CREATING A BLOCK BOOKINGS/RESERVATION

IMPORTANT – Before commencing check that the Club/Organisation/Individual is a Corporate Member – see creating a Corporate Member Procedure.

- Open Legend booking icon – (Fig 1) will appear
- Click on 'Booking Sheet' to open drop down menu
- If the booking is for one specific date – select the date using the calendar
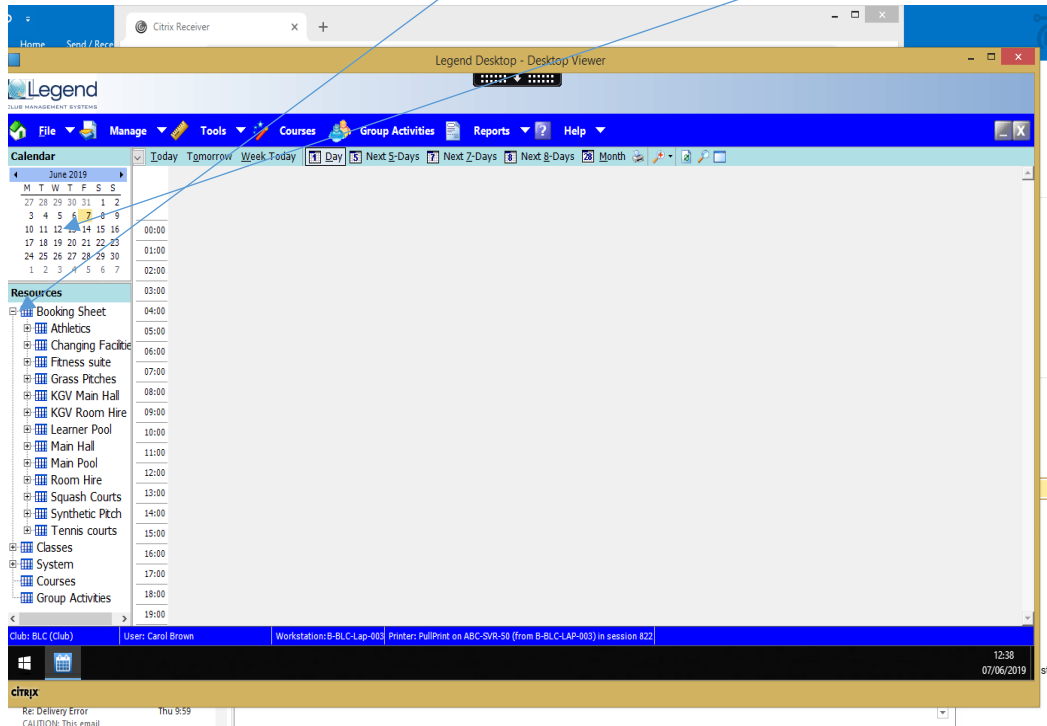

Fig 1

- Click on the required booking area/facility from the drop down menu – Fig 2 illustrates 'Main Pool' booking sheet. And displays all resource (6 lanes) within the Main Pool facility
- If only one resource/lane is required, i.e. lane 6, click on Main Pool + sign to display the linked resources, click on lane 6 from the drop down list – only lane 6 will appear on the booking sheet
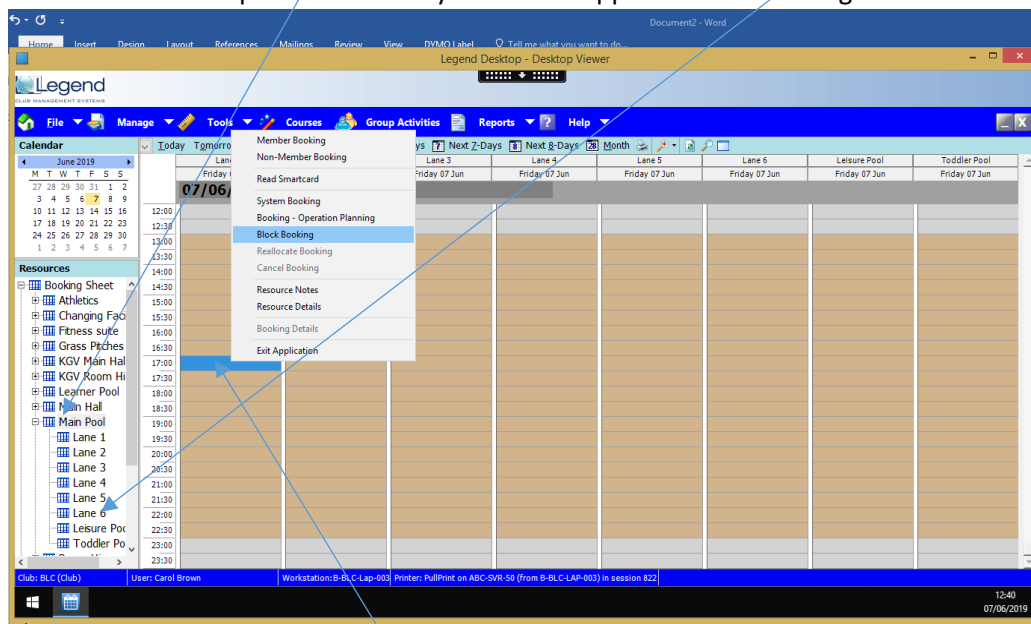

Fig 2

- Right click on the required time slot
- From the pop up menu select BLOCK BOOKING option
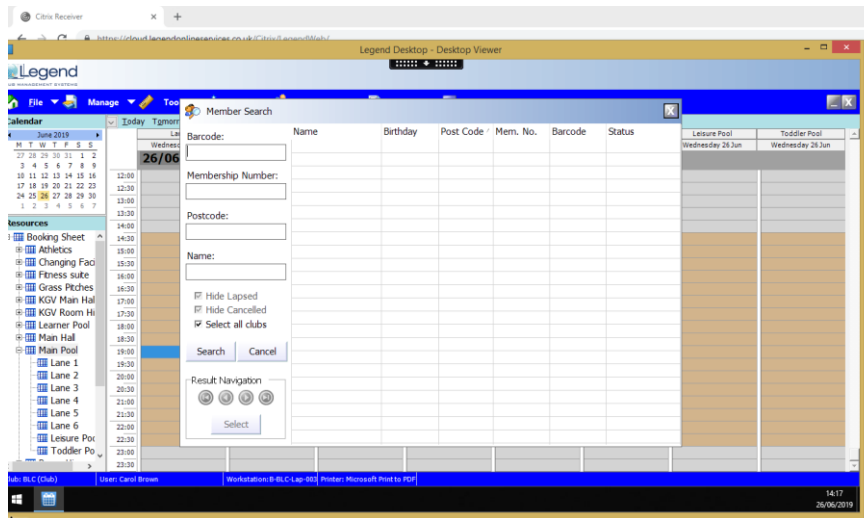- The following 'Member Search' screen will appear – see Fig 3

Fig 3

WARNING – **A left double click on the booking screen will also bring up a members search screen –** **DO NOT** **use this function to create a reservation – booking dates will be added to the booking screen, but the booking charge will not be applied to the customer's account.**

ALWAYS select the 'BLOCK BOOKING' function (as seen in Fig 2) to create a block booking/reservation
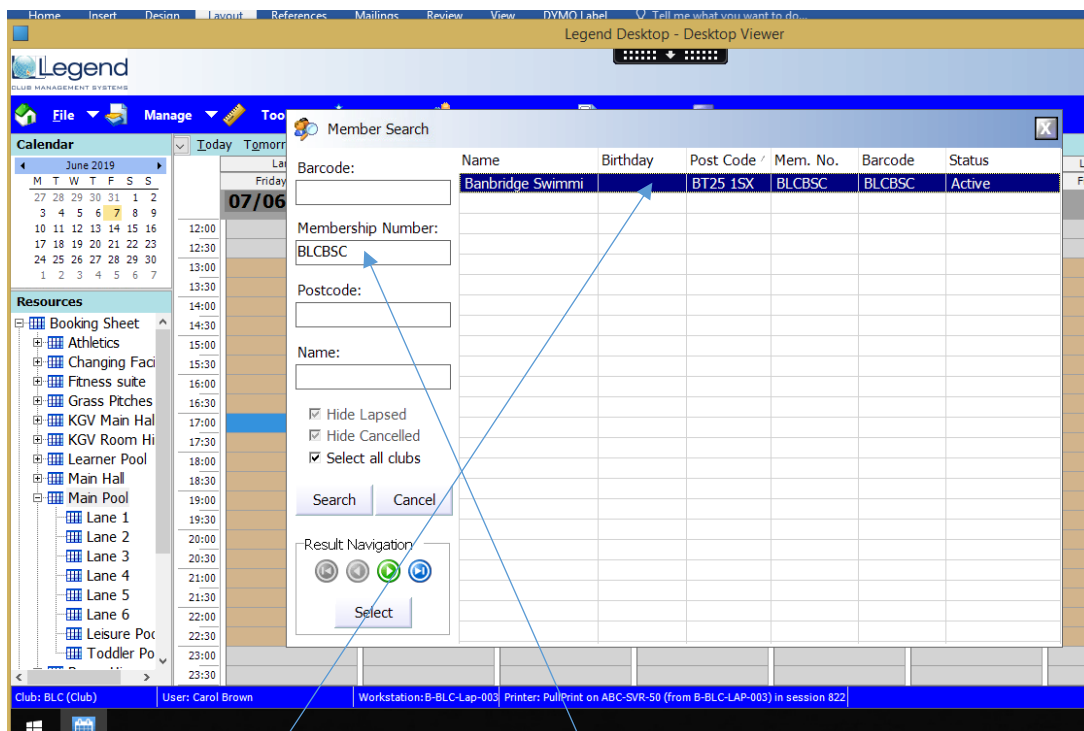

Fig 3

- Search for the member using any of the search fields and click Search
- Click on the selected member and a booking option menu will appear – see Fig 4
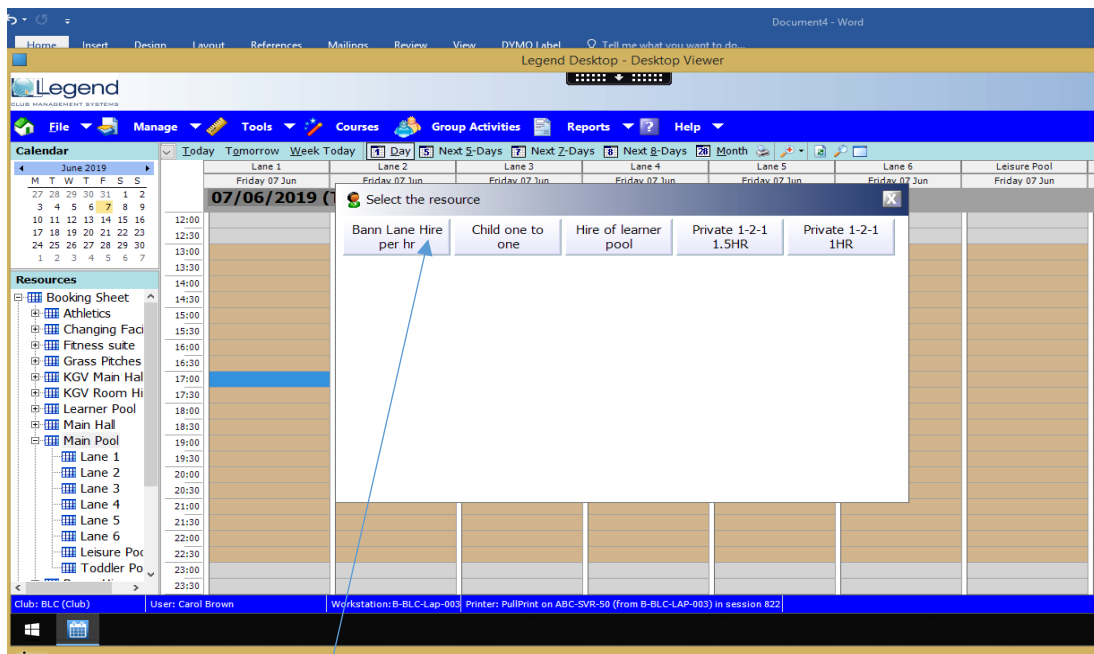
Fig 4

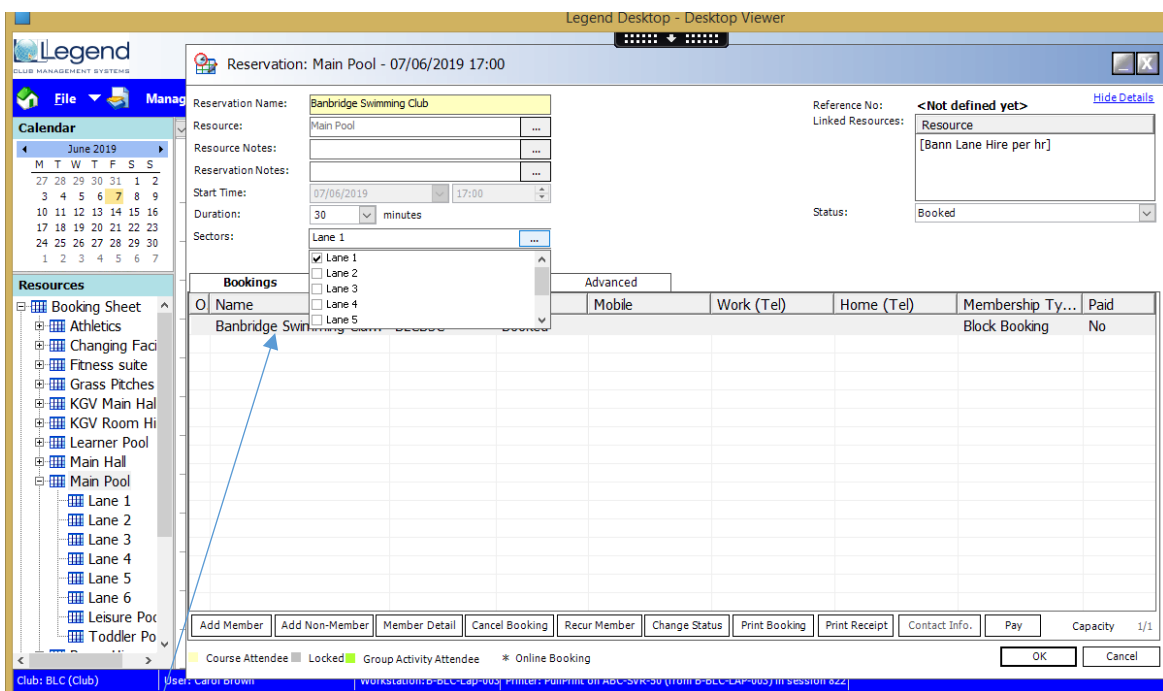- Select the required booking activity – this will open the booking reservation screen – see Fig 5

Fig 5

Booking Tab

Reservation Name, Resource, Start Date & Time fields are automatically populated

- o Start Time & Date: - Automatically populated - but can be amended
- o Reservation notes: - Setup requirements can be added
- o Duration Time: - Total duration of booking in minutes
- o Sectors: - Select additional sectors if more than one sector is required
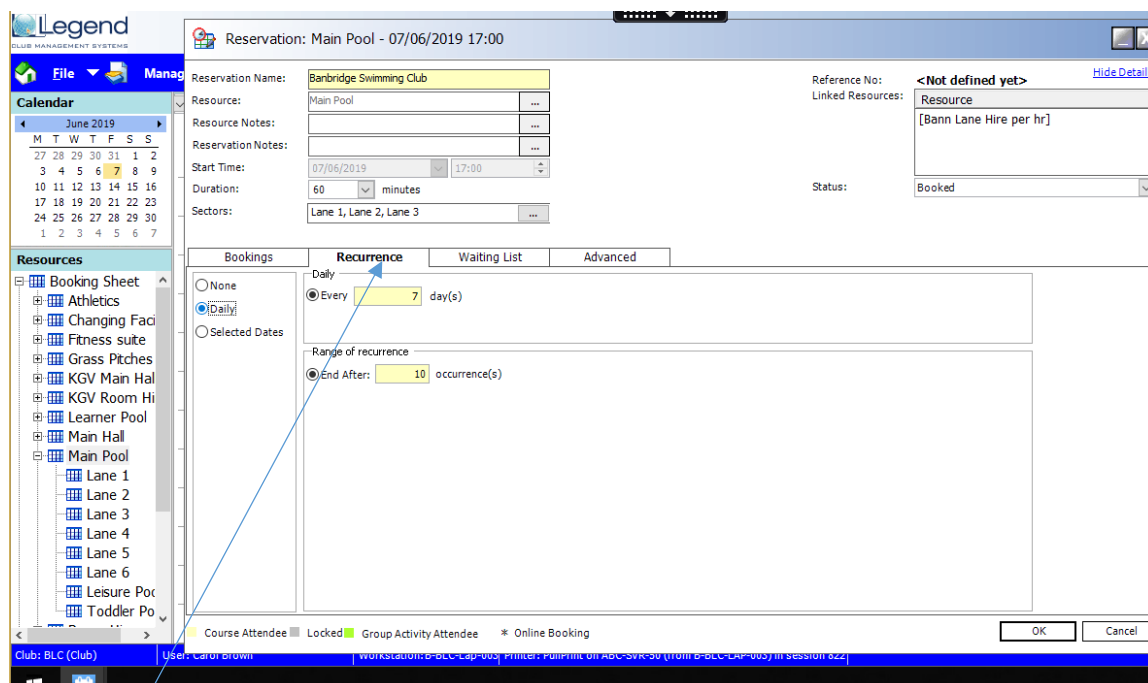- o Click anywhere on the screen to close sector list

Fig 6

Recurrence Tab – Adding booking dates

NONE Option:

- o Select this option for a single booking date.
- o Additional dates CAN NOT be added

Daily Option:

- o Select this option if a block booking is ongoing.
- o This option requires the Daily & Range Recurrence fields to be populated – *see below*
- o Additional dates CAN be added at a later stage providing the charge option selected is Charge Per Session
- • **Daily - Every Day(s) Field**
    - o Number of days between each booking date e.g. enter 7 if the booking is weekly, or enter 14 if the booking is every two weeks etc.
- • **Occurrence(s) Field**
    - o Number of bookings in the series e.g. enter 6 if the booking is for a six week period, or 52 if the booking is for a full year.

Selected Dates Option –

- • This option allows the selection of specific dates – E.g. where a booking is for five consecutive days, or for every Tuesday for the next six weeks.
- • To add selected dates, double click on the date or select the date on the calendar and click on the Add button - the booking dates will move across.

Note:

Unlike Te-Leisure, Legend does not have an Ad Infinitum function, which automatically continued updating block booking dates. If a booking is ongoing and you have entered a figure in the Occurrence Field – advise the Booking Officer of the approx. end date.
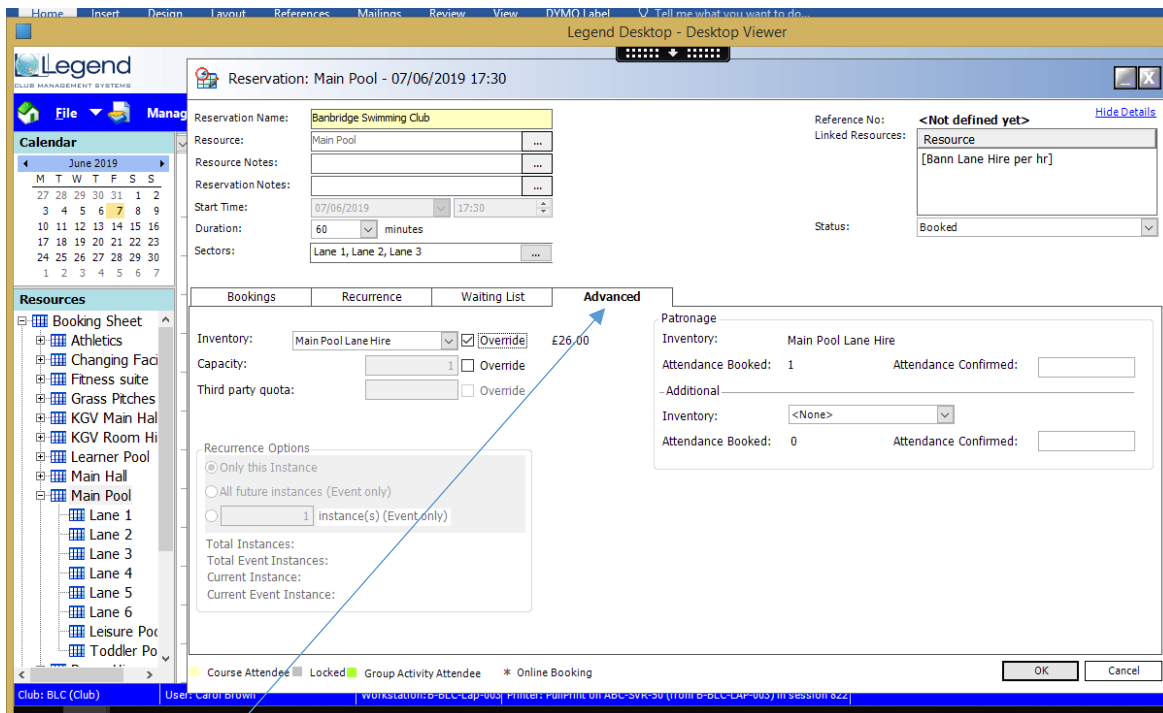
Fig 7

Advanced Tab

- Inventory field – booking activity price. If the activity price is correct there is no need to override the price.
- Activity can be changed - clicking on the drop down menu and select alternative activity
- Capacity = Usage per booking – a capacity as been pre-set for each activity, but this figure should be changed in accordance to the length of the booking (the figure should be doubled for a 2 hour slot)
- Price is automatically populated with the hourly/session price (price does not automatically increase for additional booking slot) See price override below

Price Override

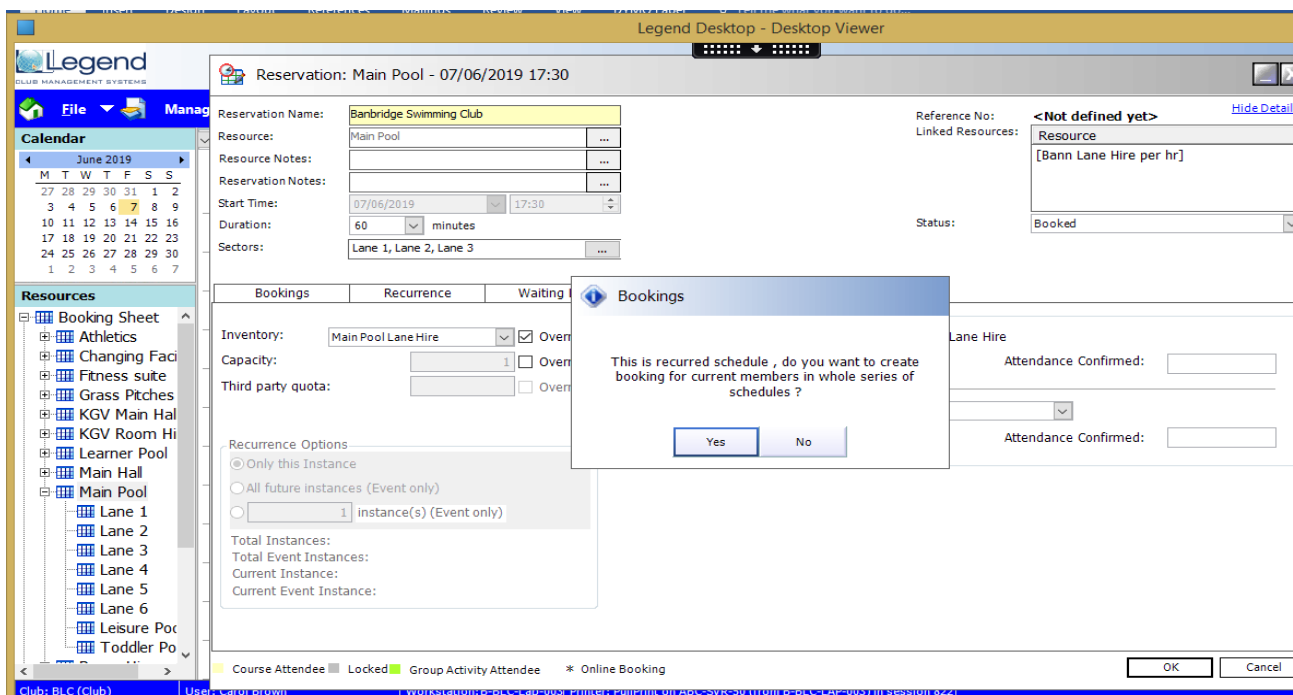- Tick override box – the following pop up will appear

Fig 8

- On the pop up screen (Bookings) above select YES – this option will book all dates under the selected member. If NO is selected the full booking series will not be recorded in the member's account.
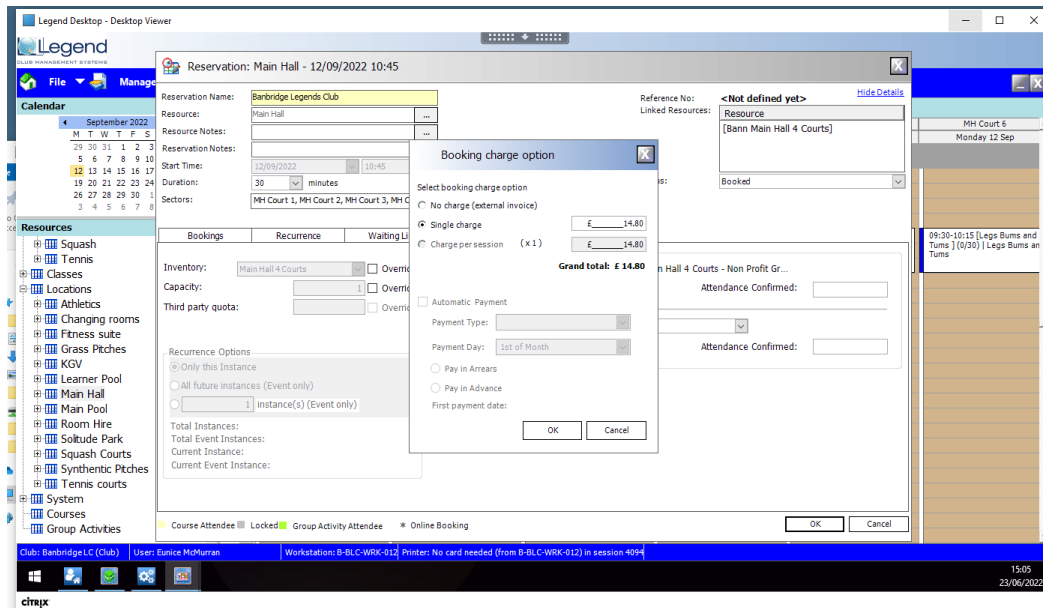
Booking Charges

Fig 9

Single Charge Option:

- Select this option for a single booking date only.
- A single charge is applied to the customer's account
- Not to be selected for multiple booking dates
- Additional booking dates can NOT be added

Charge per Session Option:

- Select this option for an ongoing booking
- Enter the correct price per booking E.G. bookings for 2 hours multiply the charge by 2
- This will show a line per booking within the billing of the member record at the correct charge per session

Note: Booking charges derive from the activity price. Legend will not automatically calculate prices where the booking exceeds the duration of the normal activity time. E.g. if a booking is for two hours – although the correct duration time has been selected (120 min.) the booking charge will remain at the activities hourly rate. Where a booking exceeds the normal activity duration, calculate the price manually and select price override to apply the new charge.

Checking Mechanisms

Check the booking screen to ensure the booking/reservation is correct – there should be a Corp icon on the booking slot.

Check the customer's account to ensure that the booking are in their account, and payment status is unpaid.

Note: Cancelling a booking must be done through FOH, cancelling the booking in this way will remove the booking and the bill from the member's record