

NEW BOOKING SYSTEM: FREQUENTLY ASKED QUESTIONS

WHAT IS ABLER?

Abler is our new online booking platform. It is used widely across football club charities and grassroots clubs and allows you to book sessions, manage participant profiles, and pay securely online.

WHY ARE YOU CHANGING FROM BOOKWHEN TO ABLER?

We are moving to Abler because it is a leading booking platform used widely across football club charities and grassroots clubs. The decision follows detailed consultations with organisations such as Newcastle United Foundation and Sunderland Foundation of Light. Abler will give users a smoother booking experience, clearer session information and better long-term functionality.

DO I NEED TO CREATE A NEW ACCOUNT?

Yes. Your BookWhen login will not transfer. You will need to create a new Abler account from 3 December before booking any sessions.

WHEN CAN I START USING THE NEW SYSTEM?

Abler goes live on 3 December. All sessions taking place from 5 January will be bookable from this date, along with Walking Football sessions on 15 and 17 December.

HOW LONG WILL BOOKWHEN REMAIN AVAILABLE?

BookWhen will stay active until 19 December 2025. After this point all bookings must be made through Abler.

CAN I BOOK FOR MORE THAN ONE PERSON IN THE SAME TRANSACTION?

At the moment Abler does not support multi-participant checkout. This means you cannot book for siblings, family members, or friends in one transaction. The Abler team is working on this improvement and it should be available during 2026. For now you will need to complete separate bookings for each participant.

DID YOU KNOW THERE'S AN APP TO BOOK?

We encourage all customers to download the Abler app. Using the app, you can create player or participant profiles which make sign-up and checkout quicker and easier. The app also allows you to manage bookings on the go. To download the app, search abler in your device's app store.

WHAT HAPPENS TO BOOKINGS ALREADY MADE ON BOOKWHEN?

Any confirmed bookings on BookWhen will still be honoured. You do not need to rebook them.

WILL MY PAST BOOKING HISTORY MOVE ACROSS TO ABLER?

No. Your old records will remain in BookWhen, which you can access until 19 December 2025.

WILL PRICES OR SESSION TIMES CHANGE?

No. The move to Abler does not affect pricing or scheduling.

IS THE PAYMENT PROCESS DIFFERENT?

The checkout process will look slightly different but remains simple and secure.

WILL MY DISCOUNT CODES OR MEMBERSHIPS STILL WORK?

Yes. Any valid discounts will continue to work in Abler.

CAN I BOOK USING MY MOBILE?

Yes. Abler is fully accessible on mobile, tablet, and desktop. Using the app can make this even easier.

DO I NEED TO CLOSE OR CANCEL MY BOOKWHEN ACCOUNT?

No. You can simply stop using it once you move to Abler. BookWhen access will end on 19 December 2025.

WHEN WILL SOCCER SCHOOLS AND GOALKEEPER DEVELOPMENT SESSIONS BE BOOKABLE?

These sessions for February half term will launch in January. Keep an eye on email, our website, and social media for the release date.

WHAT IF I HAVE A QUESTION THAT ISN'T ANSWERED?

Contact community@nottinghamforest.co.uk

OR

Check out Abler's handy guides here: <https://help.abler.io/en/support/solutions/67000389771>