

Planyo Booking User FAQs

Do I need access to the internet and a computer to make a booking? You will need access to the internet and a normal web browser on a smart phone, tablet, PC or Mac. In rare circumstances a booking can be added manually for you by telephone.

Do I need email? To make a booking you will need a valid email address you can access.

When I create an account on Planyo who will see my details? Your personal details are private and only seen by the parish administrators. We will retain your details so we can keep you informed about any relevant changes. You can delete your account at any time by logging into the system or emailing an administrator.

Will my booking details be private? You are able to mark your booking as 'private' or 'public'. Public events will have the headline details visible on our website (useful for a club meeting or exercise class perhaps), private events will have no details displayed (for instance a private children's party).

Does the online booking system change the cost of booking? The booking costs are calculated automatically based on the current published hourly rates.

Will my booking be instantly confirmed? No, all bookings input will be provisional (which will then reserve the date/time) and are subject to the administrator confirming the booking, you will be notified by email once this is done.

I have received LOTS of emails from the booking site, is there a fault? Probably not, the system will send you an email confirmation for every date/time which you have requested. So a weekly course for 12 weeks will receive 12 emails in total once each date is confirmed.

I need to change my booking, is this possible? You are able to view or amend your bookings (provisional and confirmed) via your web login which you will receive when making your first booking.

Can you remind me of my username and password? This can only be done via the Planyo booking interface, select the 'sign in' option and follow the onscreen prompts.

Can I setup repeat bookings? You can easily set up repeat bookings, daily or weekly for up to 52 bookings in one go. However, we would normally advise you setup a maximum of 3 months of bookings before completing each checkout process (this will limit each invoice to just 3 months of costs)

When will I received an invoice? Once your provisional booking is confirmed an invoice download link is emailed to you automatically with payment details.

I need to book out large parts of the year but do not want to pay all this up front, what should I do? Specific payments terms can be agreed directly with the RFO if required, however for automatic service we would suggest making repeat bookings in lumps of 2-3 months at a time (proceed to checkout and complete the purchase after each lump), this way the invoice will only show that lump booking.

I have received my invoice when do I have to pay? You can continue to operate under the payment terms that were previously agreed with the Responsible Financial Officer (RFO@woodhouseparishcouncil.org.uk).

If I don't attend a booking, do I still need to pay? Under rare circumstances the halls may close (eg heavy snow) and refunds will be given. However if you fail to attend without providing reasonable notice then you will be charged, see terms and conditions.

How do I book multiple Halls at once? You will need to create individual bookings for each hall, these individual bookings can be added to the same 'checkout process' by selecting 'Continue shopping' after each addition. Only select 'Proceed to checkout' once all bookings have been added.

Can I pay online with a credit or debit card? Your confirmation email includes an invoice and a link to our online payment portal

Will I receive a receipt for payments? A receipt is emailed immediately to you once you have made an online payment.

Do I get charged for using a credit card? There are no additional charges for paying by card.

I don't want to pay with a card, what do I do? You can pay by cash or BACS if you wish (account details are on the invoice), a receipt will be emailed to you once this 'manual' payment is added to our system.

The system is showing booking or invoice information I don't expect, what do I do? If you have any specific issues with your booking, invoice or payment you can email or speak to the Parish staff to rectify any problems.