

Mass cancellations

Last Modified on 02/11/2020 10:17 am GMT

In order manage mass cancellations due to weather or school shutdowns, we have a few tips to notify your clients as quickly and effectively as possible.

Email Notifications

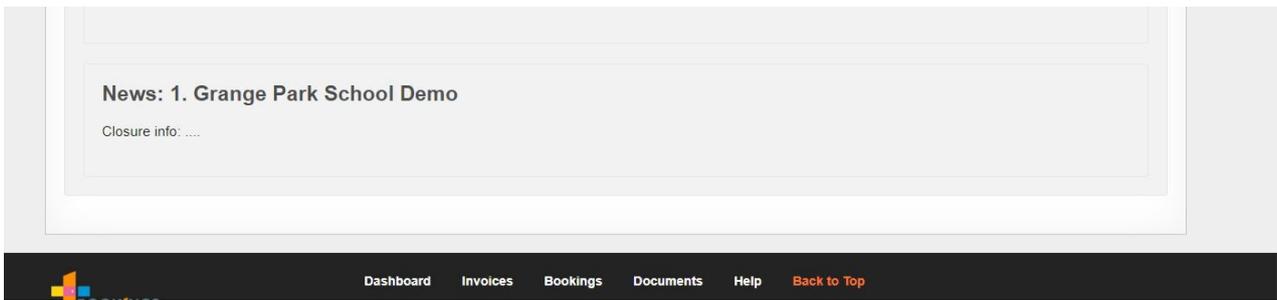
Firstly, although you can't send out emails to multiple users through BookingsPlus, you can use the Client Users or All Clients report to quickly gather all necessary emails to Blind Copy in using your email software. To do this go to your Reports tab and click on the report 'Client Users' or 'All Clients' (depending on if you want to get all users or just the client contact email) within the dropdown. For either report you do not need to select a time frame as it will pick up all existing users/clients at your venue, so just click Generate Report. It should download in less than a 30 seconds.

Please ensure you do then only Blind Copy in all email addresses for Data Protection.

Message in client login

Secondly, you can put a message on your clients Dashboard that they will be able to see once they have logged in. To do this go to the Manage Tab - Edit Venue - Client Login, and scroll down to 'Message for Non-Billable Clients' and 'Message for Paying Clients'. Here you can type in a message, Save the page and display a message to client informing them of any closures.

This then displays at the bottom of the Dashboard for clients:

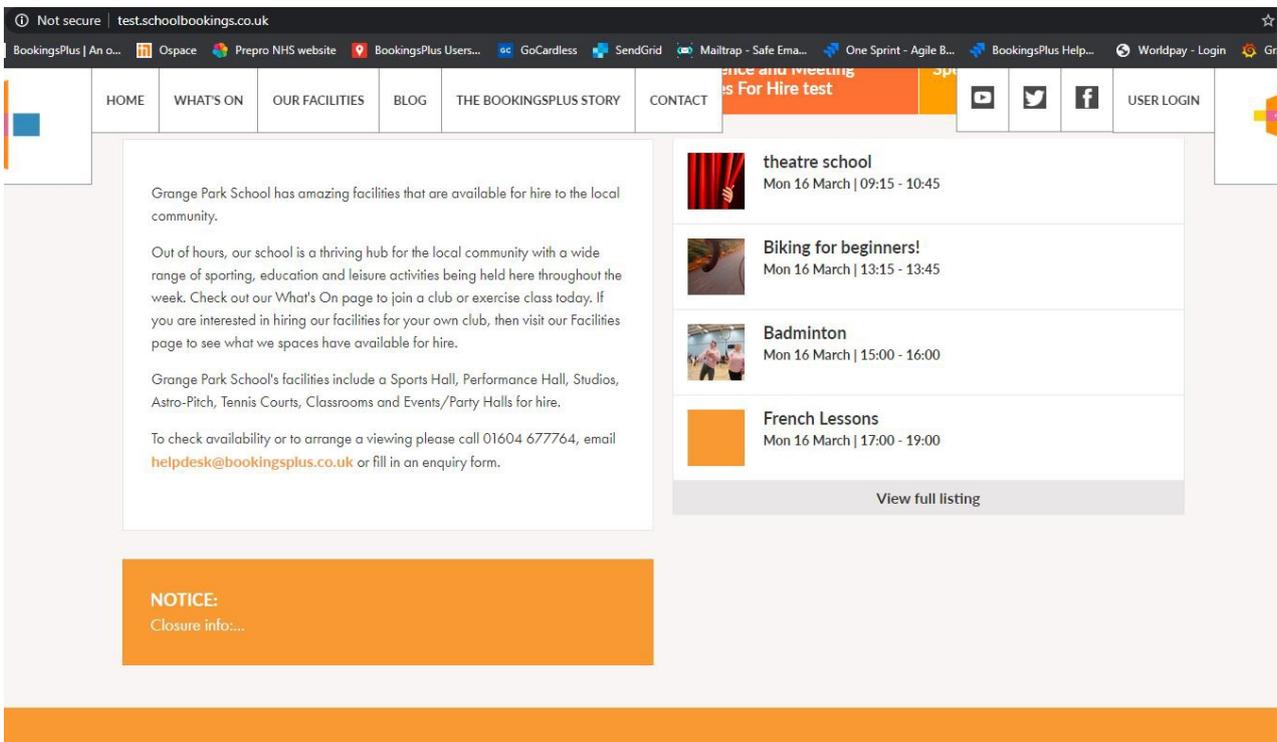


Message on your Website

Next, you can put a message on your Website's dashboard to inform both hirers and their clients/the general public of the venue closure. To do this go to your Manage Tab, Edit Website, Home Page and scroll down to Homepage Announcement:



Once you have saved this it was show on your websites homepage:



If you also have social media accounts you can also announce any sudden closures there.

Booking cancellations and venue closure

Finally, to cancel any existing bookings and stop further bookings being put in the calendar there are two steps to follow:

1. We would always advise performing cancellations, especially for a large number of bookings, from the Bookings Tab. From here you can filter by Space, Category, Status, Payment Status Time frame, and using the search bar, by client name. Once you have filtered, click Go, Show 100 Entries, and use the top tick box on the left hand side to select all bookings on the page.

1. Grange Park School Demo

[Help and Support](#)
[Emails enabled](#)
[Master Venue Admin](#)

Dashboard
Calendar
Enquiries 5
Clients
Bookings
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Payments
Reminders 14
Reports
Users
Manage
Venue

New Booking
Excel Export
VAT Bulk Edit

Bookings Detailed

by: Space (92) -- Category -- -- Status -- -- Payment Status --

Start Date 01/11/2020 End Date 30/11/2020 Clear Go Cancel selected

Search: Show 100 entries

<input type="checkbox"/>	Date	Start time	End time	Space	Client	Bookings Value (Ex. VAT)	Category	Status	Payment Status	Booking Ref	Edit
<input checked="" type="checkbox"/>	01/11/2020	09:00	13:00	Castle View Dance Studio	Another Test	£80.00		provisional	Unbilled	#504991	Edit
<input checked="" type="checkbox"/>	01/11/2020	12:00	14:00	Main Hall	Chris Froome (Bikes R Us)	£100.00	Sport & Fitness	confirmed	Billed	#302904	Edit
<input checked="" type="checkbox"/>	01/11/2020	13:00	14:00	Sports Hall	Danny Howard (Howard - Indoor Football)	£35.00		provisional	Unbilled	#189742	Edit
<input checked="" type="checkbox"/>	02/11/2020	12:00	14:00	Main Hall	Chris Froome (Bikes R Us)	£100.00	Sport & Fitness	confirmed	Billed	#302904	Edit
<input checked="" type="checkbox"/>	03/11/2020	09:00	10:00	Badminton Court 1	Katie Boxer (Katie Kickboxing)	£6.25		confirmed	Unbilled	#513654	Edit
<input checked="" type="checkbox"/>	03/11/2020	12:00	13:00	1. Venue Notes	Becky Warner (Training group test)	Free		provisional	Free	#516637	Edit
<input checked="" type="checkbox"/>	03/11/2020	18:00	19:00	Classroom B1	Phil Jones	£13.33		confirmed	Part paid	#512683	Edit
<input checked="" type="checkbox"/>	04/11/2020	13:00	14:00	Sports Hall	Danny Howard (Howard - Indoor Football)	£35.00		provisional	Unbilled	#189742	Edit
<input checked="" type="checkbox"/>	04/11/2020	17:00	18:00	Castle View Sports Hall 2	Paul Elliott's	£10.00	Special Events	confirmed	Unbilled	#518436	Edit
<input checked="" type="checkbox"/>	04/11/2020	19:00	20:00	Castle View Sports Hall 1	Brad Anstee (Brad)	£10.00		confirmed	Billed	#384908	Edit
<input checked="" type="checkbox"/>	04/11/2020	19:00	20:00	Castle View Sports Hall 2	Brad Anstee (Brad)	£10.00		confirmed	Billed	#384908	Edit

Then click to 'Cancel Selected'. You will then see a pop-up giving you the option to also notify clients of their booking cancellations and give a reason why in the Text box. If any bookings were billed then you will also be given the option to raise Credit Notes and send another email notification.

1. Grange Park School Demo

Help and Support | Emails enabled | Master Venue Admin

Dashboard | Calendar | Enquiries 5 | Clients | **Bookings** | Invoices 2 | Payments | Reminders 14 | Reports | Users | Manage | Venue

New Booking | Excel Export | VAT Bulk Edit

Bookings

by: Space (92) | Category | Status

Search:

Date
 Start time
 End time

Date	Start time	End time	Venue	Client	Price	Category	Status	Payment Status	Booking Ref	Edit
01/11/2020	09:00	13:00					provisional	Unbilled	#504991	Edit
01/11/2020	12:00	14:00					confirmed	Billed	#302904	Edit
01/11/2020	13:00	14:00	Sports Hall	Danny Howard (Howard - Indoor Football)	£35.00		provisional	Unbilled	#189742	Edit
02/11/2020	12:00	14:00	Main Hall	Chris Froome (Bikes R Us)	£100.00	Sport & Fitness	confirmed	Billed	#302904	Edit
03/11/2020	09:00	10:00	Badminton Court 1	Katie Boxer (Katie Kickboxing)	£6.25		confirmed	Unbilled	#513654	Edit
03/11/2020	12:00	13:00	1. Venue Notes	Becky Warner (Training group test)	Free		provisional	Free	#516637	Edit
03/11/2020	18:00	19:00	Classroom B1	Phil Jones	£13.33		confirmed	Part paid	#512683	Edit
04/11/2020	13:00	14:00	Sports Hall	Danny Howard (Howard - Indoor Football)	£35.00		provisional	Unbilled	#189742	Edit
04/11/2020	17:00	18:00	Castle View Sports Hall 2	Paul Elliott's	£10.00	Special Events	confirmed	Unbilled	#518436	Edit
04/11/2020	19:00	20:00	Castle View Sports Hall 1	Brad Anstee (Brad)	£10.00		confirmed	Billed	#384908	Edit

Cancel Bookings

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

Notifications sent to confirmed bookings only

Reason for cancellation(s)

Reason...

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?

Notify the client(s) by email that you have raised a credit note(s)?

Cancel these Bookings
Go Back

The bookings will then cancel and all client booking users will receive an email notification.

2. In order to stop any further bookings being put into the calendar, you can create Venue Closures. To do this, go to the Manage Tab, Scroll down to Closures. Click to Add a new Closure, enter the Start and End date and click to Save.

Closures

Name	Start	End	Edit	Delete
01/01/2019			Edit	Delete
19/04/2019			Edit	Delete
22/04/2019			Edit	Delete
06/05/2019			Edit	Delete
27/05/2019			Edit	Delete
26/08/2019			Edit	Delete
26/12/2019			Edit	Delete
New Years Day	01/01/2020	01/01/2020	Edit	Delete
Good Friday	10/04/2020	10/04/2020	Edit	Delete
Easter Monday	13/04/2020	13/04/2020	Edit	Delete
May Bank Holiday	04/05/2020	04/05/2020	Edit	Delete
Spring Bank Holiday	25/05/2020	25/05/2020	Edit	Delete
Summer Bank Holiday	31/08/2020	31/08/2020	Edit	Delete
Parents Evening	19/09/2020	19/09/2020	Edit	Delete
Christmas & Boxing Day	25/12/2020	26/12/2020	Edit	Delete
New Years Day	01/01/2021	01/01/2021	Edit	Delete

Add Closure

School closure

From: Until:

Save
Close

You will then see this closure as an administrator in the calendar, and the system will not allow you to create a new booking on that date:

The screenshot displays the '1. Grange Park School Demo' interface. At the top, there are navigation buttons for 'Help and Support', 'Emails enabled', and 'Amberley Kent'. Below this is a main navigation bar with tabs for 'Dashboard', 'Calendar', 'Enquiries (1)', 'Clients', 'Bookings', 'Invoices (4)', 'Payments', 'Reminders (2)', 'Reports', 'Users', 'Manage', 'Organisations', and 'Venues'. The main content area is titled 'Tuesday 01 March, 2022' and features a prominent blue banner stating 'Closed from 01/03/2022 to 31/03/2022 - School closure'. Below the banner, there are filters for 'Unavailable', 'Provisional', and 'Booked', along with a 'View booked rooms only' checkbox, a 'Category' dropdown set to 'All', and a 'Date' field set to '01/03/2022'. At the bottom of the filters, there are icons for 'Unbilled', 'Billed', 'Part Paid', and 'Fully Paid'. A time slot grid is visible at the bottom, with slots for 16:00, 17:00, 18:00, 19:00, 20:00, 21:00, 22:00, and 23:00. The footer contains the 'BOOKINGS' logo and a navigation bar with 'Dashboard', 'Calendar', 'Clients', 'Enquiries', 'Reports', 'Invoices', 'Bookings', and 'Back to Top'.

For any further advice please contact us at the helpdesk on helpdesk@bookingsplus.co.uk