

How to make a booking at the Boniface Centre Crediton

If you are ready to book online visit this [this page](#).

We use the Hallmaster System to process booking requests. The first time you use the system you will be asked to register and create your own unique password. On further visits to the site you will simply login to Hallmaster.

We have chosen the system as being user-friendly and the videos accessed by these links take you through the process of booking :

[Hallmaster - How to Book as a Customer](#)

[Hallmaster - How to Create a Recurring Booking](#)

There is also a Hallmaster Customer User Guide : <https://www.hallmaster.info/Docs/Hallmaster-Public-User-Guide.pdf>

Information specific to our venue

Note : You need to know roughly how many people will be attending your event and to take into account the nature of your event; e.g. is it a meeting at which people will be seated/do you need extra space for displays etc. This will define which room/area you need. The rooms are named:

- “Dokkum” (capacity 20 and coloured red on the Calendar/Scheduler)
- “Fulda” (capacity 30, blue)
- “Sarasota” (capacity 80, green)

and the whole area capacity is 150+. Rooms can be expanded by removing the dividing wall such that Dokkum/Fulda become one room (capacity 60), and Sarasota/Fulda become one room (capacity 120). See the Centre plan. [\[insert link\]](#)

New Customer / first time visit to the Boniface Centre website

1. View the calendar for your required date - The Booking Calendar can be found in the main menu under “Booking Services”, then “Calendar & Booking”, or here : <https://bonifacecentrecrediton.org.uk/calendar/>
2. Check if the room is available – **note** that if you are booking a combination of rooms then both rooms must be free. We allow 30 minutes free “set up” time and 30 minutes “clearing away time”. Extra time can be booked but must be paid for.
3. To make a booking click on the + sign for the date. If there is no +sign then there are no rooms available on that date.
4. A new browser tab will open displaying the Hallmaster New Customer / Log In page.
5. Complete the Registration details.
6. Click <Continue>
7. A new page will be displayed stating that an email verification email has been sent.
8. Close that browser tab.
9. An e-mail will be sent to the address used for Registration - click on the link included in that e-mail.
10. A web page will be displayed stating “Email Verified Successfully”.
11. Click on the “Log In” text link.
12. The Hallmaster Dashboard will be displayed.
13. Click on the “Bookings” button.
14. The Bookings web page will be displayed : click on the “Request Booking” button.
15. Now see instructions below “For both New & Returning Customers”.

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Returning Customer (having previously created a Hallmaster account)

View the Hallmaster calendar (Scheduler) for your required date - The Hallmaster Booking Calendar (Scheduler) can be found here : <https://v2.hallmaster.co.uk/Scheduler/View/13264?startRoom=0>

1. Log In to Hallmaster using the email address & password previously created.
2. Once logged in, click on the "Bookings" button - there will be a list of any previously created Bookings.
3. Click on the "Request Booking" button.
4. You will be presented with the "Create Booking" form.
5. Select your required room(s).
6. If you are booking a combination of rooms make sure you tick both rooms, and for the whole Centre tick all 3 rooms.
7. If there is no check box & room name displayed it means the room availability has been disabled.
8. Now see instructions below "For both New & Returning Customers".

For both New & Returning Customers

Note : At any stage of the booking process you may seek clarification by hovering your mouse over the ? in blue circle adjacent to the specific item.

1. On the Hallmaster "Make Booking Request" page, the first item is a list of rooms with "All Rooms" at the top of the list. **Tick the room or rooms you wish to book** and if you are booking the whole Centre tick "All Rooms". This will automatically also tick the individual rooms thus ensuring they cannot be overbooked.
2. **Event Name** – this may be general or specific – and may or may not be displayed on the calendar (see "Privacy" below). We suggest you enter the name of your organization or the name of the meeting.
3. Enter **start and end times** for your event. This will define the charge period.
4. **Buffers** – We generally "meet and greet" about 15 minutes before your booking but the buffer time (that is free of charge) may be required for extensive setting up (e.g for a child's party). Setting up time of more than 30 minutes must be allowed for in your timing and is chargeable.
5. Under the Customer box is a box entitled **Booking Type**. There are two selections here, a Standard Hourly or All Rooms conditional. The latter should be used if booking the whole Centre to ensure the estimated cost is correctly calculated.
6. **Additional Line items** – here you can select items such as projector hire/PA system etc. by clicking the down arrow. If you are selecting a Drinks Licence a form will be sent to you.
7. **Description**. This is not a mandatory section but you may wish to enter more details of your event here. Use the ? for clarification.
8. **Privacy. This is an important selection.** Read the ? section carefully. Our recommendation is that the default should be "Public – Contact Details Hidden".
9. **Number of people** attending can be completed (an approximation only), but is not mandatory.
10. **Special Requirements** - use this section to clarify your room choice e.g. if you require Dokkum and Fulda as one room, you have selected each room but here you can say you want them as one space.
11. Ensure you have read & understood the Terms and Conditions of Hire before checking the tick box confirming your acceptance.
12. When you have completed your booking request click "Save". The Booking Request will be sent automatically to the Boniface Centre Bookings Administrator for confirmation and you will also receive a copy. Your requested event will appear in the Scheduler as a provisional booking preventing anyone else overbooking time and space.
13. When the Administrator has approved your request you will receive a confirmation mail to that effect and the event will now be shown in full in the Scheduler.

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14. In case of difficulty you can view the Hallmaster Customer User Guide here : <https://www.hallmaster.info/Docs/Hallmaster-Public-User-Guide.pdf> or email the Boniface Centre Administrator on bookings@bonifacecentrecrediton.org.uk