

Every Move FAQs:

Big Norfolk Holiday Fun

What is Every Move?

Every Move is a bespoke activity finder which has been developed by Active Norfolk. It is the official booking system for Big Norfolk Holiday Fun.

You can list your activities and take bookings and payments through Every Move. Our team will help you set up your promotional profile or booking profile, and are on hand if you need any help.

Do I have to use Every Move?

All providers should have a promotional profile, where you list your activities. Those who have signed the new T+Cs are also required to use Every Move to take bookings, unless otherwise indicated in your Marketing Form and agreed with the team.

Is the payment system secure?

We are using a secure third-party app called Stripe to manage the payment infrastructure of the website. Your bank details will be held on this secure system, not stored on the Every Move website. You can view Stripe's [privacy policy](#) for further information.

Do I have to pay for Every Move or Stripe?

Having an account on Every Move is completely free.

You do not need to pay for the Stripe Account. All costs will be absorbed by the Big Norfolk Holiday Fun programme.

Are there any tutorials or demos on Every Move?

A user guide and demo video on how to use and maintain your Every Move account is available. These can be accessed through the [Knowledge Hub](#). If you are unable to find what you're looking for, our designated Every Move team can support you - simply email everymove@activenorfolk.org

What are the benefits of Every Move?

- Automation: Once a booking is made, an email notification will be sent directly to your inbox.
- Minimise 'no-shows': Families are only able to book children onto one activity per slot, reducing double booking issues.
- Attendance sheets: You will be able to generate quick attendance summaries for administration purposes.
- Online payments: Paid Non-HAF placements can be made online and will go straight into your bank account.
- Less administration: Online bookings will be visible to the NCC team and reporting back will be reduced.

What information is collected when people sign up?

Information collected includes the attendee's full name, date of birth, gender and postcode, as well as any dietary or accessibility requirements. The registration form also collects the name of their school, emergency contact details and their consent for photography.

Can I ask my own questions in the sign up form?

If you need to ask a specific question for one of your activities, you can request this information when users are signing up to save time.

Where can I get further information or help?

Our team are always on hand to help or answer any questions. For Every Move specific questions, email everymove@activenorfolk.org - or you can email providerbnhf@norfolk.gov.uk with any Big Norfolk Holiday Fun related questions.