

**QRG2 – QUICK REFERENCE GUIDE**

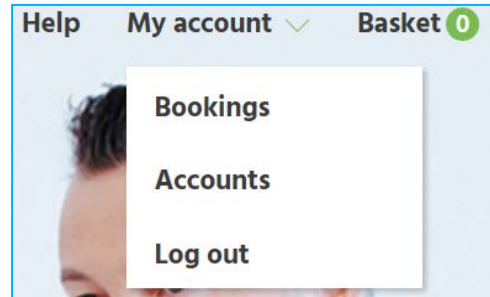
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# Payment Card Registration



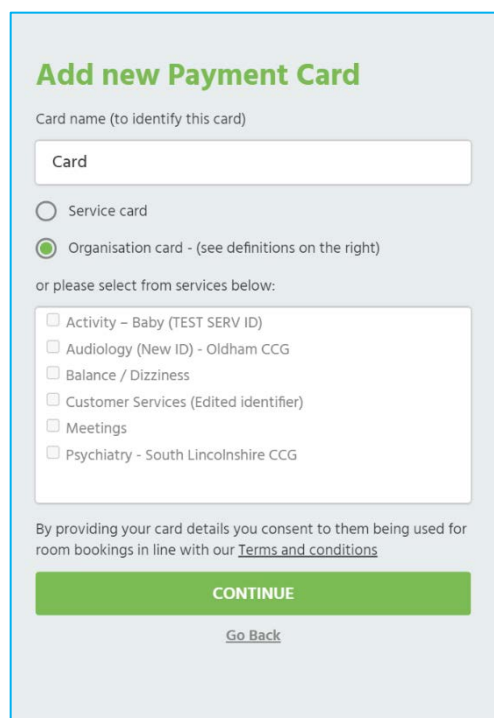
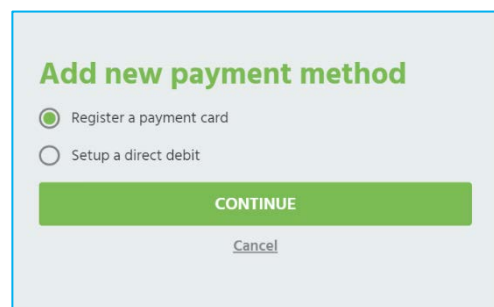
### SETTING UP A NEW CARD PAYMENT

- Log into your *NHS Open Space* account and navigate to the My Account drop down in the top right hand corner of the screen.
- From the drop-down menu, select **[BOOKINGS or ACCOUNTS]**.



### Add New Payment Card

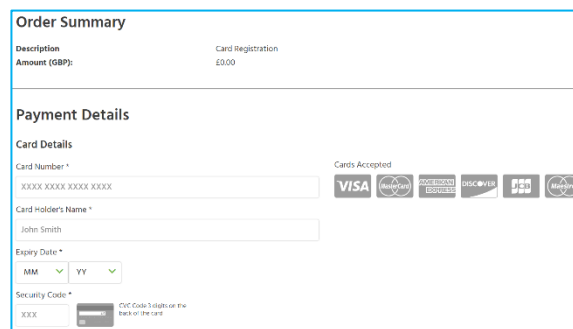
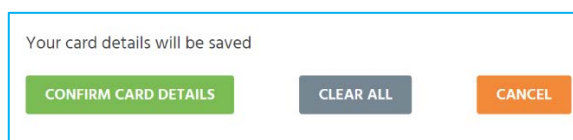
- On the Accounts screen, scroll to the Payment Management section and click on **[ADD NEW]**.
- Next select 'Register a payment card', and click on **[CONTINUE]**.
- Insert a unique name for your card.
- This will make it easier to find the card in your payment management list.
- Select "Organisation card" to make this the default payment method for your account (note this is overridden if you also have a service card)
- Select "Service card" and select the relevant service(s) if you want to make this the default payment method for one or more specific services
- Select **[CONTINUE]** button to proceed to the Payment details page.



## Insert Payment Details

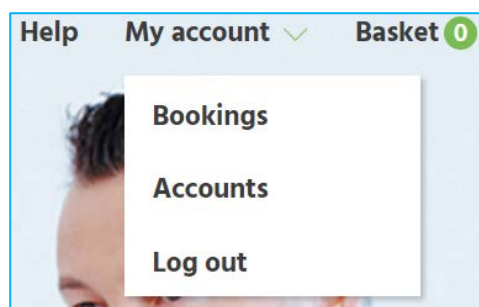
- Input your card number, the cardholder's name, expiry date and security code found on the back of the card.
- Enter your billing address details.
- Select **[Confirm Card Details]** to authorise the card.
- At this point your card issuer may request you to provide additional authentication

The card registration process is now complete.

## Booking Cancellation & Refunds

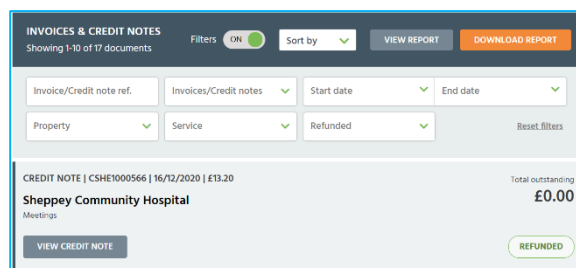
- You may cancel a paid booking and automatically receive a refund once your payment has finished processing.
- Select the **[Bookings]** option and locate the individual booking you wish to cancel.
- Select the **[Cancel]** button to proceed.
- Enter your cancellation reason and select **[Approve Cancellation]**.
- Please allow a few days for your refund to be processed.



**CANCEL BOOKING**

## Refund Status

- You may check the current refund status by selecting the **[Accounts]** option.
- In the invoices and credit notes section, you can see if a payment has been refunded.
- The refund will be made automatically to the same card the original payment was taken from.



## Reasons why a booking may not be cancelled.

- Bookings cannot be cancelled within 48 hours prior to the start time.
- The payment is still processing and has not yet updated to the status 'Paid'.