



# Group Ticketing & Bookings Portal Training Guide



## Contents

Introduction to the Group Ticketing & Bookings Portal .....	3
EH x Ventrata Glossary .....	3
How to Register for booking portal access .....	4
How to add an Agent .....	9
How to Make a Travel Trade Booking – Stonehenge Example .....	10
How to Cancel a Booking .....	21
How to Amend a Booking .....	26
How to View All of Your Bookings in Ventrata .....	30

## 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)**

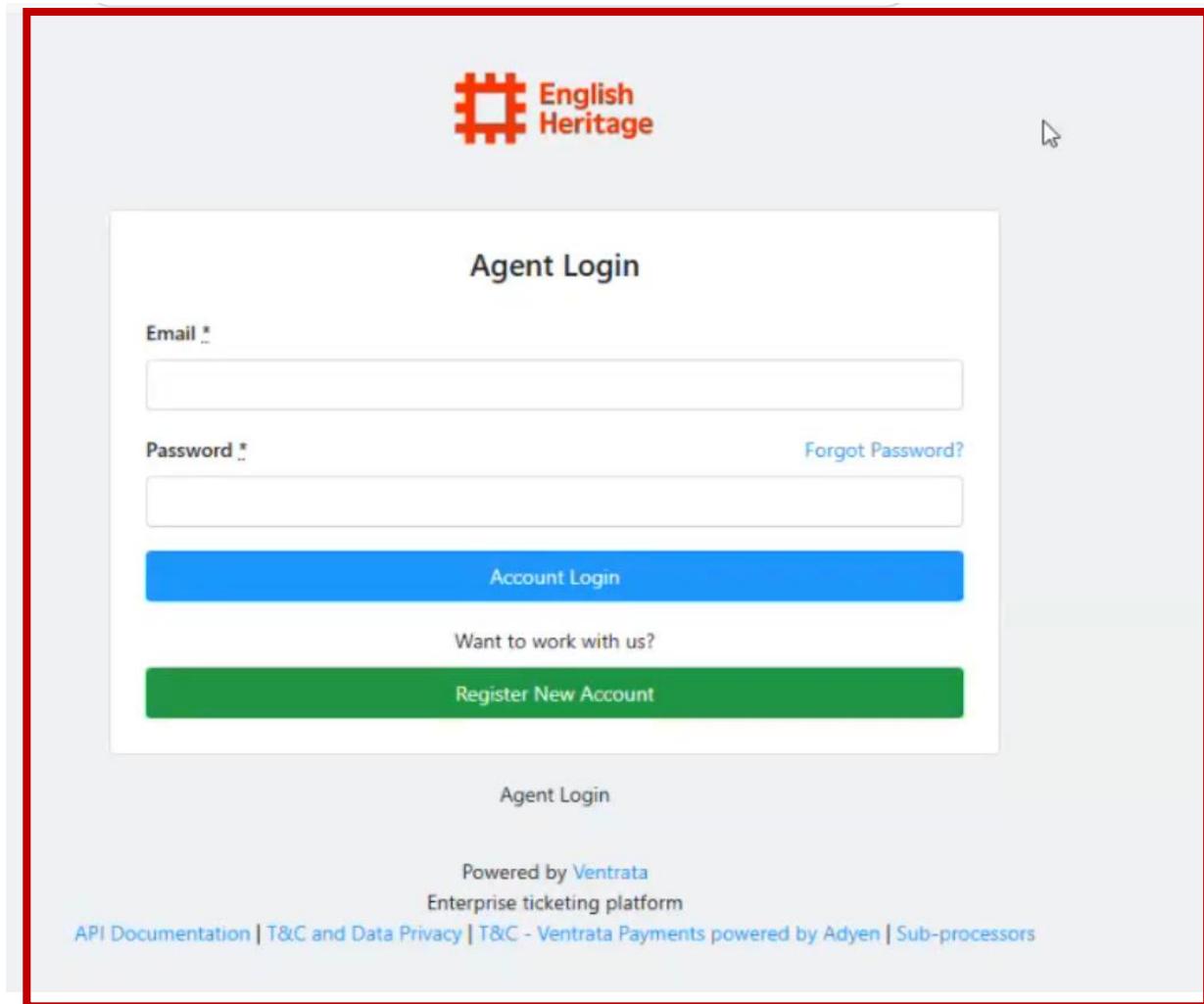
A site (location) offered to the customer.

#### **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 ([Ventra](#)). You will be taken to the Agent login page (see example screenshots below).



Agent Login

Email \*

Password \*

Forgot Password?

Account Login

Want to work with us?

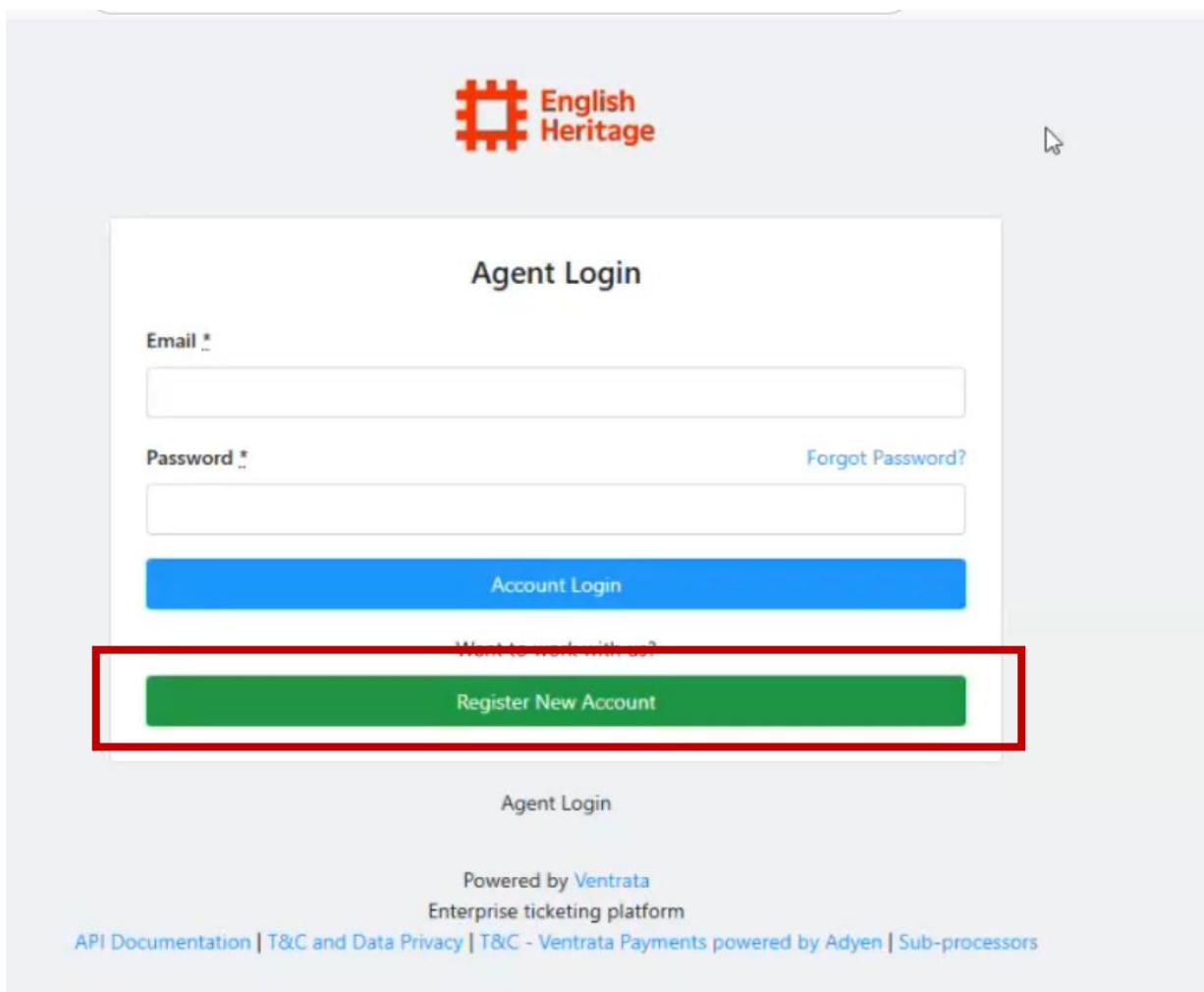
Register New Account

Agent Login

Powered by [Ventra](#)  
Enterprise ticketing platform

[API Documentation](#) | [T&C and Data Privacy](#) | [T&C - Ventra Payments powered by Adyen](#) | [Sub-processors](#)

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



Agent Login

Email \*

Password \*

Forgot Password?

Account Login

Want to work with us?

Register New Account

Agent Login

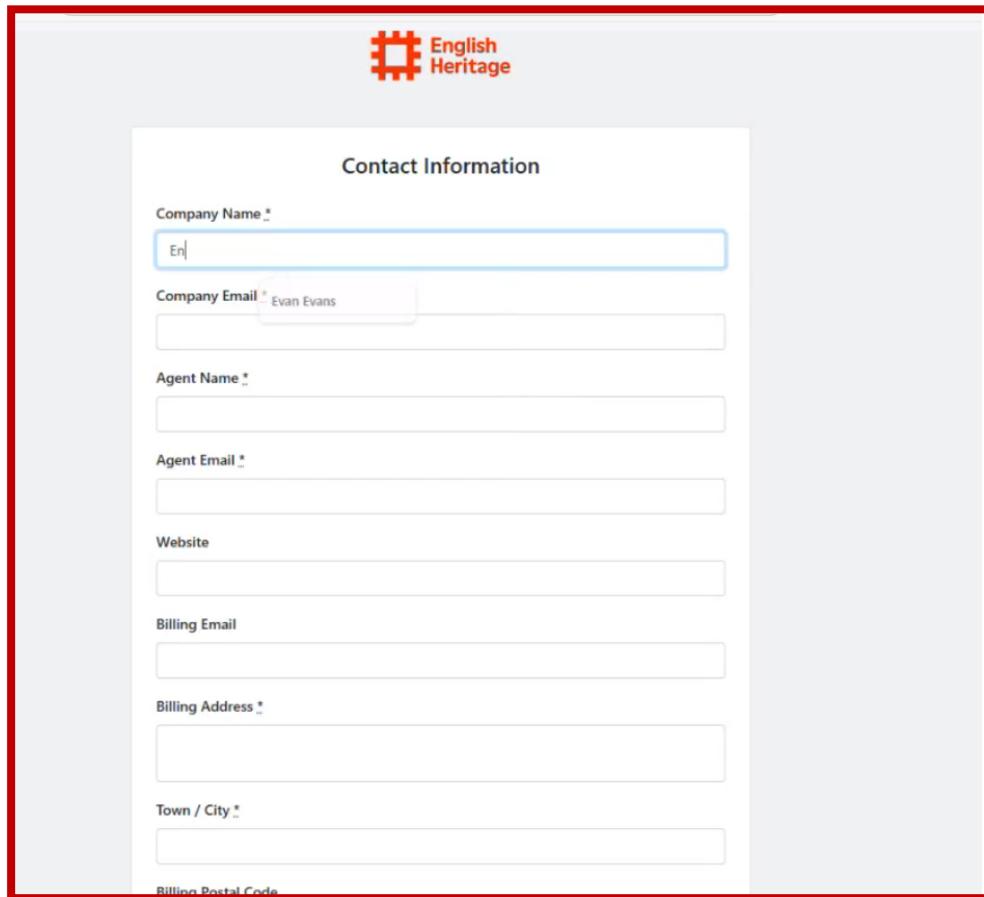
Powered by [Ventrata](#)  
Enterprise ticketing platform

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

**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.



Contact Information

Company Name \*

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

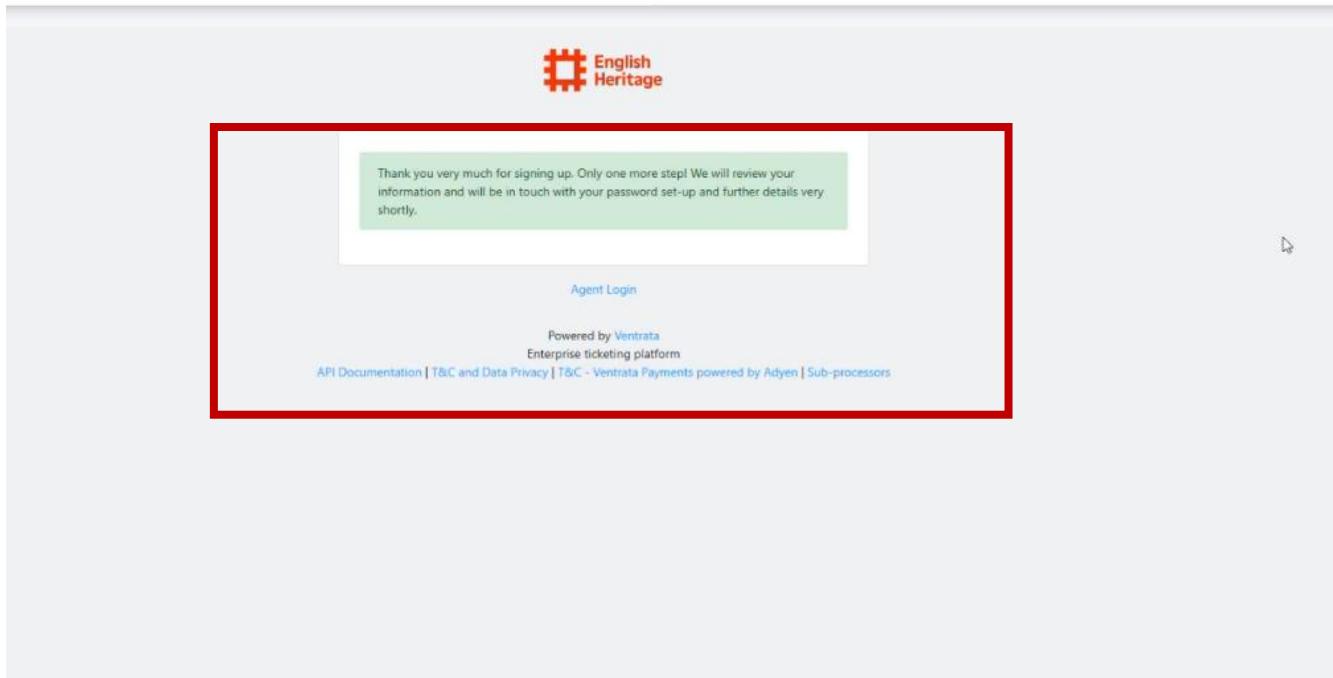
Country \*  
United Kingdom

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](#)

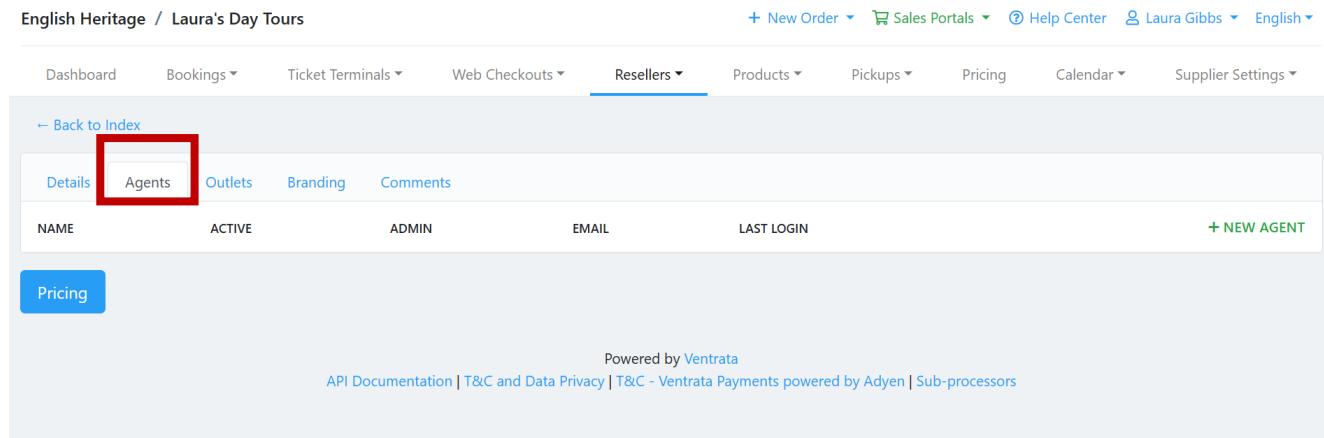
**Step 5:** Once you have clicked the 'Create Account' button, confirmation that we have received your request will appear on your screen (see screenshot below).



**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

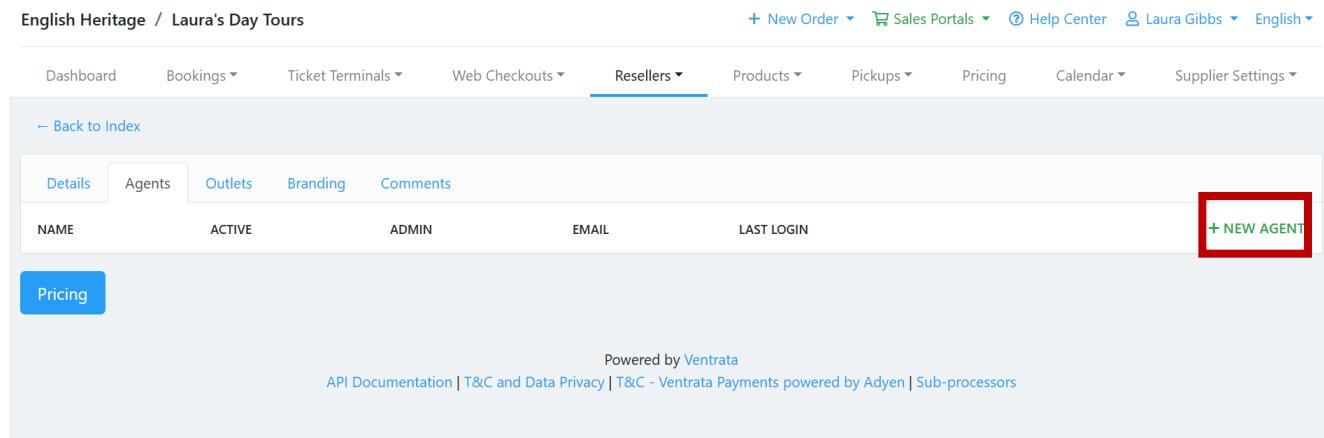
Resellers **Agents**

NAME	ACTIVE	ADMIN	EMAIL	LAST LOGIN	+ NEW AGENT
					+ NEW AGENT

Pricing

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

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



English Heritage / Laura's Day Tours

Resellers **Agents**

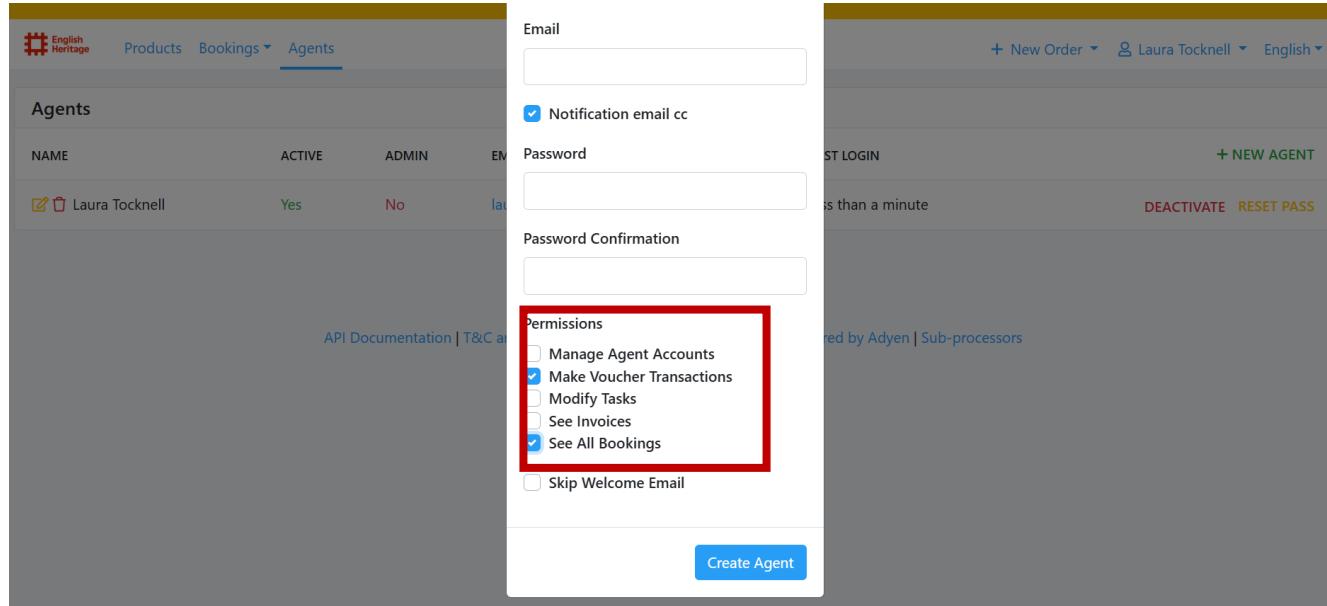
NAME	ACTIVE	ADMIN	EMAIL	LAST LOGIN	+ NEW AGENT
					+ NEW AGENT

Pricing

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

**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



**Agents**

NAME	ACTIVE	ADMIN	EMAIL
Laura Tocknell	Yes	No	lauratocknell@example.com

[API Documentation](#) | [T&C](#) and [Data Privacy](#)

**Create Agent**

Email:

Notification email cc

Password:

ST LOGIN

Less than a minute

[DEACTIVATE](#) [RESET PASS](#)

**Permissions**

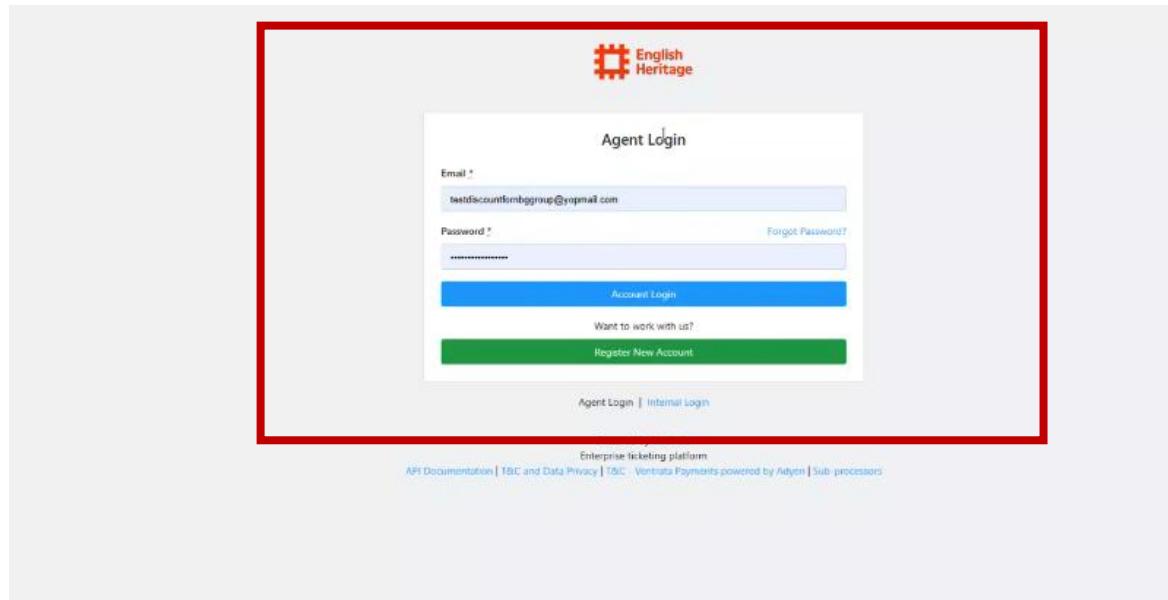
- Manage Agent Accounts
- Make Voucher Transactions
- Modify Tasks
- See Invoices
- See All Bookings

Skip Welcome Email

[Create Agent](#)

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

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



**Agent Login**

Email:

Password:

[Forgot Password?](#)

[Account Login](#)

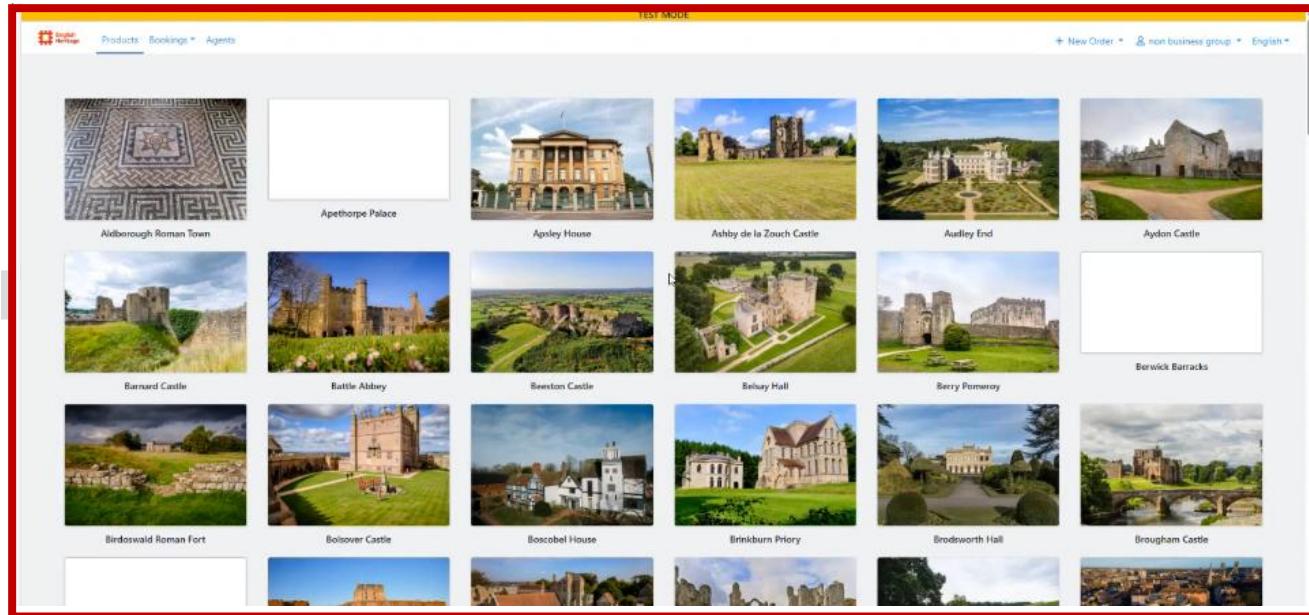
Want to work with us?

[Register New Account](#)

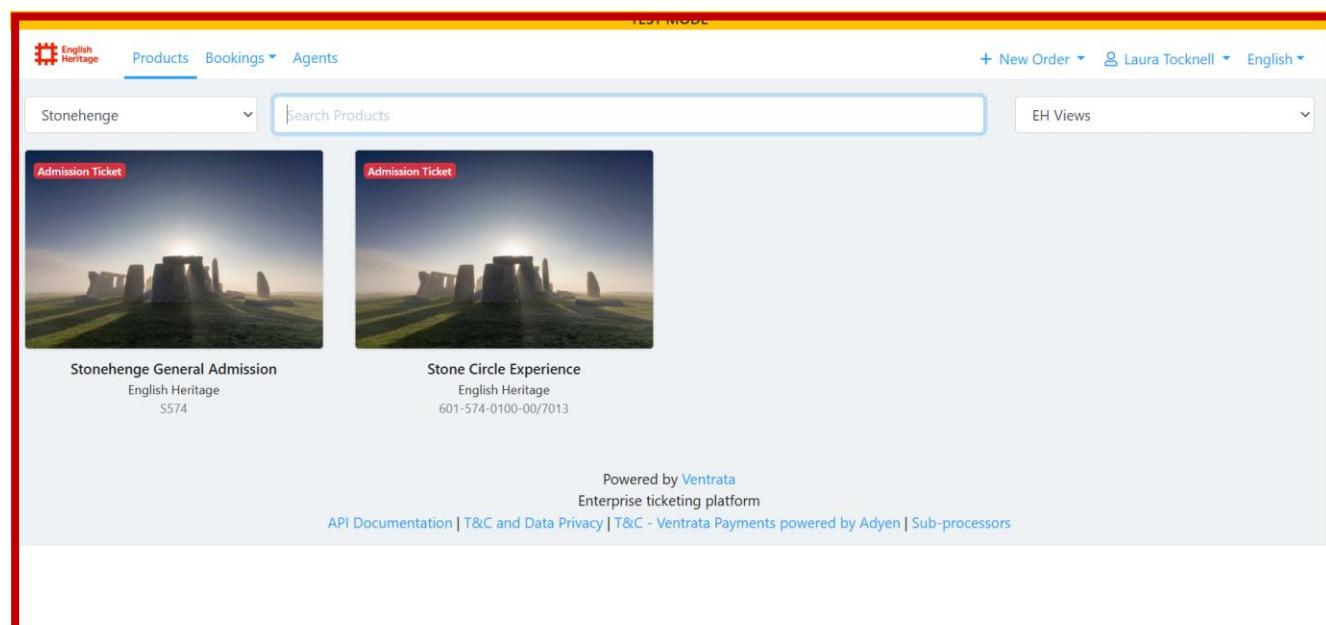
[Agent Login](#) | [Internal Login](#)

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

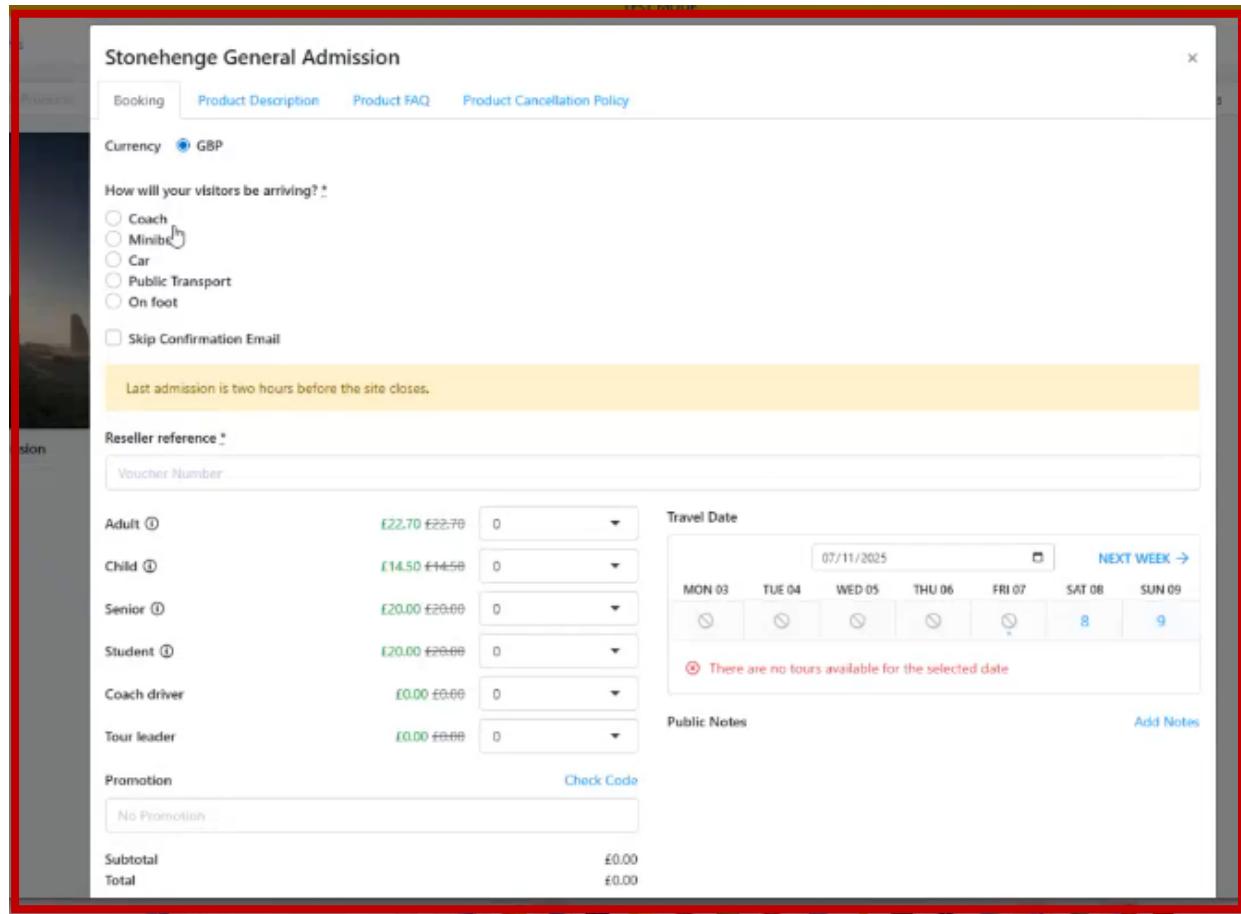
**Step 2:** Once you have logged into Ventrata, you will be taken to the Travel Trade Portal Destinations page. You will be presented with all sites that are available for booking (see screenshot below).



**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).



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\*

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	▼

Travel Date

07/11/2025

MON 03	TUE 04	WED 05	THU 06	FRI 07	SAT 08	SUN 09
<input type="radio"/> 8 <input type="radio"/> 9						

There are no tours available for the selected date

Public Notes

Promotion

No Promotion

Subtotal £0.00  
Total £0.00

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

TEST MODE

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

Adult (1)	£22.70 £22.70	0	<input type="button" value="▼"/>
Child (1)	£14.50 £14.50	0	<input type="button" value="▼"/>
Senior (1)	£20.00 £20.00	0	<input type="button" value="▼"/>
Student (1)	£20.00 £20.00	0	<input type="button" value="▼"/>
Coach driver	£0.00 £0.00	0	<input type="button" value="▼"/>
Tour leader	£0.00 £0.00	0	<input type="button" value="▼"/>
Promotion	<input type="button" value="Check Code"/>		
<input type="button" value="No Promotion"/>			
Subtotal	£0.00		
Total	£0.00		

Travel Date

07/11/2025						
MON 03	TUE 04	WED 05	THU 06	FRI 07	SAT 08	SUN 09
<input type="radio"/> 8 <input type="radio"/> 9						

There are no tours available for the selected date

Public 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 reconciliation.

**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).

before 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							<a href="#">NEXT WEEK →</a>
MON 03	TUE 04	WED 05	THU 06	FRI 07	SAT 08	SUN 09	
<input type="radio"/>							

**Morning**

<input type="radio"/> 09:30 AM Available £647.50	<input type="radio"/> 10:00 AM Available £647.50	<input type="radio"/> 10:30 AM Available £647.50
<input type="radio"/> 11:00 AM Available £647.50		

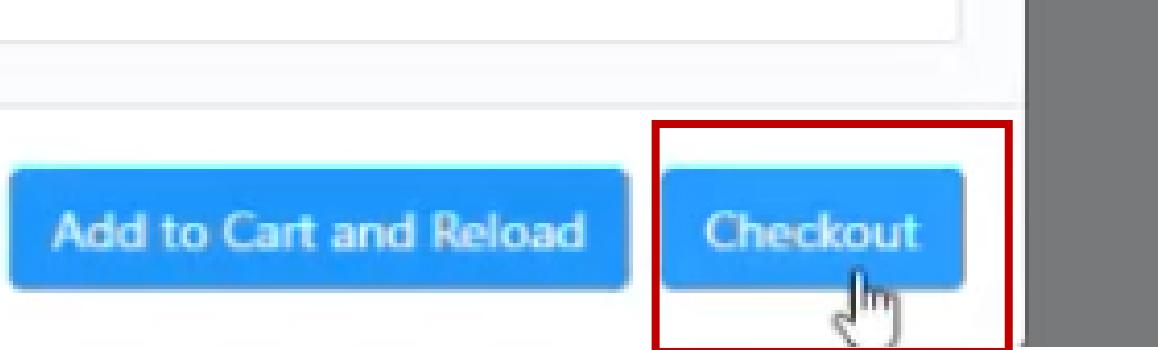
**Afternoon**

<input type="radio"/> 12:00 PM Available £647.50	<input type="radio"/> 12:30 PM Available £647.50	<input type="radio"/> 01:00 PM Available £647.50
<input type="radio"/> 01:30 PM Available £647.50	<input type="radio"/> 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).



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



**Checkout**

**Shopping Cart:**

Stonehenge General Admission	£647.00
Sat 08 Nov. 2025	25x Adult
12:00 PM	Tx Coach Driver
	Tx Tour Leader

[Delete Booking](#)

 **Stonehenge Guidebook**  
Sat 08 Nov. 2025

[Available Combination Discounts](#)

**Currency:** GBP

**Notification Emails:**

**How will your visitors be arriving?:**

Coach

Minibus

Car

Public Transport

On foot

**Notes:**

**First Name:** I

**Last Name:**  Clean Uphill  
 Manage address

**Company:**

**Department:**

**Title:**

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

[Continue Shopping](#) [Clear Cart](#) [Continue to Payment](#)

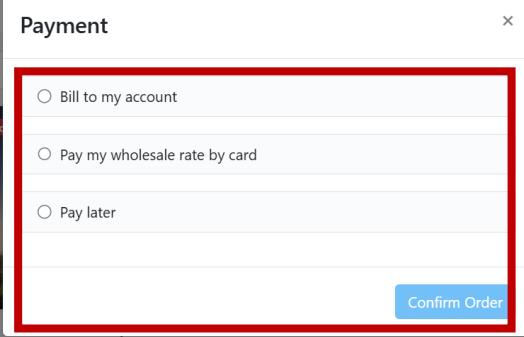
**Step 13:** A pop-up box called 'Create New Payment' will appear on your screen (see screenshot below). 'Bill to my account' is only available to Agency Voucher Scheme clients. Pay later enables you to pay at site.

TEST MODE

English Heritage Products Bookings Agents

Stonehenge Search Products

Admission Ticket



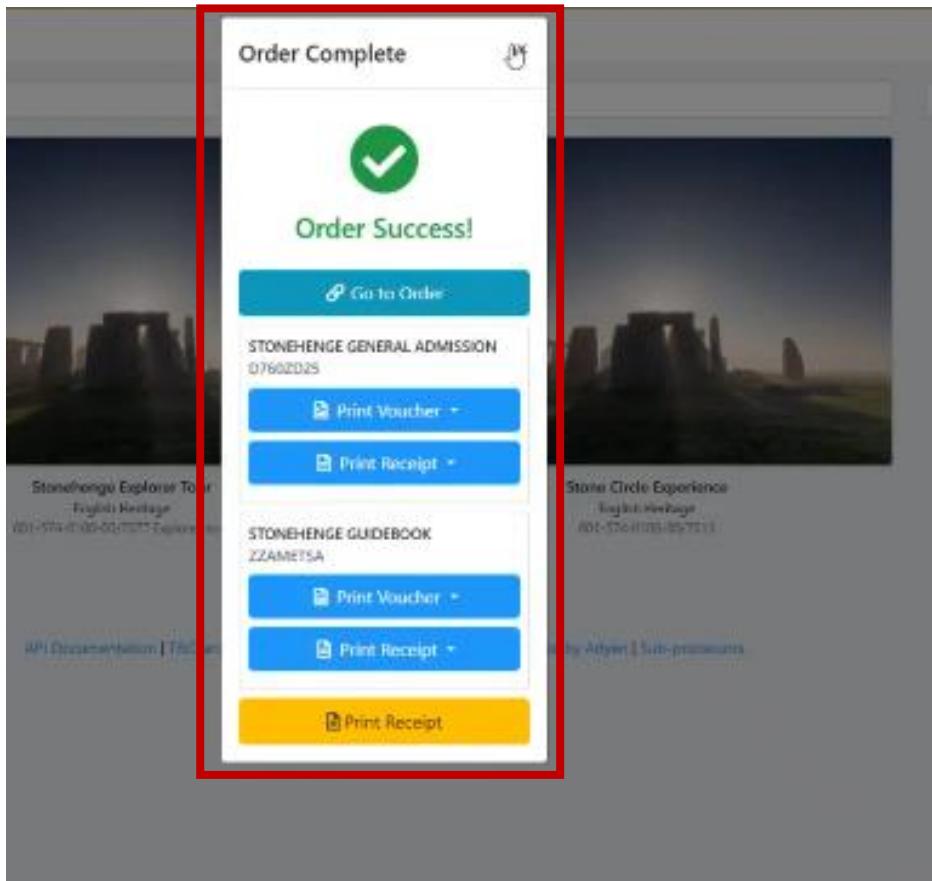
Stonehenge General Admission  
English Heritage  
5574

English Heritage  
601-574-0100-00/7013

EH Views

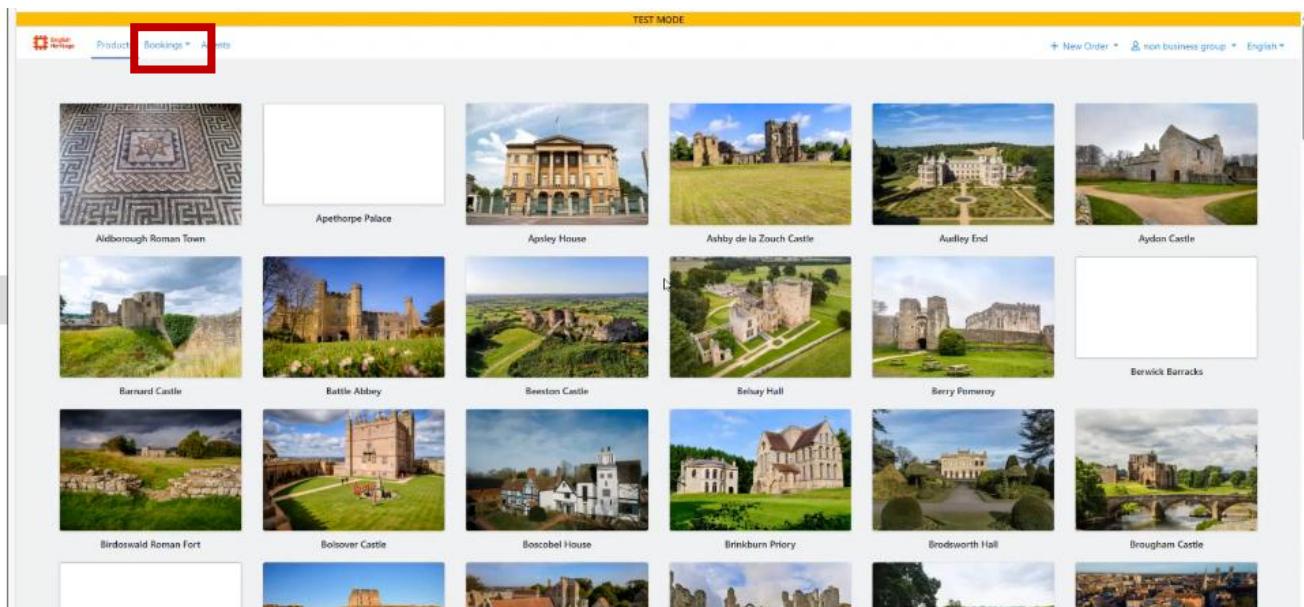
+ New Order  Laura Tocknell  English 

**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 nbg group Claire Footfall  
non business group

Concierge: 1 day ago  
Order #AWZ4RQ1  
by non business group

[CONT 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: 3WJKCWD  
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
<b>SUBTOTAL</b>		£63.33
VAT 20%		£12.67
<b>TOTAL</b>		£76.00

[✓ Redeem](#) 

[Print Voucher](#)  [Make Changes](#) 

[Print Receipt](#)  [Cancel Booking](#) 

[Email Voucher](#)  [SMS Voucher](#) 

**Public Notes**

[SAVE PUBLIC NOTES](#)

Total <b>£76.00</b>	Net Tax <b>£12.67</b>
------------------------	--------------------------

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

[?/cancel-modal?...](#)

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

Test Booking

**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 Tickets: 1x Adult 4x Child  
Reseller Ref: Bobb

Fare: Advance Online Price

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

**✓ Redeem**     

**Public Notes**  
Add public notes... SAVE PUBLIC NOTES

Total <b>£76.00</b>	Net Tax <b>£12.67</b>																									
<table border="1"> <thead> <tr> <th>TICKET</th> <th>RESELLER REFERENCE</th> <th>PRICE</th> <th>STATUS</th> <th>TYPE</th> </tr> </thead> <tbody> <tr> <td>13PVYQF8</td> <td></td> <td>£22.00</td> <td><b>Confirmed</b></td> <td>Adult</td> </tr> <tr> <td>CDYXS1ED</td> <td></td> <td>£13.50</td> <td><b>Confirmed</b></td> <td>Child</td> </tr> <tr> <td>7A41PW4F</td> <td></td> <td>£13.50</td> <td><b>Confirmed</b></td> <td>Child</td> </tr> <tr> <td></td> <td></td> <td>£13.50</td> <td><b>Confirmed</b></td> <td>Child</td> </tr> </tbody> </table>		TICKET	RESELLER REFERENCE	PRICE	STATUS	TYPE	13PVYQF8		£22.00	<b>Confirmed</b>	Adult	CDYXS1ED		£13.50	<b>Confirmed</b>	Child	7A41PW4F		£13.50	<b>Confirmed</b>	Child			£13.50	<b>Confirmed</b>	Child
TICKET	RESELLER REFERENCE	PRICE	STATUS	TYPE																						
13PVYQF8		£22.00	<b>Confirmed</b>	Adult																						
CDYXS1ED		£13.50	<b>Confirmed</b>	Child																						
7A41PW4F		£13.50	<b>Confirmed</b>	Child																						
		£13.50	<b>Confirmed</b>	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.

TEST MODE

Cancel Booking

Cancellation Reason:

- Service Undeliverable
- Guide Availability
- Closure
- Insufficient Sales
- Customer Complaint
- Duplicate

STATUS	PRODUCT	TRAVEL DATE	BOOKING DATE	PAX	TOTAL
Confirmed	Dover Castle	Sat 22 Nov. 2025	Mon 17 Nov. 2025	5	£75.00
Blocked Out	Stonehenge	Fri 14 Nov. 2025	Fri 14 Nov. 2025	9	£216.00
Not-allowed	Stonehenge	Sat 15 Nov. 2025	Fri 14 Nov. 2025	9	£191.00
Balance Due	Stonehenge	Fri 14 Nov. 2025	Fri 14 Nov. 2025	6	£145.20
Balance Due	Stonehenge	Fri 14 Nov. 2025	Fri 14 Nov. 2025	39	£960.00
Balance Due	Stonehenge	Fri 14 Nov. 2025	Fri 14 Nov. 2025	20	£479.20
Confirmed	Hales Abbey	Fri 14 Nov. 2025	Fri 14 Nov. 2025	4	£26.30
Confirmed	Kenilworth Castle Guidebook	Sat 15 Nov. 2025	Thu 13 Nov. 2025	15	£62.50
Confirmed	Kenilworth Castle and Elizabethan Garden	Sat 15 Nov. 2025	Thu 13 Nov. 2025	15	£196.50
Confirmed	Hales Abbey	Wed 12 Nov. 2025	Wed 12 Nov. 2025	20	£163.40
Blocked Out	Hales Abbey	Wed 12 Nov. 2025	Wed 12 Nov. 2025	18	£131.58
Not-allowed	Stonehenge General Admission	Wed 12 Nov. 2025	Tue 11 Nov. 2025	17	£391.00
Not-allowed	Stonehenge General Admission	Wed 12 Nov. 2025	Tue 11 Nov. 2025	26	£567.50
Blocked Out	Stonehenge General Admission	Tue 11 Nov. 2025	Mon 10 Nov. 2025	27	£522.70
Not-allowed	Stonehenge Guidebook	Sat 08 Nov. 2025	Fri 07 Nov. 2025	25	£150.00
Not-allowed	Stonehenge General Admission	Sat 08 Nov. 2025	Fri 07 Nov. 2025	27	£582.75
Blocked	Stonehenge General Admission	Wed 05 Nov. 2025	Fri 07 Nov. 2025	10	£272.00
Confirmed	Hales Abbey	Fri 07 Nov. 2025	Fri 07 Nov. 2025	18	£146.20
Confirmed	Hales Abbey Guidebook	Sat 08 Nov. 2025	Fri 07 Nov. 2025	15	£87.50
Confirmed	Hales Abbey	Sat 08 Nov. 2025	Fri 07 Nov. 2025	19	£97.20
Blocked Out	Hales Abbey	Fri 07 Nov. 2025	Fri 07 Nov. 2025	10	£176.10
Canceled	Hales Abbey	Fri 07 Nov. 2025	Fri 07 Nov. 2025	18	£116.10

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

TEST MODE

### Cancel Booking

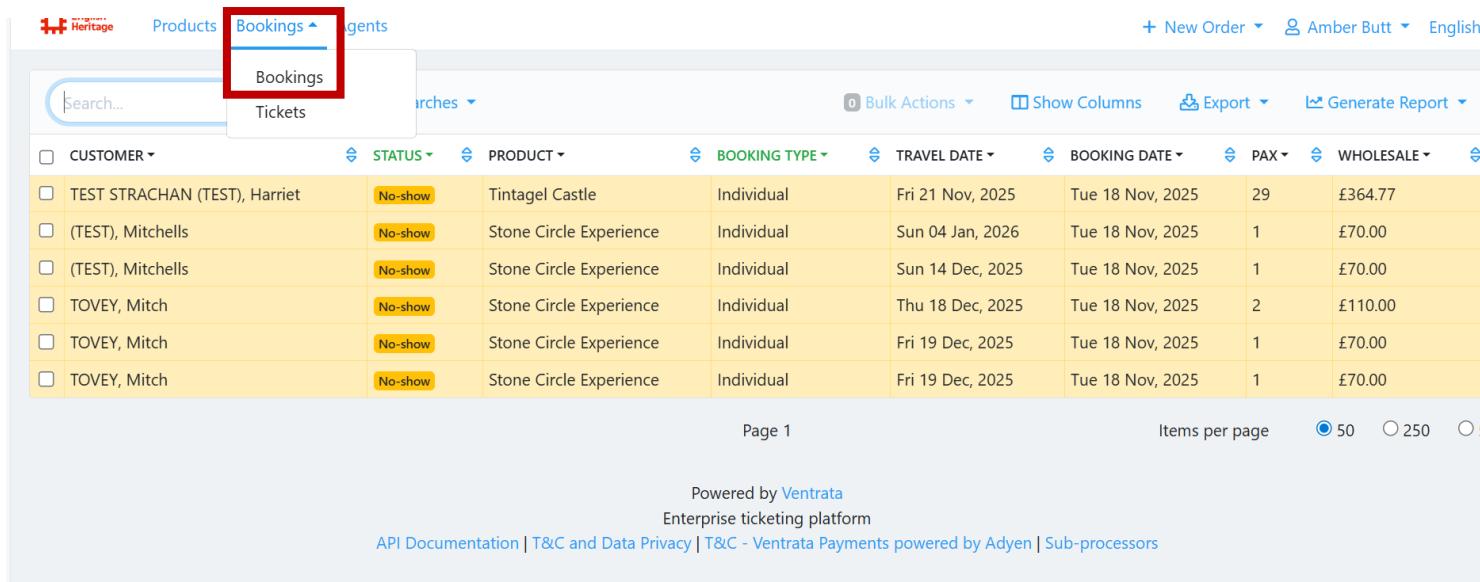
Cancellation Reason \*

Cancellation Notes

STATUS	PRODUCT	TRAVEL DATE	BOOKING DATE	PAX	TOTAL
Confirmed	Dover Castle	Sat 22 Nov, 2025	Mon 17 Nov, 2025	5	£75.00
Balance Due	Stonehenge	Fri 14 Nov, 2025	Fri 14 Nov, 2025	9	£216.00
No Show	Stonehenge	Sat 15 Nov, 2025	Fri 14 Nov, 2025	9	£191.00
Balance Due	Stonehenge	Fri 14 Nov, 2025	Fri 14 Nov, 2025	6	£145.20
Balance Due	Stonehenge	Fri 14 Nov, 2025	Fri 14 Nov, 2025	39	£960.00
Balance Due	Stonehenge	Fri 14 Nov, 2025	Fri 14 Nov, 2025	20	£479.20
Confirmed	Hailes Abbey	Fri 14 Nov, 2025	Fri 14 Nov, 2025	4	£26.30
Confirmed	Kenilworth Castle Guidebook	Sat 15 Nov, 2025	Thu 13 Nov, 2025	15	£82.50
Confirmed	Kenilworth Castle and Elizabethan Garden	Sat 15 Nov, 2025	Thu 13 Nov, 2025	15	£196.50
Confirmed	Hailes Abbey	Wed 12 Nov, 2025	Wed 12 Nov, 2025	20	£163.40
Balance Due	Hailes Abbey	Wed 12 Nov, 2025	Wed 12 Nov, 2025	18	£131.58
No Show	Stonehenge General Admission	Wed 12 Nov, 2025	Tue 11 Nov, 2025	17	£391.00
No Show	Stonehenge General Admission	Wed 12 Nov, 2025	Tue 11 Nov, 2025	26	£567.50
Balance Due	Stonehenge General Admission	Tue 11 Nov, 2025	Mon 10 Nov, 2025	27	£522.70
No Show	Stonehenge Guidebook	Sat 08 Nov, 2025	Fri 07 Nov, 2025	25	£150.00
No Show	Stonehenge General Admission	Sat 08 Nov, 2025	Fri 07 Nov, 2025	27	£582.75
Refunded	Stonehenge General Admission	Wed 05 Nov, 2025	Fri 07 Nov, 2025	10	£272.00
Confirmed	Hailes Abbey	Fri 07 Nov, 2025	Fri 07 Nov, 2025	18	£146.20
Confirmed	Hailes Abbey Guidebook	Sat 08 Nov, 2025	Fri 07 Nov, 2025	15	£87.50
Confirmed	Hailes Abbey	Sat 08 Nov, 2025	Fri 07 Nov, 2025	15	£97.20
Balance Due	Hailes Abbey	Fri 07 Nov, 2025	Fri 07 Nov, 2025	16	£116.10

## How to Amend a Booking

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

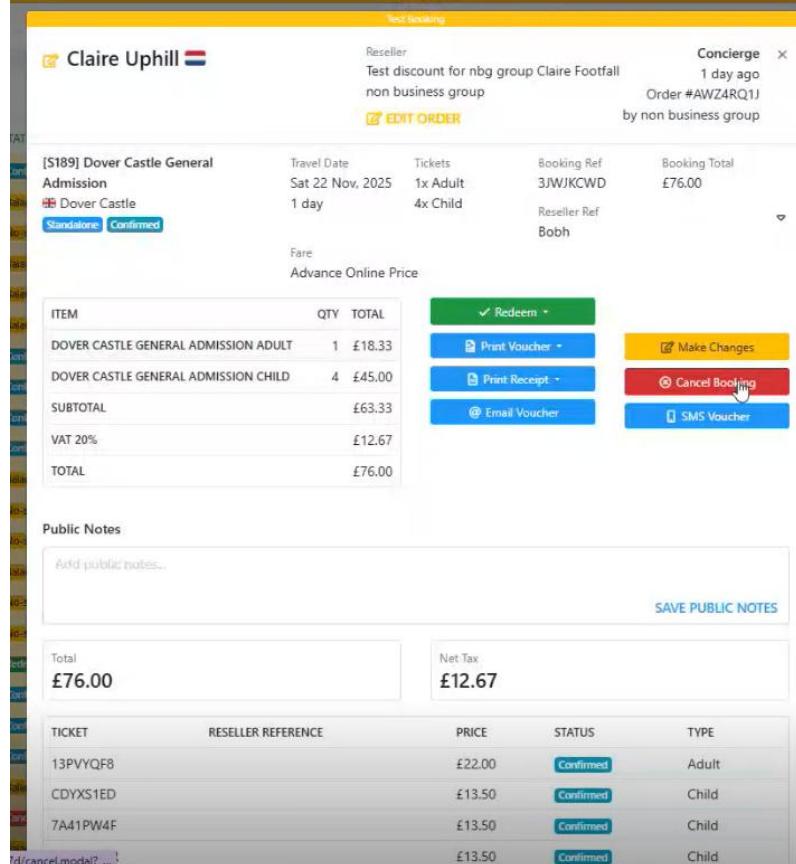


CUSTOMER	STATUS	PRODUCT	BOOKING TYPE	TRAVEL DATE	BOOKING DATE	PAX	WHOLESALE
TEST STRACHAN (TEST), Harriet	No-show	Tintagel Castle	Individual	Fri 21 Nov, 2025	Tue 18 Nov, 2025	29	£364.77
(TEST), Mitchells	No-show	Stone Circle Experience	Individual	Sun 04 Jan, 2026	Tue 18 Nov, 2025	1	£70.00
(TEST), Mitchells	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 [Ventra](#)  
Enterprise ticketing platform  
[API Documentation](#) | [T&C and Data Privacy](#) | [T&C - Ventra 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).



Test Booking

**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  
Tickets: 1x Adult, 4x Child  
Booking Ref: 3JWJKCWD  
Booking Total: £76.00  
Reseller Ref: Bobh

Fare: Advance Online Price

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

**✓ Redeem** **Print Voucher** **Print Receipt** **Make Changes** **Cancel Booking** **Email Voucher** **SMS Voucher**

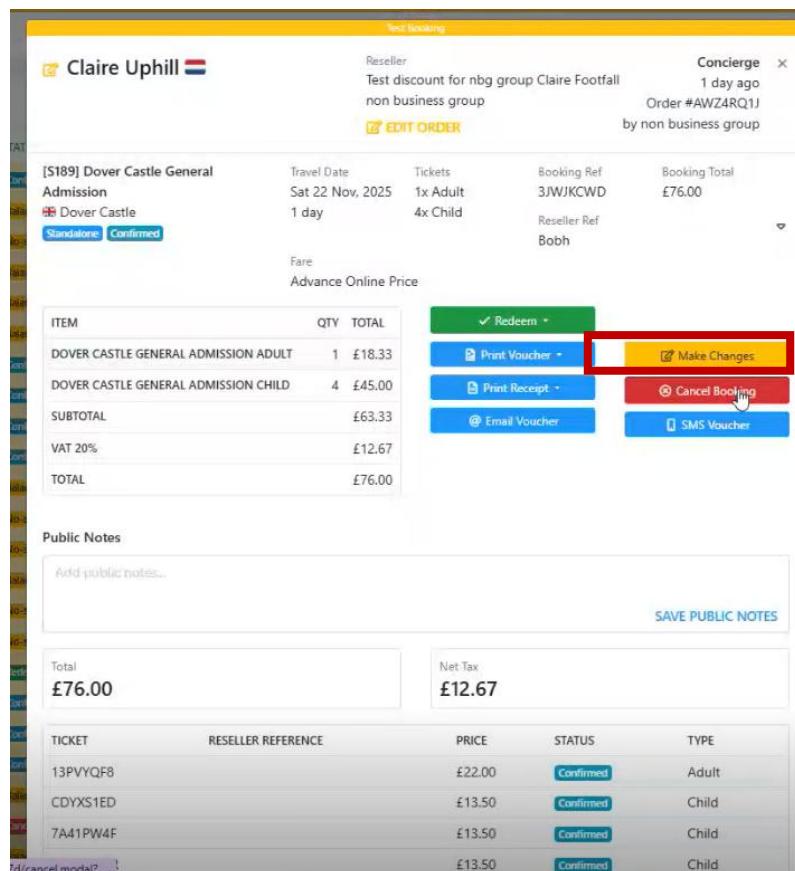
**Public Notes**  
Add public notes... **SAVE PUBLIC NOTES**

Total <b>£76.00</b>	Net Tax <b>£12.67</b>
------------------------	--------------------------

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-modal?\\_...!](#)

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



The screenshot shows a booking summary for 'Claire Uphill' with the following details:

- Reseller:** Test discount for nbg group Claire Footfall non business group
- Concierge:** 1 day ago Order #AWZ4RQ1J by non business group
- Order Details:**
  - [S189] Dover Castle General Admission:** Travel Date Sat 22 Nov. 2025, Tickets 1x Adult, Booking Ref 3JWJKCWD, Booking Total £76.00.
  - Dover Castle:** 1 day, 4x Child, Reseller Ref Bobb.
- Standalone:** Confirmed
- Fare:** Advance Online Price

**ITEM QTY TOTAL**

DOVER CASTLE GENERAL ADMISSION ADULT	1	£18.33
DOVER CASTLE GENERAL ADMISSION CHILD	4	£45.00
<b>SUBTOTAL</b>		£63.33
VAT 20%		£12.67
<b>TOTAL</b>		£76.00

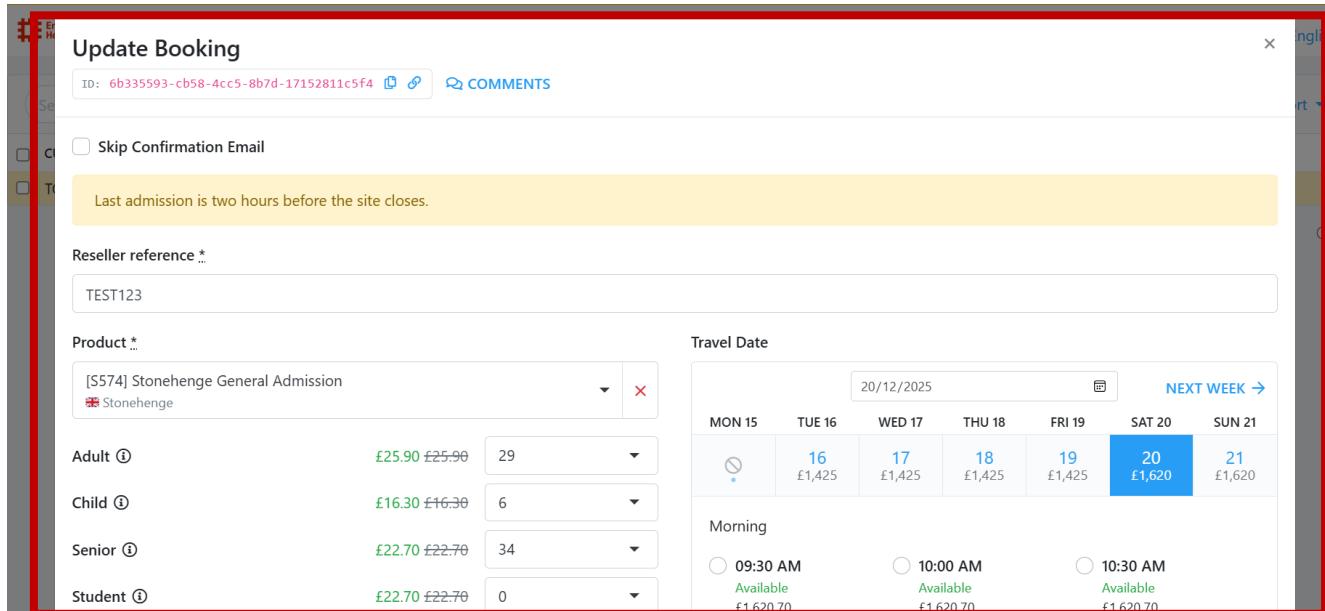
**Public Notes:** Add public notes... **SAVE PUBLIC NOTES**

**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

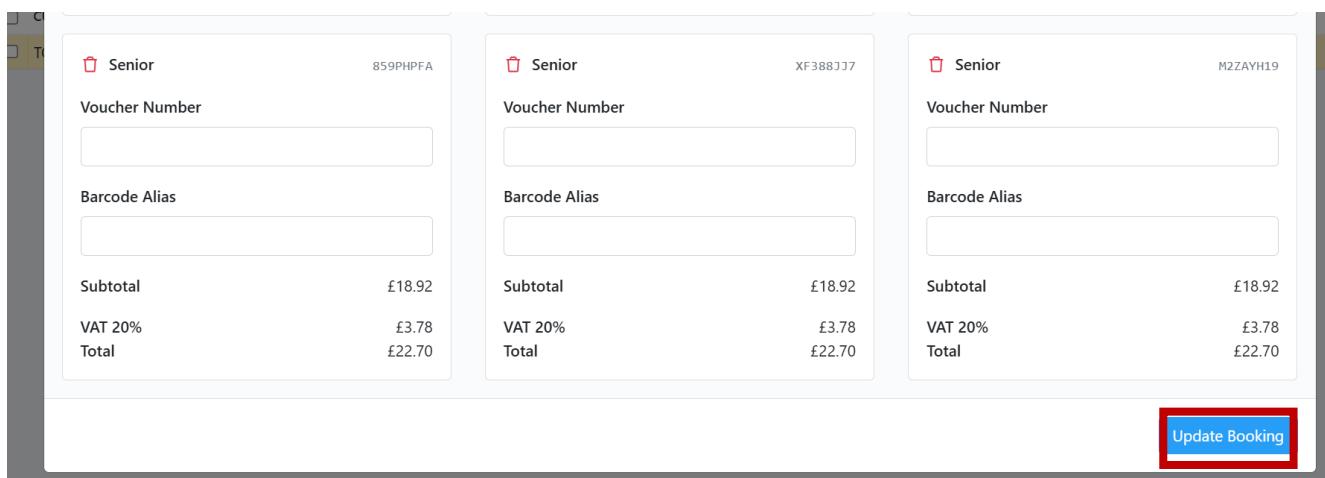
**Step 4:** A pop-up box titled 'Update Booking' will appear on your screen (see screenshot below).



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

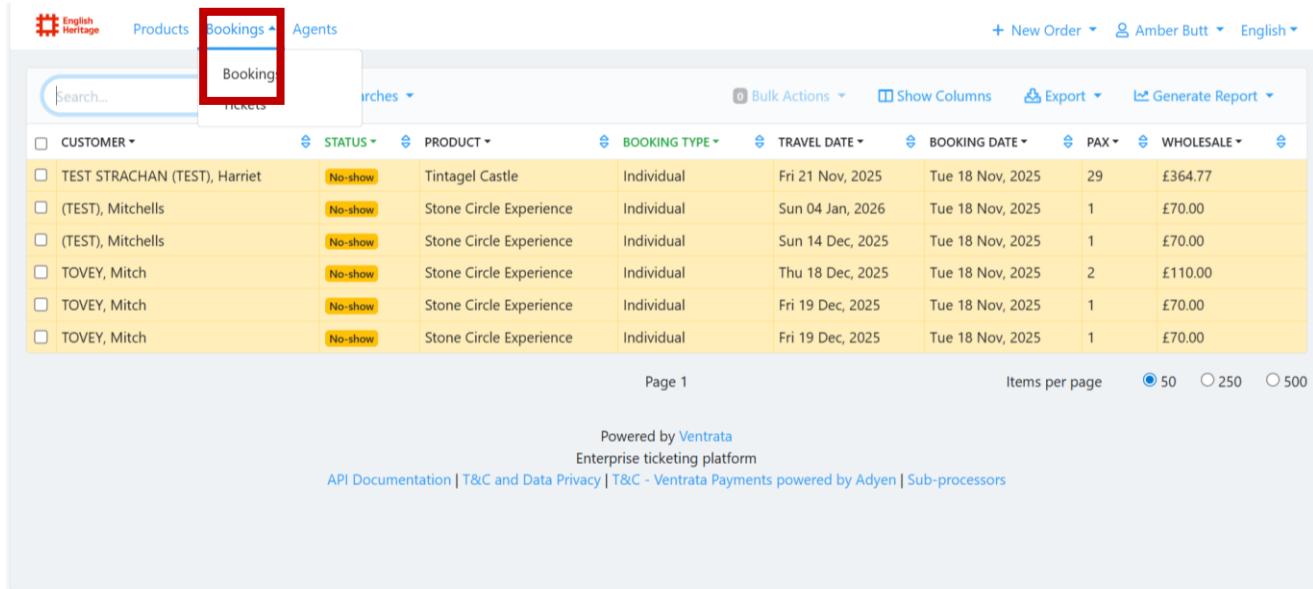
1. Travel date
2. Travel time (under Travel Date)
3. Number of ticket types required

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



## 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).



CUSTOMER	STATUS	PRODUCT	BOOKING TYPE	TRAVEL DATE	BOOKING DATE	PAK	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  500

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