



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. If you have any questions please contact the venue directly

(Note: If you don't see the + symbol, then online booking has been disabled for this room or facility. Instead, contact the venue directly.)

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 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.

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



Note- the venue may require a buffer between events, so you may see a message that this will be added before and/or after your event, and will need to be taken into account when checking for clashes in the diary.

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.

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 ask the Hall or Venue Administrator 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.

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.

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'*

Number of People Attending: Here you can indicate how many people are expected to attend your event. The venue may have made this a required field, in which case you will need to enter a value in order to continue with your booking.

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

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.

Save Booking: Once completed press Save and the request will automatically be sent to the Hall or Venue Administrator for processing, 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.

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



Additional Bookings:



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

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

**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:

If the venue has enabled this, 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 either the booking is in the past, or your venue has not enabled change requests.

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.