

Occasional Bookings - emails/invoices

Monitor hall email account responding to emails as appropriate, taking bookings and keeping the calendar up to date. Raise invoices for new bookings, monitoring payment of deposits and balances. Liaise with Occasional Bookings Secretary – meet & greet keys and Regular Bookings Secretary.

1. Check email account at least every three days
 - Review and reply to emails
2. Raise invoice for new bookings giving a timescale for deposit to be paid and deciding if buildings deposit required
 - Send invoice, terms & conditions of hire with covering email to hirer
 - Enter details on occasional bookings spreadsheet
 - Enter details in calendar as a provisional booking
3. Check deposit is paid in given timescale and send reminder if not.
 - Remove provisional from calendar when deposit is paid
4. Check signed invoice is returned
5. Ensure balance of payment is paid before booking date if applicable
6. Keep calendar up to date
 - Making changes if applicable
 - Remove cancelled bookings
7. Liaise with Occasional Bookings Secretary - meet & greet keys & Regular bookings secretary

November 2024