



Downham Market Town Council, 15 Paradise Road, Downham Market PE38 9HS

Tel: 01366 387770 email: [info@downhammarkettc.co.uk](mailto:info@downhammarkettc.co.uk)

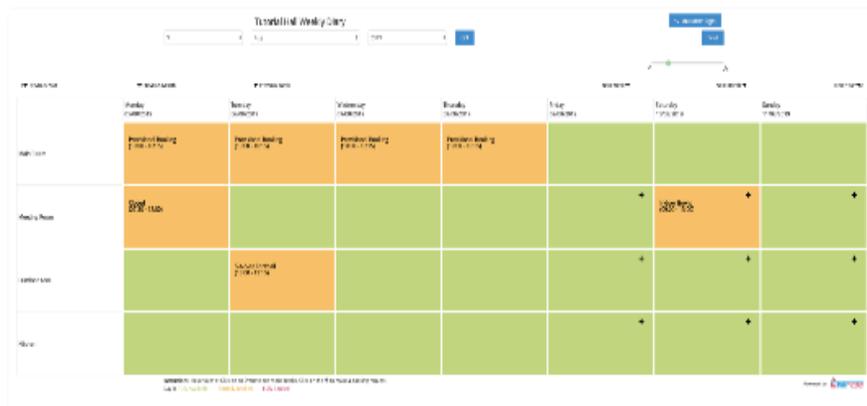
## Customer User Guide for The Hallmaster Online Booking System

Downham Market Town Council is now using The Hallmaster Online Booking System for all bookings for Downham Market Town Hall.

This brief guide will show you how to make the most of it as a customer following these steps.

**To make a booking request** from the weekly calendar or scheduler, click on the + symbol on the date and room you wish to book. If you are making a booking request for the first time, you will be asked to enter your contact details and a password so that you can track your booking status and any changes that are made.

(Note: If you do not see the + symbol, then online booking has been disabled for this room. Instead, contact the office directly.)



Once you have done this, you will need to complete the rest of the booking request form as follows:

**Tooltips:** On any page in the software, look out for the  icon – hover over this icon (or tap on mobile) to see more information about the field or section it relates to.

<b>Rooms:</b>	Tick the room(s) that you want to include for this booking. If booking the <u>whole</u> Venue, make sure all the boxes are ticked.
<b>Name:</b>	This is the name of the event you are booking.
<b>Start Date/Time:</b>	The start date and time of the event. If this is a recurring booking, this is the start date and time of the first event in the series. <b>End Date/Time:</b> The end date and time of the event. If this is a recurring booking, this is the end date and time of the first event in the series.

<b>Recurring Booking:</b>	<p>If this is a recurring booking for multiple dates, tick this box and choose the booking frequency (e.g. Daily/Weekly etc), along with how many additional dates you want to add to this series. Individual dates in a series can be amended to a different date or time. To move an individual date in a series to a different room however, you will need to ask the office to do this for you once the booking has been created. Make sure to click on the green Check Availability button. If there is a clash of bookings at any date, time or room, a red error message will display saying 'The dates of this booking clash with other dates in the calendar, or they don't end after they begin'. You can then check the weekly calendar or scheduler at the top of the screen to see where the clash is and amend the booking accordingly.</p> <p><b>Note:</b> You cannot proceed with creating a booking request while there is a clash.</p>
<b>Activity:</b>	<p>This is the general 'type' of booking you are making. Choose from the options to indicate what kind of booking this is. If you are unsure what to enter here, contact the Town Council on 01366 387770.</p>
<b>Description:</b>	<p>You can put as much or as little information about the event itself, including prices, what to bring and links to websites etc.</p>
<b>Privacy:</b>	<p>There are 3 privacy settings for bookings (Note: 2 and 3 both called Public)</p> <ol style="list-style-type: none"> <li>1. <b>Private:</b> The Weekly Diary and Scheduler will only show the time the event is booked for and whether the booking is Requested or Confirmed. The booking will display as 'Private Event' and not show your Event Name, description, or your contact details.</li> <li>2. <b>Public: Contact Details Hidden:</b> The Weekly Diary and Scheduler will show the Event Name and a link to the description but will hide your contact details (e.g. name, email address, telephone number etc), once the booking has been confirmed by an administrator. If the event is still to be confirmed, the calendar will continue to display as 'Provisional Booking'</li> <li>3. <b>Public:</b> The Weekly Diary and Scheduler will show the Event Name and a link to the description and your contact details once the booking has been confirmed by an administrator. If the event is still to be confirmed, the calendar will continue to display as 'Provisional Booking'</li> </ol>
<b>Number of People Attending:</b>	<p>Here you can indicate how many people are expected to attend your event. Please do <b>not</b> go above the number of occupants in any room –</p> <p><b>Grand Hall</b> (Capacity 280 people, 150 seated)  <b>Clock Room</b> (Capacity 52 people seated) For weddings 50 + 2 Registrars  <b>Assembly Room</b> (Capacity 70 people seated) For Weddings 68 + 2 Registrars</p>
<b>Special Requirements:</b>	<p>This can be a list of any specific requirements such as tables and chairs, use of kitchen etc.</p>
<b>Terms &amp; Conditions:</b>	<p>Please do not tick until you have read a copy of the terms and conditions document via the link.</p>
<b>Save Booking:</b>	<p>Once completed press Save and the request will automatically be sent to the Town Council for processing. You will also receive an email from us confirming that your request has successfully received – this is <b>not</b> confirmation of your booking.</p>
<b>Additional Bookings:</b>	<p>You can always make other booking requests from the Town Hall Calendar/Scheduler or by using the Request Booking button in the Bookings page of the Hallmaster Dashboard.</p>

<b>View your Bookings, Invoice and Payments:</b>	Once logged in to your own account, you will be taken to a list of your bookings where you can see an overview of their dates, times, and status.
<b>Filtering and Searching:</b>	<p>You can easily sort the columns in the booking grid by clicking on the column heading. E.g. Booking Name sorts your bookings in ascending/descending order etc.</p> <p>You can also search for specific bookings using the  search icon in each column heading. When a search is being applied, the icon will change colour to pink.</p> <p>To clear the filter and display all your bookings, click on the Clear Filters button.</p> <p>To search for historical bookings, select the range you want to view from the drop-down menu. The older the items, the longer it will take to load them.</p> <p>If you wish to, you can print the list of your search results for your records.</p>

### **Questions/Queries**

If you have any questions, please feel free to contact the Town Council Office on 01366 387770 or by email at [info@downhammarkettc.co.uk](mailto:info@downhammarkettc.co.uk)