HOW TO BOOK FRIENDS’ EVENTS THROUGH CAMBRIDGE LIVE

1. Click ‘Book tickets’ on the far right of the page in the black box.

2. Enter the promotional code which you should have to hand on the back of your Friends’ Newsletter. It will be BOT(and then the month and year of the newsletter). For instance, BOTSEP19. Then click ‘Apply Code’.
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3. Select the time of the event if there are multiple options, then type the number of tickets you want to purchase for either Friend (or Guest if an option) in to the corresponding box. Click ‘Continue’.

4. Click ‘Checkout’.
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5. If you already have a Cambridge Live account, sign in now. If you don’t, click ‘Register now’ highlighted in pink at the bottom.

6. (If you are registering a new account) enter your title, first name, last name, email, confirm same email, phone, Date of birth, make up a password, then confirm the same password. Click ‘Next’.
7. Enter your billing address starting with post code, then full name as it appears on your card, house number, street name, town and county. Press ‘Next’.

8. Tick the small box if you would like to be informed about further Cambridge Live events. If you don’t, just click ‘Next’.
9. Tick any boxes which you are interested in, if none, just click ‘Create my account’.

10. If you would like to donate to Cambridge Live, click ‘Continue with donation’. If you don’t, click ‘Continue without donating’.
11. The Friends’ Newsletter states that ‘we will email or post your tickets to you 7-10 days prior to the event. As this is not an available option on the Cambridge Live website, please select the ‘let me print my own’ delivery method’. Click the dot next to ‘Let me print my own (no charge)’. Click ‘Continue’.

12. Check your address appears as correct in the box, then click ‘Continue’.
13. Check your details are correct, then click ‘Continue’.

14. If you have a gift voucher, put the number in the top box. If you don’t, ignore the top box and go to ‘Card type’ where you can select your card type from the drop-down options.
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enter your long card number, Expiry Date (mm/yy), Start Date (mm/yy), Issue number (if you have one), and finally the Security Code which is the 3 digits on the back of your card. Click ‘Confirm Payment’.

15. You should now receive an email confirmation to tell you that your booking was successful. Please keep this for reference, should you need it as proof of purchase. The Friends’ Office at the Botanic Garden will email post your event tickets to you 7-10 days prior to the event. If you have not received them in that time, please call the office on 01223 336271.

**If you have any difficulty with the Cambridge Live Online Booking system, please call them on 01223 357851, Open Mon – Fri 12 – 6pm, and Sat 10am – 6pm. **