

Draycott Memorial Hall

Hallmaster On-line Booking Tool

Introduction

This is a quick guide to making and managing Draycott Memorial Hall bookings using the Hallmaster on-line booking tool. It's accessed using a web browser on your laptop, tablet or smart phone.

To login go to:

<https://v2.hallmaster.co.uk/Account/Login>

To view Draycott Memorial Hall availability go to:

<https://v2.hallmaster.co.uk/Scheduler/View/11136>

If you have any questions or comments, please email us:

enquiries@draycottmemorialhall.org.uk

Account Setup – Email Invitation

Existing customer bookings and details have been transferred to our Hallmaster system. Existing Hallmaster users can use their existing login details. For new Hallmaster users, to set up your account and see your bookings we'll send you an email from:

noreply@hallmaster.co.uk

Click on the link – your web browser will open the initial login page.

Use your email address as your user name

- Enter a secure password (uppercase, lowercase and numbers)
- Re-enter the password
- Press Save

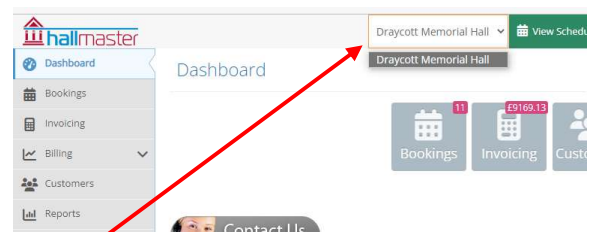
Account Login

Once you have registered your account you can login.

- Enter your email address (your user name)
- Enter your password
- Press the login button

You will be presented with the Hallmaster Dashboard.

For users already registered with other venues in addition to Draycott Memorial Hall, you will see a dropdown box at the top of the screen where you can select the venue at which you wish to make a booking



New Booking Request (all users)

You can view the hall and rooms availability by clicking on this [link](#)

- Click on a + icon to make a booking request

	Monday 14/11/2022	Tuesday 15/11/2022	Wednesday 16/11/2022	Thursday 17/11/2022	Friday 18/11/2022
Main Hall	Private Event - (19:00 - 21:30)	Rhiff - (09:30 - 10:30) Keep Fit Class - (11:30 - 12:00) Private Event - (14:30 - 15:30) Private Event - (17:00 - 18:30) Cheddar Male Voice Choir (19:00 - 21:30)	Pilates - (10:15 - 11:15) Cheddar Short Mat Bowls - (14:00 - 16:00) Mendip Players - (19:15 - 21:15)	Art Club - (10:00 - 16:00)	Pilates - (10:15 - 11:15) Private Event - (17:00 - 18:00)
Corrick Room	Whist Drive - (19:00 - 22:00)				
Sedgemoor Room	Yoga - (13:00 - 15:00) Private Event - (19:00 - 21:00)			Yoga - (18:15 - 20:30)	

Instructions: Hover over or Click on an Event to see more details. Click on the + to make a booking request.
Day is Fully Available - Partially Booked - Fully Booked

- For existing users, just Login to your account, or new users can enter your details on the New User form, check the robot query box and click **Continue**

Make Booking Request - Draycott Memorial Hall

New User

Firstname

Surname

Email

Group Name (optional)

Telephone

Address Line 1

Address Line 2

City

County


Postcode

Secure your account with a password - Or skip this section to continue as a guest

Password

*Minimum 6 characters and 1 uppercase letter.

Repeat Password

I'm not a robot 

* We promise not to send you any junk email or share your details with any third parties
By continuing you agree by our End User Licence Agreement (EULA) and Privacy Policy.

Login

Email

Password

[Forgot my password](#)

Account Setup – New booking

To complete your account set up we'll send you a verification email from:

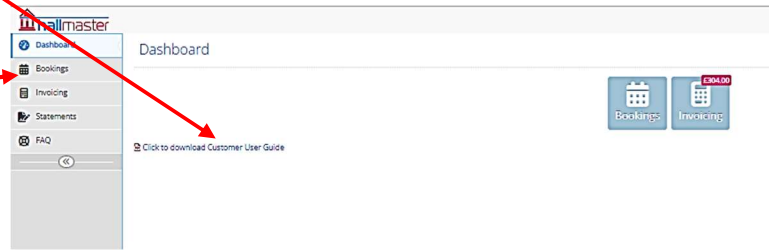
noreply@hallmaster.co.uk

Follow the email instructions and then click **Ok**.

The Dashboard

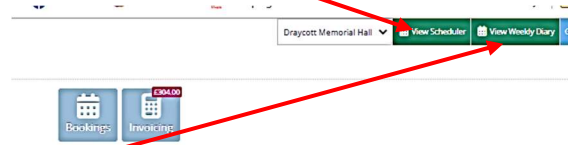
Click on this icon to view the Hallmaster user guide

Click Bookings to look at your current bookings



Make A Booking – First Steps

Click on “View Scheduler” to view availability by month



- Click on “View Weekly Diary” to see a detailed week-by-week listing
- Once you’ve found a date you can start the booking process
- Click on Bookings to show any current bookings you have
- Click on the green ‘Request Booking’ button to bring up the booking form

All the form boxes have help – hover over the ? to view

Make A Booking - Details

1. Select your Rooms
2. Enter an Event Name
3. Choose the Start Date/Time and End Date/Time
4. Choose Activity type
5. We must know if an Event Licence is required – enter 1 if required or 0 if not
6. Optionally, add a Description of the event for the Booking Secretary
7. Choose your event Privacy
8. If you know the approximate number of people attending, please enter this.
8. Optionally, state any Special Requirements.
9. Accept the Terms & Conditions and click ‘Save’ to send your request

Make Booking Request - Draycott Memorial Hall

Details

Rooms Main Hall
 Corrick Room
 Sedgemoor Room

Event Name

Start Date / Time Wed 16/11/2022 12:30

End Date / Time Wed 16/11/2022 12:45

Recurring Booking

Activity Classes

Additional (Line) Items

Line Item Group	Line Item	Quantity	Cost
Licensing	TENS	1	£15 ps

Description

Privacy Private

Number of People Attending 0

Recurring Bookings

- To add repeat bookings under one request tick Recurring Booking
- Choose the Recurring pattern, eg. weekly, Fridays, two additional dates
- Edit or delete individual recurring dates, eg. remove bank holidays
- Click the Check Availability button and resolve any clashing dates
- Continue filling in the booking request

The screenshot shows a booking form with the following fields and options:

- Rooms:** Main Hall, Corrick Room, Sedgemoor Room
- Event Name:** [Empty text field]
- Start Date / Time:** Wed 16/11/2022 12:30
- End Date / Time:** Wed 16/11/2022 12:45
- Recurring Booking:**
- Recurring:** Daily
- Additional dates:** 0
- Recurring Dates:** Start Date [] End Date []
- Check availability:** [Green button]
- Activity:** Classes
- Additional (Line) Items:**

Line Item Group	Line Item	Quantity	Cost
Licensing	TENS	1	£15 per item
- Description:** [Rich text editor with Format, Bold, Italic, Underline, and other icons]

Additional Items

- You can add the TENS licensing as part of your booking request
- Select Licensing in the Line Item Group
- Enter "1" for the quantity
- Click the 'Add' button
- Continue filling in the booking request

The screenshot shows the 'Additional (Line) Items' section of the booking form:

- Event Name:** [Empty text field]
- Start Date / Time:** Wed 16/11/2022 12:30
- End Date / Time:** Wed 16/11/2022 12:45
- Recurring Booking:**
- Activity:** Classes
- Additional (Line) Items:**

Line Item Group	Line Item	Quantity	Cost	
Licensing	TENS	1	£15 per item	[Add button]
- Description:** [Rich text editor with Format, Bold, Italic, Underline, and other icons]

Next Steps

- Your booking request will now show in the booking list with status 'requested'
- You will receive an email confirming that you have made a booking request which is **provisional** at this time.
- The Booking Secretary will check your booking and email you if more information is needed
- Once your booking is agreed and accepted the Booking Secretary will email you and send you an invoice
- Once payment is received, The Booking Secretary will set your booking as 'confirmed' and you will receive a notification email for it.
- Any queries please email enquiries@draycottmemorialhall.org.uk

Frequently Asked Questions

I've made a booking request and I'd like to change it

- email enquiries@draycottmemorialhall.org.uk and the Booking Secretary will make the changes for you

How can I see my bookings?

- Login to your account and click on Bookings from the dashboard – you can see your bookings and also invoices which have been issued

How can I quickly see if the rooms in the Memorial Hall are available?

- Go to <https://v2.hallmaster.co.uk/Scheduler/View/11136> and select a date

I want to make a wedding booking with more time for setup beforehand

- The standard wedding package for a Saturday wedding runs from 12:00 mid-day on the Friday until 12:00 mid-day on the Sunday. This should give you time to set up beforehand and then clear up afterwards.
- When you make the initial booking, it will only show the Saturday, but the Booking Secretary will manually add in the Friday and Sunday times.
- You can use the Special Requirements box to let the Booking Secretary know any other specific needs.

Can you provide catering equipment for my event?

- We have a lovely kitchen with all the standard equipment required. For anything more than this you will need to contact a local supplier – we have listed some of these on our website.

I've forgotten my password

- Go to <https://v2.hallmaster.co.uk/Account/Login> and click Reset Password

Is my personal information safe?

- Yes, both Hallmaster and Draycott Memorial Hall are GDPR compliant

What are the rates for hiring the Memorial Hall?

- The current rates are shown on our website on the 'Bookings' page

Can I hire the Memorial Hall for weekly classes?

- Yes, you can make a booking request for recurring weekly activities

How do I know if an Event Licence is needed?

- You will need an Event Licence if any of the following apply to your event:
 - You wish to serve alcohol and intend to charge for all or some of it
 - Your event includes showing a film for profit (including for fund-raising)
 - Your event includes the performance of regulated entertainment after 23:00hrs (dance, plays, live music, recorded music, films, indoor sports events, and the like)
- If you intend to serve alcohol free of charge or obligation and none of the above apply, then an Event Licence is not required

What if my caterer says they already have a licence?

- You will need to check with them that they have a Temporary Event Notice (TEN) applicable specifically to the Community Centre for the date of your event

How do I cancel a booking?

- Email the Booking Secretary at enquiries@draycottmemorialhall.org.uk

Is there more help for the Hallmaster online system?

- Yes, go to <https://www.hallmaster.co.uk/Docs/Hallmaster-Public-User-Guide.pdf> to see more