



BOOKING MANUAL

ABC Community Booking User Manual

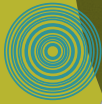
 ccb.armaghbanbridgecraigavon.gov.uk

Need help? Contact us at

 ccbookings@armaghbanbridgecraigavon.gov.uk



Armagh City
Banbridge
& Craigavon
Borough Council



Your Community Booking system allows users to:



Search for available facilities



View real-time availability



Submit booking requests or book instantly



Make payments securely online



Manage bookings through a personal dashboard

This system is designed to provide a **centralised, easy-to-use platform for managing facility hire and payments.**

Sign Up
fields marked with * are required

Name: [text input]
Email: [text input]
Password: [password input]
Confirm Password: [password input]
Organisation Name (if applicable): [text input]
123 Main Lane
Address Line 2: [text input]

Creating Your Account

Why this matters:

Your account allows you to track bookings, upload documents, and receive updates.

Steps:

1. Navigate to the website
2. Click **Login / Register**
3. Select **Create Account**
4. Enter:
 - Full Name
 - Email Address
 - Contact Number
5. Create a secure password
6. Confirm registration via email

Best Practice:

- Use an email you check regularly
- Keep login details secure

Login
Log into your account

Email: [text input]
Password: [password input]
 Remember me

Logging Into the System

1. Click **Login**
2. Enter your credentials
3. Access your **User Dashboard**

John Smith

Bookings Finance Deposits Documents Account Settings

User Details
Name: [text input]
Email: [text input]
Update password: [password input]
Current password: [password input]
New password*: [password input]
Confirm new password*: [password input]

Account Details
Name: [text input]
123 Main Lane
Address Line 2: [text input]
Armagh
Armagh City, Banbridge and Darg
BT90 4LS
01228512780 [text input] Mobile No. [text input]

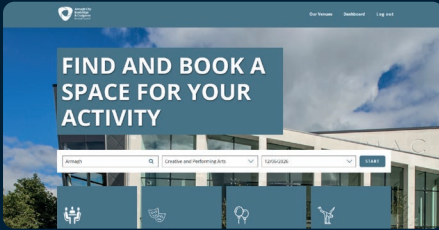
Understanding the Dashboard

The dashboard is your **control centre**.

You can:

- View upcoming bookings
- Check statuses (pending/approved)
- Upload documents
- Track payments

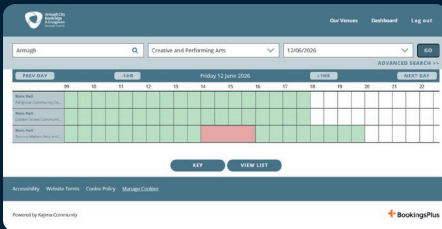




Searching for Facilities

Steps:

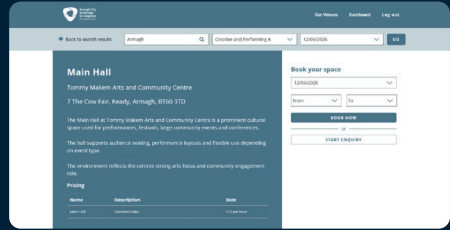
1. Browse available venues (e.g. halls, rooms, packages)
2. Click on a facility
3. Review: Images, description, pricing and Terms & Conditions of hire



Checking Availability

1. Use the calendar view
2. Select a date
3. Choose a time slot

The system shows available slots, unavailable periods and existing bookings.



Understanding Booking Types

BookingPlus typically offers **three booking journeys**:

Instant Booking (Book Now)

- Immediate confirmation
- Payment required at booking
- Best for standard bookings

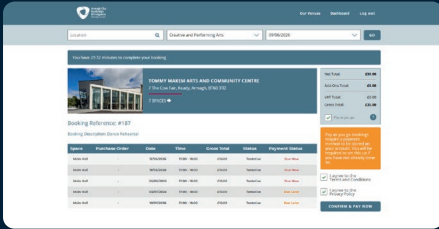
Booking Request (Book)

- Submitted to venue for approval
- Payment may be taken after approval
- Used for controlled bookings

Enquiry (Start Enquiry)

- Submit request for non-standard usage
- Venue responds with options

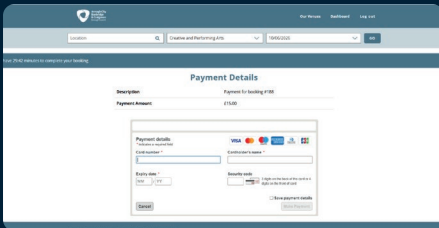
These options allow flexibility for both simple and complex bookings



Completing a Booking

Steps:

1. Select your time slot
2. Enter: Activity type, number of attendees and equipment needs
3. Accept terms and conditions
4. Submit booking



Payment Process

Instant Booking:

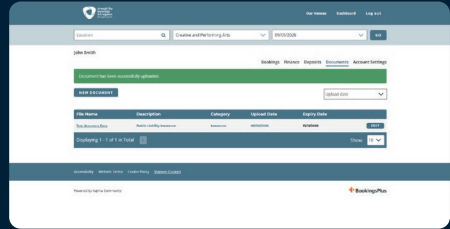
- Pay immediately → booking confirmed

Booking Request:

- Payment details stored
- Charged only after approval

Additional Options:

- Monthly billing (if agreed as per T&C's)



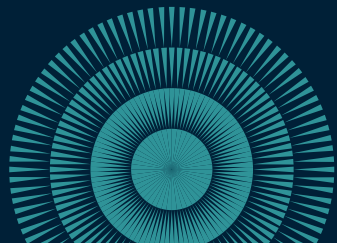
Uploading Documents

Some bookings require compliance documents:

- Insurance
- Safeguarding certificates

Steps:

1. Go to Dashboard → Documents
2. Click Upload New
3. Add file (PDF/DOC/JPG)



Managing Your Bookings

From the dashboard:

View: Upcoming bookings and booking history

Edit: Change times/dates (if allowed)

Cancel: Cancel booking (policy dependent)

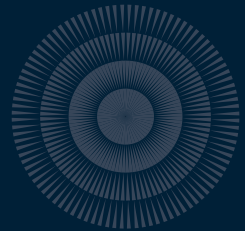
Best Practice for Hirers

- ✓ Book early
- ✓ Provide accurate details
- ✓ Upload documents in advance
- ✓ Monitor booking status regularly

Notifications & Communication

You will receive:

- Booking confirmation emails
- Approval/rejection notifications
- Payment receipts



SCAN TO GET STARTED

or visit  ccb.armaghbanbridgecraigavon.gov.uk

