# Halls Booking System

## Description

The booking system is a streamlined process to ensure:

- Volunteers can easily manage hall bookings,
- People hiring the hall get all the information they need at the right time,
- Payments and deposits are made and refunded correctly,
- The hall is protected against damage and misuse.

The process you select for booking your hall can be as simple or developed as you choose, and should reflect the skills and experience of the people managing the hall. If you feel comfortable with using computers and the internet you may be able to arrange to have an online bookings site, or conduct most of your business via email. Alternatively a paper-based system might suit you better, or a combination of the two. At the end of the day your bookings system should be easy to use and ensure the right information goes to the right place at the right time.

## Examples

The ‘Small Halls, Big Ideas’ Project created a paper-based booking system which was used across three different halls in 2012. This booking system included a calendar, carbon copy pages, bookings checklist, terms and conditions and began the installation of key safes at halls, to make accessing the halls easier. Attached to this guide are examples of the outcomes from this. Please refer to these to start developing your own booking system.

## Requirements of a Booking System

A booking system operates best as a flow on system of information. This includes:

- Accurate contact details available for making bookings. Where are these promoted? Make a list of the places you promote your hall and set a schedule to make sure these are updated at least every year, or if a booking manager changes over.
- A calendar of bookings, to ensure you avoid taking a double booking. Ideally this will be in the same place as your booking process, so you can always find it.
- Recording all of the details of the hirer including: contact person, organisation, phone number and email address.
- Recording the details of the event: date, times, event name and cleaning times.
- Break down of the budget for the hall booking: deposit, rubbish removal, cleaning and hire fee.
- Terms and conditions of hire and usage.
- Details on insurance or permit requirements.
- Method for keeping an accurate record of booking details.
- Process for providing access to the hall; location of keys or security code.
**Actions & Timeframes**

Below is a basic outline to help prompt you in developing your own bookings system. This is designed to be used as a guide, and you may have to make changes to this to suit the circumstances, including preferred process, access to skills and funds available.

Use this as a guide; create your own set of actions and timeframes with who is responsible next to them.

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<td>1. Establish whether the bookings manager / hall committee is interested in developing a new bookings system.</td>
<td>2 months prior</td>
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<td>2. Determine the level of technology your bookings manager / hall committee is comfortable in using for bookings, eg/ online systems, paper based or something else? Cost maybe a factor to take into account here - depending on the skill base (or connections) of your committee.</td>
<td>2 months prior</td>
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<td>3. Optional – contact other halls in your region, would they be interested in also developing a booking system? By sharing the development of the resource you may also be able to share costs, expertise and networks.</td>
<td>2 months prior</td>
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<td>4. Discuss and determine the structure of your bookings system – where and how will details be kept? What terms and conditions need to be developed? How can the process for accessing the hall be made simpler? What other information do we need to record at the point of making a booking?</td>
<td>6 weeks prior</td>
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<td>5. Arrange to have your bookings system built, depending on your choices and local skill base you might be able to do this yourselves or arrange for it to be done externally.</td>
<td>1 month prior</td>
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<td>6. Begin using your bookings system. Identify when would be a good time to review it – six or 12 months later, or when the print version is running low. Ask for feedback from hirers about the system to help you improve it down the track.</td>
<td>Good to go!</td>
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<td>7. After trialling your bookings system – review and update on a regular basis.</td>
<td>Ongoing</td>
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