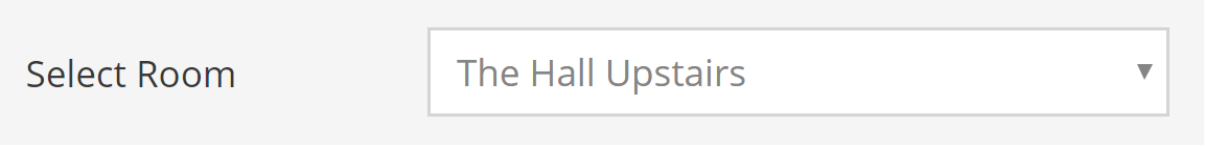
The Town House and Hall Master Booking System

How Do I Know whether the Town House is Available?

The online bookings are publicly available at: https://v2.hallmaster.co.uk/Scheduler/View/8202 (this will be linked to from the Town House web pages on the Barley Village site). Scroll to the top of the page to select the room you want to hire.

How Do I Request A Booking?

1. Scroll to the top of the page and select the room you wish to book, from the dropdown menu (The Hall Upstairs, The Undercroft or The Committee Room)



2. Go back down to the calendar view and click the blue cross next to the date.
3. You will then be asked to either log in, or create an account, if you are using it for the first time. (An account is needed so that you can track your booking status, any changes that are made, plus view any invoices and payments linked to that booking)
4. Complete the booking form (see below for full instructions, including repeat bookings) Press save – this automatically reserves the space for you and sends your request to the Lettings Officer.

When is a booking confirmed?

The Letting Officer will receive your booking request and respond. Normally this will be done automatically and you will receive an email notification. If you are not a regular user the booking is confirmed once you have paid either the hire fee or a deposit. You can also check the calendar to ensure your booking appears.

How far ahead can I book?

As far as you like – see below for instructions as to how to make repeat bookings. Please note – you will be invoiced for bookings made – so if you work in terms you will need to only book the weeks you are actually holding lessons.

Can I make changes to my bookings?

Sadly not! Editing / changes to the booking form can only be made by an Administrator. To make changes please email townhouse@barley-village.co.uk

Completing the booking Form

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* and if the booking status is set to Public, will appear in the calendars and will in turn link to the event description. This is ideal if you would like to promote your event. If you don't want this to appear, you just need to set the booking privacy status to Private.

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. ***Please remember to include any time needed to set up for your event / meeting.***

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. (again please book any time needed to clear up after your event).

- 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 (remove the date from your list). *Note: You cannot proceed with creating a booking request while there is a clash.*
- **Recurring Booking:** If this is a recurring booking eg: for a class or course, tick this box to be given the different options of Daily, Weekly etc. along with how many additional dates you want to add to the 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 Administrator to do this for you once the booking has been created.

Customer: Start typing your name or email address and your name will be displayed for you to select. (note: you need to type at least three letters to enable the auto-search) Alternatively, click on the drop down arrow to retrieve your details.

Description: You can put as much or as little information about the event itself, including prices, what to bring, tickets and include links to websites etc. Include start and end times. If you wish your event to be public this will "sell" the event for you.

Privacy: There are 2 privacy settings for bookings:
1. Public: The Weekly Calendar and Scheduler will show the Event Name and a link to the description and your contact details.
2. Private: The Weekly Calendar and Scheduler will only show the time the event is booked for, whether the bookings status is set to Requested or Confirmed. The booking will display as 'Private Event' and not show your Event Name or a link to the description and your contact details.

Number of People Attending: This should be just an approximate number

Special Requirements: You can use this to inform the administrator of additional details pertinent to your booking or ask questions.

Terms & Conditions: Please follow the link to our terms & Conditions and tick this box. By submitting the booking form you are agreeing to these.

Save Booking: Once completed, when you press Save, the request will automatically be sent to the Hall or Venue Administrator for processing. *Note:* You will also be shown a link that will take you to your bookings and invoices.

Additional Bookings: You can always make other booking requests from our Calendar/Scheduler, or by logging in using the Customer Login link at the top of the Weekly Calendar/Scheduler or by using this link http://v2.hallmaster.co.uk/Account/Login, using the Create New Booking button in your account.

Additional Dates: When creating a new booking request, to add additional dates, just change the number of additional dates and these will be added to the bottom of the list for you to amend if necessary. *Tip: Make sure you regularly Re-Check the Availability. Large numbers of bookings in a series may take time to be checked by the system so please be patient!*

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. To make any changes email townhouse@barley-village.co.uk

Download and Print Invoices: To view, download and print an invoice from your control panel, click on the blue Hallmaster icon on the far right to see a list of invoices linked to each booking. Next click on the icon to see the invoice details and download button. Click on this to get a copy of the invoice downloaded to your computer. You may have already received one automatically by email from the Hall or Venue Administrator.

View Payment History: When in the Bookings page, click on the blue Hallmaster icon on the far right to see a list of invoices linked to each booking. Next click on the icon again to the right to see the payment details