Bulk cancel bookings

Last Modified on 05/11/2020 5:01 pm GMT

What happens if you need to cancel all your bookings tonight due to snow? Or maybe your Sports Hall is out of use for a week while the floor is sanded? No problem! In BookingsPlus you can cancel the bookings & raise the credits with just a few clicks.

Click on the **Bookings**tab. This tab allows you to view the bookings for your venue & filter by many different criteria. It defaults to show a one month view, but the start/end dates can be amended as required.

Let's use the Sports Hall floor scenario.....

Click on by: Space (27) this will allow you to select which facilities you need to retrieve bookings for.

Amend Start Date 05-11-2020 End Date 05-12-2020 and click Go

The table below will then show all the bookings for the Sports Hall within the time period you selected. At this

point, amend the Show 20 entries to make sure it shows 100 entries

From here, simply tick the box by the date column to select all the bookings & click Cancel selected . A pop-up box will allow you options to communicate & credit the hirer.

Cancel Bookings

Notify the client(s) by email that you have cancelled these bookings?

Notifications sent to confirmed bookings only

Reason for cancellation(s)

This reason will be displayed on the credit note if raised

One or more of these bookings has been billed - would you like to raise credit notes?

Cancel these Bookings   Go Back

Pitch 1   Park FC (WK))

If you select to Notify the Client, an automated email will be sent to the hirer listing out the bookings which have been cancelled. The wording of this email is specific to your venue & is updated in the 'Manage' area of your system (example below).

Dear John Smith,

The following bookings have been cancelled:

Ref: 522242 : 02/11/2020 10:00-11:00 AWP 1 (5 aside)- 7 aside Pitch A

Reason for cancellation: Maintenance

Please click this link to login and check your current bookings:
https://my.schoolbookings.co.uk/users/sign_in

Many thanks
The Kajima Community Team at Grange Park School
schoolbookings5@gmail.com
www.test.schoolbookings.co.uk
03330 110476
Follow us on Facebook: **like us on Facebook**

*** Please do NOT reply to this email address, it is not monitored. Please contact the venue that you hire facilities at ***

Consider whether you need to supply more information regarding the cancellation - click here to see how the amend the wording. Amend automated emails.

Select whether you wish to raise credit notes.

Once complete, click   Cancel these Bookings   , all the bookings will be cancelled & automated emails sent.

If any of the bookings were billed, you will be taken to the**Invoices** tab, where the credit notes will be listed.

From here, they can be individually allocated to outstanding invoices.

TIP   If you were cancelling bookings due to venue being closed (ie Open Evenings etc), be sure to put a closure in the 'Manage' section to prevent any bookings being taken. For help with this, see Holidays & Closures.

Once cancelled, an invoiced booking without a credit note will show on the bookings tab. This will be shown by a ✖ on the left hand side.