Mass cancellations

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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.

. Grange Park Sch	nool Demo		(?) Help and S	upport	Emails en	abled 🔻 🗾 🖊	Amberley Kent 👻		
Dashboard Calendar Enqui	ries 1 Clients	Bookings Invoices	Payments	Reminders 2	Reports	Users	Manage	Organisations	Venues 🗸
Reports									
What type of report would you lik	e?							G	enerate Report
Client Users									
How would you like to receive the	e report?								
Download Report		O By Email							
What date ranges will be used in th	is report?								
By date range		O By month and yea	r						
Choose start date:		Choose end date:							
16/03/2020		22/03/2020							

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.

wessage for Non-Dinable Clients	Message for Faying clients	
Message to show for Non-Billable Clients	Message to show for Billing Clients	
Closure info:	Closure info:	^
	•	•

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

News: 1. Grange	Park School Demo					
Closure info:						
2	Dashboard I	nvoices Booking	Documents	Holp	Pack to Top	

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:

and will be						
lessage will be	e displayed on the homepag	e next to a 'NOTICE'	sign and can be u	ised to announce temp	orary closures etc.	
Closure info	D [*]					
						1

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

BookingsPlus	An o 📊	Ospace 🌒 Prep	OUR FACILITIES	BookingsPlus BLOG	Users 🤷 GoCardless 📫 Ser	dGrid 📼 Mai	iltrap - Safe Ema ence and ivit is For Hire t	one Sprint - Agile	e B 🛹 E	BookingsPlus	s Help	Worldpay - Log USER LOGIN	jin 🧔 Gra
-		WHAT'S ON Grange Park Scho community. Dut of hours, our si ange of sporting, week. Check out a you are interested page to see what Grange Park Scho Astro-Pitch, Tennis To check availabil	ange Park School has amazing facilities that are available for hire to the local mmunity. It of hours, our school is a thriving hub for the local community with a wide age of sporting, education and leisure activities being held here throughout the ek. Check out our What's On page to join a club or exercise class today. If u are interested in hiring our facilities for your own club, then visit our Facilities ge to see what we spaces have available for hire. ange Park School's facilities include a Sports Hall, Performance Hall, Studios, tro-Pitch, Tennis Courts, Classrooms and Events/Party Halls for hire. check availability or to arrange a viewing please call 01604 677764, email lodesk@bookinesplus.co.uk or fill in an enguiry form.					Biking for beginners! Mon 16 March 09:15 - 10:45 Biking for beginners! Mon 16 March 13:15 - 13:45 Badminton Mon 16 March 15:00 - 16:00 French Lessons Mon 16 March 17:00 - 19:00					
		NOTICE: Closure info:				1		View ful	I listing				

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. G	rang	e Park S	School D)emo			🕐 Help an	d Support	Emails ena	ibled 👻	Master Venue A	dmin 👻
Dashb	oard	Calendar E	inquiries ち	Clients B	ookings Invoices 2	Payments Remind	ers 14 Rep	ports		Users	Manage	Venue
									New Booking	Excel Export	VAT Bulk	Edit
Во	okin	gs Detailed	~									
by: Spar	pace (92) Category	✓ Sta	atus ▼ F	²ayment Status ➤	Start Date 01	/11/2020 Er	nd Date 30/11	/2020	Clear Go	Cancel sele	ected
	cii.									100 entries		~
		Date	Start time	End time	Space	Client	Bookings Value (Ex. VAT)	Category	Status	Payment Status	Booking Ref	
		01/11/2020	09:00	13:00	Castle View Dance Studio	Another Test	£80.00		provisional	Unbilled	#504991	Edit
8/8		01/11/2020	12:00	14:00	Main Hall	Chris Froome (Bikes R Us)	£100.00	Sport & Fitness	confirmed	Billed	#302904	Edit
	✓	01/11/2020	13:00	14:00	Sports Hall	Danny Howard (Howard - Indoor Football)	£35.00		provisional	Unbilled	#189742	Edit
8/8		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
		04/11/2020	19:00	20:00	Castle View Sports	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. Gra	ang	e Park S	School D)emo			? Help and	1 Support	Emails ena	abled 🔻	Master Venue Ad	dmin 🔫
I	Dashboa	ard	Calendar E	Enquiries (5)	Clients	Bookings Invoices	Payments Remind	lers (14) Rep	orts	New Booking	Users	Manage	Venue
	Boo	kin	GS Detailed	• Sta	atus 👻	Cancel Bookir Notify the client(s) by Notifications sent to conf	ngs email that you have cancelle irmed bookings only	d these bookings	5? 30/1	1/2020	Clear Go	Cancel sele	ected
	Search					Reason	5)				Show 100		~
						This reason will be displa	ayed on the credit note if rais	ed			entries		
			Date	Start time	End tir	X One or more of these raise credit notes?	bookings has been billed - w	ould you like to	ory	Status	Payment Status	Booking Ref	
			01/11/2020	09:00	13:00	X Notify the client(s) by	email that you have raised a	credit note(s)?	_	provisional	Unbilled	#504991	Edit
	8/8		01/11/2020	12:00	14:00		Cancel these Book	Go Bad		confirmed	Billed	#302904	Edit
			01/11/2020	13:00	14:00	Sports Hall	Danny Howard (Howard - Indoor Football)	£35.00		provisional	Unbilled	#189742	Edit
	8/8		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
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			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

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.

est	2 Edit	0	Edit Delete					
Theatre Checklist	11 Edit	10				End		
Wedding	1 Edit	0	Add Clos	ure		01/01/2019	Edit	Delete
			School closure			19/04/2019	Edit	Delete
New Booking Checklist			-			22/04/2019	Edit	Delete
looking Categorie	S		From: U1/	03/2022 Until: 31/03/	2022	06/05/2019	Edit	Delete
Name	Booking	s				27/05/2019	Edit	Delete
Sport & Fitness	370			Save	Close	26/08/2019	Edit	Delete
Dance & Drama	115					26/12/2019	Edit	Delete
Special Events	53	Edit	Delete	New Years Day	01/01/2020	01/01/2020	Edit	Delete
Kids Parties	26	Edit	Delete	Good Friday	10/04/2020	10/04/2020	Edit	Delete
Conference & Education	74	Edit	Delete	Easter Monday	13/04/2020	13/04/2020	Edit	Delete
School	28	Edit	Delete	May Bank Holiday	04/05/2020	04/05/2020	Edit	Delete
AYR	10	Edit	Delete	Spring Bank Holiday	25/05/2020	25/05/2020	Edit	Delete
00	11	Edit	Delete	Summer Bank Holiday	31/08/2020	31/08/2020	Edit	Delete
BB	13	Edit	Delete	Parents Evening	19/09/2020	19/09/2020	Edit	Delete
SE	0	Edit	Delete	Christmas & Boxing Day	25/12/2020	26/12/2020	Edit	Delete
FX	0	Edit	Delete	New Years Day	01/01/2021	01/01/2021	Edit	Delete
HC	0	Edit	Delete					

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:

Dashboard Calendar Enquiries Clients Tuesday 01 March, 2022	Bookings Invoices	Payments Reminder	s 2 Reports	Users	Manage Organis	ations Venues -
Tuesday 01 March, 2022						
Closed from 01/03/2022 to 31/03/2022 - School close	ıre					
Unavailable Provisional Booked	View booked rooms	s only Category:	All		▼ Date:	01/03/2022
📔 Unbilled 😰 Billed 📔 Part Paid 😰 Fully Paid						🔶 Today 🌩
0 16:00	17:00 18:00	19:00	20:00	21:00	22:00	23:00
			_			<u>}</u>
Da	shboard Calendar Clie	ents Enquiries R	eports Invoices	s Booking	gs Back to Top	

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