# Member Guide for Event Bookings at BMYS

This guide has been prepared to assist members to book event tickets through the BMYS website. The member will need to login to the Member Portal to make a booking.

## Step 1 - BMYS Website

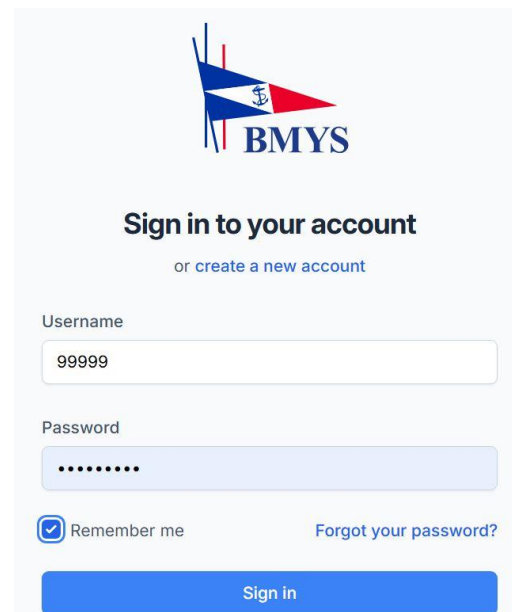Open the **BMYS Website** and select Events and choose the event that you wish to book.

The online event booking system requires members to login to the BMYS portal using your BMYS member account to complete the booking.

This is required so that the Club can contact you and only you in relation to your booking.

## Step 2 - Sign into Your Account

When clicking on the **Buy Tickets** prompt you will be requested to sign in to your BMYS member portal account as illustrated below:

- Click on **Buy Tickets** in the event page

- Enter your Username and Password to sign into the member portal using your existing account

- Use the "Forgot your password" link to reset your password



## Step 3 - Buy Tickets

When a Booking is made, you will be able to select the tickets you require and complete a checkout online.

Note a Booking has two user input places - Booking Fields and Ticket Fields. When you make a Booking, the Booking Fields and Ticket Fields if applicable are required to be completed before payment.

## 4. Booking Amendments

### 4.1 Add More Tickets

There is not an option for you to add more tickets to a booking. In this case it is recommended that you make another booking for the additional tickets. Multiple bookings per user are allowed.

### 4.2 Cancel Some Tickets

There is not an option available to you to cancel some or all the tickets in a booking. In this case, please contact the BMYS Office and request the changes.

### 4.3 Cancel Complete Booking

You can request that a booking be cancelled. This will mark the booking as cancelled, and all tickets will be invalid.

If this booking has been paid for, it is your responsibility to ensure a refund takes place.

## 5. Enquiries

Please contact the BMYS Office:

Tel: 03 9589 5156
Email: office@bmys.com.au