

# Group Ticketing & Bookings Portal Training Guide



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## Introduction to the Group Ticketing & Bookings Portal

The group ticketing and bookings portal allows groups and travel trade clients to book and manage their own visits to all English Heritage sites online.

Key benefits of this new system are:

- **Self-serve functionality**, allowing Customers to amend their booking or personal details (within certain confines) themselves, rather than having to call the contact centre.
- **One-basket checkout**, enabling customers to book trips to multiple sites and ad-ons in one go.

## ***EH x Ventrata Glossary***

### **Ventrata**

The name of the group bookings and ticketing portal.

### **Agent**

Travel Trade staff and domestic group organisers.

### **Reseller**

Travel Trade (TT) companies, domestic group companies.

### **Add-ons**

Extras such as guided tours, events, afternoon teas, or meals that enhance the main admission ticket.

### **Products (Customer View)**

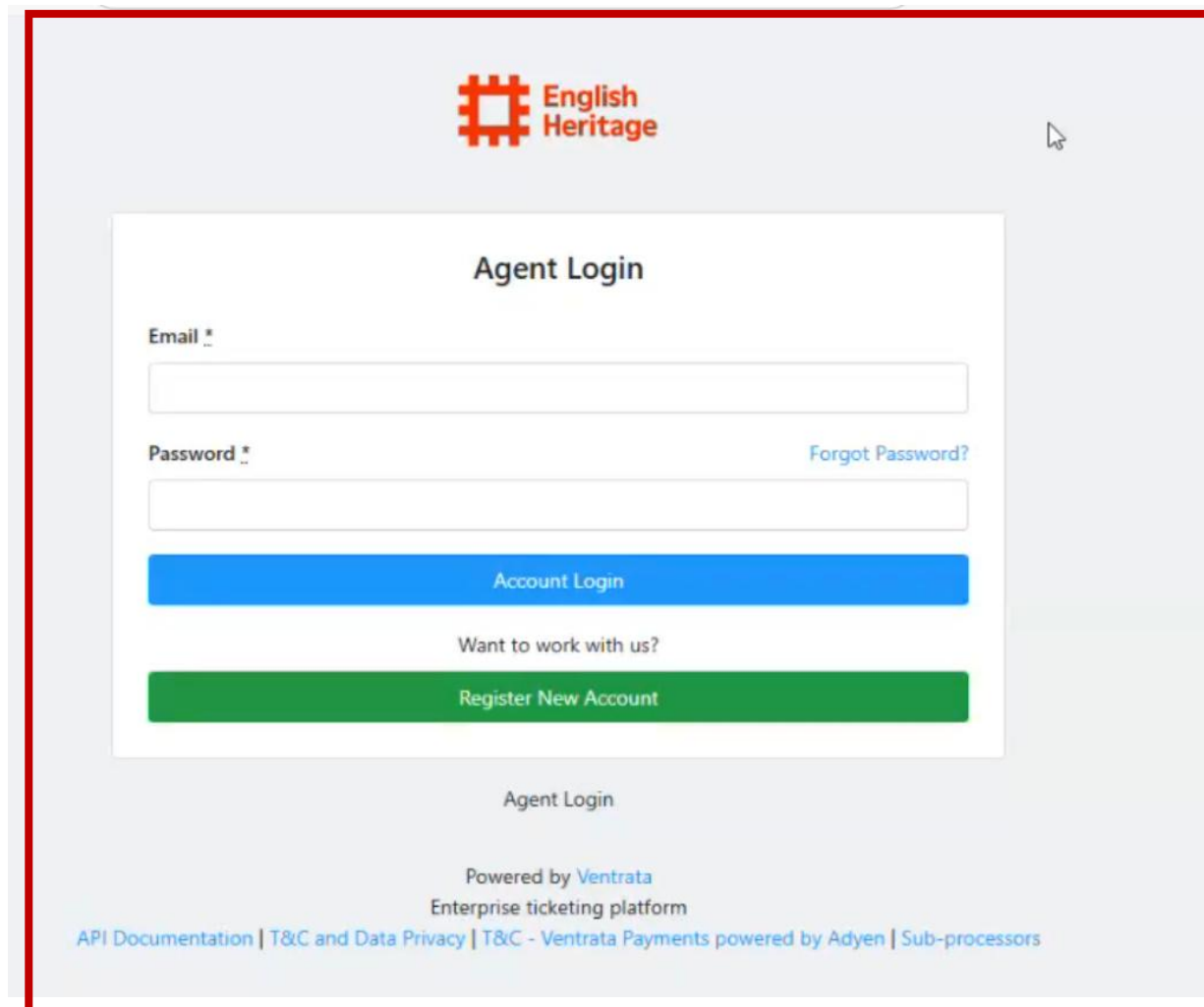
A site (location) offered to the customer.

### **Reseller Reference**

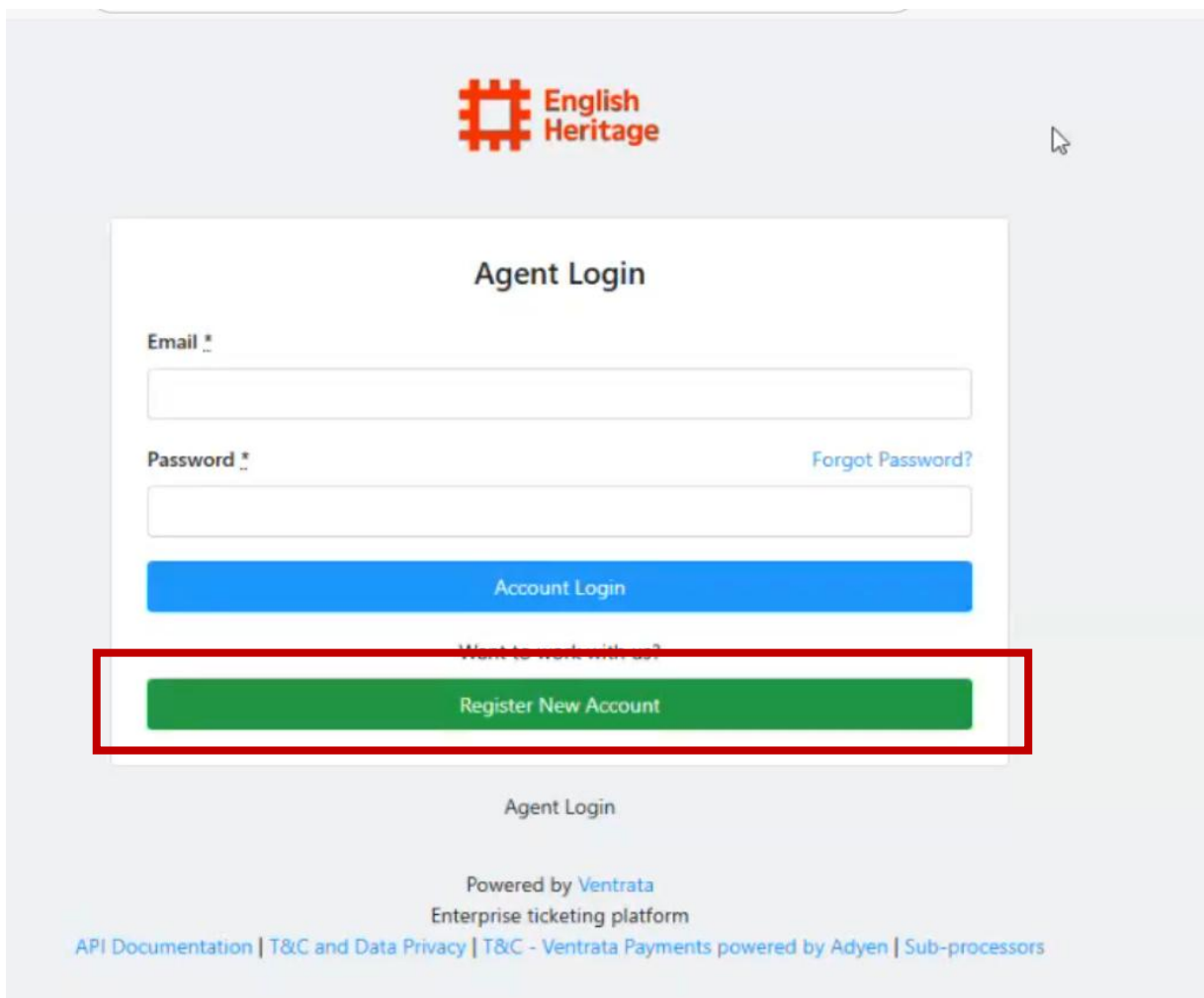
A Reseller Reference is a unique identifier provided by the customer themselves. It is only mandatory for Agency Voucher Scheme customers and is pulled through to the invoice to assist reconciliation. Reseller references must come directly from the reseller agent. They can be any unique value the reseller agent chooses (e.g., their tour code, booking reference, or short name). They are a maximum length of 30 characters, and they must be inputted at the time of making the booking and cannot be added or edited retrospectively.

## How to Register for booking portal access

**Step 1:** Click the **Travel Trade Booking portal link** ([Ventrata](#)). You will be taken to the Agent login page (see example screenshots below).

The screenshot shows the 'Agent Login' page for English Heritage. At the top is the English Heritage logo. The main heading is 'Agent Login'. Below this are two input fields: 'Email \*' and 'Password \*'. To the right of the password field is a link that says 'Forgot Password?'. Below the input fields is a blue button labeled 'Account Login'. Underneath the button is the text 'Want to work with us?'. At the bottom of the form is a green button labeled 'Register New Account'. Below the form, the text 'Agent Login' is repeated. Further down, it says 'Powered by Ventrata' and 'Enterprise ticketing platform'. At the very bottom, there is a row of links: 'API Documentation | T&C and Data Privacy | T&C - Ventrata Payments powered by Adyen | Sub-processors'.

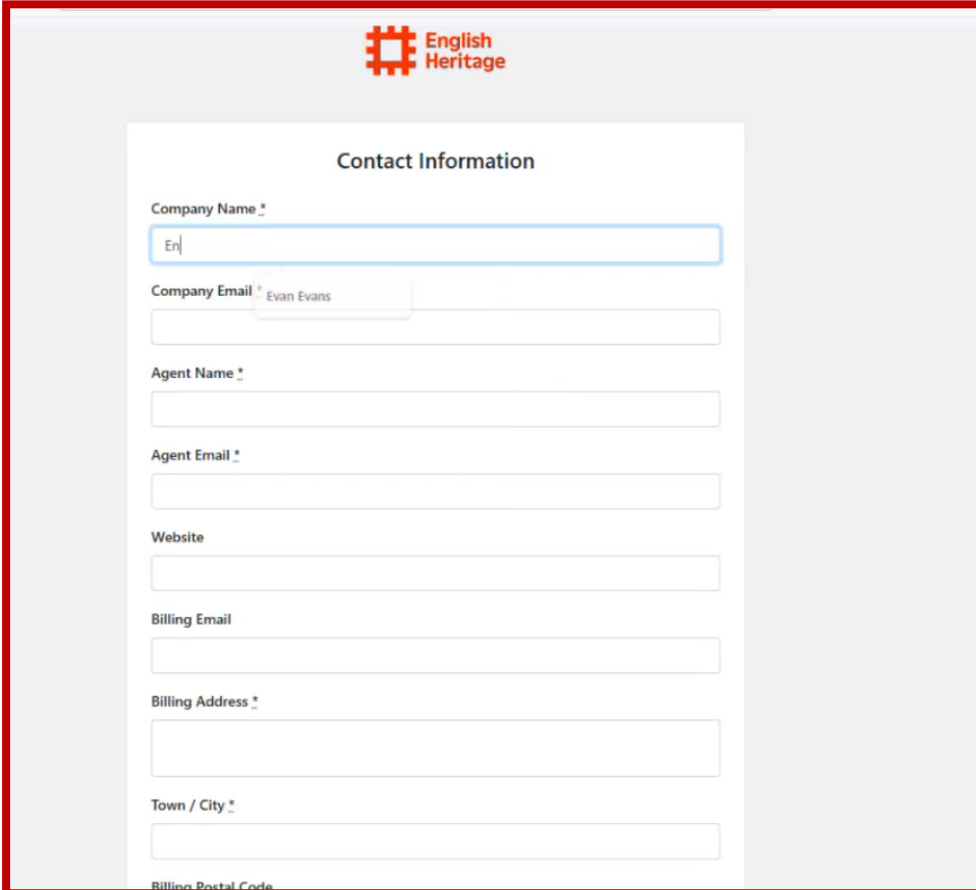
**Step 2:** To register for access, click the green 'Register New Account' button (see screenshot below).



**Step 3:** Fill out the 'Contact Information form with the following information (see screenshot below).

1. Company Name
2. Company Email
3. Agent Name
4. Agent Email
5. Website
6. Billing Email
7. Billing Address
8. Town/City
9. Billing Postal Code
10. Billing Telephone
11. Country

**Top Tip:** The agent e-mail can also be the same as the company e-mail if just one person is making a booking.



English Heritage

Contact Information

Company Name \*

En

Company Email \*

Evan Evans

Agent Name \*

Agent Email \*

Website

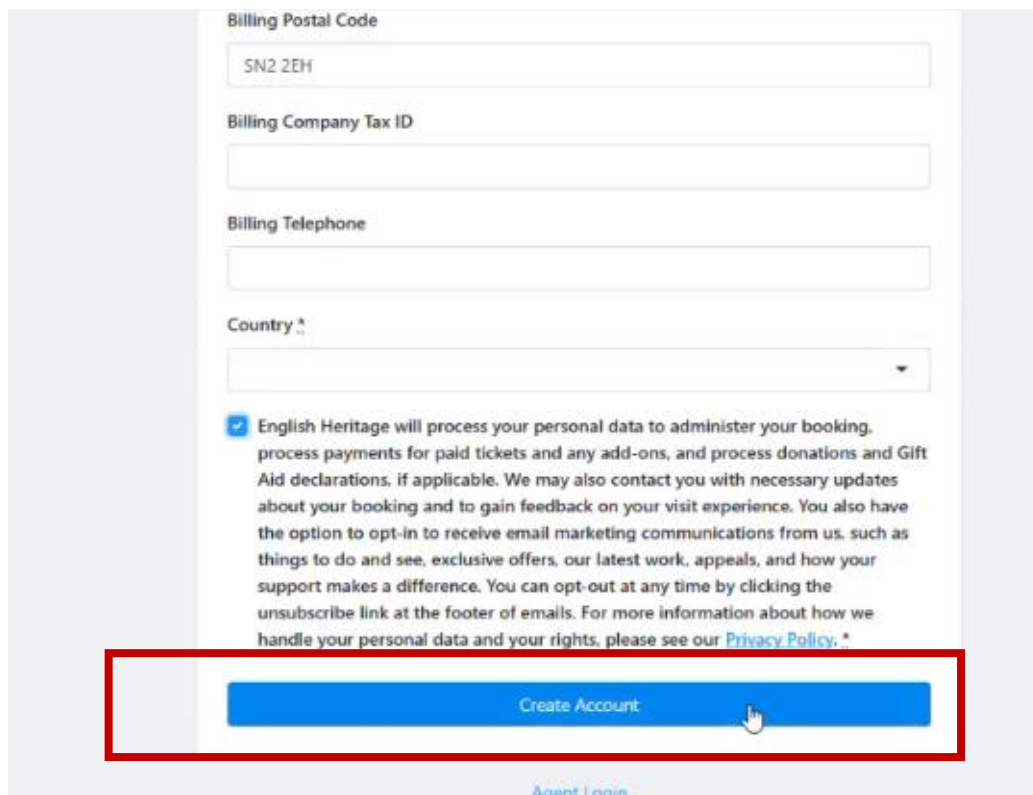
Billing Email

Billing Address \*

Town / City \*

Billing Postal Code

**Step 4:** Scroll to the bottom of the window once you have completed all relevant fields and click the 'Create Account' button (see screenshot below).



Billing Postal Code

SN2 2EH

Billing Company Tax ID

Billing Telephone

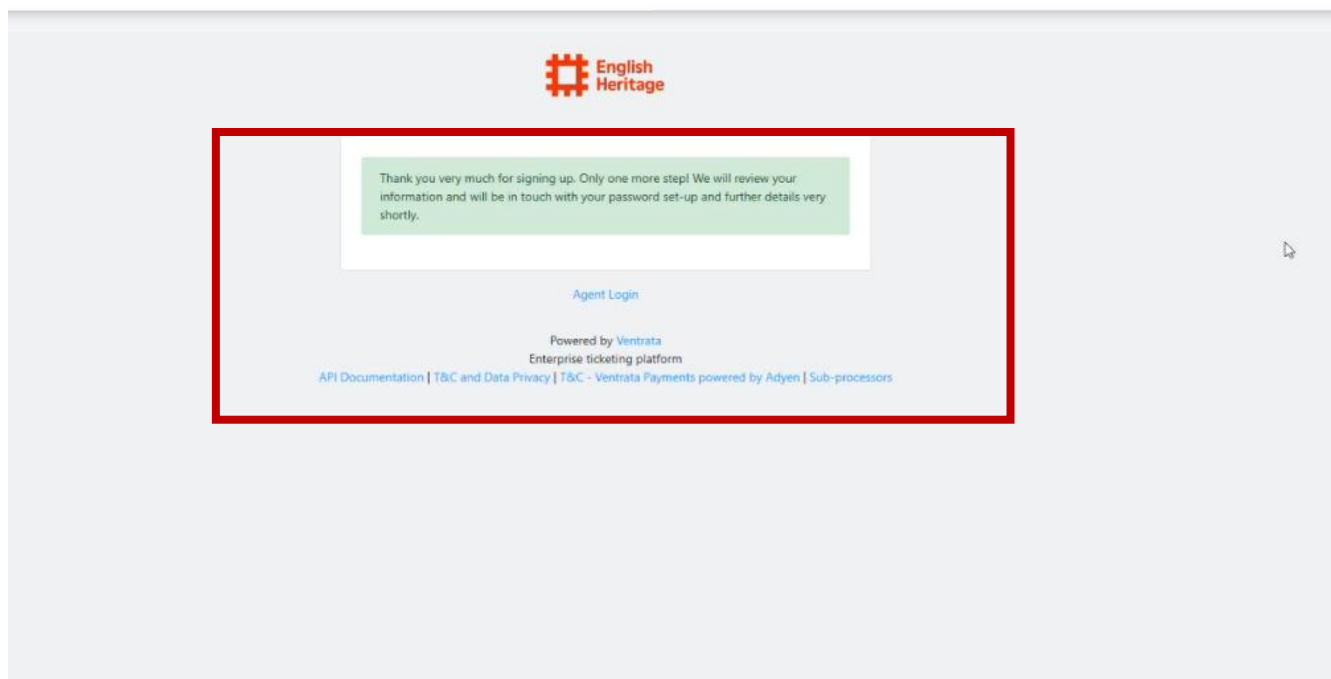
Country \*

☒ English Heritage will process your personal data to administer your booking, process payments for paid tickets and any add-ons, and process donations and Gift Aid declarations, if applicable. We may also contact you with necessary updates about your booking and to gain feedback on your visit experience. You also have the option to opt-in to receive email marketing communications from us, such as things to do and see, exclusive offers, our latest work, appeals, and how your support makes a difference. You can opt-out at any time by clicking the unsubscribe link at the footer of emails. For more information about how we handle your personal data and your rights, please see our [Privacy Policy](#). \*

Create Account

[Agent Login](#)

**Step 5:** Once you have clicked the 'Create Account' button, confirmation that we have received your request will appear on your screen (see screenshot below).



**Step 6:** Once the account has been activated, you will receive a confirmation email with your log-in details.



## How to add an Agent

**Step 1:** Once logged into your Travel Trade dashboard, click the 'Agents' tab (see screenshot below).

English Heritage / Laura's Day Tours + New Order ▾ Sales Portals ▾ Help Center ▾ Laura Gibbs ▾ English ▾

Dashboard Bookings ▾ Ticket Terminals ▾ Web Checkouts ▾ **Resellers ▾** Products ▾ Pickups ▾ Pricing Calendar ▾ Supplier Settings ▾

[← Back to Index](#)

Details **Agents** Outlets Branding Comments

NAME	ACTIVE	ADMIN	EMAIL	LAST LOGIN	+ NEW AGENT
<div>Pricing</div> <div style="text-align: center;"> <small>Powered by Ventrata</small>  <a href="#">API Documentation</a>   <a href="#">T&amp;C and Data Privacy</a>   <a href="#">T&amp;C - Ventrata Payments powered by Adyen</a>   <a href="#">Sub-processors</a> </div>					

**Step 2:** Click the green '+ New Agent' button (see screenshot below).

English Heritage / Laura's Day Tours + New Order ▾ Sales Portals ▾ Help Center ▾ Laura Gibbs ▾ English ▾

Dashboard Bookings ▾ Ticket Terminals ▾ Web Checkouts ▾ **Resellers ▾** Products ▾ Pickups ▾ Pricing Calendar ▾ Supplier Settings ▾

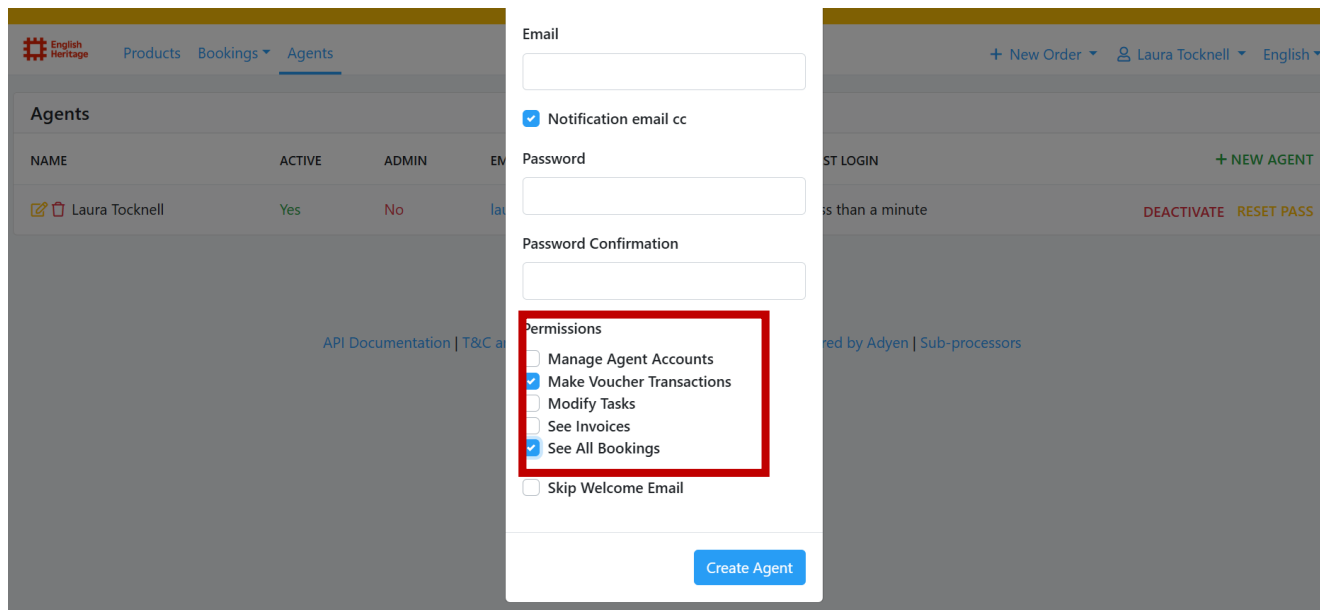
[← Back to Index](#)

Details Agents **Outlets** Branding Comments

NAME	ACTIVE	ADMIN	EMAIL	LAST LOGIN	+ NEW AGENT
<div>Pricing</div> <div style="text-align: center;"> <small>Powered by Ventrata</small>  <a href="#">API Documentation</a>   <a href="#">T&amp;C and Data Privacy</a>   <a href="#">T&amp;C - Ventrata Payments powered by Adyen</a>   <a href="#">Sub-processors</a> </div>					


**Step 3:** A pop-up box titled 'Create New Agent' will appear on your screen. Under 'Permissions', select:

1. See All Bookings
2. Make Voucher Transactions



English Heritage Products Bookings Agents

Agents

NAME	ACTIVE	ADMIN	EMAIL
 Laura Tocknell	Yes	No	la...

API Documentation | T&C and Data Privacy | Ventrata Payments powered by Adyen | Sub-processors

Email

☒ Notification email cc

Password

Password Confirmation

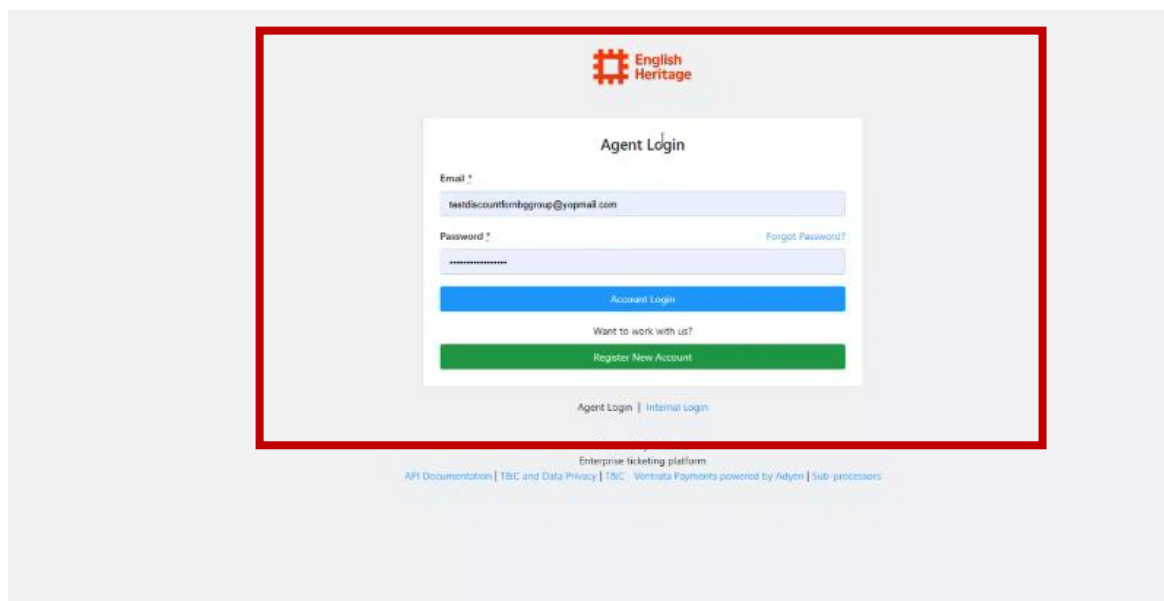
Permissions

- ☐ Manage Agent Accounts
- ☒ Make Voucher Transactions
- ☐ Modify Tasks
- ☐ See Invoices
- ☒ See All Bookings
- ☐ Skip Welcome Email

Create Agent

## How to Make a Travel Trade Booking – Stonehenge Example

**Step 1:** Click the **Travel Trade booking portal link** ([Ventrata](#)). You will be taken into the Agent Login page. Log in with your email & password (see example screenshots below).



English Heritage

Agent Login

Email \*

testdiscounthbgroup@yopmail.com

Password \*

[Forgot Password?](#)

[Account Login](#)

Want to work with us?

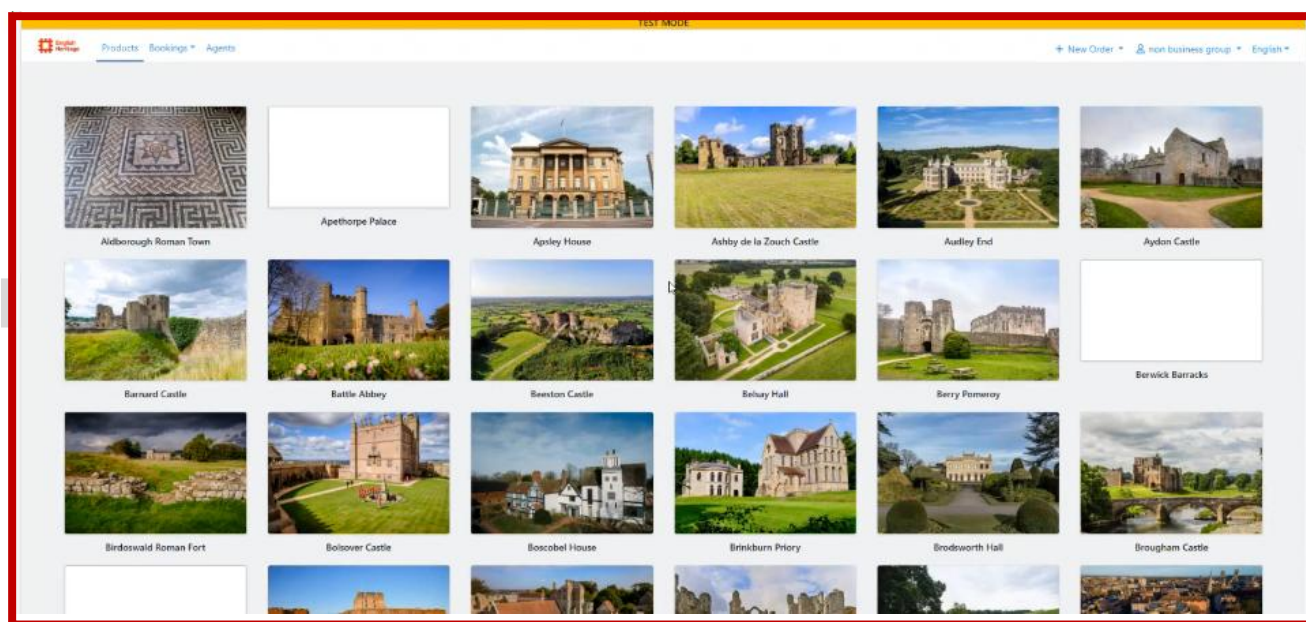
[Register New Account](#)

[Agent Login](#) | [Internal Login](#)

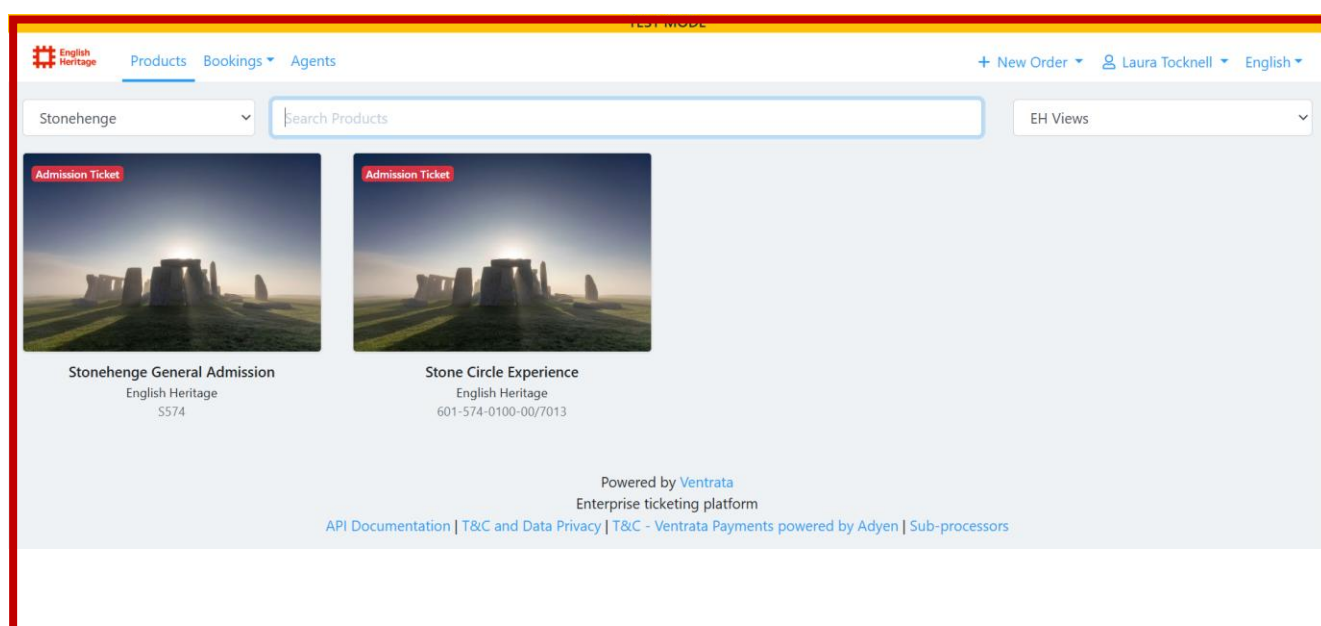
Enterprise ticketing platform

API Documentation | T&C and Data Privacy | T&C | Ventrata Payments powered by Adyen | Sub-processors

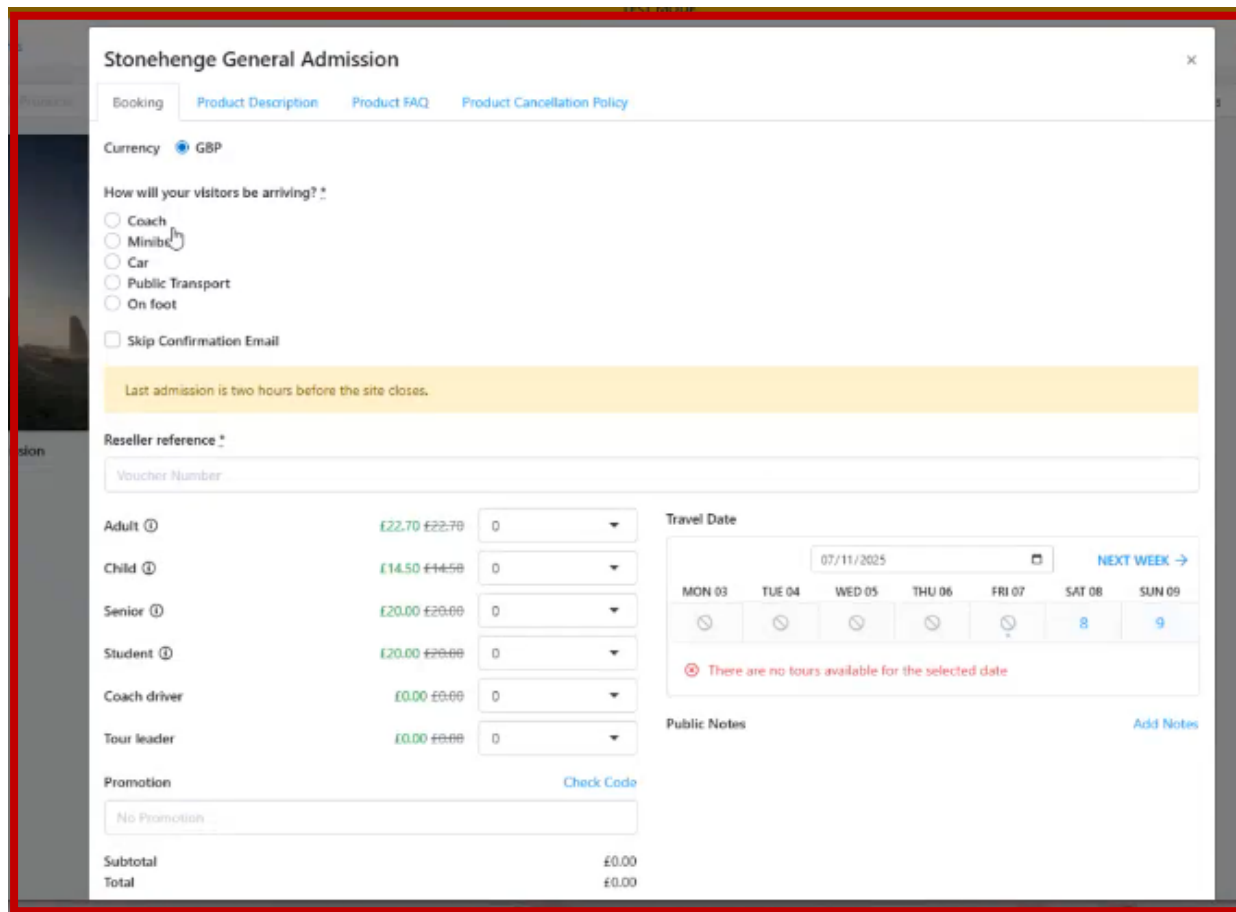
**Step 2:** Once you have logged into Ventrata, you will be taken to the Travel Trade Portal Destinations page. You will be presented with all sites that are available for booking (see screenshot below).



**Step 3:** Click on the site you wish to make a booking at. Once you have clicked your chosen site, you will be shown the different types of bookings you can select (see screenshot example below for Stonehenge).

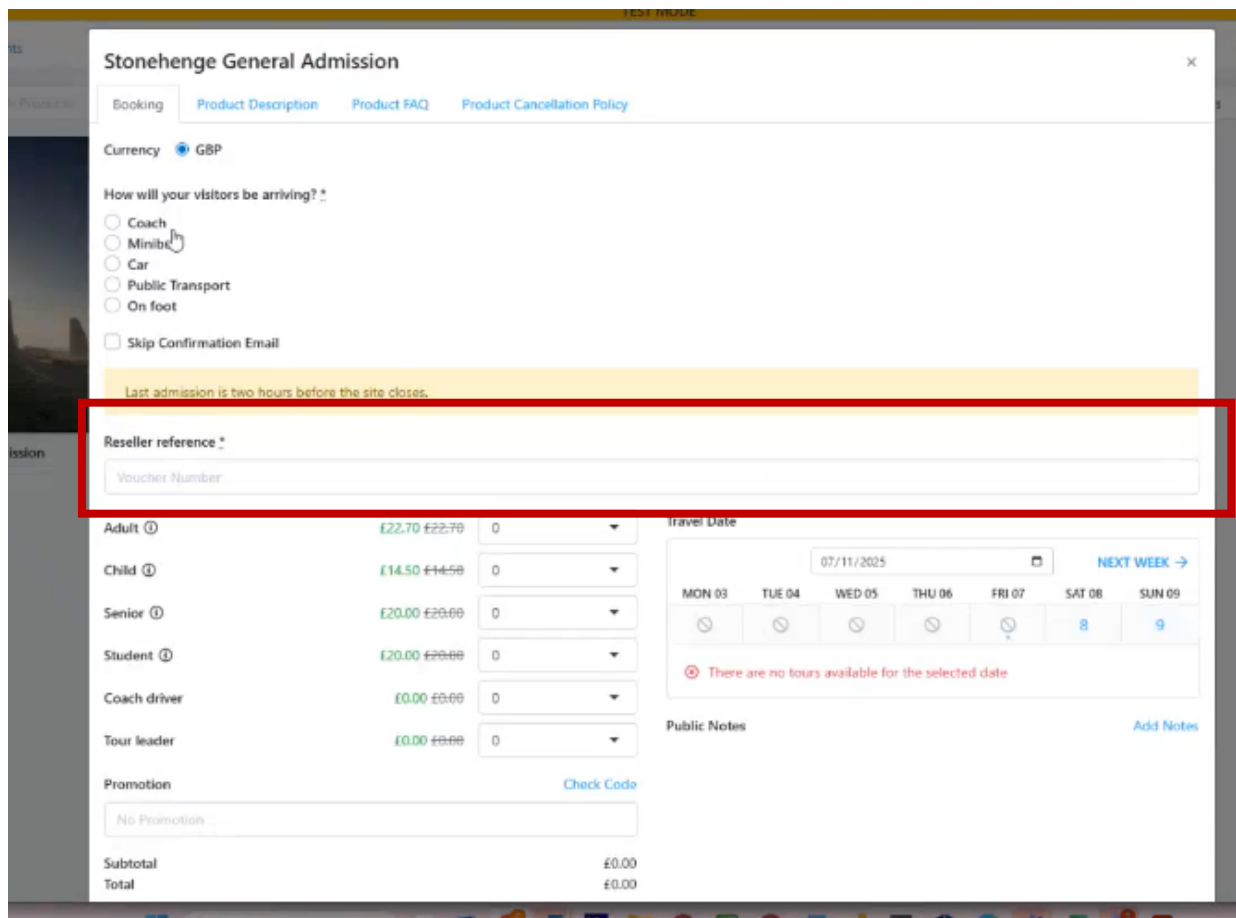


**Step 4:** When clicking on a Stonehenge General Admission ticket, ‘Stonehenge General Admission’ pop-up box (see screenshot below).



The screenshot shows a 'Stonehenge General Admission' booking form. It includes tabs for 'Booking', 'Product Description', 'Product FAQ', and 'Product Cancellation Policy'. The 'Booking' tab is active. The form has a currency selector set to 'GBP'. A section titled 'How will your visitors be arriving? \*' contains radio button options: 'Coach', 'Minibus', 'Car', 'Public Transport', 'On foot', and a checkbox for 'Skip Confirmation Email'. A yellow banner states 'Last admission is two hours before the site closes.' Below this is a 'Reseller reference \*' field with a placeholder 'Voucher Number'. A table lists ticket types and prices: Adult (£22.70), Child (£14.50), Senior (£20.00), Student (£20.00), Coach driver (£0.00), and Tour leader (£0.00). Each row has a dropdown menu with '0' selected. A 'Promotion' field contains 'No Promotion' and a 'Check Code' link. A 'Travel Date' section shows a calendar for 07/11/2025, with a message 'There are no tours available for the selected date'. A 'Public Notes' section with an 'Add Notes' link is at the bottom right. The 'Subtotal' and 'Total' are both £0.00.

**Top Tip:** You will see the “Reseller Reference\* field (see screenshot below). Please follow the instructions below:



Stonehenge General Admission

Booking | Product Description | Product FAQ | Product Cancellation Policy

Currency: ☒ GBP

How will your visitors be arriving? \*

☐ Coach  
☐ Minibus  
☐ Car  
☐ Public Transport  
☐ On foot

☐ Skip Confirmation Email

Last admission is two hours before the site closes.

Reseller reference \*

Voucher Number

Category	Price	Quantity
Adult	£22.70	0
Child	£14.50	0
Senior	£20.00	0
Student	£20.00	0
Coach driver	£0.00	0
Tour leader	£0.00	0

Promotion:  [Check Code](#)

Subtotal: £0.00  
 Total: £0.00

Travel Date: 07/11/2025 [NEXT WEEK →](#)

MON 03 TUE 04 WED 05 THU 06 FRI 07 SAT 08 SUN 09

There are no tours available for the selected date

Public Notes [Add Notes](#)

Please note the following regarding **Reseller References**:

- **Reseller references are required only for Agency Voucher Scheme customers.**
- This reference must be **provided by the customer** – it cannot be generated by English Heritage.
- The reseller reference should be:
  - **Unique** to the customer
  - **Customer-defined** (it can be any identifier you choose)
  - **No more than 30 characters** in length
  - **It cannot be inputted or edited retrospectively**

**Purpose:** This reference will pull through onto your invoice to enable easier reconcillation.

**Step 5:** Anything marked with an ‘\*’ is a mandatory field that needs to be filled out (see screenshot below).

Stonehenge General Admission ×

Booking [Product Description](#) [Product FAQ](#) [Product Cancellation Policy](#)

Currency ☒ GBP

How will your visitors be arriving? \*

☐ Coach

☐ Minibus

☐ Car

☐ Public Transport

☐ On foot

☐ Skip Confirmation Email

Last admission is two hours before the site closes.

**Step 6:** Select from the drop down or type in the number of Adult/Child/Senior/Student tickets you wish to select (see screenshot below).

How will your visitors be arriving? \*

☒ Coach  
☐ Minibus  
☐ Car  
☐ Public Transport  
☐ On foot

☐ Skip Confirmation Email

Last admission is two hours before the site closes.

Reseller reference ..

Booking

Adult ⓘ	£22.70 £22.70	0	▼
Child ⓘ	£14.50 £14.50	0	▼
Senior ⓘ	£20.00 £20.00	0	▼
Student ⓘ	£20.00 £20.00	0	▼
Coach driver	£0.00 £0.00	0	▼
Tour leader	£0.00 £0.00	0	▼
Promotion			<a href="#">Check Code</a>

Travel Date

07/11/2025

MON 03 TUE 04 WED 05 THU 06 FRI 07 SAT

There are no tours available for the selected date

Public Notes

**Step 7:** Select the date and time you wish to book your visit (see screenshot below).

fore the site closes.

£25.90 £25.90	25
£16.30 £16.30	0
£22.70 £22.70	0
£22.70 £22.70	0
£0.00 £0.00	1
£0.00 £0.00	1

Check Code

£539.50  
£108.00  
£647.50

Travel Date

08/11/2025 NEXT WEEK →

MON 03	TUE 04	WED 05	THU 06	FRI 07	SAT 08	SUN 09
⊘	⊘	⊘	⊘	⊘	8 £647	9 £647

Morning

☐ 09:30 AM  
Available  
£647.50
 ☐ 10:00 AM  
Available  
£647.50
 ☐ 10:30 AM  
Available  
£647.50
 ☐ 11:00 AM  
Available  
£647.50

Afternoon

☐ 12:00 PM  
Available  
£647.50
 ☐ 12:30 PM  
Available  
£647.50
 ☐ 01:00 PM  
Available  
£647.50
 ☐ 01:30 PM  
Available  
£647.50
 ☐ 02:30 PM  
Available  
£647.50

⚠ Please select an available time

Public Notes Add Notes

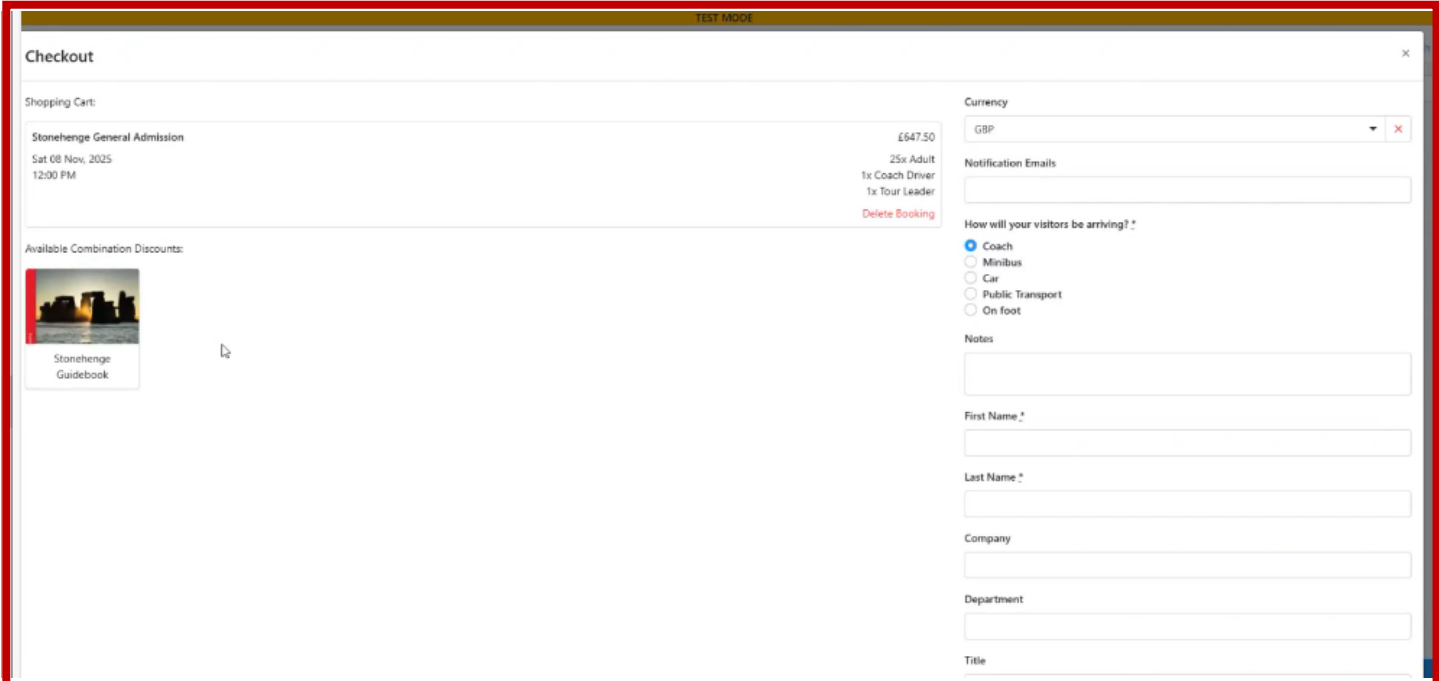
**Step 8:** Scroll down to the bottom of the pop-up box and click 'Checkout' (see screenshot below).

Add to Cart and Reload

Checkout



**Step 9:** Once you have clicked the 'Checkout' button the 'Checkout' pop-up box will appear on your screen (see screenshot below).



The screenshot shows a 'Checkout' pop-up window with a red border. The window is titled 'Checkout' and has a close button (X) in the top right corner. The main content area is divided into several sections:

- Shopping Cart:** Displays 'Stonehenge General Admission' for 'Sat 08 Nov, 2025' at '12:00 PM'. The price is '£647.50'. Below the price, it lists '25x Adult', '1x Coach Driver', and '1x Tour Leader'. A red 'Delete Booking' link is visible.
- Available Combination Discounts:** Features a small image of Stonehenge and a box labeled 'Stonehenge Guidebook'.
- Currency:** A dropdown menu set to 'GBP'.
- Notification Emails:** A text input field.
- How will your visitors be arriving? \*** A radio button selection with options: 'Coach' (selected), 'Minibus', 'Car', 'Public Transport', and 'On foot'.
- Notes:** A text input field.
- First Name \*** and **Last Name \***: Text input fields.
- Company:** A text input field.
- Department:** A text input field.
- Title:** A text input field.

**Step 10:** To add in a guidebook, click the 'Stonehenge Guidebook' box under the 'Available Combination Discount' heading (See screenshot below).

TEST MODE

## Checkout

Shopping Cart:

Stonehenge General Admission


Sat 08 Nov. 2025  
12:00 PM

£647.50

25x Adult  
1x Coach Driver  
1x Tour Leader

Delete Booking

Available Combination Discounts:



Stonehenge  
Guidebook

Currency

GBP

Notification Emails

How will your visitors be arriving? \*

☒ Coach  
☐ Minibus  
☐ Car  
☐ Public Transport  
☐ On foot

Notes

First Name \*

Last Name \*

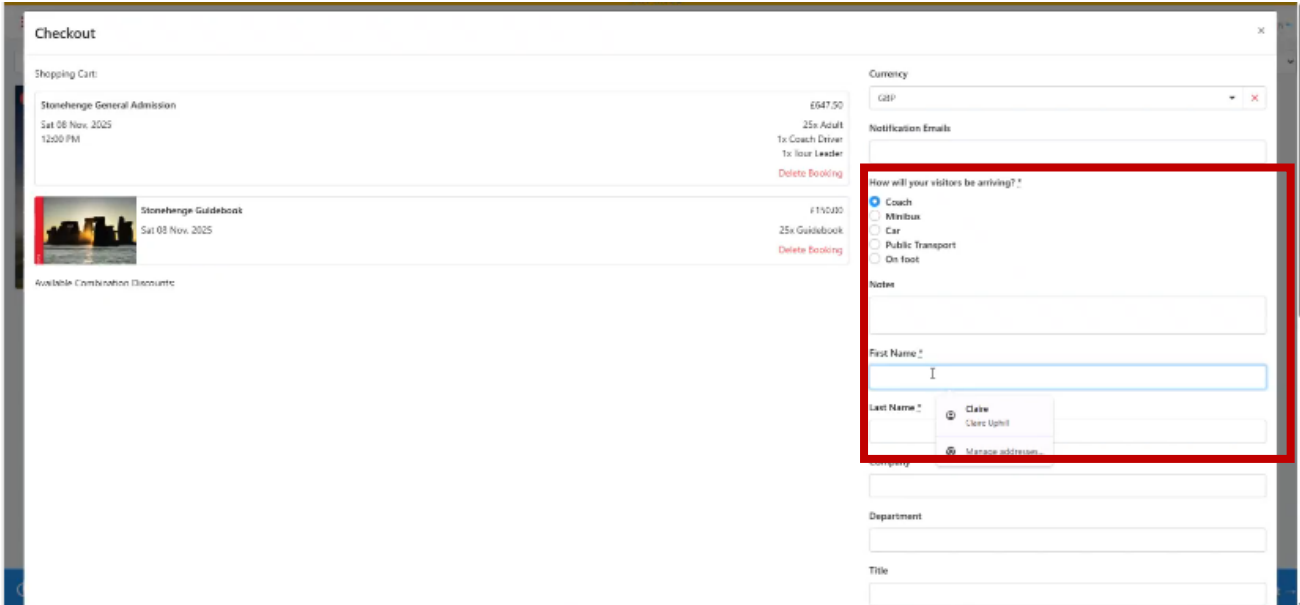
Company

Department

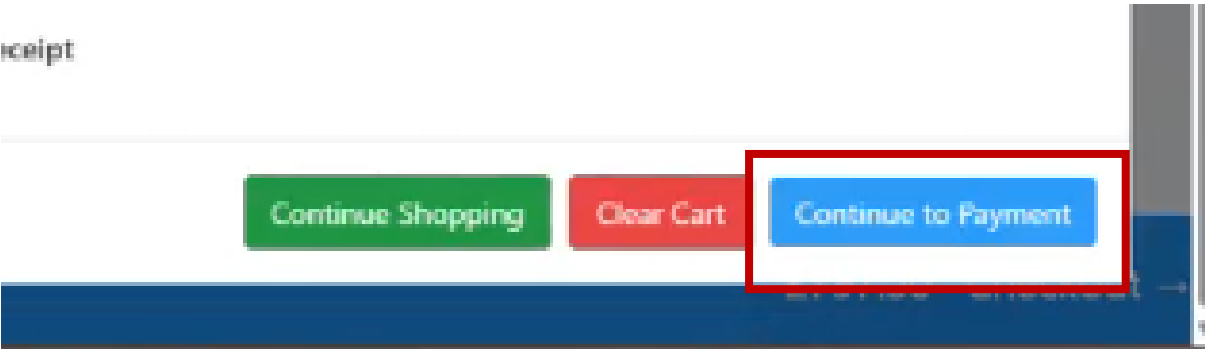
Title

**Step 11:** In the checkout box for your entire order, fill out the following fields marked with an \* (see screenshot below).

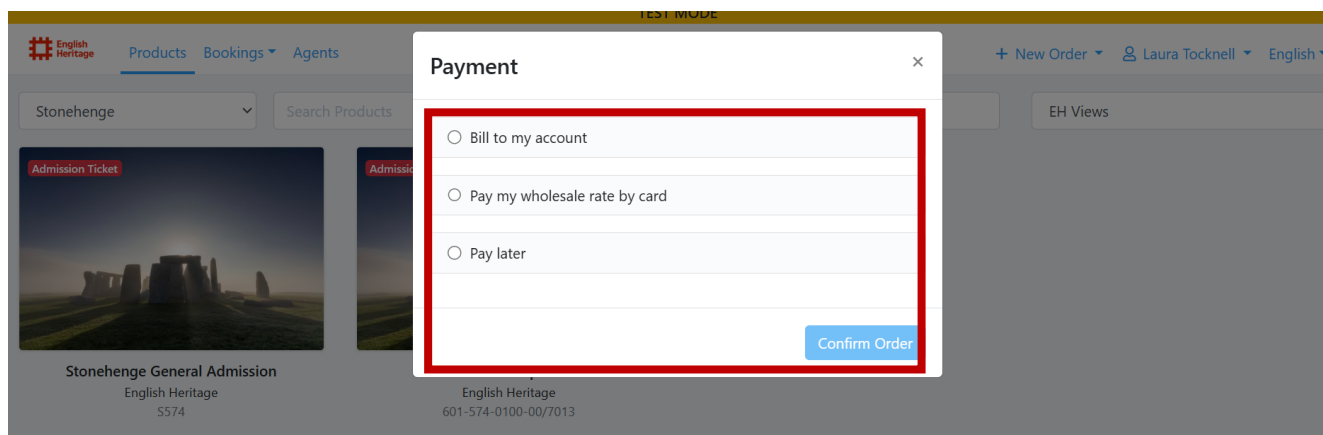
1. How will you be arriving?
2. Full Name
3. Last Name
4. Email
5. Mobile



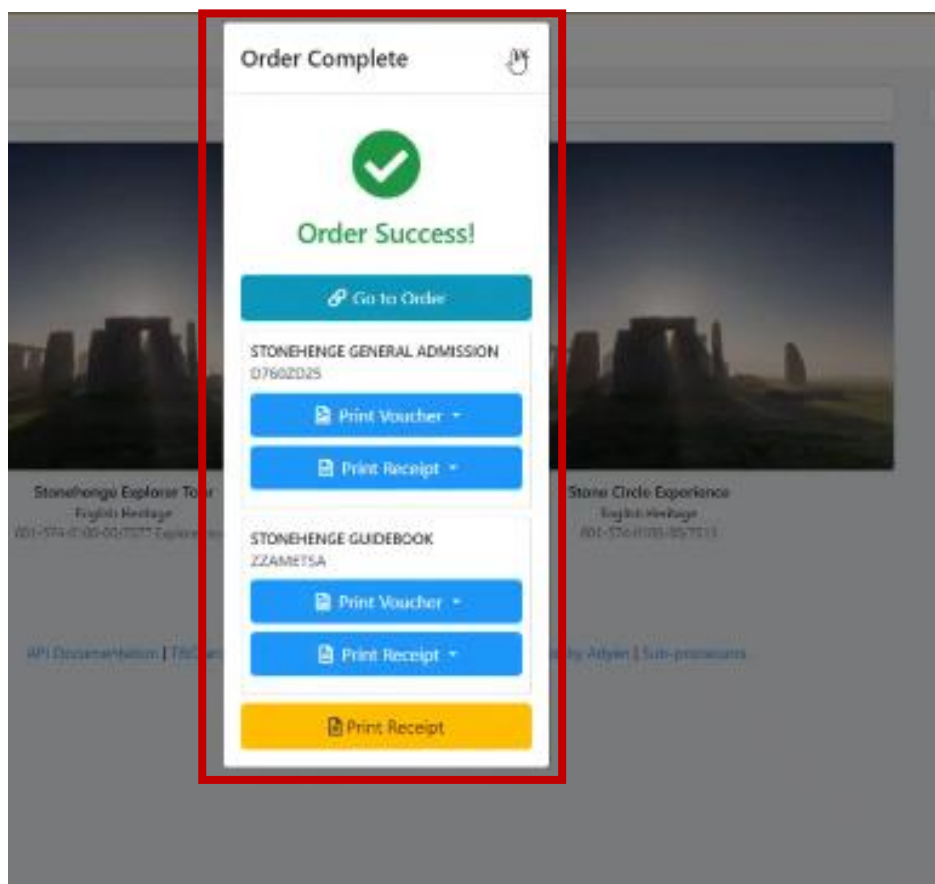
**Step 12:** Click on the 'Continue to payment' button (see screenshot below).



**Step 13:** A pop-up box called 'Create New Payment' will appear on your screen (see screenshot below). 'Bill to my account' is only available to Agency Voucher Scheme clients. Pay later enables you to pay at site.

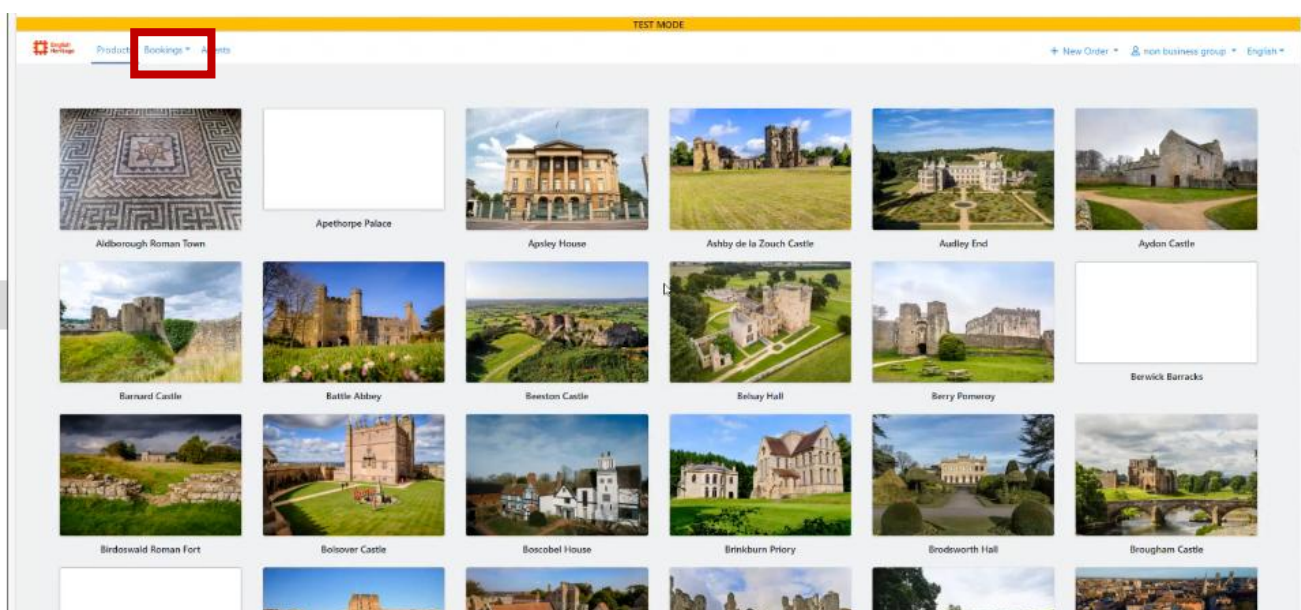


**Step 14:** Once you have clicked 'Confirm Order', an 'Order Complete' pop-up box will appear on your screen (see screenshot below).




## How to Cancel a Booking

**Step 1:** Go into the 'Bookings' tab (see screenshot below).



**Step 2:** Click on the booking you wish to cancel – the booking will appear in a pop-up box on your screen once selected (see screenshot below).

**Test Booking**

**Claire Uphill** 

Reseller: Test discount for nbq group Claire Footfall non business group

Concierge: 1 day ago  
Order #AWZ4RQ1J  
by non business group

[EDIT ORDER](#)

[S189] Dover Castle General Admission

Travel Date: Sat 22 Nov, 2025  
1 day

Tickets: 1x Adult  
4x Child

Booking Ref: 3/WJKWD  
Reseller Ref: Bobh

Booking Total: £76.00

Fare: Advance Online Price

ITEM	QTY	TOTAL
DOVER CASTLE GENERAL ADMISSION ADULT	1	£18.33
DOVER CASTLE GENERAL ADMISSION CHILD	4	£45.00
SUBTOTAL		£63.33
VAT 20%		£12.67
TOTAL		£76.00

[✓ Redeem](#) [Print Voucher](#) [Print Receipt](#) [Email Voucher](#) [SMS Voucher](#) [Make Changes](#) [Cancel Booking](#)

Public Notes

Add public notes...


[SAVE PUBLIC NOTES](#)

Total: **£76.00** Net Tax: **£12.67**

TICKET	RESELLER REFERENCE	PRICE	STATUS	TYPE
13PVYQF8		£22.00	Confirmed	Adult
CDYXS1ED		£13.50	Confirmed	Child
7A41PW4F		£13.50	Confirmed	Child
		£13.50	Confirmed	Child

[/cancel.model?...](#)

**Step 3:** Click the red 'Cancel Booking' button.

**Claire Uphill** 

Reseller: Test discount for nbg group Claire Footfall non business group  
Concierge: 1 day ago  
Order #AWZ4RQ1J by non business group

[EDIT ORDER](#)

[S189] Dover Castle General Admission  
Dover Castle  
[Standalone](#) [Confirmed](#)

Travel Date: Sat 22 Nov, 2025  
1 day

Tickets: 1x Adult, 4x Child

Booking Ref: 3/JW/KCWD  
Reseller Ref: Bobh

Booking Total: £76.00

Fare: Advance Online Price

ITEM	QTY	TOTAL
DOVER CASTLE GENERAL ADMISSION ADULT	1	£18.33
DOVER CASTLE GENERAL ADMISSION CHILD	4	£45.00
SUBTOTAL		£63.33
VAT 20%		£12.67
TOTAL		£76.00

[✓ Redeem](#) [Print Voucher](#) [Print Receipt](#) [Email Voucher](#) [SMS Voucher](#) [Make Changes](#) [Cancel Booking](#)

Public Notes

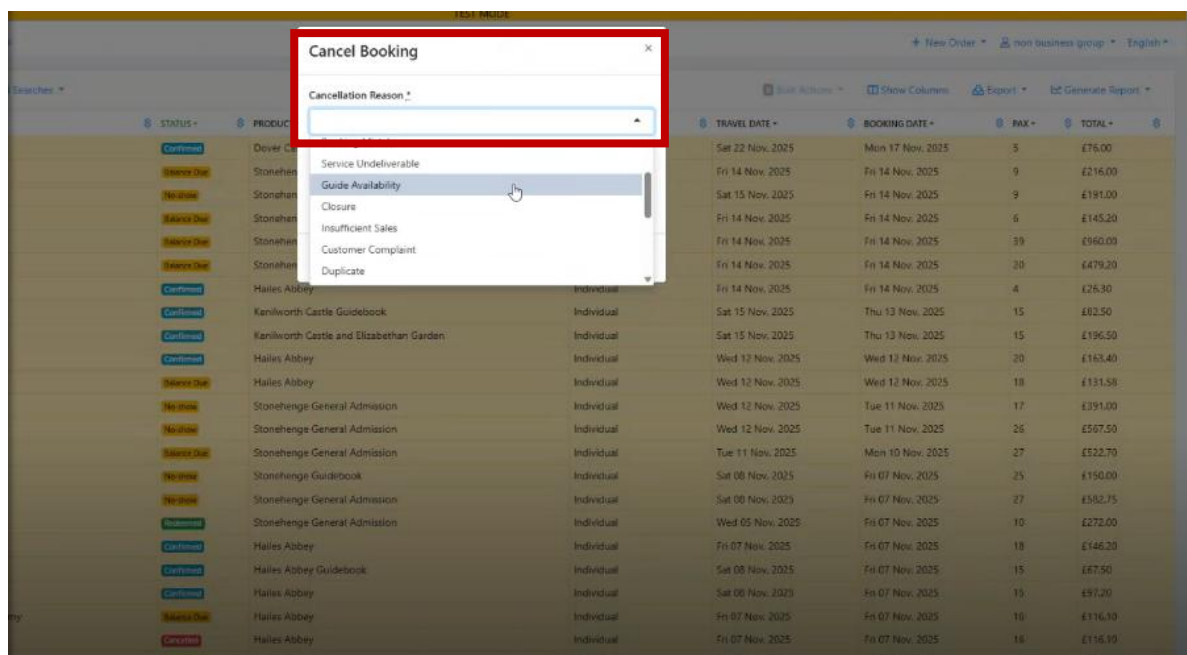
Add public notes...

[SAVE PUBLIC NOTES](#)

Total: £76.00  
Net Tax: £12.67

TICKET	RESELLER REFERENCE	PRICE	STATUS	TYPE
13PVYQF8		£22.00	Confirmed	Adult
CDYXS1ED		£13.50	Confirmed	Child
7A41PW4F		£13.50	Confirmed	Child
		£13.50	Confirmed	Child

**Step 4:** A pop-up box titled 'Cancel Booking' will appear on your screen. Click the 'Cancellation Reason\*' drop down menu and select the reason for cancellation.



**Step 5:** Click on the blue 'Cancel Booking' button.



TEST MODE

+ New Order + non business group + English +

Searches +

Task Actions + Show Columns Export + Generate Report +

STATUS + PRODUCT

Confirmed Dover Ca

Balance Due Stonehen

No show Stonehen

Balance Due Stonehen

Balance Due Stonehen

Balance Due Stonehen

Balance Due Stonehen

Confirmed Hailes Abbey

Confirmed Kenilworth Castle Guidebook

Confirmed Kenilworth Castle and Elizabethan Garden

Confirmed Hailes Abbey

Balance Due Hailes Abbey

No show Stonehenge General Admission

No show Stonehenge General Admission

Balance Due Stonehenge General Admission

No show Stonehenge Guidebook

No show Stonehenge General Admission

Redemmed Stonehenge General Admission

Confirmed Hailes Abbey

Confirmed Hailes Abbey Guidebook

Confirmed Hailes Abbey

Balance Due Hailes Abbey

TRAVEL DATE + BOOKING DATE + PAX + TOTAL +

Sat 22 Nov, 2025 Mon 17 Nov, 2025 5 £76.00

Fri 14 Nov, 2025 Fri 14 Nov, 2025 9 £216.00

Sat 15 Nov, 2025 Fri 14 Nov, 2025 9 £191.00

Fri 14 Nov, 2025 Fri 14 Nov, 2025 6 £145.20

Fri 14 Nov, 2025 Fri 14 Nov, 2025 39 £960.00

Fri 14 Nov, 2025 Fri 14 Nov, 2025 20 £479.20

Fri 14 Nov, 2025 Fri 14 Nov, 2025 4 £26.30

Sat 15 Nov, 2025 Thu 13 Nov, 2025 15 £82.50

Sat 15 Nov, 2025 Thu 13 Nov, 2025 15 £196.50

Wed 12 Nov, 2025 Wed 12 Nov, 2025 20 £163.40

Wed 12 Nov, 2025 Wed 12 Nov, 2025 18 £131.58

Wed 12 Nov, 2025 Tue 11 Nov, 2025 17 £391.00

Wed 12 Nov, 2025 Tue 11 Nov, 2025 26 £567.50

Tue 11 Nov, 2025 Mon 10 Nov, 2025 27 £522.70

Sat 08 Nov, 2025 Fri 07 Nov, 2025 25 £150.00

Sat 08 Nov, 2025 Fri 07 Nov, 2025 27 £562.75

Wed 05 Nov, 2025 Fri 07 Nov, 2025 10 £272.00

Fri 07 Nov, 2025 Fri 07 Nov, 2025 18 £146.20

Sat 08 Nov, 2025 Fri 07 Nov, 2025 15 £67.50

Sat 08 Nov, 2025 Fri 07 Nov, 2025 15 £97.20

Fri 07 Nov, 2025 Fri 07 Nov, 2025 16 £116.10

Cancel Booking

Cancel Booking Reason \*

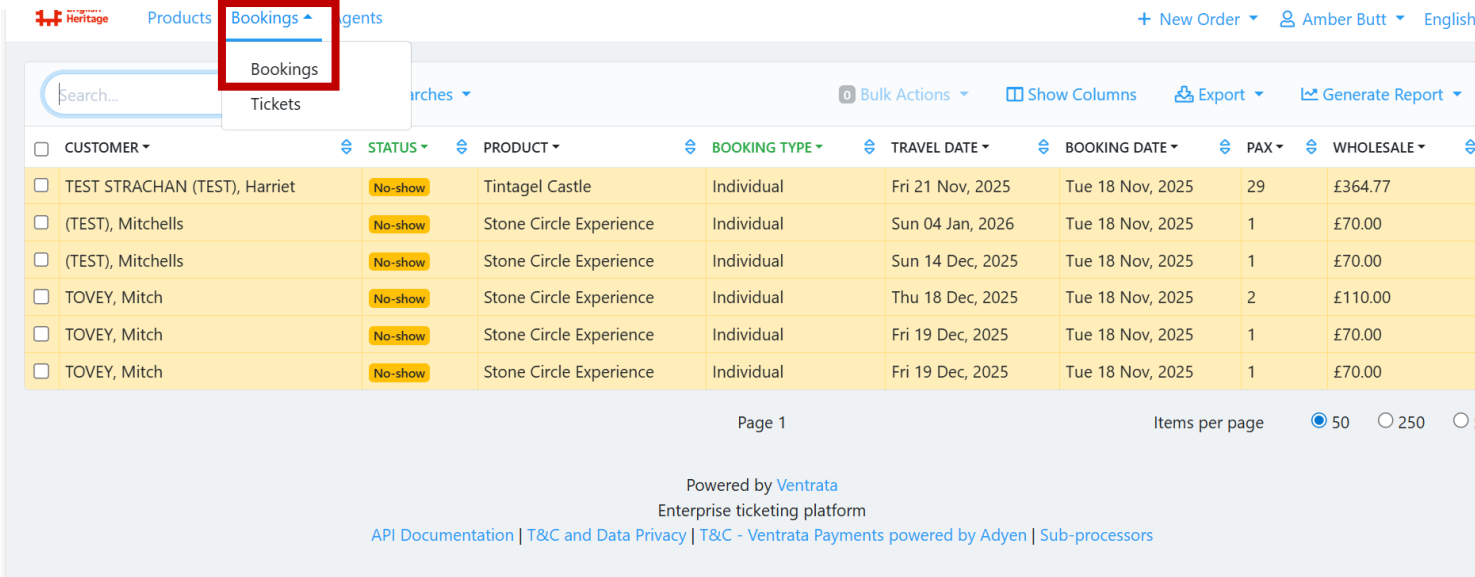
Test

Cancel Booking Notes

Cancel Booking

## How to Amend a Booking

**Step 1:** Go into the 'Bookings' tab (see screenshot below).



English Heritage Products Bookings Agents + New Order Amber Butt English

Search... Bookings Tickets


Bulk Actions Show Columns Export Generate Report

CUSTOMER	STATUS	PRODUCT	BOOKING TYPE	TRAVEL DATE	BOOKING DATE	PAX	WHOLESALE
TEST STRACHAN (TEST), Harriet	No-show	Tintagel Castle	Individual	Fri 21 Nov, 2025	Tue 18 Nov, 2025	29	£364.77
(TEST), Mitchells	No-show	Stone Circle Experience	Individual	Sun 04 Jan, 2026	Tue 18 Nov, 2025	1	£70.00
(TEST), Mitchells	No-show	Stone Circle Experience	Individual	Sun 14 Dec, 2025	Tue 18 Nov, 2025	1	£70.00
TOVEY, Mitch	No-show	Stone Circle Experience	Individual	Thu 18 Dec, 2025	Tue 18 Nov, 2025	2	£110.00
TOVEY, Mitch	No-show	Stone Circle Experience	Individual	Fri 19 Dec, 2025	Tue 18 Nov, 2025	1	£70.00
TOVEY, Mitch	No-show	Stone Circle Experience	Individual	Fri 19 Dec, 2025	Tue 18 Nov, 2025	1	£70.00

Page 1 Items per page 50 250


Powered by Ventrata  
Enterprise ticketing platform  
API Documentation | T&C and Data Privacy | T&C - Ventrata Payments powered by Adyen | Sub-processors

**Step 2:** Click on the booking you wish to amend – the booking will appear in a pop-up box on your screen once selected (see screenshot below).


**Claire Uphill**

Reseller  
Test discount for nbq group Claire Footfall  
non business group  
**EXT ORDER**

Concierge  
1 day ago  
Order #AWZ4RQ1J  
by non business group

[S189] Dover Castle General Admission  
 Dover Castle  
Standalone Confirmed

Travel Date  
Sat 22 Nov, 2025  
1 day

Tickets  
1x Adult  
4x Child

Booking Ref  
3JWJKCWD  
Reseller Ref  
Bobh

Booking Total  
£76.00

Fare  
Advance Online Price

ITEM	QTY	TOTAL
DOVER CASTLE GENERAL ADMISSION ADULT	1	£18.33
DOVER CASTLE GENERAL ADMISSION CHILD	4	£45.00
SUBTOTAL		£63.33
VAT 20%		£12.67
TOTAL		£76.00

✓ Redeem  
Print Voucher  
Print Receipt  
Email Voucher

Make Changes  
Cancel Booking  
SMS Voucher


Public Notes  
  
SAVE PUBLIC NOTES

Total  
**£76.00**

Net Tax  
**£12.67**

**Step 3:** Click the yellow 'Make Changes' button (see screenshot below).

Test Booking

**Claire Uphill** 

Reseller: Test discount for nbq group Claire Footfall non business group

Concierge: 1 day ago  
Order #AWZ4RQ1J  
by non business group

[EDIT ORDER](#)

[S189] Dover Castle General Admission

Travel Date: Sat 22 Nov, 2025  
1 day

Tickets: 1x Adult  
4x Child

Booking Ref: 3/JW/KCWD  
Reseller Ref: Bobh

Booking Total: £76.00

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[✓ Redeem](#) [Print Voucher](#) [Make Changes](#) [Print Receipt](#) [Cancel Booking](#) [Email Voucher](#) [SMS Voucher](#)

Public Notes

Add public notes...

[SAVE PUBLIC NOTES](#)

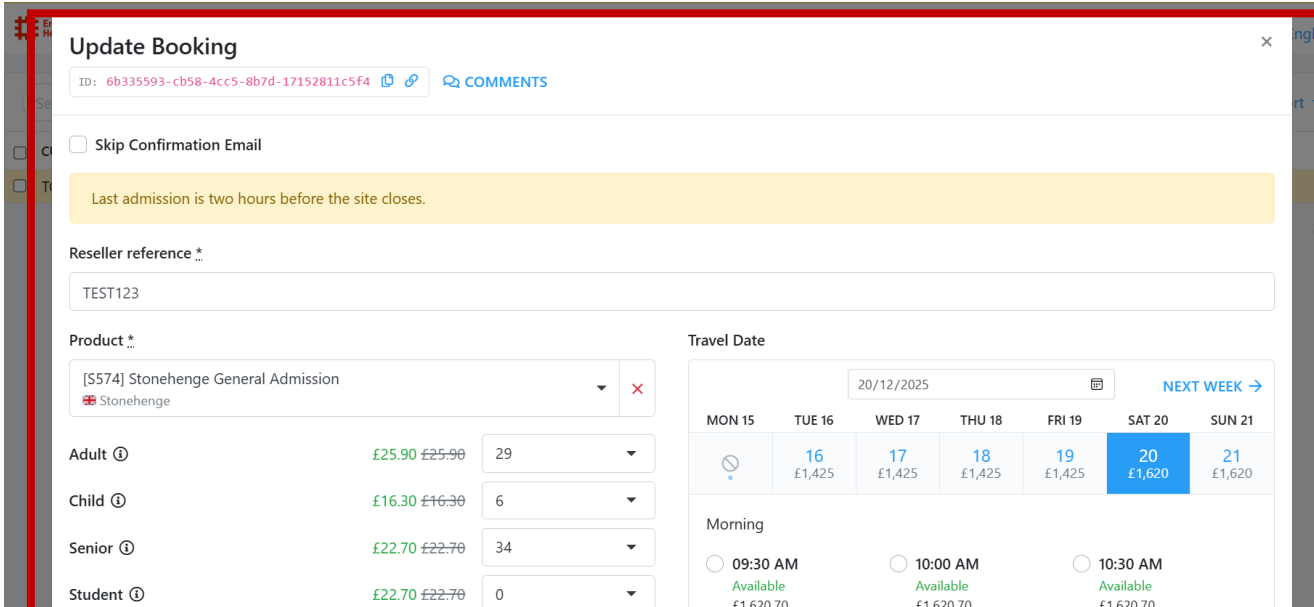
Total: £76.00

Net Tax: £12.67

TICKET	RESELLER REFERENCE	PRICE	STATUS	TYPE
13PVYQF8		£22.00	Confirmed	Adult
CDYXS1ED		£13.50	Confirmed	Child
7A41PW4F		£13.50	Confirmed	Child
		£13.50	Confirmed	Child

[/cancel.model?...](#)

**Step 4:** A pop-up box titled 'Update Booking' will appear on your screen (see screenshot below).



**Update Booking**

ID: 6b335593-cb58-4cc5-8b7d-17152811c5f4 [COPY](#) [LINK](#) [COMMENTS](#)

☐ Skip Confirmation Email

Last admission is two hours before the site closes.

Reseller reference \*: TEST123

Product \*: [S574] Stonehenge General Admission ✕

	Adult ①	Child ①	Senior ①	Student ①
Price	£25.90 <del>£25.90</del>	£16.30 <del>£16.30</del>	£22.70 <del>£22.70</del>	£22.70 <del>£22.70</del>
Quantity	29	6	34	0

Travel Date: 20/12/2025 [NEXT WEEK →](#)

	MON 15	TUE 16	WED 17	THU 18	FRI 19	SAT 20	SUN 21
Price	£1,425	16 £1,425	17 £1,425	18 £1,425	19 £1,425	20 £1,620	21 £1,620

Morning

☐ 09:30 AM Available £1,620.70

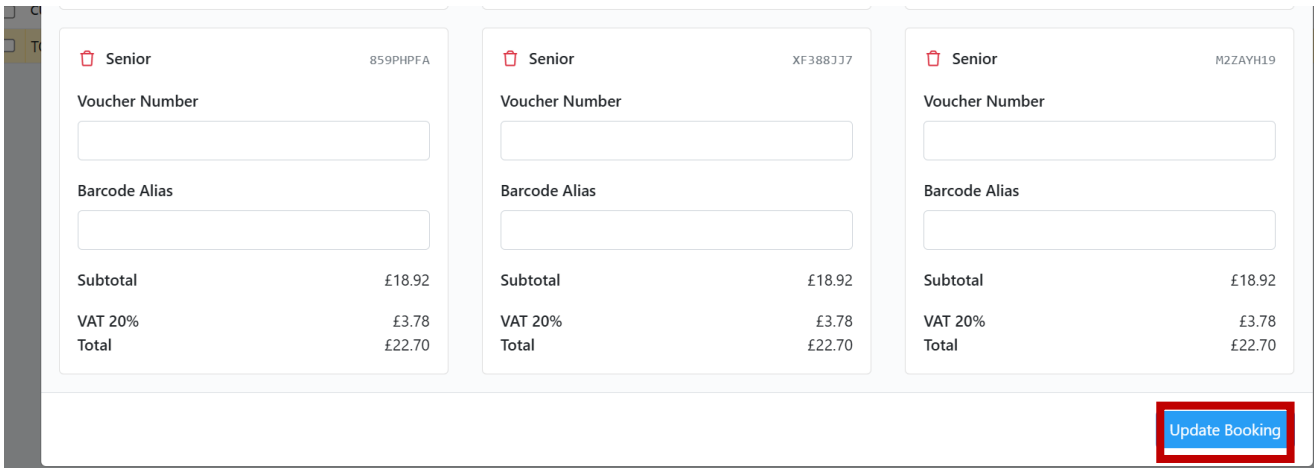
☐ 10:00 AM Available £1,620.70

☐ 10:30 AM Available £1,620.70

**Step 5:** Make changes to your selected booking. This could be changes to the:

1. Travel date
2. Travel time (under Travel Date)
3. Number of ticket types required

**Step 6:** Scroll to the bottom of the pop-up box and select 'Update Booking'.

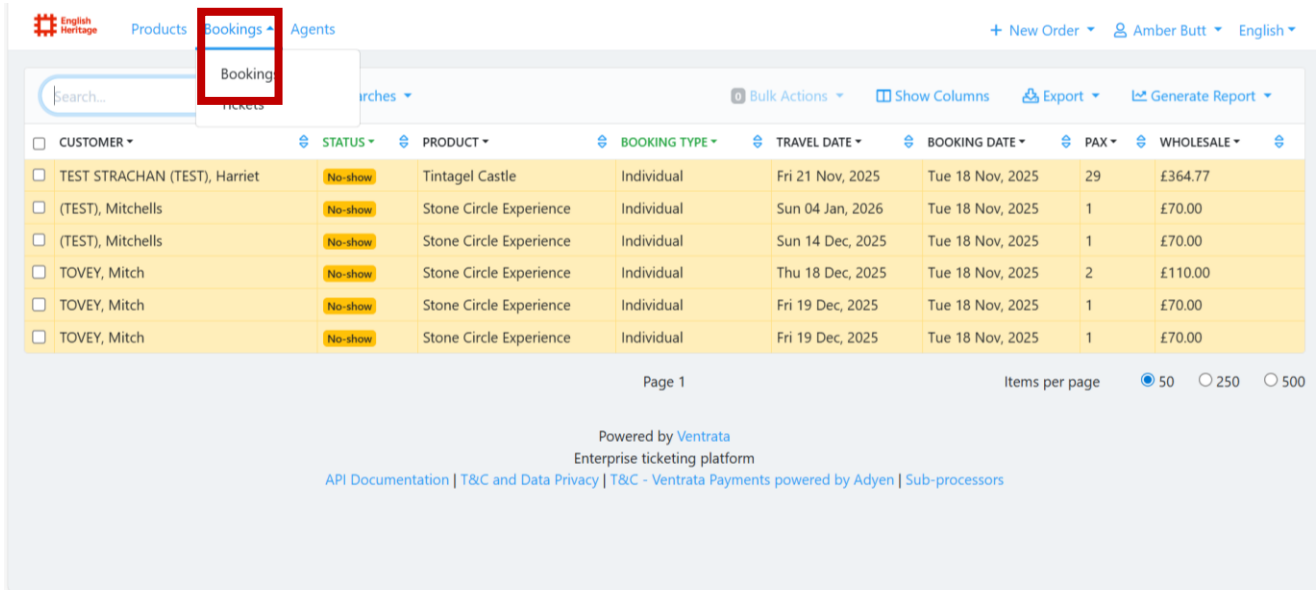


	Senior	Senior	Senior
Voucher Number	859PHPFA	XF388J37	M2ZAYH19
Barcode Alias			
Subtotal	£18.92	£18.92	£18.92
VAT 20%	£3.78	£3.78	£3.78
Total	£22.70	£22.70	£22.70

[Update Booking](#)

## How to View All of Your Bookings in Ventrata

**Step 1:** Click the 'Bookings' tab and click the 'Bookings' option from the drop-down menu. This will show all your bookings made within Ventrata (see screenshot below).



English Heritage Products **Bookings** Agents + New Order Amber Butt English

Search... Bulk Actions Show Columns Export Generate Report

CUSTOMER	STATUS	PRODUCT	BOOKING TYPE	TRAVEL DATE	BOOKING DATE	PAX	WHOLESALE
<input type="checkbox"/> TEST STRACHAN (TEST), Harriet	No-show	Tintagel Castle	Individual	Fri 21 Nov, 2025	Tue 18 Nov, 2025	29	£364.77
<input type="checkbox"/> (TEST), Mitchells	No-show	Stone Circle Experience	Individual	Sun 04 Jan, 2026	Tue 18 Nov, 2025	1	£70.00
<input type="checkbox"/> (TEST), Mitchells	No-show	Stone Circle Experience	Individual	Sun 14 Dec, 2025	Tue 18 Nov, 2025	1	£70.00
<input type="checkbox"/> TOVEY, Mitch	No-show	Stone Circle Experience	Individual	Thu 18 Dec, 2025	Tue 18 Nov, 2025	2	£110.00
<input type="checkbox"/> TOVEY, Mitch	No-show	Stone Circle Experience	Individual	Fri 19 Dec, 2025	Tue 18 Nov, 2025	1	£70.00
<input type="checkbox"/> TOVEY, Mitch	No-show	Stone Circle Experience	Individual	Fri 19 Dec, 2025	Tue 18 Nov, 2025	1	£70.00

Page 1 Items per page 50 250 500

Powered by Ventrata  
Enterprise ticketing platform  
[API Documentation](#) | [T&C and Data Privacy](#) | [T&C - Ventrata Payments powered by Adyen](#) | [Sub-processors](#)