

# Hallmaster Customer User Guide

Version 1.1

The Hub is using the Hallmaster Online Booking System. This brief guide will show you how to make the most of it as a customer. It will hopefully give you better control over your bookings and simpler Invoice/Payment.

You can make an online booking request from **The Hub Calendar (Schedular)** page by clicking on the + symbol next to the date 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, and view any invoices and payments linked to that booking, much in the same way you would with an online shopping website.

Note: If you do not see the + symbol next to the date of your choice then, either all booking slots have already been taken for that day, or exceptionally, online booking has been disabled for that day for an admin reason. Please choose another date or contact [The Hub Manager on 07761 843165](mailto:manager@magorandundyhub.org), or email:- [manager@magorandundyhub.org](mailto:manager@magorandundyhub.org), for more information.

**An example of a blank Hub Calendar (Schedular) is shown below.**  
**This is a Months view, but you can be shown as a week, day or Agenda (List)**

The HUB

Select Room: All Rooms (dropdown) | All Rooms for this venue | A [slider] A

Main Hall | Small Hall | Meeting Room 1 | Meeting Room 2 | Foyer | Kitchen

Click on an event to view more details. To make a booking request click on the +.

Print / PDF | Switch to Admin View

November 2023 [calendar icon] < > Today | Month | Week | Day | Agenda

Mon	Tue	Wed	Thu	Fri	Sat	Sun
+30	+31	+1	+2	+3	+4	+5
+6	+7	+8	+9	+10	+11	+12
+13	+14	+15	+16	+17	+18	+19
+20	+21	+22	+23	+24	+25	+26

Please note any specific queries should be addressed to the Hub Manager and not directly to Hallmaster.

Once you have clicked on the + symbol, you will need to complete the rest of the booking request form on the Hallmaster site as follows:

**Name:** This is your name for the event you are booking, e.g. Fred's 60th Celebration, Children's Playscheme, Sue's Party, etc.

**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 still the end date and time of the first event in the series. Please remember that overnight bookings are not allowed.

### TOOL TIPS

On any page in the Hallmaster booking system, look out for the **? mark** icon, hover over this icon to see more information about the particular field or section it relates to.

**Recurring Booking:** If this is a recurring booking for multiple dates, tick this box and choose the booking frequency (e.g. 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.

Make sure to click on the green Check Availability button. If there is a clash of bookings at any date or time 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 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. If it is one or two date clashes, we would suggest removing them from the list but request all the other dates.*

The screenshot shows a booking form with the following fields and options:

- Start Date / Time:** Wed 06/09/2023 20:00
- End Date / Time:** Wed 06/09/2023 21:30
- Est. Hire Charge Cost:** £16.50
- Recurring Booking:**
- Recurring:** Weekly (dropdown menu)
- Days:**  Monday,  Tuesday,  Wednesday,  Thursday,  Friday,  Saturday,  Sunday
- Additional dates:** 10
- Reset Date / Time for Child Bookings:** (button)
- Recurring Dates:** Start Date, End Date

A red error message is displayed: "One or more dates are either clashing with other dates in the calendar, or they don't end after they begin." Below this, a calendar view shows two rows of dates:

- Row 1: Wed 13/09/2023 20:00, Wed 13/09/2023 21:30, Est. £16.50
- Row 2: Wed 20/09/2023 20:00, Wed 20/09/2023 21:30, Est. £16.50

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**Customer:** Start typing your name or email address and your name will appear for you to select. Needs a minimum of three characters to search or alternatively use the dropdown arrow.

**Activity:** This is the general 'type' of booking you are making. Choose from the options that have been setup to indicate what kind of booking this is. If you are unsure what to choose here, contact Sally.

**Description:** You can put as much or as little information about the event itself, including prices, what to bring and links to websites etc. that you want your guests and others to see. Please see the options on privacy below.

**Privacy:** There are 3 privacy settings for bookings:

**1. Private:**

**Please select this choice – Private – only when choices 2 or 3 are unsuitable for your event**

The 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**

**This is the recommended choice for all events that are not open to the public, e.g. for business or family events.**

The 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 accepted by the Hub Manager. If the event is still to be accepted, the calendar will continue to display as 'Provisional Booking'

**3. Public**

**This is recommended choice for events that are either open to the public or events that would welcome contact from prospective participants, e.g. activity classes, club or group meetings.**

The Scheduler will show the Event Name and a link to the description and your contact details, once the booking has been accepted by the Hub Manager. If the event is still to be accepted, the calendar will continue to display as 'Provisional Booking'.

**Number of People Attending:** Here you are asked to indicate how many people are expected to attend your event.

**Special Requirements:** This can be a list of any specific requirements such as Use of Sound System.

**Terms & Conditions:** The Hub has provided terms and conditions documents that you will need to agree to before proceeding with your booking.

**Save Booking:** Once completed press Save and the request will automatically be sent to the Hall Administrators for processing, you will also receive an email from Hallmaster confirming that the

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request has been sent – this is not confirmation of your booking. You will then be taken to your Hallmaster dashboard to log out (in top right-hand corner) or to view your bookings and invoices.

**Additional Bookings:** You can always make other booking requests at any time from the Scheduler or by using the Request Booking button in the Bookings page of your Hallmaster Dashboard.

**View your Bookings, Invoice and Payments:** Once logged in to your own Hallmaster account, you will see a list of your bookings and check their dates, times and status, and any invoices that are due for payment. Please note that payment of any invoice must be made in full within 7 days of issue in order for your booking to be confirmed by the system.

**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 will receive a copy of your invoices by email from the Hallmaster.

**View Payment History:** When looking at your invoices click on the blue Shopping Cart icon to see a list of payments against each invoice.