



## Welcome to our Community Centres!

We are pleased to be able to offer our venues for hire - the process is as follows:

1. Customer requests booking via Hallmaster system
2. Booking Team review booking and request securing deposit via email
3. Customer pays deposit via bank transfer. Please ensure you send you Name, Hire Date and Bank Details to [Bookings@acorns2oaks.net](mailto:Bookings@acorns2oaks.net) so that we can refund your deposit accordingly.
4. Booking Team confirm booking via email
5. Hire charge is payable no later than 7 days prior to booking
6. Deposit is refunded after booking complete, subject to clear inspection (*see our terms and conditions*).

We use the Hallmaster Online Booking System to manage bookings for our community halls - this brief guide will show you how to make the most of it as a customer.

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 section it relates to.

### From the scheduler view

- Available bookings will display the **+ symbol**.
- To make a booking request from the scheduler, click on the **+ symbol** on the date and hall 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, along with changes that are made.

Once you have done the above, you will need to complete the rest of the booking request form as follows:

**Rooms:** Tick the hall and hire option that you want to book.

**Event Name:** This is the name of your event. This will be displayed on the public schedulers, so you may wish to simply state "Private Hire" or choose "Private" in privacy settings further down the booking page.

**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.

**Recurring Booking:** If this is a recurring booking for multiple dates, tick this box and choose the booking frequency 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 our Booking Team 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 scheduler, or they don't end after they begin*'. You can then check the 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:** Choose *Private Hire*

**Additional Line Items:**

All users must select **Deposit Required** and add to the booking.

Canterbury Only: Under **Line Group Item** is the facility to hire our **Chair Covers** @ £1 per chair.

**Description:** This area is for your notes only.

**Privacy:** There are three privacy settings for bookings:

1. Private: The 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 scheduler will show the Event Name and a link to the description but will hide your contact details (e.g., name, email address, telephone number etc), once the booking has been confirmed by an administrator. If the event is still to be confirmed, the scheduler will continue to display as 'Provisional Booking'
3. Public: The 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 scheduler will continue to display as 'Provisional Booking'

**Number of People Attending:** Please provide an approximate number of guests you expect to attend.

**Special Requirements:** Use this for any additional requests or queries you may have.

**Terms & Conditions:** We require all hirers to read and agree to our terms and conditions provided.

**Save Booking:** Once completed press **Save** and the request will automatically be sent to our Booking Team 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 the dashboard to view your bookings.

**Additional Bookings:** You can make other booking requests from the scheduler or via the bookings page - **Request Booking** button.

**View your Bookings:** Once logged in to your account, you will be taken to a list of your bookings where you can see an overview of their dates & times and status

**Filtering and Searching:** You can easily sort the columns in the booking grid by clicking on the column heading.

**Please note - specific queries should be addressed to our Booking Team and not Hallmaster.**

**Acorns2Oaks Booking Team**  
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