
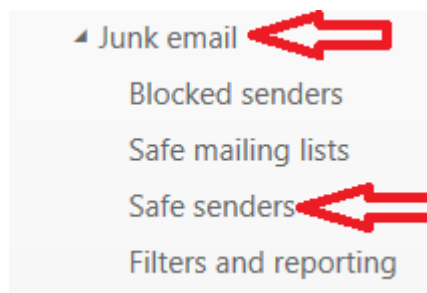


Haven't Received Your Booking Confirmation Email And You Are A Hotmail Account Holder

Hotmail and Outlook have changed their security setting and emails from Trybooking.co.uk are now going straight through to the 'Junk' folder rather than the 'Inbox' folder. In some cases, they are being blocked out altogether. Here are some simple steps that you can do to ensure that the booking confirmation email comes straight to your Inbox.

Within your Hotmail/Outlook account there is an icon in the shape of a gear on the top menu bar in the right hand corner. (See location below) 

Click on this icon and you will automatically see a drop down menu. From this drop down list you will need to select '**Options**'. This will take you to the page where you can adjust your junk mail filters by selecting '**Safe senders**' located under the heading **Junk email**.



Once you have clicked on the 'Safe senders' link it will take you to a page to input the email address of a safe sender

From here you will be able to add **trybooking.co.uk** in the '**Sender**' or '**domain to mark as safe:**' field, and press the **+** button and then **Save** at the top left corner of the dialogue box



Safe senders

If you want to receive email from a sender or domain, add the address to the box below, click the plus (+), then save.



Once you have done this, please use the [Recover Lost Tickets](#) function on the Trybooking.com website. This will resend the confirmation email straight to your email inbox. Updated 14th July 2016