

How to book online as a **New Customer**

Follow the steps below to select your preferred dates for each workshop or service.

Step 1: Start Your Booking

- Click the **'Book Now' button** on our website.

Step 2: Log In or Create an Account

- Select **'New Customer'** if you've never logged into our portal before.

Step 3: Select Your Child's Year Level

- On the booking page, **choose** your child's **current school year level**.

If your chosen school has exams years in advance and you are unsure which year level to select, please contact our office for guidance.

Step 4: Choose Your Workshops and Dates

- If booking a Program, we recommend having your Program Flyer open while booking to ensure you select all services included in your chosen program.
- Use the dropdown menu to **select and view available dates** for each workshop or service.
- Click **'Add'** to include your selected date and location in your cart. Note that some workshops are multiple days. All session dates for a selected workshop will appear at the bottom of the booking page under 'Selected Sessions'.
- Repeat this process for each workshop or service in your program.

Note: Program discounts are **not applied automatically** at checkout. Our admin team will apply the discount **after your booking is processed**.

Booking Tips

- Book workshops before revision sessions, some important things to note:
 - **Workshops** are labelled with 'Year' at the beginning (e.g. Year 4 & 5 Reading or Year 8 Mathematics). You may need to scroll down from the drop-down menu to see these.
 - **Revision** sessions begin with 'Revision' (e.g. Revision Year 8 Mathematics) and should be taken after workshops are complete – ideally within a couple of weeks of the real exam.
- **Check the venue** column carefully to confirm whether the session is face-to-face or online.
- **Book Essay Correction Service** for the Tuesday after the last day of the relevant writing workshop (e.g. if the workshop concludes on Sat 17/01/26, book essay correction for Tues 20/01/26).

Scheduling Tips

- There is no required order for completing workshops, but we recommend:
 - **One workshop at a time** for best focus and retention.
 - **Only one class per day**—we do not allow multiple bookings on the same day.
 - Starting with **writing workshops**, then moving on to **numerical subjects**.
 - Completing **mathematics before numerical reasoning** workshops.
 - Allowing **at least two weeks between practice exams**, where practical, to give your child time to review and learn from their results before attempting another paper.

Step 5: Finalise your booking

For Non-Program Bookings:

- Follow the prompts **to review and confirm your selected sessions** and **create a new account**.
 - New customers, please provide the email address and contact phone number of the parent or guardian who should be contacted.
- If any of your chosen sessions is scheduled to start within 14 days, or if you prefer to pay now, **select Pay Now**.
- If you intend to pay later AND have chosen sessions that do not start within 14 days, **select Pay Later** – you will receive an invoice via email with a due date for payment.

For Program Bookings:

- If any of your chosen sessions is scheduled to start with 14 days, please **take a screenshot of your chosen sessions** and **email** the screenshot to **info@hendersons.com.au**. We will help you to create an account, finalise your booking and make payment, ensuring that the Program discount has been applied.
- If you intend to pay later AND have chosen sessions that do not start within 14 days:
 - Follow the prompts **to review and confirm your selected sessions** and **create a new account**.
 - New customers, please provide the email address and contact phone number of the parent or guardian who should be contacted.
 - **Select Pay Later** and **Submit**. Then, to ensure the Program discount is applied quickly to your invoice, **contact us** on (03) 9813 0277 or **info@hendersons.com.au** – we will apply the Program discount and send you an amended invoice.