



# Travel Trade Customer Bookings FAQ



## **1. What is Ventrata and why is it being introduced?**

Ventrata is the new booking system for Travel Trade and Group customers. It offers benefits such as:

- Self-serve functionality: You can make, amend and cancel bookings without contacting the call centre.
- One-basket checkout: Book multiple sites, and add-ons such as guidebooks in a single transaction.

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## **2. How do I register to use the new booking system?**

- Go to the Travel Trade Booking [portal](#).
- Click Register New Account.
- Complete the contact information form.
- Click Create Account.
- You'll receive a confirmation email once your account is activated.

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## **3. How do I make a booking?**

- Log in to the Travel Trade portal.
- Select your destination from the list of sites.

- Choose the type of booking (e.g., general admission).
- Fill in mandatory fields (marked with \*).
- Select ticket types and number required, date and time, then click Checkout.
- Complete payment details and confirm your order.

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#### **4. Can I book multiple sites in one transaction?**

Yes, Ventrata allows one-basket checkout, so you can book multiple sites and add-ons together.

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#### **5. How do I cancel a booking?**

- Go to the Bookings tab.
- Select the booking you want to cancel.
- Click Cancel Booking, choose a cancellation reason, and confirm.
- Please see our [bookings terms and conditions](#) for terms relating to cancellations.

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#### **6. Can I undo a cancellation?**

No. Please contact the Travel Trade bookings team at [traveltrade@english-heritage.org.uk](mailto:traveltrade@english-heritage.org.uk) to discuss undoing your cancelled booking.

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## 7. How do I amend a booking?

- Go to Bookings, select the booking.
- Click Make Changes.
- Update details such as travel date, time, ticket type, then click Update Booking.
- Please see our [bookings terms and conditions](#) for terms relating to amendments.

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## 8. How can I view all my bookings?

Click the Bookings tab to see all bookings made in Ventrata.

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## 9. What add-ons can I include in my booking?

Add-ons include guided tours, events, afternoon teas, meals, and guidebooks.

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## 10. Who do I contact if I have issues with registration or booking?

Use the contact details provided in your confirmation email, reach out to your English Heritage account manager or email the [Travel Trade Team](#).

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**11. If I book more than 15 tickets, am I entitled to any additional benefits?**

**Yes:** When you book **15 or more tickets (excluding member tickets)**, you are entitled to **free admission for one coach driver and one tour guide**.

**12. Can I add a large number of tickets to my basket?**

Yes, you can add up to **299 tickets** in one basket.

However, to ensure the system runs smoothly, we recommend keeping your basket size to **200 tickets or fewer**.

**13. Can I make multiple bookings across various weeks?**

Please contact us at [traveltrade@english-heritage.org.uk](mailto:traveltrade@english-heritage.org.uk) to discuss your requirements.

**14. Is the reseller reference number compulsory, and can it include a long series of letters, numbers, or**

## **characters?**

If you are on our Agency Voucher Scheme and invoiced for your visits then yes, the reseller reference number is required. It can include letters, numbers, and characters, but it must be **unique** and is limited to a **maximum of 30 characters**. This reseller reference will be shown on your invoice. If you are not on our Agency Voucher Scheme (not invoiced) then the reseller reference is not mandatory.

## **15. Can a reseller reference be used across multiple sites in the same basket?**

No. Each reseller reference must be **unique** for the reseller and cannot be reused across multiple sites within the same basket.

## **16. Can reseller reference be added at a later stage or edited?**

No, the reseller reference cannot be added at a later stage or edited.

## **17. Can I see all bookings made for my organisation even if they are made by a colleague?**

Yes, you can see all bookings made for your organisation even if made by a colleague and you can edit them.

## **18. We're an Agency Voucher Scheme customer; do we still need to bring a paper or electronic voucher?**

If the number of visitors that you bring on the day matches what you booked in the Bookings Portal, you do not need to bring a voucher as we will invoice you for what you booked in the Bookings Portal. If your numbers will change on the day, please bring a paper or electronic voucher and our site staff will scan it and save a copy on the Bookings Portal for future reference.

## **19. What payment methods are available?**

### **Pay Now**

- Customer pays in full at the time of booking.

### **Pay Later**

- Customer books now and receives an email with the outstanding balance to pay before arrival.

### **Pay on Arrival**

- Customer settles the payment when they arrive at the site.

### **Pay by Invoice (for credit customers)**

- Available for approved credit customers; payment is invoiced after the booking

## **20. Can I still book via email or phone the way I used to?**

No, please now make all bookings via the new bookings portal.

## **21. What happens with bookings up to 27<sup>th</sup> March 2026?**

Bookings for these 7 sites:

1. Stonehenge
2. Audley End
3. Wrest Park
4. Tintagel
5. Osbourne House
6. Dover Castle
7. Battle Abbey

will be available to amend or cancel on the new bookings' portal. Bookings for all other sites should be directed to [bookings@english-heritage.org.uk](mailto:bookings@english-heritage.org.uk) .