GEORGE'S FIELD CHARITY – WOODHOUSE PARISH COUNCIL
www.woodhouseparishcouncil.org.uk/village-halls.html

VILLAGE HALLS BOOKING SYSTEM – HOW TO USE IT

We no longer accept telephone bookings for our halls or cash payments. To book our premises you will need:

Access to Equipment
- computer – PC, Mac, tablet, smart phone
- Internet
- email address

If this is impossible for you, then we will always try to help.

Setting up
The system asks you to create an Account. Your personal details are private and only seen by the parish council administrators. We 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.

Forgotten username or password
This can be done via the main Planyo booking front page - select the 'sign in' option and follow the onscreen prompts.

Entering your details
Please state all your requirements e.g. if you want to use a sound system or projector. If you want to use a bouncy castle, please ask your supplier to send proof of insurance because we don't insure them under our policy. We have no extra charges for kitchens, cutlery, crockery, tables, chairs, stage, lighting, microphones, projectors or screen.

Our normal booking period is up to 10pm – we can allow a later finish on request, depending on staff availability.

Will my event details be displayed?
You can mark your even as 'public' or 'private'. Using 'public' will display basic details on our website e.g. Yoga, WI, Karate, Art (useful for a club meeting or exercise class), while 'private' is best for children's parties. It is better to use 'public' if in doubt.

Costs, Confirmations, Payments and Receipts
Costs are calculated automatically, based on the current published hourly rates. All bookings are provisional until we confirm them by email – usually within a couple of days. A weekly class for 12 weeks will receive 12 confirmation emails when dates are confirmed – these are generated automatically.

You will receive an email 2 weeks before your event with a link to the invoice. You can pay by BACS, credit card or online via Stripe [it is like PayPal], or by cheque. There are no charges for making payments by these means.

We will send you a receipt when your payment has arrived in our bank account. This might take a week or more.

If you have paid a deposit for holding a party the refund will be in your account around 2 weeks after your event.

Making Changes
You can view or change your bookings at any time up to 2 weeks before the event by logging in and choosing 'Modify'. Later than that, you will have to contact us, because we will have scheduled staff to check and open buildings at least a week before.

Repeat bookings
You can easily set up repeat bookings, daily or weekly for up to a year ahead. However, we advise you to book in quarterly batches to avoid receiving an invoice for the whole 12 months. So, to book for the year, make 4 quarterly bookings.

Booking two halls together
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.

Cancellations
Under rare circumstances the halls may have to close (e.g. heavy snow, significant maintenance) and refunds will be given. However, if you fail to attend without providing reasonable notice then the charges will stand (*see* our Terms and Conditions). This is because we will have scheduled cleaning and other staff to prepare the building for you.

Queries
If you have any specific issues with your booking, invoice or payment you can contact Parish staff by using the Message box on your booking page. This sends a message to all staff, whoever is on duty, so is the best way to get a quick answer. Emails to individual staff are not advised because they can be off duty or on leave.