Workshop bookings update: Tuesday (PM) 27 October 2026

To all WEM26 attendees:

Please check your inbox for the latest update from us about workshop registration.

To help reduce the risk of further disruption to our website, we'll be sharing any future workshop registration updates directly with attendees by email rather than posting them publicly. Please keep an eye on your inbox, including your junk or spam folder.

Thank you for your patience and understanding.

Workshop bookings update: Tuesday 27 October 2026

Thank you for your patience while we work through the issues experienced during yesterday's workshop registration launch. We know this has been frustrating, and we appreciate you bearing with us while we check everything carefully.

We want to reassure you that workshops are not sold out. Some sessions appeared to be at capacity yesterday, but we believe the stock numbers may have been affected by the website crash. As of this update, we can confirm that only one session is currently sold out. More spaces will be released in the second wave.

Our team is currently:

- Checking orders where payments were taken and processing refunds where duplicate payments were made.
- Checking that completed orders match the sessions showing in each attendee's My Account area.
- Confirming the number of spaces available for each session before reopening workshop bookings.

The agenda page is temporarily closed while we complete these checks. This gives us time to make sure the information is accurate before bookings reopen.

We'll contact all attendees as soon as we have a further update. Thank you again for your patience and understanding.

Regarding Workshop Bookings, Monday 26th October 2026.

To all our WEM26 attendees,

We're very sorry for the disruption to workshop registration today. We know many of you made time to be online for the opening at 12pm, only to find yourselves unable to load the website, complete your bookings or understand whether your spaces had been secured.

We want to reassure you that workshops are NOT sold out. If you are currently unable to view or book sessions, this does not mean that all spaces have been taken. We will contact all attendees as soon as we have an update, including clear information about the next steps for registration.

We also want to explain what happened, what we had put in place ahead of registration and what we are working through now.

In previous years, the surge in visitors when workshop registration opened has caused problems with our website. These have usually been resolved quickly by our IT team increasing server capacity.

We have also experienced issues with the previous registration process, which immediately booked attendees onto free workshops when they clicked "register". When several people registered simultaneously, this could result in bookings exceeding the available spaces. Room capacities are there for everyone's safety, and we work closely with Dynamic Earth to keep bookings within those limits.

We took both of these issues seriously when preparing for this year's release. We increased our server capacity in advance, worked with our IT team to prepare for the additional traffic and tested the revised booking process before registration opened.

The new process allows you to add sessions to your basket and reserve those spaces for 15 minutes while you make your choices. Completing checkout confirms your bookings. If checkout is not completed within that time, the reservations expire and the spaces become available to other attendees.

Despite those preparations, our IT team has confirmed that the website experienced a distributed denial-of-service attack, commonly known as a DDoS attack, as registration opened.

This means the website was flooded with requests, overwhelming its ability to respond to genuine visitors. Our IT team reported a rise from around 1,500 expected requests to approximately 27,000, making the website unavailable.

Our IT team has reassured us that your personal information is safe and has confirmed that there was no data breach associated with this incident.

During the disruption, the WEM team also lost access to both the public website and its administration area. This meant we could not reliably check bookings or resolve individual problems while our IT teams worked to investigate the incident and block malicious traffic.

During brief periods when access returned, we could see that some attendees had successfully completed bookings. We could also see baskets containing sessions where checkout had not been completed. We recognise that some of you may have selected your workshops and then been prevented from completing your booking when the website stopped responding.

We are reviewing what happened to those bookings and baskets so we can give you clear information about the next steps. We do not want to make promises about recovering spaces before we have confirmed what is possible.

We know how much planning goes into choosing your workshops, and how disappointing and stressful this experience has been. Although the attack was outside our control, we recognise that you were relying on our booking system and were left without the experience or clarity you needed.

We are truly sorry.

We are a small team who cares deeply about this community, and we are working with our IT teams to establish a reliable way forward. Workshop spaces remain available, and we will contact all attendees as soon as we have an update. You do not need to keep refreshing the agenda to find out what happens next.

Thank you for your patience with us and with the team responding to your messages.

- The WEM Team