Customer User Guide

Welcome!

The Hallmaster Online Booking System is currently being used by this Hall or Venue and this brief guide will show you how to make the most of it as a customer.

To make a booking request, from the weekly calendar or scheduler, click on the + symbol on the date and room you wish to book. 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, much in the same way you would with an online shopping website.

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

Rooms: Tick the room(s) that you want to include for this booking. If booking the whole Venue, make sure all the boxes are ticked.

Name: This is the name of the event and if the booking status is set to Public, will appear in the calendars and will in turn link to the event description. This is ideal if you are running a class or public meeting. If you don't want this to appear, you just need to set the booking privacy status to Private.

Please note any specific queries should be addressed to your Hall or Venue Administrators and not directly to Hallmaster.

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.

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.

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.

Recurring Booking: If this is a recurring booking eg: for a class or course, tick this box to be given the different options of Daily, Weekly etc. along with how many additional dates you want to add to the 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 ask the Hall or Venue Administrator to do this for you once the booking has been created.

Customer: Start typing your name or email address and your name will be displayed for you to select. (note: you need to type at least three letters to enable the auto-search) Alternatively, click on the drop down arrow to retrieve your details.

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

Privacy: There are 2 privacy settings for bookings:

1. **Public:** The Weekly Calendar 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'*

2. **Private:** The Weekly Calendar and Scheduler will only show the time the event is booked for, whether the bookings status is set to Requested or Confirmed. The booking will display as *'Private Event'* and not show your Event Name or a link to the description and your contact details.

Number of People Attending: This should be just an approximate number but it is not a required field.

Special Requirements: This can be a list of any specific requirements such as tables and chairs, use of kitchen etc.

Extra Form Items: If enabled in the Manage Halls section, they will appear here and may include a requirement for a PRS or Alcohol Licence.

Terms & Conditions:
The majority of Halls venues have a link to their terms & Conditions and this box will need to be ticked if displayed.

Save Booking: Once completed, when you press Save, the request will automatically be sent to the Hall or Venue Administrator for processing. **Note:** You will also be shown a link that will take you to your bookings and invoices.

Additional Bookings:
You can always make other booking requests from the Hall or Venue's Calendar/Scheduler, or by logging in using the Customer Login link at the top of the Weekly Calendar/Scheduler or by using this link http://v2.hallmaster.co.uk/Account/Login, using the Create New Booking button in your account.

Additional Dates:
When creating a new booking request, to add additional dates, just change the number of additional dates and these will be added to the bottom of the list for you to amend if necessary.

Tip: Make sure you regularly
Re-Check the Availability. *Large numbers of bookings in a series may take time to be checked by the system so please be patient!*

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.

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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. Enter all or part of the booking name or amount and click on filter. To clear the filter and display all of your bookings, click on the Clear Filter button.

To search for historical bookings, tick the box that says 'Include bookings in the past'

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, click on the blue Hallmaster icon 🏛 on the far right to see a list of invoices linked to each booking. Next click on the 👁 icon to see the invoice details and download button. Click on this to get a copy of the invoice downloaded to your computer. You may have already received one automatically by email from the Hall or Venue Administrator.

View Payment History:

When in the Bookings page, click on the blue Hallmaster icon 🏛 on the far right to see a list of invoices linked to each booking. Next click on the 🏛 icon again to the right to see the payment details.

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