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Booking Form – Guidance Notes

Harrold Centre is now using The Hallmaster Online Booking System. Hopefully it is fairly self-explanatory, but this brief guide will show you how to make the most of it.

To make a booking request from the weekly calendar or scheduler, first check that the room(s) is available for the time you require. Click (tap) on the + symbol on the date you wish to book. You will then be asked which rooms you require: tick the room(s) that you want to include for this booking.

If you are making a booking request for the first time, you will be asked to enter your contact details and a password so that you can track your booking status, any changes that are made, plus view any invoices and payments linked to that booking, in much the same way you would with an online shopping website. You will also be asked to select the Activity Type (of the Event): this will normally be 'Class' e.g. Yoga, 'Dance' etc. and would typically be a recurring booking; or 'Meeting' or 'Party' - which covers any general social gathering. If none of these feel right, select 'Other External Event'.

Once you have done this, you will need to complete the rest of the booking request form as follows:

Event Name: This is the name of the event you are booking.

Number of People Attending: Enter the estimated maximum number of people who will be attending the Event


Start Date/Time: The start date and time of the event. If this is a recurring booking, this is the start date and time of the first event in the series. [*Note: you may get a message saying there is a conflict or the times don't work – wait until you have put the end time in before worrying about this – it will probably disappear*]

End Date/Time: The end date and time of the event. If this is a recurring booking, this is the end date and time of the **first** event in the series.

Note- the system will add a buffer of 30 minutes between events, so you will see a message that this will be added after your event, and will need to be taken into account when checking for clashes in the diary.

Recurring Booking: If this is a recurring booking for multiple dates, tick this box and choose the booking frequency (eg Daily, Weekly etc), along with how many additional dates you want to add to this series. Individual dates in a series can be amended to a different date or time. To move an individual date in a series to a different room however, you will need to contact the Booking Secretary to do this for you once the booking has been created. Make sure to click on the green Check

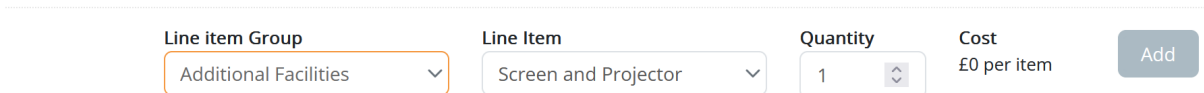
Availability button. If there is a clash of bookings at any date, time or room, a red error message will display saying 'The dates of this booking clash with other dates in the calendar, or they don't end after they begin'. You can then check the weekly calendar or scheduler at the top of the screen to see where the clash is and amend the booking accordingly. Note: You cannot proceed with creating a booking request while there is a clash.

TOOLTIPS On any page in the software, look out for the  icon – hover over this icon (or tap on mobile) to see more information about the particular field or section it relates to.

Activity: This is the general 'type' of booking you are making. Choose from the options : this will normally be 'Class' e.g. Yoga, 'Dance' etc. and would typically be a recurring booking; or 'Meeting' or 'Party' - which covers any general social gathering. If none of these feel right, select 'Other External Event'.

Line Item Group: Additional Facilities. The Centre has a number of additional facilities which you may require these are listed here:

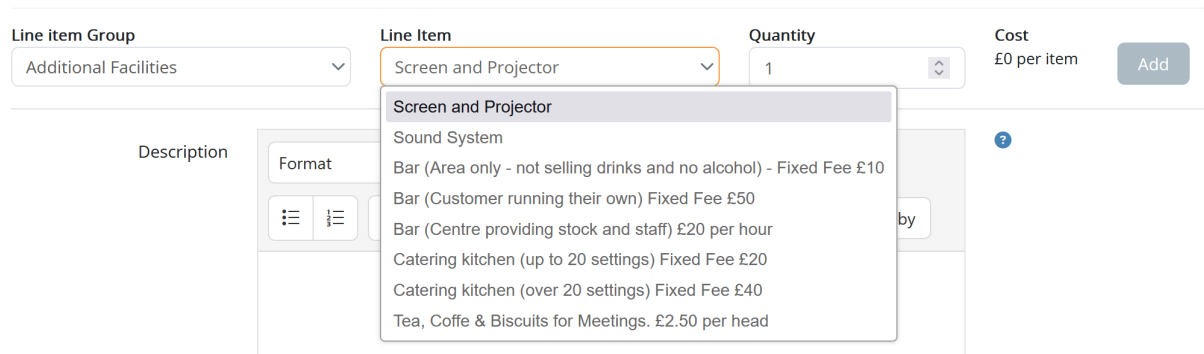
Additional (Line) Items




The screenshot shows a form with four main sections: 'Line item Group' with a dropdown menu set to 'Additional Facilities'; 'Line Item' with a dropdown menu set to 'Screen and Projector'; 'Quantity' with a numeric input field set to '1'; and 'Cost' with the text '£0 per item'. An 'Add' button is located to the right of the 'Cost' field.

Click (tap) on the **Line Item** drop-down box (arrow) to display these options:

Additional (Line) Items



The screenshot shows the same form as above, but with the 'Line Item' dropdown menu open. The menu lists several options: 'Screen and Projector', 'Sound System', 'Bar (Area only - not selling drinks and no alcohol) - Fixed Fee £10', 'Bar (Customer running their own) Fixed Fee £50', 'Bar (Centre providing stock and staff) £20 per hour', 'Catering kitchen (up to 20 settings) Fixed Fee £20', 'Catering kitchen (over 20 settings) Fixed Fee £40', and 'Tea, Coffe & Biscuits for Meetings. £2.50 per head'. The 'Screen and Projector' option is currently selected.

Select whichever option you require, amend the quantity (if necessary – see below) and click  . Repeat for each additional facility you require.

You only need specify quantity for two of these options, otherwise leave the quantity at 1. For Bar (Centre providing staff and stock) enter the number of hours you wish the bar to be open + 1 (½ hr set up + ½ hr clean up). For teas & coffees etc. enter the number of people requiring refreshments.

Description: You can put as much or as little information about the event itself, including prices, what to bring and links to websites etc.

Privacy: There are 3 privacy settings for bookings: 1. Private: The Weekly Diary and Scheduler will only show the time the event is booked for and whether the booking is Requested or Confirmed. The booking will display as 'Private Event' and not show your Event Name, description or your contact details. 2. Public – Contact Details Hidden: The Weekly Diary and Scheduler will show the Event Name and a link to the description but will hide your contact details (eg name, email address, telephone number etc), once the booking has been confirmed by an administrator. If the event is still to be confirmed, the calendar will continue to display as 'Provisional Booking' 3. Public: The Weekly Diary and Scheduler will show the Event Name and a link to the description and your contact details, once the booking has been confirmed by an administrator. If the event is still to be confirmed, the calendar will continue to display as 'Provisional Booking'. Unless you feel strongly, it is nice for local residents to see what activities are going on in the Centre, so we ask that, in normal circumstances, you select option 2 or 3

Terms & Conditions: If this tick box shows, then the venue has provided a terms and conditions document that you will need to agree to before proceeding with your booking.

Local Resident: This asks for confirmation that you are a local resident (Harrold, Carlton and Odell) – if you are not local you will be charged the full rate which is an uplift of c. 11%. Note that this does not show on your initial on-line booking but will be reflected in the invoice.

Save Booking: Once completed press Save and the request will automatically be sent to the Bookings Secretary, you will also receive an email from us confirming that the request has been sent – this is **not** confirmation of your booking. You will then be taken to your Hallmaster dashboard to view your bookings and invoices.

The Bookings Secretary will review your provisional booking and may contact you for clarification; you will then receive an email confirming your booking.

Additional Bookings: You can always make other booking requests from the Centre's Calendar/Scheduler or by using the Request Booking button in the Bookings page of your Hallmaster Dashboard.

Email Verification: You may see a message on the dashboard regarding email verification – if so, press the button to send a verification email to your registered address. You won't receive any further booking/invoice emails until this is done. If you don't see the verification message in your inbox, then please check your spam/junk folders and make sure our emails are not being blocked by a filter or rule in your email service.

Please note any queries should be addressed to the Bookings Secretary and not directly to Hallmaster.

View your Bookings, Invoice and Payments: Once logged in to your own account, you will be taken to a list of your bookings where you can see an overview of their dates, times and status, and any invoices that are due for payment.

Filtering and Searching: You can easily sort the columns in the booking grid by clicking on the column heading. Eg Booking Name sorts your bookings in ascending/descending order etc. You can also search for specific bookings using the search icon in each column heading. When a search is being applied, the icon will change colour to pink. To clear the filter and display all of your bookings, click on the Clear Filters button.

To search for historical bookings, select the range you want to view from the drop-down menu. The older the items, the longer it will take to load them. If you wish to, you can print the list of your search results for your records.

Download and Print Invoices: To view, download and print an invoice from your control panel, go to the Invoicing page or click on the blue Invoicing icon on the far right of the bookings in the Bookings page. You may have already received a copy of these invoices by email from the Venue.

View Payment History: When in either of the above Invoicing pages, click on the blue Shopping Cart icon to see a list of payments against each invoice. Multiple Venues: You may have bookings with multiple venues that use our software. You can easily change which venue you are viewing the information for by selecting them from the dropdown menu at the top of the page.

Change Requests: You can request changes to your existing future bookings. To do this, find the booking in the Bookings grid and press the change requests button (shown as a pencil icon). Note – if you don't see this icon, then that means that the booking is in the past. On the Request Booking Changes page, you can alter various properties of your booking, including the dates/times, description and privacy status etc. To request a cancellation for the booking, click the red 'Cancel Booking' button. If this is a series of bookings then you can click the red X icon next to the individual date you want to cancel as necessary. Once you are happy with the requested changes, press the green 'Request Changes' button to send this to the venue administrators. Please note that your changes do not take effect straight away, and will need to be reviewed and confirmed by the administrators first