Gerrans Parish Memorial Hall – Booking System Guide

Welcome!!

Our Memorial Hall is an important and active hub in the heart of the community. Run by a Committee of volunteers, our major aim is to encourage the use of our fantastic facilities (and keep costs as low as we can).

At the end of 2021, we introduced a new online booking and invoicing system to make it easier for you to see when the Hall and Committee Room are available, and enable you to book them directly for your events. The system is integrated with our website and is updated in real time. That means you can be sure that what you see on Event Diary page, both bookings made and availability, is accurate and up to date. And because the system is linked to our invoicing system it makes life a little easier for our volunteer Committee too.

As with any system change, it has taken a little time for it to bed in and for us all to get used to it, and we keep it under review to learn any lessons and make improvements where we can. Give it a go, we think you will find it fairly intuitive. The guide below provides some more detail should you find it helpful.

Booking the Hall or Committee Room Online – Quick Guide

The booking system can be found on our website www.gerranshall.com. Click on the "Events" tab and choose "Event Booking and Diary" from the options.

HOW TO BOOK THE HALL

The new Events Diary also doubles as the way that you can book the Hall or the Meeting Room.
See - Event Booking and Diary.
You will notice that some days are either Green (Fully Available), Orange (Partially Booked) or Mauve (Fully Booked).
To make a booking request from the weekly calendar, 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.
When you need to edit an event or create a new one in future you will need to log in using the 'customer login' button on the Events Diary page - or again clicking on the + symbol.
More detailed guidance
For full information on using the booking system please click on the 'booking system guide' link below.

booking system guide

Hire charges

These vary from £10 to £70 per session for the main hall and between £5 to £40 for the committee room.
Please download the detailed hire costs here.

download hire charges

Hire Agreement

If you would like to organise a regular event, such as a series of classes, or a one off event, such as a party or wedding, then please download the terms and conditions of use here.

hire agreement

Serving Alcohol

If you would like to serve alcohol at your event, regardless of whether its free or for sale, you will need permission to do so.
Please download the Supply of Alcohol application form here.

alcohol application

Checklist

If you are hiring the hall you will need our checklist to help ensure you meet the terms and conditions of hire. Please download your checklist here.

hirer's checklist

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To make a booking request from the weekly diary, 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. You will also be able to use the 'customer login' button in future.

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.

More detailed guidance

On any page in the system, look out for the 🔵 icon – hover over this icon (or tap if on a mobile device) 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 contact the **Bookings Secretary** via email: gerranshall@gmail.com and ask them 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.

Description: You can put as much or as little information about the event itself

Privacy: There are 3 privacy settings for bookings:

1. **Private:** The Weekly Diary 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 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 diary will continue to display as *'Provisional Booking'*

3. **Public:** The Weekly Diary 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 diary 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 booking form will not require you to enter something here, but you should confirm with the venue if they require this information.

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.

Additional Bookings: You can always make other booking requests from the Hall's Diary 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.

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.

If you have any queries about the system that aren't answered by this guide, please contact our **Bookings Secretary** via email: gerranshall@gmail.com