Booking Form Not Submitting

Site Nitro: Estimator · https://sitenitro.com/docs/booking-form-not-submitting/

If customers are filling out the Reserve Your Spot booking form but nothing happens when they click Continue or the payment button, this article walks through every cause and fix.

Understanding How the Form Works

Before troubleshooting, it helps to understand how the booking form submits data. The form uses AJAX — it sends data to WordPress in the background without reloading the page. If AJAX is blocked or failing, the form will appear to do nothing when submitted.

The lead is saved to your database at the moment the customer clicks the payment button — not when they complete the payment. If a lead appears in **SN: Estimator → Leads** but the form seemed unresponsive, the submission actually succeeded.

Step 1 — Check for Validation Errors

The most common reason the form appears not to submit is a failed validation check — a required field was left empty or filled incorrectly.

When a required field fails validation, a red error message appears below that field and the form stays on the current step. The error messages are small and can be easy to miss, especially on mobile.

Common validation failures:

- **Step 1** — Name, email, or phone left empty (phone is required when configured as such in Lead Capture settings)
- **Step 1** — Email address entered in an invalid format
- **Step 3** — Address fields left empty when the address step is set to required

Go through the form carefully and check for any red text below the input fields.



Step 2 — Check the Browser Console for JavaScript Errors

If validation is passing but the Continue button still does nothing, a JavaScript error is likely preventing the form from advancing.

1. Open the calculator page in Chrome or Firefox.
2. Right-click and select **Inspect**.
3. Click the **Console** tab.
4. Fill out the form and click Continue or the payment button.
5. Look for any red error messages in the console at the moment you click.

Report any errors you see — especially errors that mention `sne`, `sneData`, or `admin-ajax.php`. These point directly to the issue.

Step 3 — Confirm the AJAX URL is Available

The booking form submits data to `admin-ajax.php` — a standard WordPress endpoint. If this endpoint is blocked or returning an error, form submissions will silently fail.

To check:

1. Open the browser console on your calculator page.
2. Type `sneData.ajaxUrl` and press Enter.
3. You should see a URL ending in `/wp-admin/admin-ajax.php`.

If `sneData` is undefined or `ajaxUrl` is missing, the plugin scripts are not loading correctly. See Calculator Not Showing on My Page for script loading diagnostics.

If the URL is present, check whether the endpoint is reachable. In your browser address bar, navigate to the `admin-ajax.php` URL directly. You should see the response `0` — this is normal and means the endpoint is working. Any other response (404, 403, 500) indicates a server-level block.

Step 4 — Check for Security Plugin Interference

Security plugins — particularly those with firewall features — sometimes block AJAX requests from the front end of your site, treating them as suspicious activity.

Common security plugins that can cause this:

- Wordfence
- iThemes Security / Solid Security
- All In One WP Security
- Sucuri

To test: temporarily deactivate your security plugin, submit the booking form, and check whether a lead appears in **SN: Estimator → Leads**. If it does, the security plugin is blocking the AJAX request.

Fix: Add an exception in your security plugin for the `sne_submit_lead` AJAX action, or whitelist requests to `admin-ajax.php` from your own domain. Refer to your security plugin's documentation for how to add AJAX exceptions.

Step 5 — Check for Caching Plugin Interference

Some caching plugins cache AJAX responses, which can cause form submissions to appear to succeed but actually return stale cached data. Others block AJAX requests entirely on cached pages.

Fix: In your caching plugin settings, confirm that AJAX requests to `admin-ajax.php` are excluded from caching. Most caching plugins do this by default, but aggressive configurations may override it.

If you are using Cloudflare, confirm that `admin-ajax.php` is not being cached at the Cloudflare level. Go to your Cloudflare dashboard and add a Page Rule or Cache Rule to bypass cache for URLs containing `admin-ajax.php`.

Step 6 — Test with Default Theme and No Other Plugins

If Steps 1–5 have not resolved the issue, isolate whether the problem is a plugin conflict or theme conflict.

Test with plugins disabled:

1. Deactivate all plugins except Site Nitro: Estimator.
2. Submit the booking form.
3. Check **SN: Estimator → Leads** for the submission.
4. If it succeeds, reactivate plugins one at a time until the form stops submitting — that plugin is the conflict.

Test with default theme:

1. Go to **Appearance → Themes** and activate Twenty Twenty-Four.
2. Submit the booking form.
3. If it succeeds with the default theme, your active theme has a JavaScript conflict.

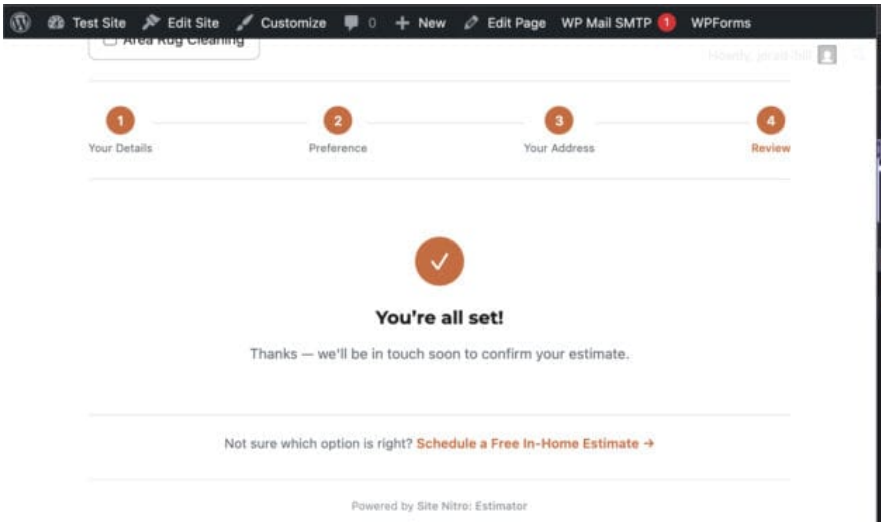
Step 7 — Check the Network Tab for AJAX Response

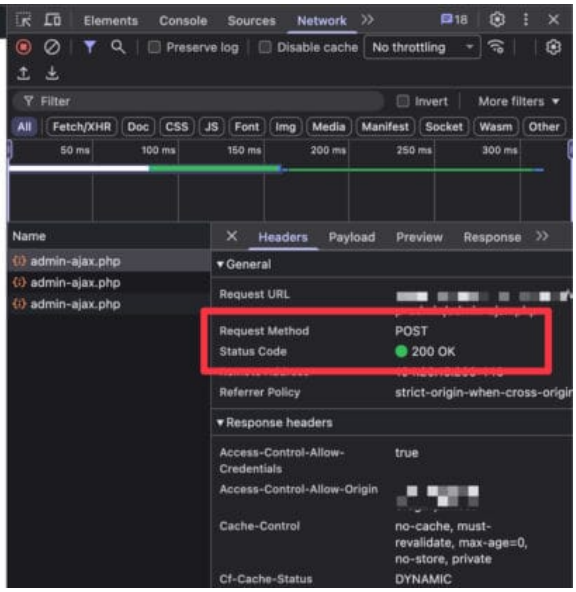
The Network tab in your browser's developer tools shows the actual server response when the form submits, which is the most precise diagnostic available.

1. Open the calculator page with developer tools open (**F12** or right-click → Inspect).
2. Click the **Network** tab.
3. Fill out the booking form completely and click the payment button.
4. Look for a POST request to `admin-ajax.php` in the network log.
5. Click that request and check the **Response** tab.

What the responses mean:

Response	Meaning
`{"success":true}`	Submission succeeded — lead is saved
`{"success":false,"data":{"message":"..."}}`	Submission reached PHP but failed — check the message
`0`	The AJAX action was not found — plugin may not be loading correctly
`403` or `401`	Security plugin or server blocking the request
`500`	PHP error on the server — check your error log
No request appears	JavaScript error prevented the AJAX call from firing





Step 8 — Check Your PHP Error Log

If the Network tab shows a 500 response or a `{"success":false}` with an unhelpful message, a PHP error may be occurring during the lead save process.

Ask your hosting provider how to access your PHP error log, or enable WordPress debug logging temporarily:

Add these lines to your `wp-config.php` file:

```
define( 'WP_DEBUG', true );
define( 'WP_DEBUG_LOG', true );
define( 'WP_DEBUG_DISPLAY', false );
```

Submit the booking form, then check `/wp-content/debug.log` for any errors. Share the relevant error lines with support.

> **Remember** to remove or disable these lines after troubleshooting — leaving `WP_DEBUG` enabled on a live site can expose sensitive information.

Still Not Submitting?

If you have completed all eight steps and the form still does not submit, contact support at sitenitro.com/support with:

- The response shown in the Network tab for the `admin-ajax.php` request
- Any errors from the browser Console tab
- Your WordPress version and PHP version
- Your hosting provider name
- A list of active plugins and your active theme

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Need help? Visit sitenitro.com/plugins/estimator *or contact support.*