

The Enquiry form

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BookingsPlus is ideal for storing all your enquiries in one place. This gives you easy access for any follow-up, as well as giving you the option to convert the enquiry to a booking.

An enquiry can either be added from the [**Calendar**] tab or [**Enquiries**] tab as an Admin. See [Add a New Enquiry](#). They are also received directly from potential clients through your website.

Once the enquiry form is open, you can follow instructions below.

- **Contact Details** - Fill in as many contact details as you can obtain. **TIP** You will need an email address to make a booking.

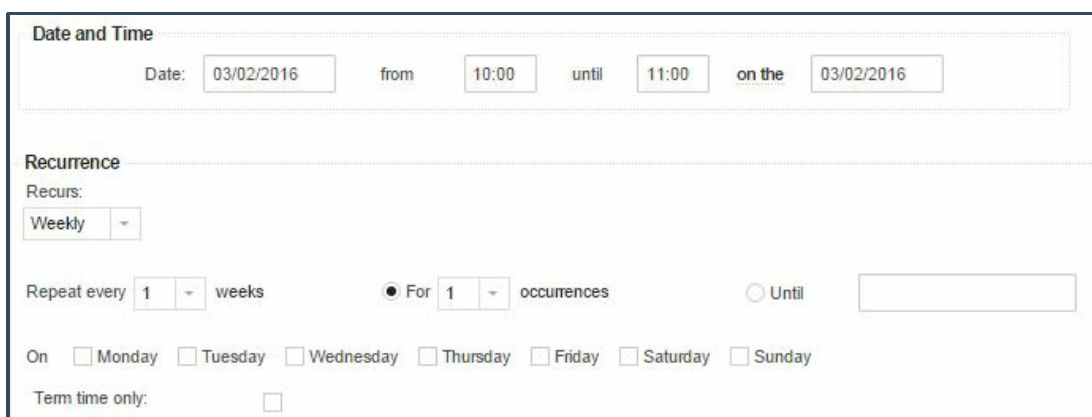
- You may receive an enquiry from an existing client. You can use the "Clients" dropdown to select their account, which will automatically populate their contact details.

- **Enquiry Query** - Select the bookable space required & choose pricing option. VAT will default to zero - amend as required.

- To add additional spaces, click on  as many times as required.

- **Date and Time** - choose the Date & Time of first booking ensuring the correct time format HH:MM is used. Only populate the 'on the' date with a different date to the first date if the booking goes over midnight.

- **Recurrence** - To recur a booking, click on the drop down box & select options required.



The screenshot shows two sections of the enquiry form. The first section, titled "Date and Time", contains input fields for "Date:" (03/02/2016), "from" (10:00), "until" (11:00), "on the" (03/02/2016). The second section, titled "Recurrence", includes a "Recur:" dropdown menu set to "Weekly", a "Repeat every" dropdown set to "1" weeks, radio buttons for "For 1 occurrences" (selected) and "Until", a "Term time only:" checkbox, and a row of checkboxes for days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday.

- **Term Time Only** - this is driven from the [holiday dates](#) within the 'Manage' area of your system. Ensure these are kept up to date.

Now click



- **Enquiry Details** - the results of your enquiry will be shown within the table. Lines in **green** are available, lines in **red** are either booked or the venue is closed. Find out more in our [Checking an availability on an Enquiry](#).

- Enquiry Notes -

- Referrer - try to capture this information to assist feedback on your marketing.

- Message - if your enquiry came through the website, this will be the section they filled in. If on the phone, just add a brief summary of the request.

- Notes - this space is for you to add any relevant information regarding the enquiry, i.e. for an event: how many people, any entertainment, alcohol being served, what times allowed for clearing away etc. **TIP** Put your initials/date before any comments to help create an audit trail (eg FF 04/09/2020)

- **Follow Up** - Optional [reminder](#) section.

Select



New enquiry

Client
 Client: Enquiry State: New

Contact Details

First name: Last name:

Organisation name: Email:

Telephone: Mobile:

Price Quoted (£ per hour): Quote Date:

Enquiry Query

Spaces
 Space: Booking rate: Net: VAT: Gross:

[Add another space](#)

Date and Time
 Date: from until on the

Recurrence
 Recurs:

Repeat every weeks For occurrences Until

On: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Term time only:

[Check Availability](#) Availability checked on: 31/3/2016

Enquiry details
[Edit selected](#)

	Space	Date	Time	Available	Rate	Net	Vat	Gross	
1	Senior Football Pitch 2	31/03/2016	17:00-18:00	Yes	£45.00	£45.00	0%	£45.00	
2	Senior Football Pitch 2 (booked by: Grange Park FC (WK) 17:00-18:00)	07/04/2016	17:00-18:00	No	£45.00	£45.00	0%	£45.00	
Total 2			2h			£90.00		£90.00	

[Check Availability Across Venues](#) [Toggle Options](#)