

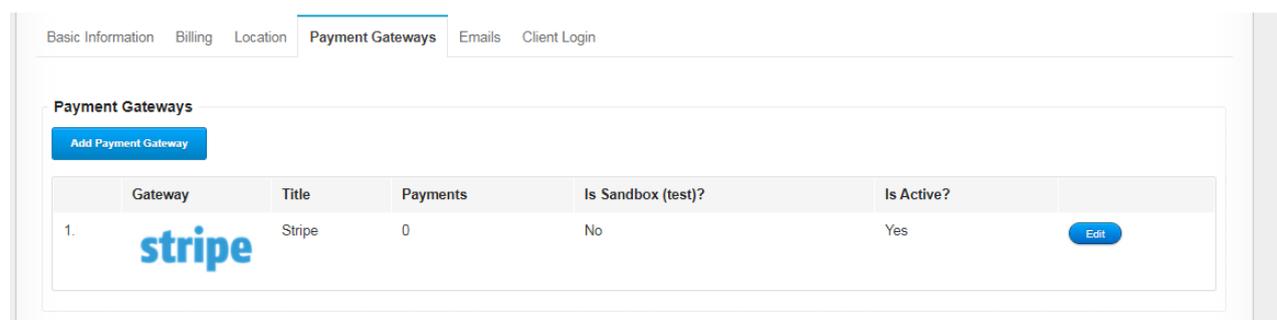
Instant Pay Feature: How to set it up at your venue

Last Modified on 09/02/2021 5:28 pm GMT

As a Master Venue Admin you now have the option to switch on instant pay at your venue. This will allow clients to pay instantly at the time of confirming (or self-service clients when creating) their booking through their login. Clients will either be able to pay for their whole booking in full OR will opt to Pay As You Go, and will be billed for the current calendar month's bookings only. You will then need to ensure that future month's bookings are billed accordingly.

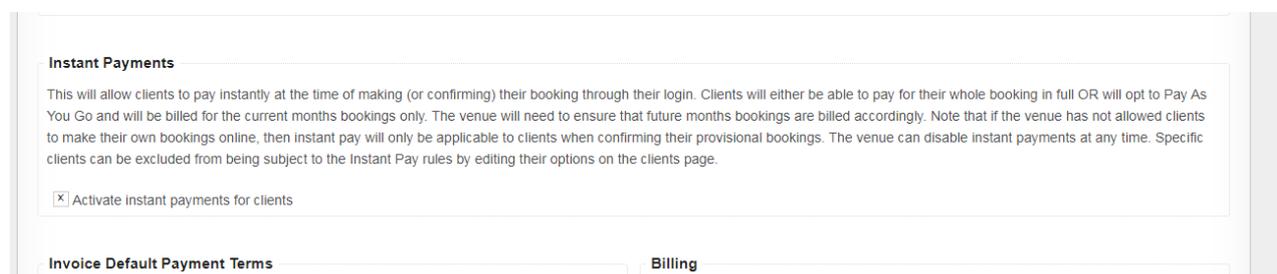
To activate this option, you need a payment gateway set up to accept payments via Stripe. We have designed Instant Pay to work seamlessly with Stripe because payments are immediate, and we want to help limit any debtors.

If you don't have a Stripe gateway, this can be easily set up from the Manage tab – Click **Edit Venue** Button – Click **Payment Gateways** subtab – **Add Payment Gateway** button – 'Click here to link to your Stripe Account' button. Then just follow the steps on Stripe's page. Once completed it will take you back to BookingsPlus with the Stripe Gateway showing.



Once you have a stripe account, you can set up the Instant payment in the **Manage** tab – **Edit Venue** button – **Billing** sub-tab.

You will see a New option for Instant payment. Select the tick box and click the **Save** button on the top right hand-side of the page.



Please note; if you decided for whatever reason you no longer need or want a Stripe Gateway, this will automatically switch off Instant Pay for all clients.

At this point please contact us at the BookingsPlus Helpdesk on helpdesk@bookingsplus.co.uk to let us know your venue has Instant Pay set up, as we will need to tweak the setting for how long you would like to allow your clients to have to process their tentative bookings. Take a look at our Client Articles linked at the bottom of this page to see how this works, and to decide how long you would like this to be. We would recommend around 1 hour.

All clients at your venue will now be set up to make instant payment. If you would like to exclude certain clients you can do so from the Clients tab and click Edit for a client. At the bottom of the page you will now see a new option to exclude that client from having to make payment immediately when confirming provisional bookings or when making any new bookings. If this option is ticked, then the client can still be billed through the automated invoice run (as long as you haven't excluded them from that) or can be billed manually.

Client Settings

- Non-billable client (Client will not be charged for any bookings)
- Allow this client to make their own bookings?
- Exclude from automated invoicing?
- Exclude from instant payments?

Instant payments are currently enabled for this venue. You can override this for this client by ticking the checkbox. Ticking this option will mean that the client will no longer be subject to the instant pay rules, and will not be required to make payment immediately on confirming provisional bookings OR on making any new bookings. **You will need to generate invoices for these clients manually.**

If you would like the Venue Contact email to get email notifications once a client has processed a booking, you will need to ensure this setting is set up. To check this go to **Manage – Emails** – and in the top **Receive email when** section tick **'Bookings was confirmed by hirers'** and click Save.

Dashboard | Calendar | Enquiries 4 | Clients | Bookings | Invoices | Payments | Reminders 14 | Reports | Users | **Manage** | Organisations | Venues

Editing 1. Grange Park School Demo

Switch between the different tabs to enter venue details and then click the **Save** button when you've finished.

Basic Information | Billing | Location | Payment Gateways | **Emails** | Client Login | Venue Setup (Master Admin Only)

Receive email when:

- New enquiry was added via website
- New enquiry was added by administrators
- Booking was confirmed by hirers
- Booking was confirmed by administrators
- Daily notifications of reminders requiring action (sent at 08:00)

The email will be sent to the Contact email saved within your Venue's Basic Information tab:

Post Code
NN4 5EZ

Contact Details

Telephone
01604 677764

Contact Email
contactemail@example.com

Your venue is now ready to accept Instant payments. Take a look at our other Instant Pay Articles to see the changes this displays to you as the administrator:

[Instant Pay Feature: Booking changes for Administrators](#)

[Instant Pay Feature: Invoice changes for Administrators](#)

[Instant Pay Feature: Report changes for Administrators](#)

Or how it will now display to the Client:

[Instant Pay Feature: Client account process for Confirming a Provisional booking](#)

[Instant Pay Feature: Client account process for Creating a Tentative booking](#)

Note – if you are unsure if you have self-service clients set up, or would like to get more information on how to allow clients to self-book, please contact our customer service team on 01604 677764 and they will more than happy to talk you through this.
