

Booking Guide for Woodchurch Memorial Hall

Overview

Like many village halls, Woodchurch Memorial Hall uses an intuitive online booking system called Hallmaster. You can see availability of the Main Hall, Annexe and Meeting Room in an online Schedule, and easily create a Booking Request at the date and time that suits you. As soon as you create that Booking Request, no one else can book that slot. It will show in the Schedule as busy.

How to make a booking

1. Check availability on the date and time you want in [the Scheduler](#). Hirers must book out the total time they require, including preparation time before and clearing up time after their event. The bookings in the Schedule include this. So if a booking shows as ending at 7pm, the hall will be available from that time.
2. Click on the + sign next to a date in [the Scheduler](#) to create a Booking Request.

September 2026					<	>	Today
Mon	Tue	Wed	Thu	Fri			
31	+1	+2	+3	-			
00:00 - 23:45 Green Room	00:00 - 23:45 Green Room						
07:45 - 08:00 Bank Holiday	08:30 - 11:30 Pilates Tues am Main Hall	08:30 - 10:30 Pilates Wed Main Hall	09:00 - 12:00 Woodchurch Art Group	09:15 - 11:00 Zumba 2026			
	17:30 - 19:30 Pilates Tues pm Hall		19:00 - 22:00 Badminton				
+7	+8	+9	+10	+			
Green Room	08:30 - 11:30 Pilates Tues am Main Hall	08:30 - 10:30 Pilates Wed Main Hall	09:00 - 12:00 Woodchurch Art Group	09:15 - 11:00 Zumba 2026			
08:30 - 10:30 Pilates Mon am Main Hall	17:30 - 19:30 Pilates am/pm swap to Annexe	19:30 - 20:30 Parish Council Housing & Development	19:00 - 22:00 Badminton				
10:30 - 12:30 CARM	18:30 - 21:30 Woodchurch WI						
18:00 - 20:00 Fitness Mon swap to Annexe							
18:45 - 21:15 Woodchurch Local History Group							

3. If you're new to Hallmaster you will be prompted to register as a Customer. Your data is secure and we will never share your contact details with a third party.
4. Complete the details in the Booking Request – this means no one else can book that time. When you 'Save' the Booking Request an email goes off to the Booking Clerk.
5. The Booking Clerk reviews your Booking Request, contacts you if there are any queries, and changes the status of your booking to 'Confirmed'. You will receive notification of this in an email including information about your booking.
6. An Invoice will be then created and sent to you. Again, the covering email has important information in it which you need to read.

Who can use Hallmaster?

Anyone can use Hallmaster, you just need an email address. If it's your first time you will be prompted to register as a Customer. If you already use Hallmaster in a different venue, you do not need to register again.

How can I tell if the Hall, Annexe or Meeting Room is available for the date(s) I want?

You must check [the Scheduler](#) for an up-to-date view of which dates are available. Please do not email to ask about availability of a specific date, because by the time you read the reply, it may be out of date.

Can someone else book the same date and time before I receive the Booking Confirmation?

As soon as you submit your Booking Request, no one else can book this slot, hence the non-refundable Booking Deposit of £20. Please note that we are a charity and we cannot afford to lose money when people book a slot and then never follow it up because it may be preventing someone else booking that time.

Why must I create my own Booking Request? There are two main reasons – you have all the details of when you want your booking and can fill them in directly to the Booking Request. Secondly, within the Booking Request you have to show that you have read and agree to comply fully with the Letting Conditions, and the Safeguarding, and Equality & Diversity Policies.

Can I create a Booking Request for more than one date and time?

Yes, please see [How do I create a Recurring Booking?](#) below.

When do I pay for my Booking?

You must make a payment within 3 days of receiving your invoice.

If your Hire Date is 28 days or more away, then you must pay the Booking Deposit of £20 within 3 days of the invoice, and pay the balance at least 28 days before your Hire Date.

If your Hire Date is 27 days or fewer away, then you must pay the full invoice within 3 days of the invoice.

What happens if I do not pay the invoice for the booking?

If you do not pay the relevant amount as requested within 3 days, your booking will be cancelled. You will be informed by email and you can request to reinstate the booking only when you pay, provided no one else has booked that time.

What if I want to change my booking date or time?

Let us know as soon as possible either by accessing your booking (using the link provided in the Booking Confirmation email) and submitting a Change Request, or by email, and we will make the changes. If necessary, a revised invoice will be issued.

What if I want to cancel my booking?

You must let us know as soon as possible by email to woodchurchmemorialhall@gmail.com.

If you cancel your booking 28 or more days before the Hire Date, you will forfeit the Booking Deposit and be refunded all other monies.

If you cancel your booking 27 or fewer days from the Hire Date, you will forfeit the Booking Deposit or the full Hire Fee, whichever is greater. You will be refunded any monies you have paid for additional items such as Tablecloth Hire.

How do I create a Recurring Booking?

Having one request for several dates, when it's possible, makes things easier and quicker.

Recurring Bookings can be made when you have

Two or more dates in the Hall only or

Two or more dates in the Annexe only or

Two or more dates in the Hall and Annexe when each date and time is the identical for the Hall and Annexe.

Here's how to use the Recurring Bookings feature.

1 Click on the + sign next to (for example) 23rd September, in the Hallmaster scheduler (or click Create New Booking).

2 Select Annexe.

3 Put in the Event name.

4 Change the Start Time and End Time.

5 Tick Recurring Booking, and select 'Bi-weekly'

6a Add a number to 'Additional Dates'. If you type in 4 it will add 7th and 21st October, and 4th and 18th November. If 4 isn't the right number, then increase (or decrease) it and Hallmaster will automatically add (or remove) the dates in the list.

6b If you want to change any of the dates or times, just edit them individually. See screenshot 1 below.

6c If you don't want a booking on a specific date, just scroll down the list of dates and delete that specific booking by clicking on the red bin on the right hand side. See screenshot 2 below.

6d You can add more dates by increasing the number in 'Additional Dates'. Then just edit the date and/or times. Just because you chose 'Biweekly' (or Weekly, Monthly etc) doesn't mean the final dates have to conform to that. Just add more dates and amend each one as needed. You can even add another date and make it earlier than the original date if you like.

6e If all the dates are wrong and you want to start again, change the number in Additional Dates to 0, and all the dates will disappear and you can start again.

7 Complete the other fields as usual (Customer name, Privacy, Letting Conditions, Safeguarding etc), and Save.

Screenshot 1



Screenshot 2

