



## Having trouble making a booking?

Thank you for your patience. When people have problems making a booking it is usually something to do with not having cookies enabled on the computer system they are using, whether it is a Mac, iPad, mobile or PC. We advise you to use the latest browser (of whatever type) and enable cookies, then clear your browser history, caches, cookies etc., close the browser and reopen and start over.

With any browser it all depends what version people have and whether they have enabled cookies. With Safari this has a more strict policy regarding 3rd party cookies and without them enabled, when customers go through to make a booking it will say "No bookings or no rooms found" message, or drop from the secure booking form. This could also apply with any other browser.

Here is the link from our FAQ regarding cookies: <http://www.universityrooms.com/en/contact#cookies> which explains how to enable cookies in each browser type.

Furthermore, are you using your own computer or a work computer? If it is a work computer, they may have strict security measures in place which is not permitting you to enter into our booking form/final payment section. They could have something like a cookie blocker in place. If this is the case, then we have no control of such security measures that a person's company has in place for a reason and would advise using a different computer, or asking your IT department for permission to temporarily disable the block to enable you to make a booking.

This information has been provided by Speedy Booker.

If you continue to have problems please contact Speedy Booker by visiting their website to make an enquiry <http://www.speedybooker.com/en-GB/enquiry.aspx>

As the online booking system is provided by Speedy Booker, Murray Edwards Events team are only able to provide limited support in addition to the above. However, if you would like to contact us directly we will try our best! [events@murrayedwards.cam.ac.uk](mailto:events@murrayedwards.cam.ac.uk) or 01223 762267.



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