment required)

For an event that does not require advance payment, when the leader has approved your booking request:

- You will receive an email that your booking has been approved. You do not need to do anything further until advised by the leader.
- The leader will contact you with details of any final arrangements, e.g. meeting point, transport details.

4.3 Complete your Booking (if advance payment is required)

For an event that requires advance payment, your booking will not be complete until you have successfully made your payment. When the leader has approved your booking request:

- You will receive an email that your booking is approved, pending payment.
- To make your payment, open your email and click on "are on our website" (after "Details of how to make your payment").
- You will be taken to the booking request form for this event and asked to select your method of payment.
- To pay by PayPal or Credit Card, select PayPal and click on the orange box ("Update Payment Option" or "Proceed to Booking Request"):
    - You will be forwarded to the PayPal website.
    - To pay by PayPal, log in to your PayPal account and follow the instructions to make your payment.
    - To pay by Credit Card, click "Pay with a Card" and follow the instructions to make your payment (you don't need to have a PayPal account to pay by credit card).
    - When your payment has been successfully processed, a "Thank You" screen will be displayed.
    - You will receive an email that your booking has been approved.
- To pay via bank transfer or branch deposit, select Bank Transfer and click on the orange box ("Update Payment Option" or "Proceed to Booking Request"):
    - A "Thank You" screen will be displayed with payment instructions including the YHA Bushwalking bank account details plus the Description/Reference (for online banking) or Six Digit Aux Serial No (for branch deposit).
    - Once you have made your payment, you MUST email our Treasurer (Treasurer@yhabush.org.au) with the date of payment, amount and reference used.
    - Once our Treasurer has verified that your payment has been received in our account, you will receive an email that your booking has been approved (this may take several days).
- The leader will contact you before the event with details of any final arrangements, e.g. meeting point, transport details.

4.4 Booking Request Declined

If the leader declined your booking request:

- You will receive an email that your booking request was declined.
- This could be due to any number of reasons, e.g.
  - The leader considers you don't have the required bushwalking experience for their walk,
  - The event has become full since you entered your booking request and there were a number of others ahead of you in the queue (you may be placed on a Wait List).
- The leader may email you separately with the reason, or you are free to email the leader if you choose to.

4.5 Sign Up for the Wait List

Once an event is full, it may be possible to sign up for the Wait List for that event.

- If an event is full, it is listed as "Closed" on the Current Walks Program and on the event details page.
- However, if there are Wait List spaces available for the event, on the event details page below the booking details, you will see an orange box "Sign Up for the Wait List". If you click on this box, you will be presented with a "Join Now" window.
- On the "Join Now" window, enter your name and email address, then click the orange box "Join the Wait List". DO NOT touch "Preferred Option" or "Select".
- You will receive an email titled "You're on the Wait List!".
- If a place becomes available, you will be advised via email.

4.6 Promotion from Wait List

If you're on the Wait List and a place becomes available, you will receive an email advising that a spot has opened up for you.

If you still wish to book into this event, you need to complete your booking as follows:

- Open the email and click on the message "Click here to Finalise Your Registration Now"
  - The Booking Request form for this event is displayed.
- Complete the Booking Request Form (as in 4.1) and click on the orange box.
- If advance payment is required, the system will present the payment screen and ask you for payment. You then pay as you would if you booked in normally (refer to 4.3). Once you have done this, you will get an email confirming your booking (the Treasurer will of course need to approve your booking if payment is via bank transfer or branch deposit as explained in 4.3).

If you no longer wish to book into this event, please advise the leader via email (their email address is on the email you have received).

4.7 Cancel a Booking

If you are no longer able to attend the event:

- Please notify the leader via email. You will find the leader's email address on any of the emails you have received about the event.
- The leader will then cancel your booking via the website.
- You will receive an email that your registration was cancelled.
- If you have made an advance payment for the event, you will receive a refund only if a replacement is found for you. If so, the Treasurer will refund your payment after the event has taken place. If no replacement is found, then unfortunately we are unable to provide a refund.