

Hallmaster Booking System - Customer User Guide

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

Make a booking request

To make a booking request from the weekly calendar, click on the + symbol on the date you wish to book.

Create an account

If you are making a booking request for the first time, you will be asked to create an account. You will be asked to enter your contact details and a password so that you can log in to your account and 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.

Complete the booking request

Once you have created an account, you will need to complete the rest of the booking request form as follows:

Rooms: Currently we only hire the whole hall, so you don't need to do anything here.

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

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.

TOOL TIPS



On any page in the booking system, hover over or tap on this icon, to see more information about the particular field or section it relates to.

Recurring Booking (usually this is for Yearly Hall Hirers and clubs) Ignore if single 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. The recurring dates will appear and you will be able to amend individual dates in a series to a different date or time.

Check Availability button

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. It will say '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.

Customer

Enter minimum 3 characters and your name will come up - click on it to fill this field.

Activity

This is the general 'type' of booking you are making. Choose from the options the venue has setup to indicate what kind of booking this is. If you are unsure what to enter here, contact your venue administrator.

Additional items

You will be able to request a Bar License here, if required.

Description

You can put as much or as little information about the event.

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'

Number of People Attending

The booking form will not require you to enter anything here.

Special Requirements

You can note any specific requirements here.

Terms & Conditions

The venue has provided a [Terms and Conditions](#) document, you can click through to read. You will need to agree to it before proceeding with your booking. **You must tick the box to proceed.**

Save Booking

Once completed, press **Save** and the request will automatically be sent to the Hall Administrator for processing. You will receive an email from us confirming that the request has been sent – note, this is not confirmation of your booking. You will then be taken to your Hallmaster dashboard to view your bookings and invoices.

Additional Bookings

You can always make other booking requests from the Hall's Calendar 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 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.

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