Adding Host Details to a booking
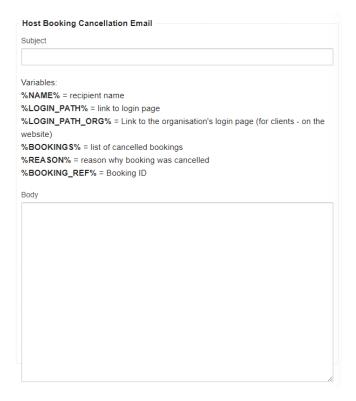
We have now introduced the option of adding host details to a booking, so that it is easy to see what person (host) will actually be attending onsite on the day of the booking, and so that their contact details are accessible if needed. The host (as well as the users with the booking role) will also receive booking confirmation emails and cancellation emails. This means there is less risk of them not turning up or attending when the booking has been cancelled.
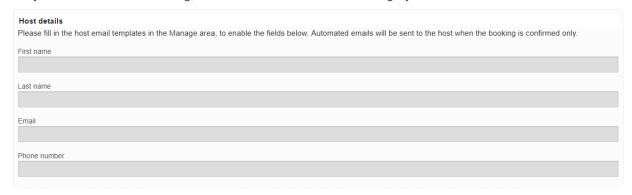
ACTION: Populate new email templates

To enable the host functionality to work, there are 3 new email templates, that need populating. These can be found and populated in the Manage area - Manage > Edit Venue > Emails.

Host Non-Billable Client Notification Email

Subject

Variables:
%NAME% = recipient name
%LOGIN_PATH% = link to login page
%LOGIN_PATH_ORG% = Link to the organisation's login page (for clients - on the website)
%BOOKINGS% = refers to the booking and it's details
%BOOKING_REF% = Booking ID

Body

Host Booking Confirmation Email

Subject

Variables:
%NAME% = recipient name
%LOGIN_PATH% = link to login page
%LOGIN_PATH_ORG% = Link to the organisation's login page (for clients - on the website)
%BOOKINGS% = refers to the booking and it's details
%BOOKING_REF% = Booking ID

Body

Host Booking Cancellation Email

Subject

Variables:
%NAME% = recipient name
%LOGIN_PATH% = link to login page
%LOGIN_PATH_ORG% = Link to the organisation's login page (for clients - on the website)
%BOOKINGS% = list of cancelled bookings
%REASON% = reason why booking was cancelled
%BOOKING_REF% = Booking ID

Body

Use of the host feature is optional and the feature will become accessible once the above email templates are populated. If you do not wish to use this feature then simply leave these templates blank! This will mean that when you create or edit a booking, the host information fields will be greyed out -

Host details
Please fill in the host email templates in the Manage area, to enable the fields below. Automated emails will be sent to the host when the booking is confirmed only.

First name

Last name

Email

Phone number

Once the above templates are populated you are then ready to start adding host details to your bookings!

Adding host details to bookings:

When creating or editing a booking the host details section at the bottom of the form can be populated as needed, you don't need to populate these for all bookings, just when relevant.

Booking Notes

Description: (Shown on attendance sheets)

training

FM Notes: (Shown on activity sheets)

Client Notes: (Shown on client login)

Code of Conduct for Room Hire:

* Leave hired areas clean & tidy as found
* Leave the hired area promptly for the next user

Other Notes:

Host details

Please provide details of the host that will be attending on the day

First name

a

Last name

host

Email

ahost@example.com

Phone number

01222222222

Booking Confirmation Emails:

When saving the booking, the provisional email will go out to the client users ticked for booking emails only. The host does not receive these. When the booking gets confirmed a copy of the host booking confirmation email will be sent out to the host to make them aware of this, as well as the normal booking confirmation emails that the client users on the account receive.

The host information is then visible when viewing the booking as both an administrator -

Booking #505430 - training

Category: n/a

Cost: £72.00

Client: **Becky Warner (Training group test)**

Telephone: Mobile: **07123123123**   Email: **bwarner@example.com**

Host: a host   Email: ahost@example.com   Telephone: 01222222222

Administrator Notes

None

FM Notes - shown on activity sheets

None

Client Notes - shown on client login

Code of Conduct for Room Hire:

* Leave hired areas clean & tidy as found
* Leave the hired area promptly for the next user
* No outdoor shoes / heels in the sports hall / gym
* Do not consume food in the sports hall / gym

Code of Conduct for Gym Membership:

* Sign in & out at reception
* Respect other users
* Report any faulty equipment to main reception

Date	Space	Start Time	End Time	Status	Hourly Rate	Gross Cost	Payment Status		
27/06/2020	Lecture Theatre	10:00	12:00	Confirmed	£30.00 plus VAT	£72.00 inc. VAT	Unbilled	Edit	Cancel

and as a client -

Booking #505430

1. Grange Park School Demo

Net Cost: £72.00

Client: Becky Warner (Training group test)

Telephone:

Mobile: 07123123123

Email: bwarner@example.com

training

Code of Conduct for Room Hire:

* Leave hired areas clean & tidy as found
* Leave the hired area promptly for the next user
* No outdoor shoes / heels in the sports hall / gym
* Do not consume food in the sports hall / gym

Code of Conduct for Gym Membership:

* Sign in & out at reception
* Respect other users
* Report any faulty equipment to main reception

Host: a host   Email: ahost@example.com   Telephone: 01222222222

Date	Space	Start Time	End Time	Status	Hourly Rate	Gross Cost	Payment Status	Edit	Cancel
27/06/2020	Lecture Theatre	10:00	12:00	Confirmed	£30.00 plus VAT	£72.00 inc. VAT	Unbilled	Edit	-

Back

Booking Cancellation Emails:

When a booking is cancelled, and you choose to notify via email, the host will also receive the cancellation email.