How to purchase International Student Support tickets at the Online Shop

Step one: finding the International Student Support trips

Go to the Online Shop site: [http://onlineshop.sussex.ac.uk/](http://onlineshop.sussex.ac.uk/). From here you will need to click on Product Catalogue > Trips and Activities > International Student Support.

Step two: selecting the trips you want

Please note that trips will only appear on the Online Shop on or after the date and time they go on sale. They will not be visible before that.

Once the trip(s) you are interested in have gone on sale, you will be able to click ‘Add to Basket’.

**Please note: each student is only able to purchase one ticket for themselves and cannot buy tickets on behalf of friends.**

* We welcome partners of students who are living with the Sussex student, and/or their children, to attend our trips. However, you will not be able to purchase tickets for the whole family online. Therefore, a limited number of tickets for the Autumn term trips have been allocated for students who would like to bring their families. These will be available one week ahead of the online sales, and will need to be purchased in person from the International Student Support Office in Bramber House.

Step three: questionnaire
When you add a trip to your basket you will need to fill in a short questionnaire. This questionnaire will need to be filled out for each trip you add to your basket.

Step four: your basket

You will then see the trip added into your basket. If you only wish to buy the one ticket then click ‘Proceed to Checkout’, or, alternatively, click ‘Continue Shopping’ to browse more trips.

Step five: register as a ‘New Customer’
If this is your first time using the Sussex Online Shop then you will need to register under the ‘New Customer’ section. Alternatively, if you are a returning customer then use your existing email and password.

Fill in all the details on the registration page (see the image on the next page). Please provide the address your bank card is registered to. Tickets are not posted to you, so do not worry about your tickets being sent to the wrong place! You will be sent an E-ticket at the end of the booking process which you will need to print to show the Trip Leader on the day of the trip. Alternatively, you can show them the E-ticket on your phone.
Step seven: entering your payment details – part one

Once you have registered / logged in you will be able to enter your payment details. If your card is registered to your home address then please select that, or alternatively click ‘Add New Address’ to add a different billing address.
Step eight: entering your payment details - part two

Fill in your credit / debit card details. Card details are not saved on the Online Shop, so each time you make a purchase you will need to re-enter your card details.

Step nine: Review and Confirm

Things to review and check before confirming:

- **Date of the trip:** There are trips that run on more than one day, so make sure you have selected the date you want.

- **Billing address and credit / debit card details:** Please check to make sure these are entered correctly.

- **Email address:** Please check to make sure you have entered your email address correctly because your Trip Ticket confirmation email will be send to this address.

If all these are correct then please click ‘Confirm Your Order’.
This is the last stage of the booking process. You will be sent an email to the email address you provided which contains a confirmation of the trip(s) you have booked. You will also be sent separate email(s) for each of the trip tickets you have purchased. **You will need to print this email and bring it with you on the day of the relevant trip as it will act as your ticket. Alternatively, you can show the Trip Leader the email containing the trip ticket on your phone.** You will also need to have your ID card with you.