**Q1. How can I pay for entertainment if I don’t have a smartphone?**

Pick up the phone and press the operator button to talk to our customer care team. You will need your physical payment card with you. You will not be charged for this call.

**Q2. Do I need to register on the Bedside Unit to be able to purchase entertainment packages? and what happens if I change Bed/Ward?**​​

If you are not registered on the Bedside Unit, you will need to register before purchasing a entertainment package. When registering you will need to supply your Title, Initial, surname and DOB.

If you move beds / wards, you will carry over any entertainment packages you have purchased by logging into your account on the Bedside Unit.

​**Q3. ​Can I telephone the Call Centre to process a payment?**​

YES, pick up the phone and press 0 on the keypad to talk to our customer service team. If you don’t have a smart device, this will be the only way to pay.

​**Q4. Can I send multiple emails and SMS messages for people to pay for my entertainment package?**​​​

YES, you can send multiple SMS messages/emails to persons who can purchase the entertainment package​​​​.

**Q5. Can multiple people buy the same entertainment package at the same time?**​​

NO, if you send multiple text messages/emails to friends and family, the first person who clicks on the link is the only person able to make the purchase.

**Q6. What happens if I send someone a Text or Email and they change their mind and decide not to pay?**​​

* If the person you sent the text or email has not clicked on the link, you can re-send the text or email to someone else.
* If the person has changed their mind after they have clicked on the link, they will then need to select ‘Unreserve Purchase’ to release to the payment option to someone else.

**Q7. Can I send a QR/Text/Email whilst a package is running, or do I need to wait until the current package has ended?**

If you already have a entertainment package, any further purchases will be start immediately and the remaining time of the first package will carry over and play afterwards.

For example, A patient has purchased a 3 day TV only package, however on the 2nd day they wish to watch movies. The patient will purchase the movie package which will start immediately, the remaining days of the TV package will carry over to after the movie package has expired.

**Q8. Can I pay with my credit or debit card?**

YES, select the option (Pay360) to purchase.

**Q9. What happens when I select PayPal?**​​

When selecting PayPal, you will be prompted to login with your PayPal credentials.

**Q10. Can I pay by Apple or Google Pay?**​​

YES, if you have Apple or Google pay on your mobile device, you pay for the entertainment package by following the on-screen instructions on your mobile device​​.

**Q11. I have changed my mind, how do I go back to the main screen?** ​

You can quit at any stage of the process by pressing the back button​.