



## FAQs for Customers

This FAQs is aimed at providing information for customers using the SchoolHire lettings system. Should you have any further questions, please message the venue directly via the website.

To get help with making a booking, please watch our screencast - [https://screencast-o-matic.com/u/1f80/creating\\_a\\_booking](https://screencast-o-matic.com/u/1f80/creating_a_booking)

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### **1.1 What card can I use to pay?**

Our payment system accepts both UK issued MasterCard and Visa credit and debit cards. Foreign cards and American Express are not accepted.

### **1.2 I am entering my card details at checkout, but it is not accepting my card?**

This is likely to be due to one of the fields being entered incorrectly and therefore being rejected by your bank. There should be a red box around the relevant field, so please check and correct any errors. If you are still unsure, please contact your bank.

### **1.3 Why did my payment card get rejected?**

A rejection may be because you do not have sufficient funds in your account. If you do have sufficient funds and the problem persists, please contact your bank.

### **1.4 Updating your card details.**

Click on your name in the top right corner and pick 'My Account' in the dropdown menu. Here, you will be able to see the last 4 digits of the card that is currently on your account. To update



your card details, click on 'Update Card Details'. When updating your card details, all future payments, including those within a split payment block booking, will be made on the new card.

In a situation where one of your payments from block booking has failed you will need to reenter your card details before and pending payments are processed.

## **1.5 Subsequent payment of a block booking has failed. How can I make payment?**

In a situation where one of your payments from a block booking has failed, you will need to either reenter your card details as shown above in 3.4 or go into the booking and click the 'process outstanding payments' button which can be found above the payments table. If you are planning on using the same card for the attempted payment it is important to ensure that the reason for the payment failure has been addressed (e.g. moved additional funds to the account or contacted your bank) before trying again. Once the payment is successful you will receive an email from stipe and will be able to see the payment table on the booking page has been updated.



## 1 General Queries

### 1.6 How can I create an account?

Accounts are created via the 'Login' button at the top right-hand side of the page. Once selected, you will see a pop up appear where you will have an option to 'Create your SchoolHire account'. Fill in the mandatory fields and you will be logged in automatically. The process is quick and simple and free of charge.

### 1.7 How can I log in to my account?

To log in to your account, click on 'Login' in the top right-hand corner of the screen and type in your email address and password.

If you have forgotten your password, click on 'Forgot Password' and you will receive an email with a link to reset your password.

### 1.8 I have logged into my account, but I am unable to find facilities to book?

If you click on the logo in the top left hand of the page this will take you to the homepage where you will be able to view the facilities at the venue that are available to book. Also, for any historical bookings, you are able to click the name of the venue you have booked, which will take you to that venue's venue page.

### 1.9 I have reset my password but am not receiving the reset email.

Make sure you have entered the correct email address and check your junk folder if you can't find the email in your inbox.

### 1.10 I have a question for the venue.

If you have a question for the venue, send a message to them via the 'Message' button. In order to send a message to a venue, you need to create an account with SchoolHire.

### 1.11 How can I view my invoice?

To view your invoice, go into your 'My Bookings' section, click on 'Actions' and then 'View Invoice' You are also able to print the invoice by exporting it into PDF.



## **1.12 Multiple people access my account. Can we have separate logins and passwords?**

As a user, you can only have one account, and one login. For multiple people to access it, you will need to have a shared password.

## **1.13 Changing your personal details**

Click on your name in the top right corner and pick 'My Account' in the dropdown menu. To update any personal details (phone number, address, etc.), click on 'Edit'. Once Edited, click 'Save'.

## 2 Booking Request Process

### 2.1 I want to see the availability for the facility that I am interested in?

To see the live availability, click on the facility and go to the detailed facility page. On the right-hand side of the page you will see a calendar with the option to 'Book Now'. This will take you to the facility's live availability page.

In order to see the live availability or make a booking for a facility, you need to create an account with SchoolHire.

### 2.2 How can I work out how the total price of the booking has been reached?

You have the ability to see a breakdown of each line of your booking by clicking the downward arrow that sits next to each line. This will show you the original price of a line and any adjustments that were made to it to take it to the effective price.

### 2.3 When will my booking be confirmed by the venue?

Bookings are usually approved within 24 hours (although it is often much quicker than this) and up until a maximum of 7 days. You will receive a confirmation email once your booking is approved, and your payment card will be charged at this point.

A booking that is not approved within 7 days will automatically reject.

A booking that is not approved by the time the first session starts will automatically reject.

### 2.4 How can I make a block booking?

Pick your time slot and click on the 'Create Block Booking' button. Choose how often you would like to book, how many sessions you want to book and on which days of the week you would like to book. Click 'Check Availability' and your block booking will load.

Once your block booking has loaded you will be able to tailor it by adding new slots or deleting any slots you don't actually require e.g. during the Christmas period or Easter.

## **2.5 I am completing my booking, but I don't want the full price shown to be debited from my card?**

When sending the 'Booking Request' the full amount shown will be held not debited. Funds are only debited once the booking is 'Accepted' by the venue. However, the full amount will be held, so you need to have this amount available in your account. For block bookings, please see 2.5.

## **2.6 How do I pay for my booking?**

Bookings need to be paid for using a payment card.

For a one-off booking, the total price needs to be paid upfront, in one go.

For block bookings, you have the option to either pay the total price upfront in one go, or to split the payment. These options can be chosen via the 'Payment Option' dropdown menu underneath the total price. The split payment option works by paying every 30 days for your next 30 days' worth of sessions. When picking this option, your 'Payment Schedule' table will load, showing you the payment plan and detailing exactly how much will be debited and when. To view the payment plan this can be seen on the invoice as well as the detailed booking page. The table shows clearly when the payment is taken, the dates it relates to and the amount to be charged.

## **2.7 I have a special price with the venue which is not shown on the system?**

If you are due a discount or have an agreed price with the venue, this will be applied before the booking is accepted and your card will only be charged the discounted price, however the full amount of the booking will be need to be held once the booking request is made, so you need to have this amount available in your account.

## **2.8 I have entered my card details, but then I got an error message. Has my booking gone through?**

It is likely that this occurred either because of an internet connection issue or the fact that the bank rejected the card.

If you are unable to see this booking as a pending booking in the 'My Bookings' section of the website, then no booking has been made and no money has been taken from your account.

## **2.9 I was in the middle of the booking and now the page is unable to be displayed?**

This is due to a timeout and you will need to start the booking request again from the beginning.



## **2.10 The slot I picked was available but is now unavailable?**

Once you have made it into the 3-step checkout process, you cannot go back to the live availability page to make changes to your booking, as the original slots will now show as 'Busy'.

In order to make changes to the booking you will need to start the booking process again.

## **2.11 The venue has created a booking for me to checkout for, however I won't be using one of the slots. How may I edit the slots before accepting this booking to ensure I don't get charged for them?**

When a venue sends through a booking for you to complete this shows up with a 'Pending User' status. As a 'Pending User' booking, this cannot be changed until it is accepted. As such, you should accept the booking (at which point you will be charged in line with the original booking). You should then send an amendment via the booking page, in line with the changes required. Should you have originally been charged for slots that you will not be using, this will be refunded subject to the venue accepting your amendments and deciding to apply the full refund. As such, you may want to message the venue before sending through going this process.



## 3 Payments & Updating Card Details

### 3.1 What card can I use to pay?

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### 3.3 Why did my payment card get rejected?

A rejection may be because you do not have sufficient funds in your account. If you do have sufficient funds and the problem persists, please contact your bank.

### 3.4 Updating your card details.

Click on your name in the top right corner and pick 'My Account' in the dropdown menu. Here, you will be able to see the last 4 digits of the card that is currently on your account. To update your card details, click on 'Update Card Details'. When updating your card details, all future payments, including those within a split payment block booking, will be made on the new card.

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## 4 Amending / Cancelling a Booking

### 4.1 I want to cancel my whole booking?

If your booking is still 'Pending', you can retract your whole booking by going into your 'My Bookings' section, clicking on 'Actions' and then 'Retract'. You will receive a full refund.

If your booking is 'Accepted', you can cancel your whole booking by going into your 'My Bookings' section, clicking on 'Actions' and then 'Request cancellation'. The venue will give you a refund in line with their cancellation policy.

### 4.2 I want to cancel or edit part of my booking?

To amend your booking, go into the 'My Bookings' section, click on 'Actions' and then 'View Booking'. Underneath the total price you will see an 'Amend Booking' button. This will allow you to cancel or edit any of your slots.

Once you have completed the amendment, click 'Send to venue'. The amendment will then be sent to the venue for approval. Once approved, any refund owed will then be made.

### 4.3 I have sent the amendment to the Venue but have realised I made a mistake?

You are able to retract an amendment. This can be done by going into the booking and clicking on 'Actions' and then 'Retract amendment'.

### 4.4 I want to add more slots to my booking request?

Once you put through a 'Booking Request' you are able to edit or delete slots from the booking and you are also able to add new slots. You will see this option when selecting the 'Amend booking' button.

Once you have added the bookings, click 'Send amendment'. The amendment will then be sent to the venue for approval.

### 4.5 My booking has been completed but I need a refund for the booking?

Please contact the venue directly using the messaging system.