

## St Andrew's Community Hall online booking system guide

Thank you for using the online booking system which we hope makes it easy for the Charmouth and wider community to make their own Community Hall reservations. The booking system is a third party system called HallMaster.

First time users of the system are required to register as a customer. From our website [www.charmouthcommunityhall.co.uk](http://www.charmouthcommunityhall.co.uk) proceed to the **Booking** page:

- Click any of the black "book now" buttons
- A calendar should appear at the bottom of your screen
- Click the + symbol on the current or a future date

This will bring up a Hall Master screen where you can register as a new customer on the left side, and once you have registered there is a login field on the right.

Alternatively this link will take you straight to the registration page described above:  
[St Andrews Booking system](#)

Once registered, login and enter the event title and book the days you require. Book an initial date and then there is a check box to book subsequent recurring days if required.

### Recurring bookings

We request you don't book more than 6 months of recurring events in advance and we do reserve the right to request you cancel a date in the sequence if we receive an inquiry for a special event on one of your recurrences. Note that if there are already conflict dates in the calendar you can remove your conflicting booking having first populated the sequence.

Having selected your initial date, check the recurring booking box. From the drop down option select the recurrence frequency. Enter the number of recurrences required in addition to your initial date. Note that once the schedule is populated you can delete and amend occurrences.

e.g. you want to book the first monday of every month for 6 months but for one month you need the second tuesday. Enter your initial date as the first monday, select the recurrence "1st Mon each month", enter 5 in the number of recurrences, scroll down and edit the date of the month where you require the second tuesday.

### Complete and submit your booking

Once you have entered your dates, scroll down and check the T&C's (all users) and Alcohol License (if required). You will then be able to submit your booking. Once approved you will be emailed a confirmation and invoice. If you need to amend or cancel your booking please contact [info@charmouthcommunityhall.co.uk](mailto:info@charmouthcommunityhall.co.uk)

Note: to avoid charges, cancellations must be received 48 hours or more before the event date.

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### Payment

We currently only accept bank transfers, our bank details are on the invoice, bottom left corner. If your bank has the facility to generate and email a remittance or payment advice note please send to [info@charmouthcommunityhall.co.uk](mailto:info@charmouthcommunityhall.co.uk) as this will expedite the issue of your booking payment receipt.

Please ensure you use just the invoice number as reference on the payment.

### Payment terms:

One off events - by the date shown on the invoice (bottom left under bank details).

Recurring events - can be paid up front in full but as we recognise this might be an issue for small clubs etc. you can pay by monthly instalments by the last event in each month. The final payment date being that shown on the invoice. The instalments must cover the full cost of the events in the month.

Please address any questions to [info@charmouthcommunityhall.co.uk](mailto:info@charmouthcommunityhall.co.uk)