

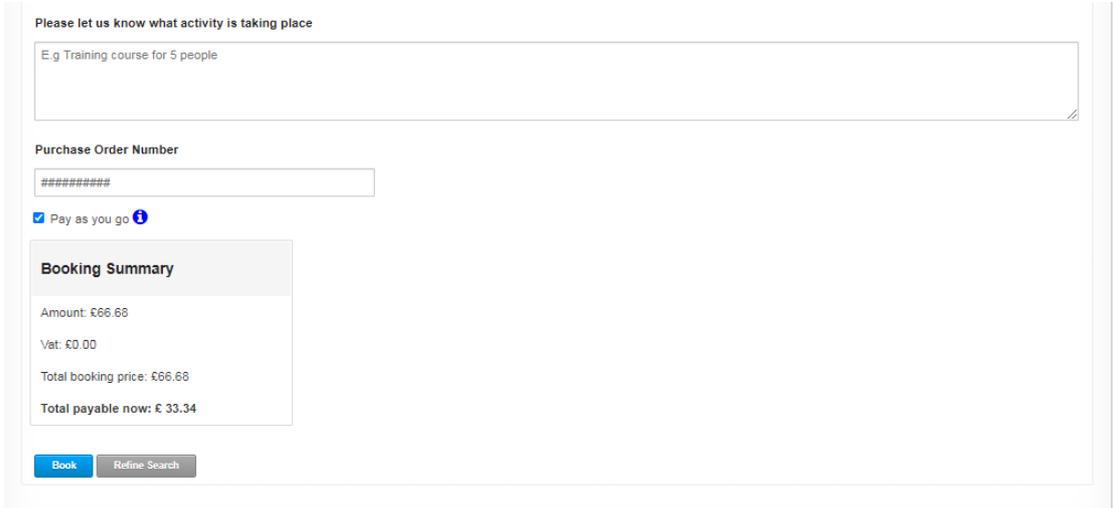
# Instant Pay Feature: Client account process for Creating a Tentative booking

Last Modified on 09/02/2021 2:55 pm GMT

Please take a look at our article [General Client Account Upgrade](#) first, to understand the changes in the process flow of making bookings from the calendar.

Before paying for bookings, clients will be able to see a Summary of the costs, and on some bookings a Pay as you go option. The Pay as you go option appears on bookings that either start in the current month and recur into a future month, or start in a future month. If the Pay as you go option is not ticked, the client will need to pay in full for the booking. If the Pay as you go option is ticked the client will need to pay for any bookings within the current calendar month, in order to confirm the whole booking.

The Summary below that will then show how much the booking costs, and how much they need to pay now, in order to complete the booking.



The screenshot shows a web form for creating a tentative booking. At the top, there is a text input field with the placeholder text "Please let us know what activity is taking place" and an example "E.g Training course for 5 people". Below this is a "Purchase Order Number" field containing "#####". A checkbox labeled "Pay as you go" is checked. A "Booking Summary" box displays the following information: Amount: £66.68, Vat: £0.00, Total booking price: £66.68, and Total payable now: £ 33.34. At the bottom of the form are two buttons: "Book" and "Refine Search".

Booking Summary	
Amount:	£66.68
Vat:	£0.00
Total booking price:	£66.68
Total payable now:	£ 33.34

When a client clicks to 'Book', a tentative booking will be created and this will be reserved for the client for 1 hour (the expiry time). Whilst it is unbilled, they will be able to Edit and Cancel items (see below), however once they click to pay, a Tentative invoice will be automatically created for this, and they will be unable to Edit or Cancel items at this stage, as they have committed to the booking/payment.

**Tentative booking in progress**
This is a tentative booking and will be reserved until 12:22 on the 08/01/2021.  
Please make payment to secure this booking.

**Booking #520213**

**1. Grange Park School Demo**

🕒 Recurs from January 19th to February 9th 2021  
Client: [Abigail Peterson \(Abby's Dancers\)](#)

Telephone:  
Mobile:  
Email: [abby.p@example.com](mailto:abby.p@example.com)

Ballet

Date	Space	Start Time	End Time	Status	Hourly Rate	Gross Cost	Payment Status	Edit	Cancel
19/01/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Unbilled	<a href="#">Edit</a>	<a href="#">Cancel</a>
26/01/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Unbilled	<a href="#">Edit</a>	<a href="#">Cancel</a>
02/02/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Unbilled	<a href="#">Edit</a>	<a href="#">Cancel</a>
09/02/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Unbilled	<a href="#">Edit</a>	<a href="#">Cancel</a>

Pay as you go ⓘ

**Booking Summary**

Amount: £66.68

Vat: £0.00

Total booking price: £66.68

**Total payable now: £ 33.34**

Pay now with Stripe
Back

On clicking to pay, they will be taken to a Stripe payment page, to be able to enter their card details.

### Pay with card

Email

Card information

Name on card

Country or region

Pay £33.34

When the payment is made and successful, they will be taken back to their booking and will be informed that their booking is now confirmed.

Thank you for your booking. Your booking confirmation email is on its way.

### Booking #520213

**1. Grange Park School Demo**

Rekurs from January 19th to February 9th 2021  
 Client: [Abigail Peterson \(Abby's Dancers\)](#)

Telephone:  
 Mobile:  
 Email: [abby.p@example.com](mailto:abby.p@example.com)

Ballet

Date	Space	Start Time	End Time	Status	Hourly Rate	Gross Cost	Payment Status	Edit	Cancel
19/01/2021	Dance Studio	15:00	16:00	Confirmed	£16.67	£16.67	Fully paid	-	-
26/01/2021	Dance Studio	15:00	16:00	Confirmed	£16.67	£16.67	Fully paid	-	-
02/02/2021	Dance Studio	15:00	16:00	Confirmed	£16.67	£16.67	Unbilled	<a href="#">Edit</a>	<a href="#">Cancel</a>
09/02/2021	Dance Studio	15:00	16:00	Confirmed	£16.67	£16.67	Unbilled	<a href="#">Edit</a>	<a href="#">Cancel</a>

**Booking Summary**

Amount: £66.68  
 Vat: £0.00  
 Total booking price: £66.68

[Back](#)

If the payment was unsuccessful or there was an issue with the card, Stripe will inform them on the payment page, and allow them to change their payment details. If they click back out of the Stripe page, they will see that their booking is Tentative and can view the Tentative Invoice.

Date	Space	Start Time	End Time	Status	Hourly Rate	Gross Cost	Payment Status	Edit	Cancel
13/01/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Billed	-	-
20/01/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Billed	-	-
27/01/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Billed	-	-
03/02/2021	Dance Studio	15:00	16:00	Tentative	£16.67	£16.67	Unbilled	<a href="#">Edit</a>	<a href="#">Cancel</a>

Pay as you go ⓘ

**Booking Summary**

Amount: £66.68  
 Vat: £0.00  
 Total booking price: £66.68  
**Total payable now: £ 50.01**

Booking not confirmed
Payment is required by 12:27 on the 08/01/2021 to confirm your booking.  
Please make payment to secure this booking.



### 1. Grange Park School Demo

12 Basset Court  
Loake Close, Grange Park  
Northampton  
Northamptonshire  
NN4 5EZ

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**Abigail Peterson (Abby's Dancers)**

**Invoice GP5035**  
**08 January, 2021**

Date	Description	Space	Time	Net Cost	VAT Rate	VAT Payable	Gross Cost
13/01/2021	Ballet	Dance Studio	15:00 - 16:00	£16.67	0%	£0.00	£16.67
20/01/2021	Ballet	Dance Studio	15:00 - 16:00	£16.67	0%	£0.00	£16.67
27/01/2021	Ballet	Dance Studio	15:00 - 16:00	£16.67	0%	£0.00	£16.67
<b>Net Total:</b>							<b>£50.01</b>
<b>VAT:</b>							<b>£0.00</b>
<b>Grand total:</b>							<b>£50.01</b>

**Payment Terms**

Payment due now please. Thank you for your cooperation.

Registered Office: Kajima Community, 55 Baker Street, London, W1U 8EW • Company Number: 123456 • VAT Number: 987654

**£50.01 outstanding**

Pay now with Stripe
Print Invoice
Back

After 1 hour if a Tentative invoice has not been paid it will automatically be voided and the bookings contained within it will be cancelled. The Voided invoice will display a message that the 'Instant payment was not received within 1 hour'. From the Bookings tab or calendar any client will now be able to book that slot/time.

Dashboards
Account
Invoices
Calendar
Bookings
Documents
Help



### 1. Grange Park School Demo

12 Basset Court  
Loake Close, Grange Park  
Northampton  
Northamptonshire  
NN4 5EZ

Void
by Automation on 14 January, 2021 at 12:25  
Reason: Instant payment not received within 1 hour

Once the booking has been processed, the client user that Confirmed the booking and any Client Users attached to the account with the email setting 'Booking' selected will receive a Booking confirmation email. (The below is an example template, to amend email text go to Manage Tab-Edit Venue-Emails-**Booking Confirmation Email** )

Dear Abigail Peterson,

Thank you very much for your booking.

Ref: 520213 : 19/01/2021 15:00-16:00 Dance Studio  
 Ref: 520213 : 26/01/2021 15:00-16:00 Dance Studio  
 Ref: 520213 : 02/02/2021 15:00-16:00 Dance Studio  
 Ref: 520213 : 09/02/2021 15:00-16:00 Dance Studio

If you wish to cancel this booking you must notify us in writing.

**Please log in to view and pay, as soon as possible. Your bill will be printable once you log in.**

If at your venue you have the option selected to receive emails once the client confirms their booking, you will also receive an email notification. See our article on setting up instant pay at your venue for more information on checking this [here](#).

Also, from the bookings tab clients will now have a Tentative option within the Status filter, allowing them to quickly spot any remaining tentative bookings that require action or any being processed.

**Your Bookings** Detailed Excel Export New Booking

Please select a start and end date to view your bookings in that period

Start Date  End Date  Filter by: -- Space -- -- Category -- -- Status -- -- Payment Status -- Clear Go

Search:  Show  entries

Client	Date	Start time	End time	Space	Status	Hourly Rate	Gross Cost	Payment Status	Category	Booking Ref
Abigail Peterson (Abby's Dancers)	13/01/2021	15:00	16:00	Dance Studio	tentative	£16.67	£16.67	Billed		#520214
Abigail Peterson (Abby's Dancers)	20/01/2021	15:00	16:00	Dance Studio	tentative	£16.67	£16.67	Billed		#520214
Abigail Peterson (Abby's Dancers)	27/01/2021	15:00	16:00	Dance Studio	tentative	£16.67	£16.67	Billed		#520214
Abigail Peterson (Abby's Dancers)	03/02/2021	15:00	16:00	Dance Studio	tentative	£16.67	£16.67	Unbilled		#520214

Showing all 4

If a self-service client has a booking for a future month and Payment was not made when confirming, if they then they want to edit the booking to be in the current month, they will see a message instructing them that the changes will mean that they have to pay for the booking now. If they save the booking an invoice will be created, and be due for payment.

### Edit Booking

**Change Location:**

**Change Time:**  
 Date:   
 From:   
 To:

Hourly rate:	£16.67
Net cost:	£16.67
VAT:	0.0%
<b>Gross cost</b>	<b>£16.67</b>

Booking description

**Total payable now: £16.67**

On clicking 'Save Changes', you will be required to pay for the booking in full now.



**1. Grange Park School Demo**  
 12 Basset Court  
 Loake Close, Grange Park  
 Northampton  
 Northamptonshire  
 NN4 5EZ

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**Abigail Peterson (Abby's Dancers)**

Invoice GP5036  
08 January, 2021

Date	Description	Space	Time	Net Cost	VAT Rate	VAT Payable	Gross Cost
29/01/2021	Ballet	Dance Studio	15:00 - 16:00	£16.67	0%	£0.00	£16.67
						<b>Net Total:</b>	£16.67
						<b>VAT:</b>	£0.00
						<b>Grand total:</b>	£16.67

**Payment Terms**

PAYMENT TERMS:  
 Payment is due by the first booked date in the invoice for regular bookings and 1 month in advance for special events.

EDIT  
 PAYMENT ACCEPTED:  
 GoCardless: Preferred method

Prompt payments are very important to our venue – thank you for your cooperation.

Registered Office: Kajima Community, 55 Baker Street, London, W1U 8EW • Company Number: 123456 • VAT Number: 987654

**£16.67 outstanding**