

# 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.

The screenshot shows the BookingsPlus interface. At the top, there is a navigation bar with tabs: Dashboard, Calendar, Enquiries, Clients, **Bookings**, Invoices, Payments, Reminders (4), Reports, Users, Manage, and Venue. Below the navigation bar, there are buttons for 'New Booking', 'Excel Export', and 'VAT Bulk Edit'. The main heading is 'Bookings' with a 'Detailed' dropdown. Below this, there are filters: 'by: Space (27)', 'Category', 'Status', and 'Payment Status'. There are also date fields for 'Start Date' (05-11-2020) and 'End Date' (05-12-2020), along with 'Clear', 'Go', and 'Cancel selected' buttons. A 'Toggle All Spaces' section lists various rooms with checkboxes: 6th Form, Art Classroom, Astro 1, Astro 2, Classroom A, Classroom B, Classroom C, Classroom D, Cookery Classroom, Drama Studio, Gym, Gym - User 1, Gym - User 2, Gym - User 3, Gym - User 4, ICT Suite, Main Hall, Meeting Room, Monthly Fee, MUGA, Music Classroom, Science Lab, Sports Hall Court 1, Sports Hall Court 2, Sports Hall Court 3, Sports Hall Court 4, and U16 Fee. A search bar and a 'Show 20 entries' dropdown are also present. The main table displays a list of bookings with columns: Date, Start time, End time, Space, Client, Bookings Value (Ex. VAT), Category, Status, Payment Status, and Booking Ref. Each row has a checkbox in the Date column and an 'Edit' link in the Booking Ref column.

<input type="checkbox"/>	Date	Start time	End time	Space	Client	Bookings Value (Ex. VAT)	Category	Status	Payment Status	Booking Ref	
<input type="checkbox"/>	05/11/2020	09:00	10:00	6th Form	School Reservation	Free		confirmed	Free	#516809	Edit
<input type="checkbox"/>	07/11/2020	12:00	14:00	Astro 1	Dominic Baines (Little Kickers)	£40.00	Sport & Fitness	confirmed	Unbilled	#498592	Edit
<input type="checkbox"/>	10/11/2020	09:00	10:00	6th Form	School Reservation	Free		confirmed	Free	#516808	Edit
<input type="checkbox"/>	12/11/2020	09:00	10:00	6th Form	School Reservation	Free		confirmed	Free	#516809	Edit
<input type="checkbox"/>	14/11/2020	12:00	14:00	Astro 1	Dominic Baines (Little Kickers)	£40.00	Sport & Fitness	confirmed	Unbilled	#498592	Edit
<input type="checkbox"/>	17/11/2020	09:00	10:00	6th Form	School Reservation	Free		confirmed	Free	#516808	Edit
<input type="checkbox"/>	19/11/2020	09:00	10:00	6th Form	School Reservation	Free		confirmed	Free	#516809	Edit
<input type="checkbox"/>	21/11/2020	12:00	14:00	Astro 1	Dominic Baines (Little Kickers)	£40.00	Sport & Fitness	confirmed	Unbilled	#498592	Edit

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?

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](https://my.schoolbookings.co.uk/users/sign_in)

Many thanks  
 The Kajima Community Team at Grange Park School  
[schoolbookings5@gmail.com](mailto:schoolbookings5@gmail.com)  
[www.test.schoolbookings.co.uk](http://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  , 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.

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