



outdoormobility
MAKING AMAZING PLACES ACCESSIBLE

Accessing and operating the Tramper booking calendar

A step-by-step guide

Guidance to staff at Tramper partner sites on how to access and operate the Wix Tramper booking calendar at www.wix.com



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1. Introduction

Outdoor Mobility manages majority of the Tramper bookings online. Each Tramper partner site has its own booking calendar at www.outdoormobility.org/book-online. This calendar will have Tramper sessions scheduled in and made available to Outdoor Mobility members to book according to your organisation's preferences.

A Tramper user can only complete and submit an online booking for your site if they

- have a valid membership for the time of their booking and
- they have agreed to the Terms and Conditions of the booking.

This reduces the time you need to spend on administration on the day of the Tramper user's visit and lets you focus instead on helping them have a great and safe day out.

Each site has their own access to the "back office" of their booking calendar at www.wix.com.

Bookings and any changes made to them, whether by the Tramper user, staff at your site or by Outdoor Mobility, will be effective in real time on both your public calendar and on the Wix calendar

Bookings can usually be made up to an hour before the start time (please speak to Outdoor Mobility if your site requires a longer notice) and no more than 2 months in advance.

2. Accessing the Tramper booking calendar on Wix

You can access your calendar at www.wix.com.

Email as your username: Your team will access the calendar using the email address your organisation has agreed to use for this purpose. As well as acting as your username, this email address will also receive notifications when a member has made an online booking or cancelled or re-scheduled their booking with you.

Password: The password will have been set by a member of your team.

Regular access: All staff members who need to have access to your site's Tramper booking calendar will use the same username and password. You can enter them here for quick reference.

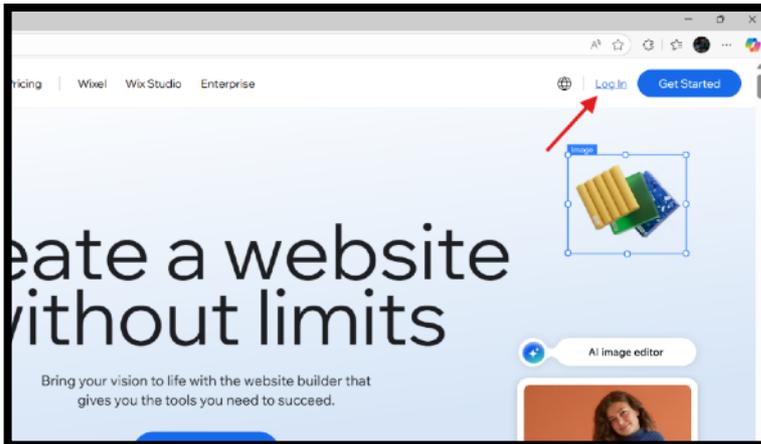
Username/email:

Password:



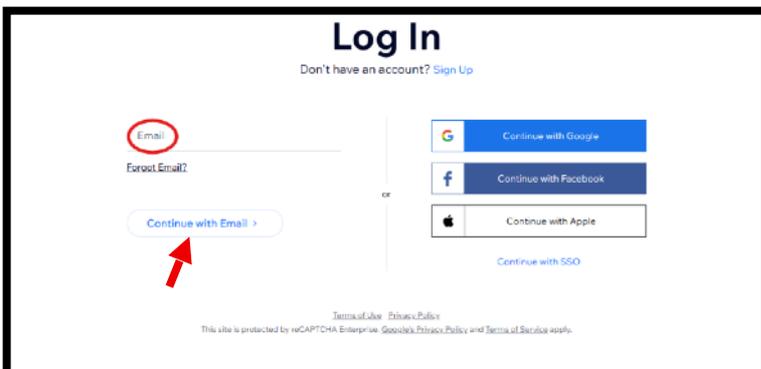
3. Logging in and out of your Wix calendar

Login in:



Go to www.wix.com

Click on “Log In”

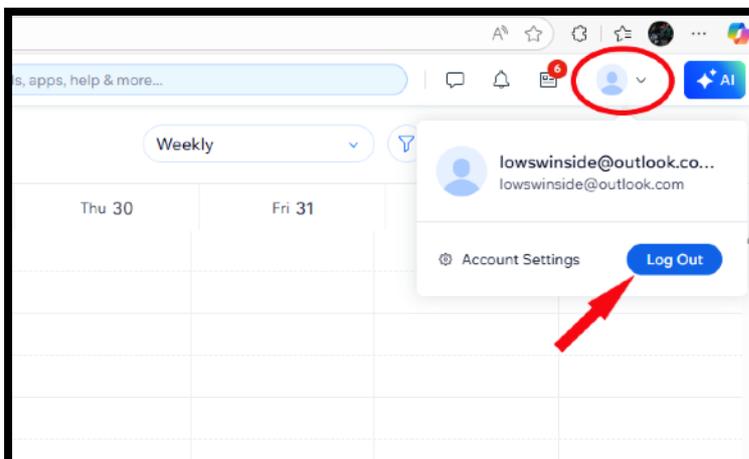


Enter your email

Click on “Continue with Email”

Enter your password to complete the log in.

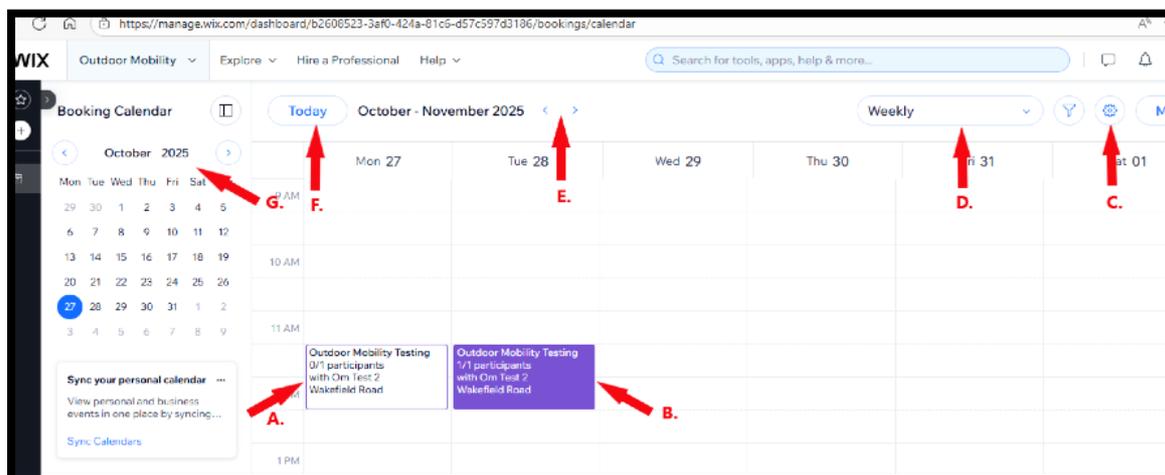
Logging out:



When you have finished your session on the calendar, or at the end of the day, click on the profile icon at the top-right corner and then click “Log Out”.



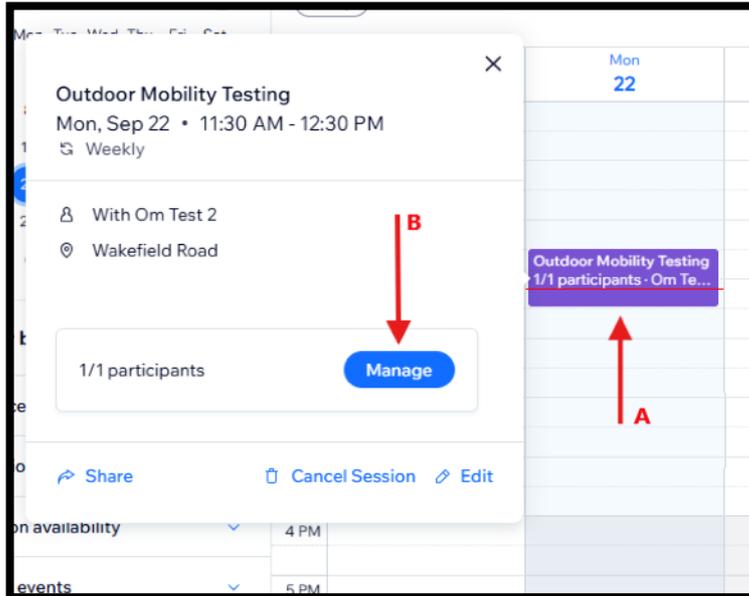
4. What your booking calendar looks like



- A. Free sessions are blank
- B. Booked sessions are picked out in colour
- C. Settings allow you to change how the calendar is displayed (for example, “classic” view makes the booked sessions stand out in a bolder colour, as is shown in this guide)
- D. Change calendar between weekly or daily view (weekly view is recommended)
- E. Toggle to previous or next week
- F. Click on “today” to return to today’s calendar
- G. Select a different month or year



5. Viewing booking details

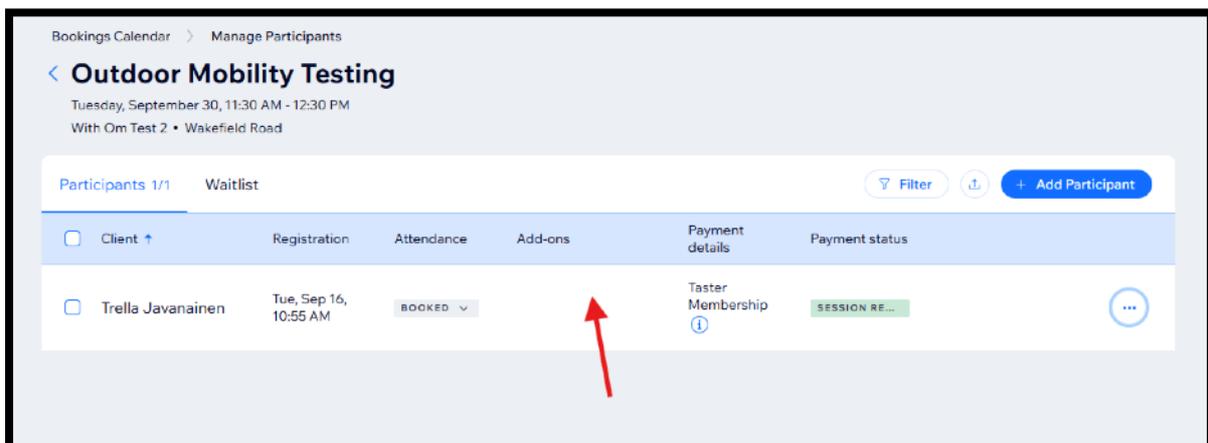


A. Click on the session picked out in colour

B. Click on “Manage”

A new “Manage Participants” window will open for that booking.

Please check and confirm the ID of the Trampler user against the name on the booking. A non-photo ID, such as a bank card, is acceptable.



Click anywhere on the highlighted line to open a sidebar with the details the Trampler user submitted when making their booking.



Bookings Calendar > Manage Participants

Outdoor Mobility Testing

Tuesday, September 30, 11:30 AM - 12:30 PM
With Om Test 2 • Wakefield Road

Participants 1/1 Waitlist

Client	Registration	Attendance	Add-ons	Payment details	Payment status
<input type="checkbox"/> Trella Javanainen	Tue, Sep 16, 10:55 AM	BOOKED		Taster Membership	SESSION RE...

Submission details
[Edit](#) [Download PDF](#)
First Name - Must be Trampler User
Trella
Last Name - Must be Trampler User
Javanainen
Email Address
trella@outdoormobility.org
Phone Number
+44 7843 754239
Your phone number on the day:
07443465041
Your email address on the day:
trella@outdoormobility.org
Your emergency contacts name and phone number:
Phil, Vikki and Penny 07843754239
If there are any additional requirements please contact the Hire Site directly in advance and also write the details here:
Could you bring the Trampler to the accessible parking for me when I arrive please? I will call you when I get there.
How many people in total will be in the group?

Use the scrollbar to the right of the details to view full submission details. They include:

- contact details on the day
- emergency contact details
- any special needs the Trampler user may have
- an indication whether the Trampler user has had training in the Outdoor Mobility scheme in the past twelve months or not.

We recommend that you check the attendance of your bookings either as Checked-in or No-show on the day. This allows us to give you accurate information about the use of the Trampler/s at your site should this information be important to you.

Bookings Calendar > Manage Participants

Outdoor Mobility Testing

Tuesday, September 30, 11:30 AM - 12:30 PM
With Om Test 2 • Wakefield Road

Participants 0/1 Waitlist

Client	Registration	Attendance	Add-ons	Payment details	Payment status
<input type="checkbox"/> Trella Javanainen	Tue, Sep 16, 10:55 AM	BOOKED		Taster Membership	SESSION RE...

Attendance
 Booked
 Checked-in
 No-Show



6. Managing existing bookings

Although Trampler users can make changes to their bookings on-line, there may be occasions when they call you up directly instead.

This section explains how you can

- cancel or
- reschedule bookings

Cancelling an existing booking

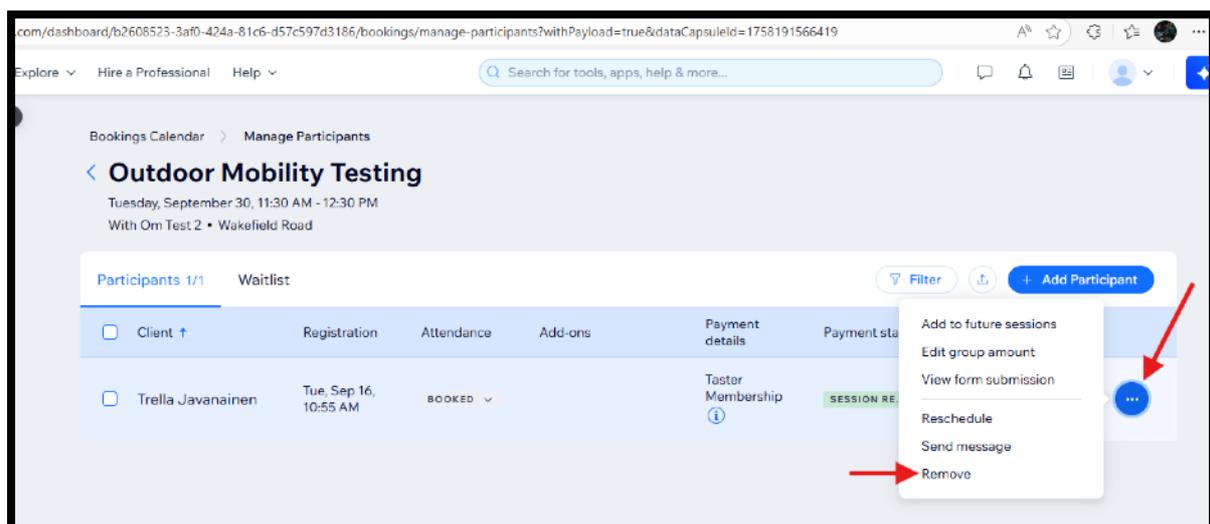
Please ensure that existing bookings are only ever cancelled with Trampler user's full knowledge or at their explicit request!

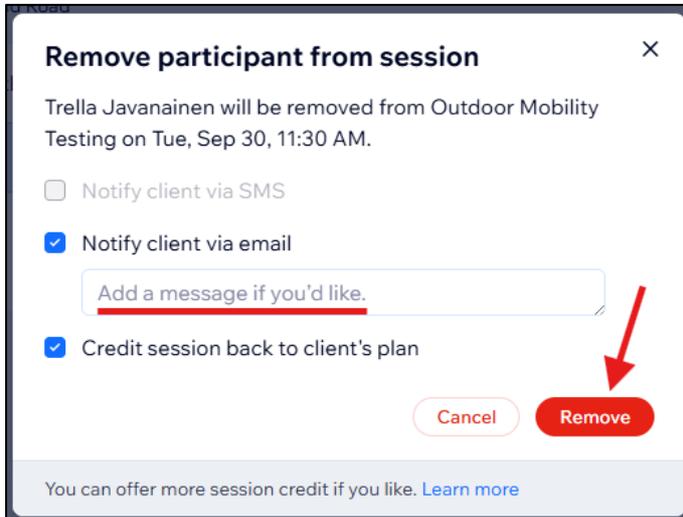
You can cancel a booking if a Trampler user, or someone connected to them, calls up to inform you that they wish to cancel.

NOTE: Once you have cancelled the booking, you no longer have access to the Trampler user's contact details.

NOTE: if you cancel a booking, the session becomes available to book again on the Outdoor Mobility website. Therefore, this function is not suited for situations where the site cannot offer the Trampler at all, for example due to site closure. See "Cancelling Trampler sessions" on page 11 for managing such situations instead.

To cancel a booking: In "Manage Participant" mode click on the blue dot at the end of the booking line. This will bring up a short menu of options. Select "Remove".





In the confirmation box:

Ensure that the “Notify client via email” and “Credit session back to client’s plan” boxes are checked.

Adding your own message to the automatic notification email is optional, not necessary.

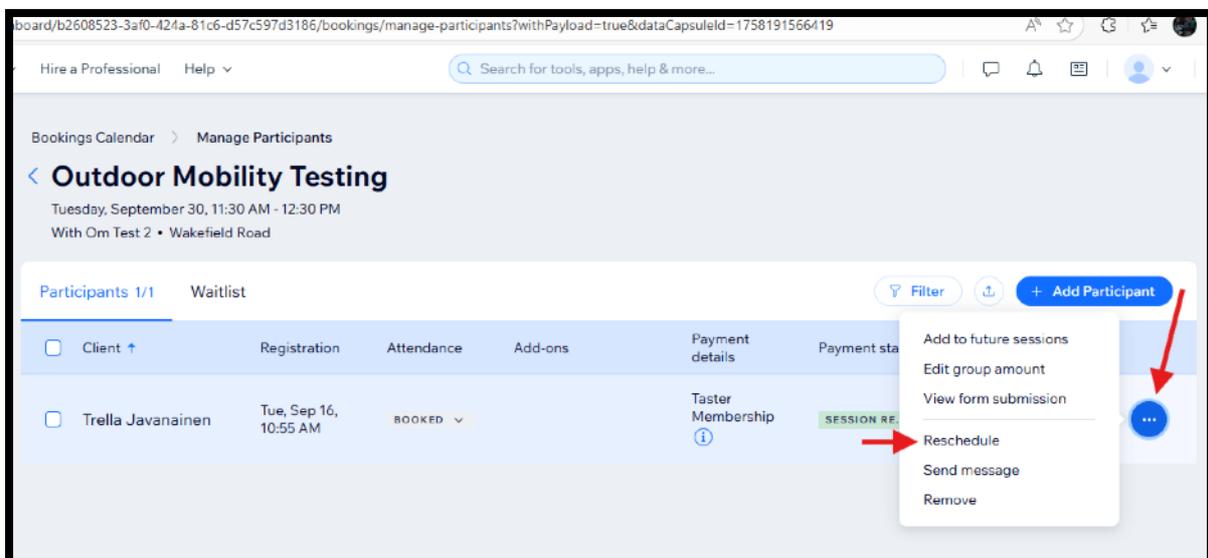
Click “Remove” to complete the cancellation.

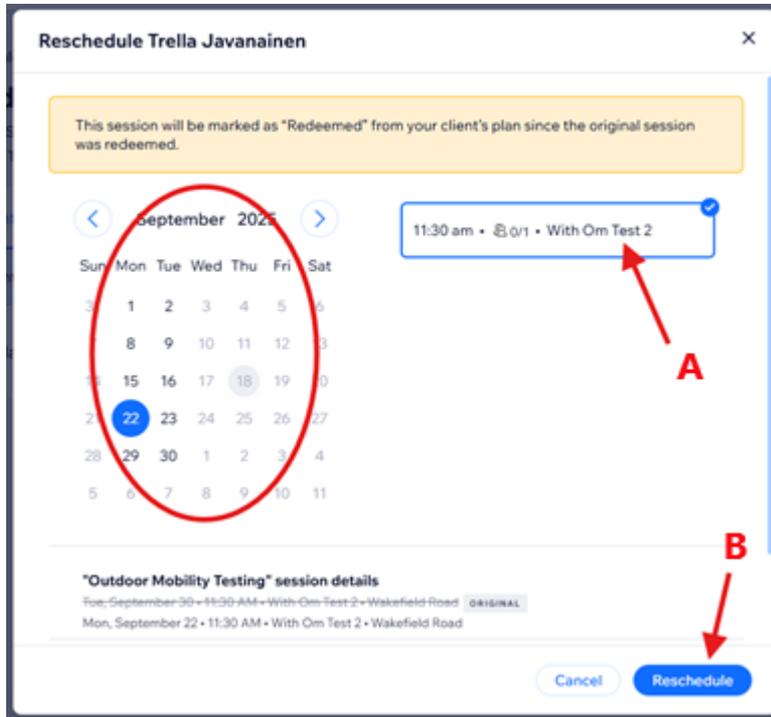
Rescheduling an existing booking

Sometimes the Trumper user may wish to re-schedule their booking for another day. This is less common, but does sometimes happen, especially in changeable weather conditions.

An existing booking can be re-scheduled for as long as it is done no less than an hour in advance of the start time. The booking can be changed to another date/time, but not for a different location.

To reschedule: In “Manage Participant” mode click on the blue dot at the end of the booking line. This will bring up a short menu of options. Select “Reschedule”.





Dates with availability will show in a darker colour in the calendar.

Click on a date, it will be highlighted in blue and an information panel with the time will be shown (A).

If this time and date is suitable, click on the information panel to select it. A blue tick will appear in the corner.

Click "Reschedule" (B) to complete.



7. Cancelling Tramper sessions (making a Tramper unavailable for bookings)

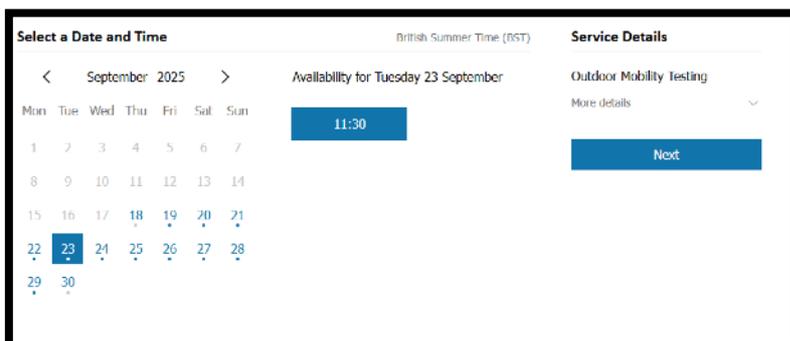
Outdoor Mobility's public calendar

All available Tramper sessions for each site are shown on the individual sites' calendars on the Outdoor Mobility's public website.

It is helpful if you familiarise yourself with the way sessions on your public calendar are displayed. You can find your site's public calendar here: www.outdoormobility.org/book-online. Find your location and click "Book Now". Dates with available Trampers are marked with a dot below the date.

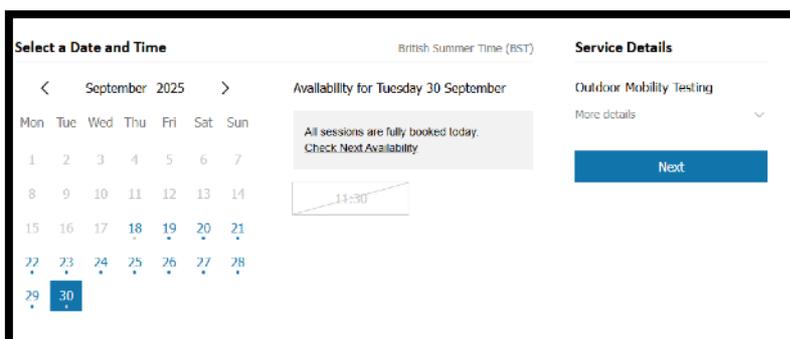
Here are some examples of what the public calendar may show.

Site with one Tramper: the Tramper is available on the selected date. If a site offers two sessions/day (am and pm) the calendar will show two session times/day.



Selected date is highlighted in blue.

Available session time is shown to the right of the calendar and highlighted in blue. The available session has not yet been booked.



The Tramper session is NOT available to book.



Site with two Trampers: each Trampler has its own sessions scheduled individually in the booking calendar.

The screenshot shows a booking interface for 'Outdoor Mobility Testing' on Monday, 29 September. Under 'Availability for Monday 29 September', there are two time slots: 11:30 and 11:31. The 11:30 slot is highlighted in blue, indicating it is selected. A 'Next' button is visible in the 'Service Details' section.

Two Trampers with sessions around 11.30am. Both are available. Note the minute's difference in the session start times. The 11.30am session has been selected (but not yet booked)

The screenshot shows the same booking interface. The 11:30 slot is now faded, indicating it is no longer available. The 11:31 slot remains highlighted in blue. The 'Next' button is still present.

One of the two Trampers is not available. The other Trampler has not yet been selected for a booking (the time is not highlighted in blue)

Cancelling available sessions: removing the session/s from the calendar on Outdoor Mobility's website

There are two ways to cancel sessions so that they cannot be booked on the Outdoor Mobility website.

1) permanently cancelling a session

- Useful for: when you know that Trampler is not available for fixed, planned times, such as for seasonal closing dates
- Reinstating cancelled sessions: can only be done by Outdoor Mobility

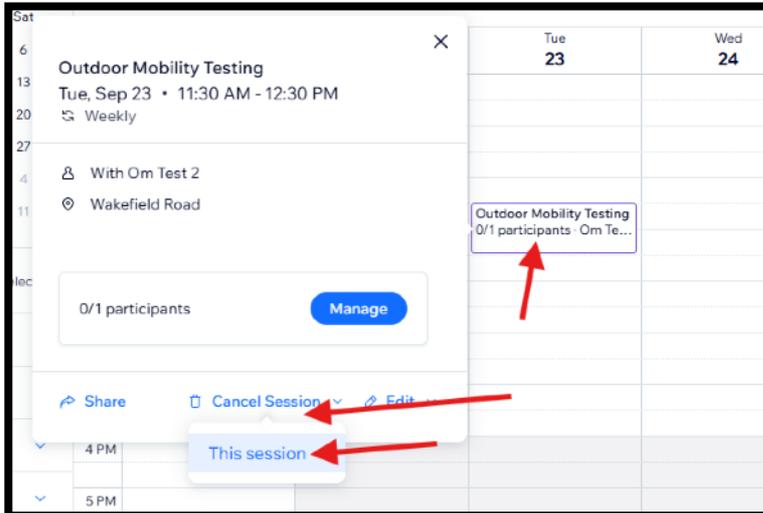
2) temporary cancellation by adding a participant to the session

- Useful for: temporary and/or unplanned situations with unknown end point, such as site closure during adverse weather or to enable Trampler repairs to take place
- Reinstating sessions: can be done by site staff, by removing the participant

If you need to remove available sessions over a period of more than one day/session, you will need to cancel or block each session individually.

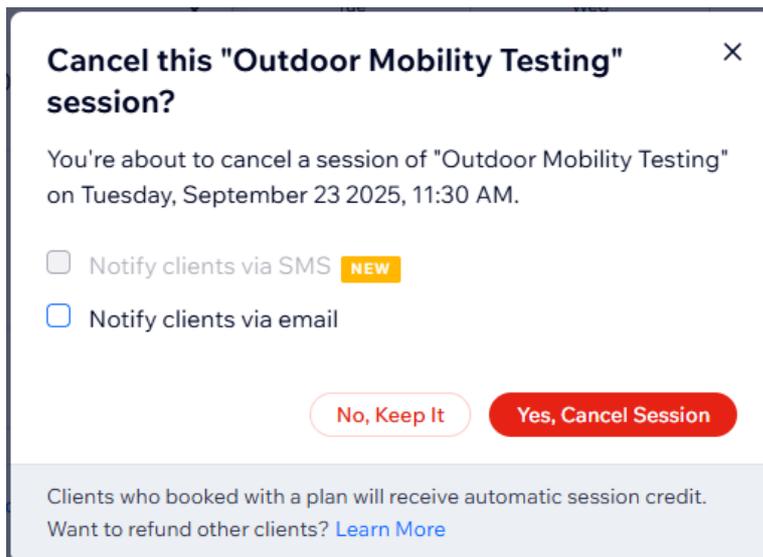


1) Permanently cancelling a session



Click on the session you wish to cancel.

Then click Cancel Session, followed by “This session”.



Confirm the cancellation by selecting “Yes, Cancel Session”.

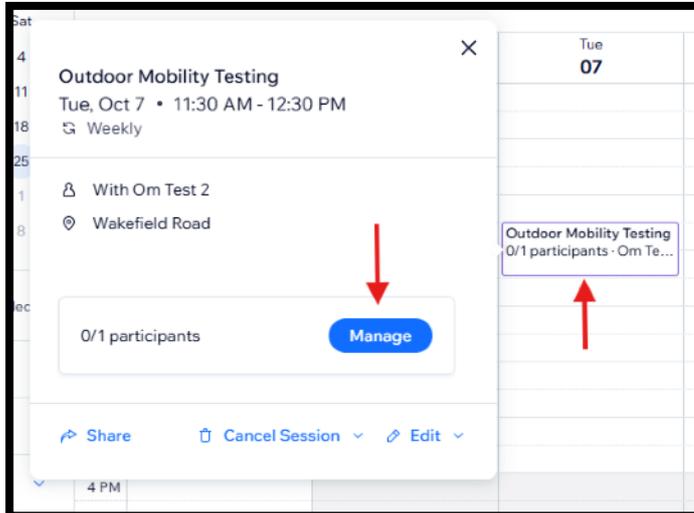
Do not cancel a session if there is a booking already in place without speaking to the Trampler user first! Cancelling the session will also remove the user’s details, and you will not have access to them.

Do not rely on the automated email notification to reach the Trampler user.

Advising the Trampler user of the cancellation by speaking to them will cause much less upset than them turning up to find that their booking is not honoured.

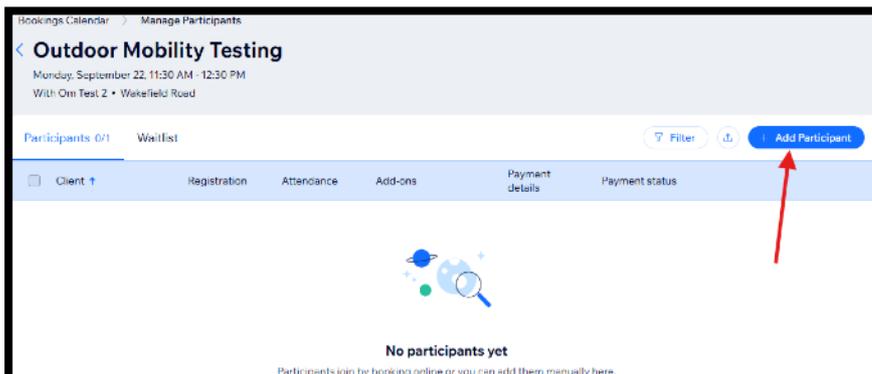


2) Temporary cancellation by adding a participant to the session

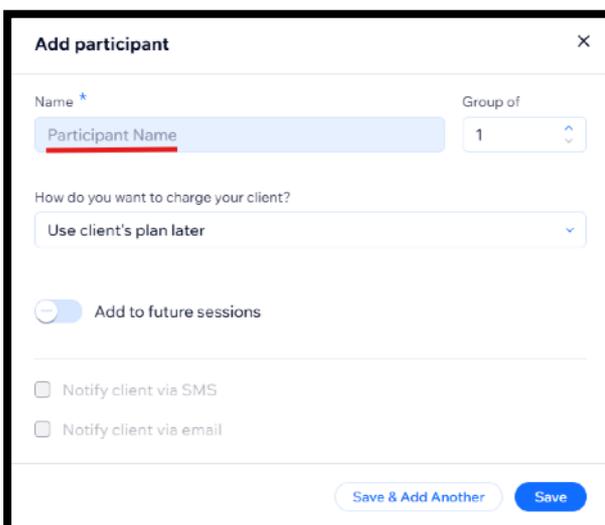


Click on the session.

Then click on “Manage”



In the “Manage Participants” mode, click on “+Add Participant”.



In the “Name” field enter the email address your site uses as its username to access the calendar or info@outdoormobility.org.

Click “Save” to confirm.

You can make the session available to book again by removing the participant from the session following the steps in “Managing existing bookings” on page 8.



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8. Further Assistance

Email: info@outdoormobility.org

Phone: 07843 754239.

Please be aware that our charity is run by a small team working part-time hours. However, we will endeavour to reply to your emails and voicemails as a priority.

You may also find our resources page dedicated to our partners on our website useful: www.outdoormobility.org/resources-for-tramper-sites.

We have made the resources on these pages available to you as an Outdoor Mobility partner, and we ask that you do not share them outside of your organisation.

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