

## 12BOOK - FREQUENTLY ASKED QUESTIONS

### 1. How do I find the booking I made on the website?

**Sign in** to the account you used to make your booking, click **My Bookings** under **My Account**, select the booking you made, and then click "**See Details**".

### 2. Is my booking on 12book.com.bn safe?

Yes, your booking is safe – in particular, your credit / debit card information and other personal details. Your booking is made through **secure https server**; all booking information will be **SSL encrypted** and will take place in a **safe environment**.

### 3. With which credit cards can I pay at 12book.com.bn?

12book accepts bank credit cards which carries **American Express, Visa, and Master Card** logo.

### 4. Can I cancel my booking? If yes, how can I receive the refund?

You can cancel the facilities booked online, before 24 hours of your booking time. Simply **sign in** to the account you used to make your booking, click **Booking Cancellation** under **My Account**. Select the booking you made, click the booking you want to cancel and click "**Cancel**".

You will be contacted by the Facility Provider to provide a copy of your Identity Card, your Bank Account Card/ Book/ Statement and any other relevant documents requested by the facility provider in order to process the refund. Effectively, you could also contact and/or visit the facility provider bringing with you the relevant supporting documents necessary for refund.

### 5. How can I re-schedule my booking?

You can reschedule a confirmed booking cancelled due to unforeseen reason, please contact the Facility Provider to help reschedule your booking(s).

### 6. How long before I receive my receipts?

Your e-receipt should arrive to your email inbox within minutes of booking and payment. If you have not receive the e-receipt, please check your junk / spam folders and double check that you are logged into the correct email account. If no e-receipt have been received, please email [ppp@treasury.mof.gov.bn](mailto:ppp@treasury.mof.gov.bn) .

### 7. How far ahead can I book?

Members can book **up to 30 days** in advance.

### 8. What if I don't cancel my booking and don't show up until the booking date and time?

If you have not cancelled your booking or didn't turn up on the booking date and time, no refund will be provided to the user.

### 9. How do I send an enquiry or feedback?

You may send your enquiry or feedback by emailing to [ppp@treasury.mof.gov.bn](mailto:ppp@treasury.mof.gov.bn). Alternatively, you may also contact our Customer Care Team at **(+673) 2383444**. You can also contact the facility provider itself for any enquiry regarding the facility itself such as pricing for non-profit organization.

### 10. How do I know if my booking is confirmed?

After your successful online transaction, you will receive an **email confirmation** containing the **e-receipt** of your confirmed booking. Please make sure that the email is not moved to your "Spam" or "Junk Mail" folder.

Alternatively, you can also visit [www.12book.com.bn](http://www.12book.com.bn) and **log-in** using your account, click **My Bookings** under **My Account**, select the booking you have made, and then click "**See Details**". You will see your confirmed booking listed.

#### 11. Why do I need to provide my personal details when registering?

It is important to provide your personal details when registering so that we can assist you if you have questions about your booking or when we need to contact you to inform you of any changes, cancellation to the event, or for refund purposes.

#### 12. How do I Register for On-line Bookings?

You can visit our site [www.12book.com.bn](http://www.12book.com.bn), click **Signup** and **provide the information** requested and **sign-up / register**. Should you have any problem during registration, kindly contact Customer Service Unit at **+6732383444** or email to **ppp@treasury.mof.gov.bn** .

#### 13. I can't find my 12book.com.bn sign-up confirmation email.

After signing up, you will automatically receive an email confirmation with a **link** that activates your 12Book account. You can then start using your 12Book account.

If you can't find your confirmation email, check your junk mail folder, or your Social emails if you're using Gmail. If you are unable to find the confirmation email, let us know by contacting our Customer Care Team at **ppp@treasury.mof.gov.bn** or call **+6732383444** for more information.

#### 14. How do I change my password?

If you know your current password, you can change it by following the steps below:

Click in the **My Account -> My Profile**

Click **Edit**

Change Password enabled.

Click **Change Password**

Type your current and new passwords

Click **Submit**

#### 15. How do I log into my 12book account?

To log into your 12book account:

Click **Login**

Key in **Username** and **Password** used while registration / sign-up

If you still can't log in, let us know by contacting our Customer Care Team at **ppp@treasury.mof.gov.bn** or call **+6732383444** for more information.

#### 16. What if I forgot my Password or User ID?

Incase you forgot your **password** or **User ID**, click '**Forgot Password**' on the **Log-in** page. Fill in your **User ID** or **Email ID** and click **Send Mail**. Your new username and/ or password will be emailed to you soon.