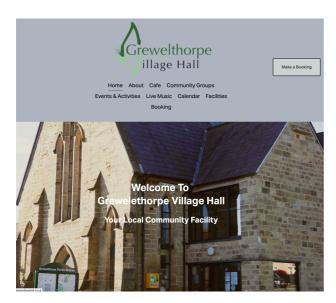# Grewelthorpe Village Hall on-line Booking Instructions

Quick Tips

    A. DO NOT book more than one room at once – See Step 1.
    B. Block bookings can be done – See Step 2.
    C. In "Booking Description" you can put any information about your event that you want others to see on the calendar – See Step 4 (c).
    D. Agree name of Organisation in advance – See Step 4 (e).
    E. Use gvhcc@grewelthorpevillagehall.co.uk for all correspondence.
    F. Check your junk mail and make sure our email address is 'approved'.

Booking Instructions

From the web page found at https://www.grewelthorpevillagehall.co.uk click the yellow box in the top right corner of the page "Make a Booking" as shown on this page.

This takes you to another provider's web site to make the booking and opens up as shown below.

Step 1

1

Select the room you wish to hire by clicking in the relevant box to the left of the room description. **DO NOT** select more than one room. If you do this when you move forward to the next page, you will get an error message. If you want to book more than one room you must do it separately.

Please note if you want to hire the whole hall you select "Sole use of Village Hall", otherwise just the room you wish to hire.

Then press next.

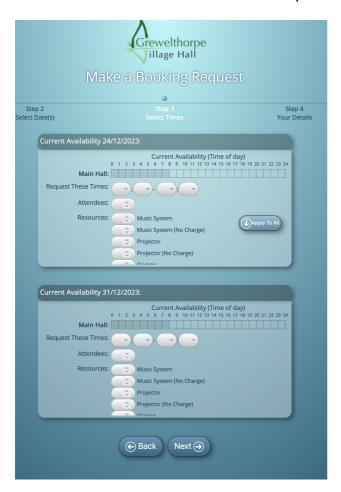Step 2

You will then be presented with this calendar:

Select all the dates you wish to book the room for. Please note, the system does allow block bookings, just select all the dates you desire. As you select them, they are selected and turn red (apart from the last one which remains blue). If you press them again, they are 'deselected' and turn grey. You will also see the dates listed in green under the heading "Which Date(s) Would You Like To Request".

You can move between the months using the arrows at the top of the calendar or by selecting "Month" or "Year" next to the arrows and then selecting which one you want.

Then press next.

Step 3

You will then be presented with this page. Note: The number of "Current Availability" entries will reflect the number of dates you have selected, so in this case as 2 dates were selected there are 2 boxes to complete.

It shows the hours the hall can be booked from/to. Those where the hall is closed are shaded out and where it is not available it shows this as "Unavailable".

"Request These Times" - Click the first box to the right for the hour you wish to start the booking, and repeat across the 4 boxes with the second giving you the option to select the minutes (which are in multiples of '5 minutes'; the third the hours for when you want the booking to end; and the 4th the minutes for when you wish the booking to end. Please remember to allow for 'set up' and 'take down' as others may book the facility just prior to, or after you.

"Attendees" - click box and insert the number of people attending. If you try to book for more people than the room can hold, the system will tell you and you will have to adjust your booking. This is to do with size of room and fire regulations.

"Resources" - If you wish to hire one or more of the additional resources we offer, then in the relevant box next to the relevant resource select "1". Please note there is an option for "No Charge", only select this if you are an approved concession.

"Apply to All" - If you wish the booking details e.g. time, numbers of people attending etc, to be the same for each date, select the button in the top booking box called "Apply to all" when you have completed the booking times and number of attendees in the first section. This will fill in all the other dates below with the same information.

If you wish to have different times/attendees etc, then work through the dates completing the times and number of attendees accordingly.

Then press next.

Step 4

You will then be presented with this page.

"Current Availability" - Shows what you are looking to book, so check that and if anything needs to be amended use the "Change Booking" button to take you back. Also, it shows the availability of the room requested at the times you have selected. If the room is not available, you can go back and amend the booking.

"Additional Information" - Here there is a link to our pricing schedule so you can check again the prices charged per room etc. Just click the link to see, and it will open in a new page.

  a) "Event Name" – This is where you can put in additional information about your event, and it will appear in the web site calendar. For example, if you are a Group with a speaker, if you put the title of the event, or what the speaker is going to talk about in here, then on the calendar it will show both your Group and the title e.g. Café Talk "The Nearest Guard". Or for example if you have a live event with an artist e.g. "Live Music at Grewelthorpe" if you add the artist "Katie Spencer" then on the calendar it will show as Live Music at Grewelthorpe Katie Spencer. Please note that whatever you put in here is what shows on the calendar, so keep it brief, and also use "" or '' if desired.

  b) "Booking Type" - Click on this box and select the relevant booking type for your event/organisation. Please note, concessions are only available for

certain groups and details of these are available on the "Hire Charges".

c) "Booking Description" - This is where you can put anything you would like the reader to know about you or the event/class etc. **This information is accessible from the Village Hall website calendar** and is a great way of letting people know about the event/class and how to contact you etc.

d) "Terms & Conditions/Privacy Policy" – we all must have these, but they are important, so please have a look at them by clicking the link and then ticking each box to show you have, and you are happy with them. If you don't, it will not let you proceed.

"Your Details"

e) "Name" – Please insert your name.

f) "Organisation" - this is where you put the name of your organisation or what you would like to be known as. **This is what viewers will see in the Village Hall website calendar.** If it is a private function and you do not want to display more information, please use "Private Function".

It also helps, if more than one person may be booking for the same organisation, if you agree on the name beforehand and all use that. We quite often find the same organisation has several names depending on who makes the booking and that can make it harder when invoicing, as it creates a new account for each.

g) "Email" – needed so we can communicate with you.

h) Phone – can be either mobile or landline but we do need this in case we need to get in touch with you quickly.

i) "Address" – needed for invoicing etc.

j) "Client Notes" – There is no need to put anything in here unless you need to make us aware of anything specific about you as a client for this or future bookings.

Opposite the words "Your Details" there is also a small box called "Remember Me". If selected this will save you time later when you book again, as it will offer you the opportunity to autofill email and telephone number - just click on this.

Please note however, we have found that, depending on what web browser (Mozilla, Safari, Chrome etc.) you are using and your settings, may affect how well this works. If there is a problem, untick before moving on.

In addition, when it auto fills, it will use the last organisation you booked under, so please remember to amend the organisation box if you are booking for something different.

Once everything is filled in press "Request All Available".

What happens next

Once you have pressed "Request all Available" you will then get an email confirming that your request has been received, outlining the details of what you have requested. The email will show each booking one after the other to enable you to check that all the details recorded are accurate and are what you want.

Pease note that this **does not** constitute approval, so do not make any arrangements until you hear from the administrator again confirming or rejecting the request.

If it is rejected, then you will be advised why.

If, however you have registered with the administrator as a 'regular user', and they have uploaded all your details, then upon selecting "Request all Available" you will get confirmation that it has been approved by return.

Please note that the system deals with all requests in order of receipt, so no one can "jump-the-que" whilst you are waiting for confirmation of a booking request.

Once authorised you will receive a confirmation for each of your booking.

If your booking is for a "Party" then within the following days, you will receive a deposit invoice (payable in 7-days). After the booking, at the beginning of the next month, you will receive your invoice (payable in 14-days) and if a deposit has already been paid this will be deducted in advance, if the room/s has been left clean and tidy after the hire.

Cancellation or Amendments.
We recognise that things may change, so if this is the case, please let us know by emailing us. If you need to cancel or change your booking, then this can be done by the administration team, once notified. You will then get an email confirming the cancellation/amendment. If, however, you do not cancel when you no longer want the booking, then unless there are exceptional circumstances, you will be expected to pay accordingly.

Communications
To try to ensure that everyone's enquiry is addressed as quickly as possible please use the Village Halls email address at gvhcc@grewelthorpevillagehall.co.uk and do not email team members direct. This ensures that if someone is away your query etc is dealt with promptly.

Junk Mail
We have found that sometimes when we have used a new email address, especially when issued through the online booking system, they are often seen as junk by the receiver's system. Can we please ask that after booking for the first time, you check your junk and make sure our email address is authorised, to prevent this from happening. There should not be a problem after that.

Updated: December 2023