



Help Guide

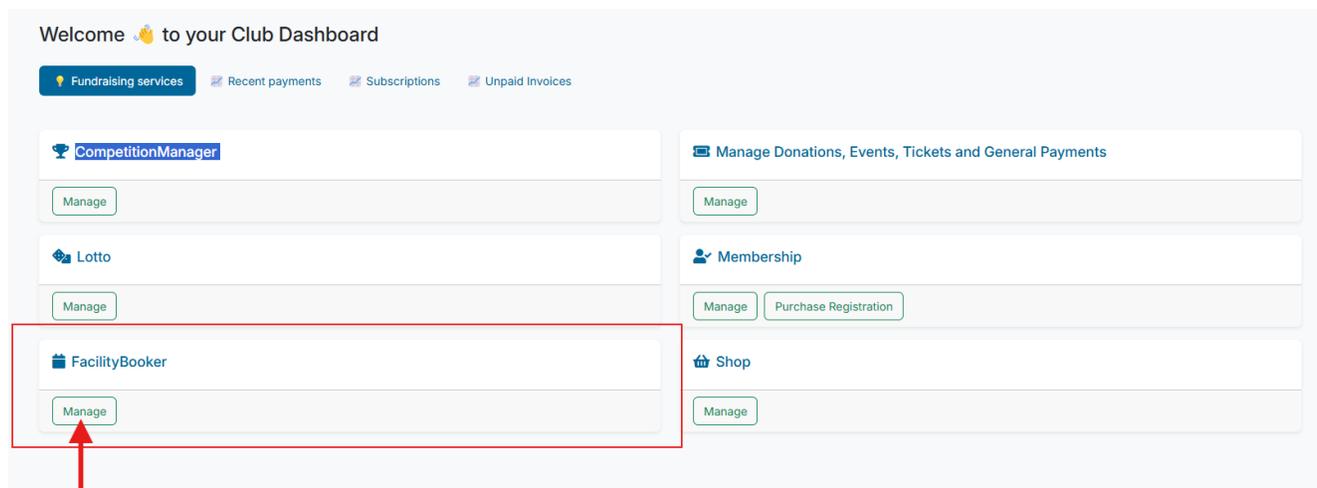
Facility Booker Service

APRIL 4

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1. Manage Facility Booker

Navigate to your club admin dashboard where you will see the FacilityBooker service as displayed in the screenshot below.

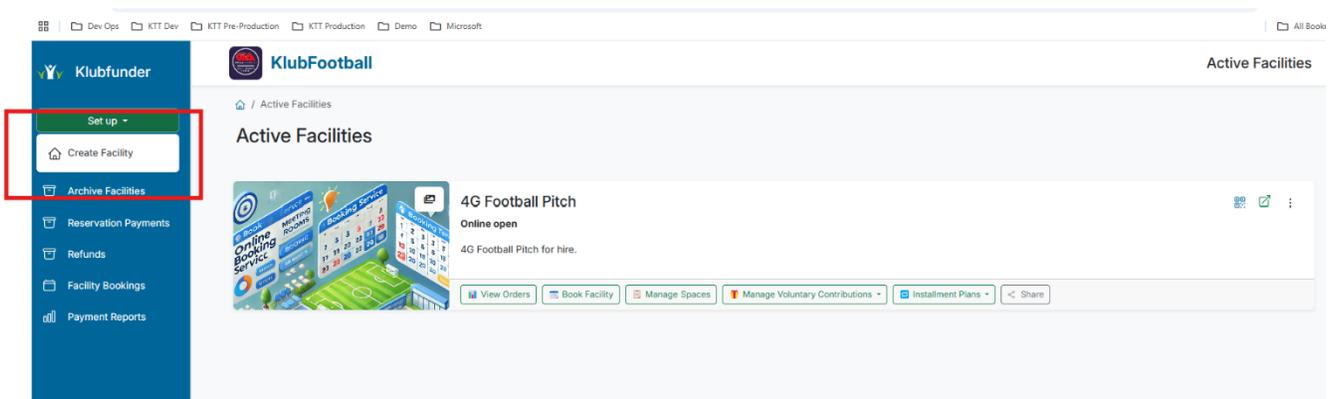


If you click on the **Manage** button as highlighted in the screen shot above this will take you to the next step **Set up Facility**

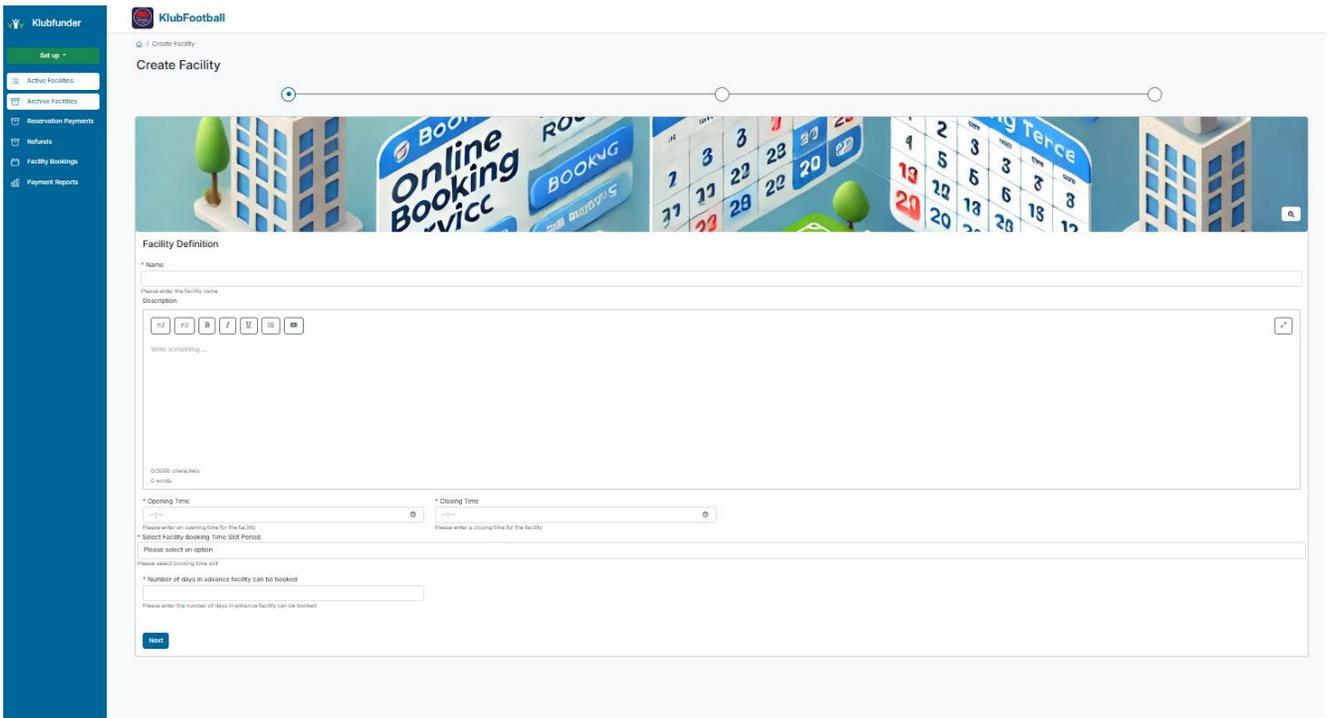
2. Set up Facility

Booking facilities can be set up to take internal bookings only or to take payments online for bookings. The set up process for each case is the same and is described below. Once you have got your winning numbers then you can proceed to the set winning numbers step

From the Facility Booker admin screen select the **Create Facility** menu option as illustrated in the screen shot below. This option is available by clicking on the green **Set up** button.

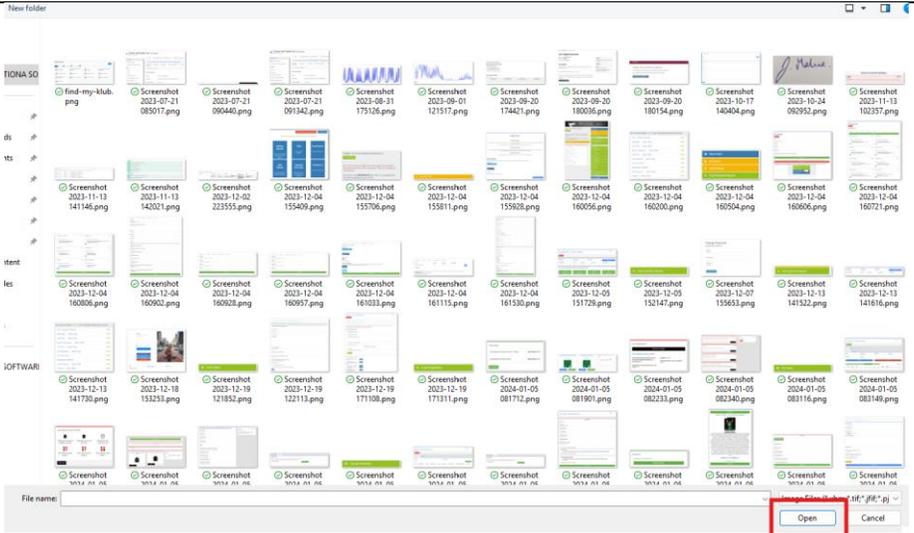


This will then take you into the Create Facility wizard as displayed below.



This screen allows an administrator to perform several actions as detailed below.

Change image associated with the facility. The steps for doing this are as follows.

<p>Click on the magnifying glass as highlighted in the screenshot.</p>	 <p>The screenshot shows a banner for 'Online Booking Service' with a magnifying glass icon in the bottom right corner, highlighted by a red box. Below the banner is the text 'Facility Definition'.</p>
<p>This will allow you to upload an image from your own computer as shown.</p> <p>Once you have selected your image click on the open button as highlighted.</p>	 <p>The screenshot shows a Windows file explorer window with a grid of files, mostly named 'Screenshot'. The 'Open' button at the bottom right is highlighted with a red box.</p>
<p>The new image will replace the original one.</p> <p>To make the change you then click on the upload button highlighted within the red box.</p>	 <p>The screenshot shows the 'Ticket Sales' banner with an 'Upload' button in the bottom right corner, highlighted by a red box. Below the banner is the text 'Facility Definition'.</p>

1. Enter the name of the facility. This will be the name of the facility that users are booking.
2. Enter the description of the facility. This text will be displayed to users when they are doing a booking.
3. Enter the opening and closing time of the facility. This will determine the times that the facility can be booked.
4. Select the time slot period. This is a dropdown that provides the time slot periods that are available for booking. A time slot period is 30 minutes or 60 minutes. If 30 minutes

is selected and someone wants to book from 9 am to 11 am then they would book 4 slots. If 60 minutes has been selected then booking from 9 am to 11 am will only require booking 2 slots.

5. Enter the number of days in advance that a facility can be booked for in the future.
This is only applicable to public bookings. There is no restriction on how far into the future someone booking internally can book for.

After completing the first page of the wizard then to move to the next stage of the setup click on the **Next** button as highlighted in the display below.

The screenshot shows a web form titled "Facility Definition". It contains several input fields and a text area:

- Name:** A text input field containing "4G Pitch South".
- Description:** A rich text editor with a toolbar (h2, h3, B, I, U, list, link) and a text area containing "The 4g Pitch on the south side of the playing fields".
- Opening Time:** A time selection dropdown set to "17:00".
- Closing Time:** A time selection dropdown set to "22:00".
- Facility Booking Time Slot Period:** A dropdown menu set to "60 Minutes".
- Number of days in advance facility can be booked:** A text input field containing "90".
- Next Button:** A blue button labeled "Next" is highlighted with a red rectangular box.

You will then be presented with the second page of the wizard as shown below. This allows you to set up additional spaces for a facility. If we consider a football pitch as a facility then it is likely that a club would like to be able to book different parts of a pitch. In this guide we will set up a pitch that allows users to book the entire pitch or half a pitch. Each facility has to have at least 1 space associated with it and that is referred to as the primary space. So to create the additional half pitch spaces the user would complete the following steps.

Create Facility

Facility Booking Spaces

If you wish to create multiple booking spaces for this facility then click on Add Space below. The capacity indicates how many booking slots are available each slot.

Manage Facility Spaces

Please ensure you click save changes if you make any modifications to the facility spaces.

Space Name	Slot Capacity	Cost
4G Pitch South	1	0

[Add New Space](#)

[Back](#) [Next](#)

Click on **Add New Space** as highlighted above.

Facility Booking Spaces

If you wish to create multiple booking spaces for this facility then click on Add Space below. The capacity indicates how many booking slots are available each slot.

Manage Facility Spaces

Please ensure you click save changes if you make any modifications to the facility spaces.

Space Name	Slot Capacity	Cost
4G Pitch South	1	0

Space Name	Slot Capacity	Cost
4g Half Pitch South	1	0

[Add New Space](#)

[Back](#) [Next](#)

A new space will appear allowing the user to specify the name. The slot capacity should always be left at 1. The cost would only be updated if the facility is being set up for paid external bookings.

Facility Booking Spaces
If you wish to create multiple booking spaces for this facility then click on Add Space below. The capacity indicates how many booking slots are available each slot.

Manage Facility Spaces

Please ensure you click save changes if you make any modifications to the facility spaces.

Primary Space Primary		
Space Name	Slot Capacity	Cost
4G Pitch South	1	0

Space 1 Remove		
Space Name	Slot Capacity	Cost
4g Half Pitch South 1	1	0

Space 2 Remove		
Space Name	Slot Capacity	Cost
4g Half Pitch South 2	1	0

[Add New Space](#)

[Back](#) [Next](#)

Set up the second half pitch space as shown in the display above. The names should be set up so users understand which half of the pitch they will be booking. Once details have been completed then select the **Next** button which will take you to the Facility Summary page displaying the options that you have selected.

Facility Summary

Facility

Name: 4G Pitch South

Description: The 4g Pitch on the south side of the playing fields

Facility Slot Time Period: 60

Facility Open Time: 17:00

Facility Close Time: 22:00

Advance Booking Days: 90

Booking Spaces

Name	Slot Capacity	Slot Cost
4G Pitch South		0
4g Half Pitch South 1		0
4g Half Pitch South 2		0

Buttons: Back, Publish

If you wish to change any details use the **Back** button to go back to the other screens and update any details. Once you are happy with the options entered then click publish to create the facility. Once the facility has been published you should be able to see it in your **Active Facilities** dashboard as displayed below.

Klubfunder | **KlubFootball** | Active Facilities

Active Facilities

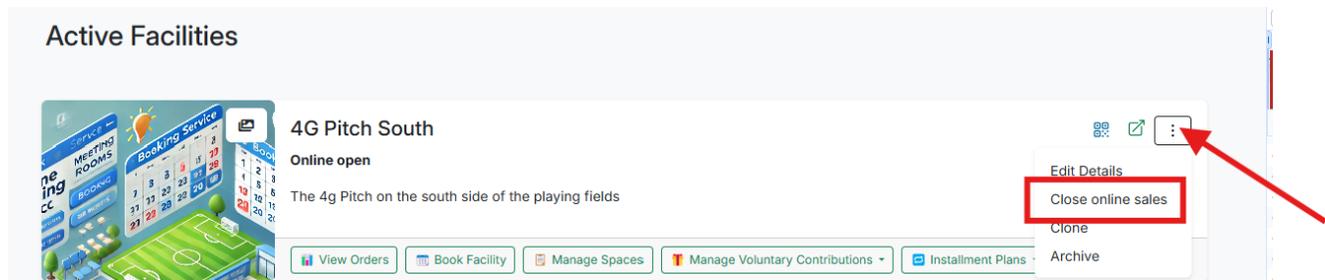
4G Pitch South
Online open
The 4g Pitch on the south side of the playing fields

Buttons: View Orders, Book Facility, Manage Spaces, Manage Voluntary Contributions, Installation Plans, Share

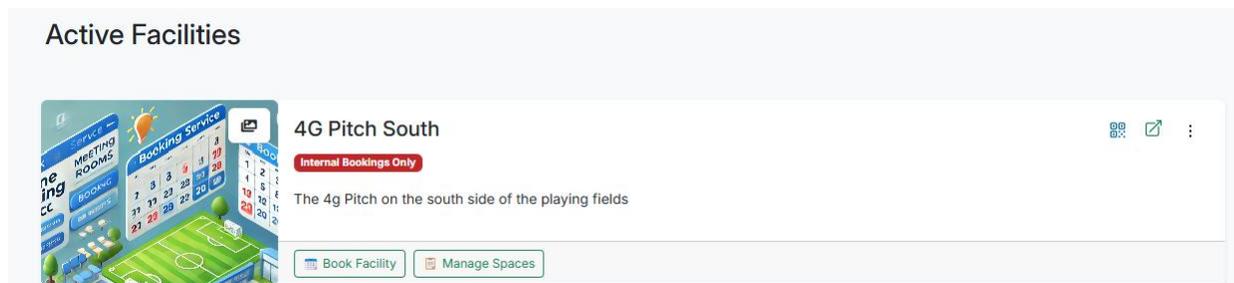
By default the facility will be set up to allow Online Bookings by the public. The next sections describe how the facility can be restricted to internal bookings only.

3. Restrict Facility to Internal Bookings

To set up the facility to only allow internal bookings click on the ellipsis as highlighted by the red arrow below and then select the **Close online sales** option as highlighted by the red box.

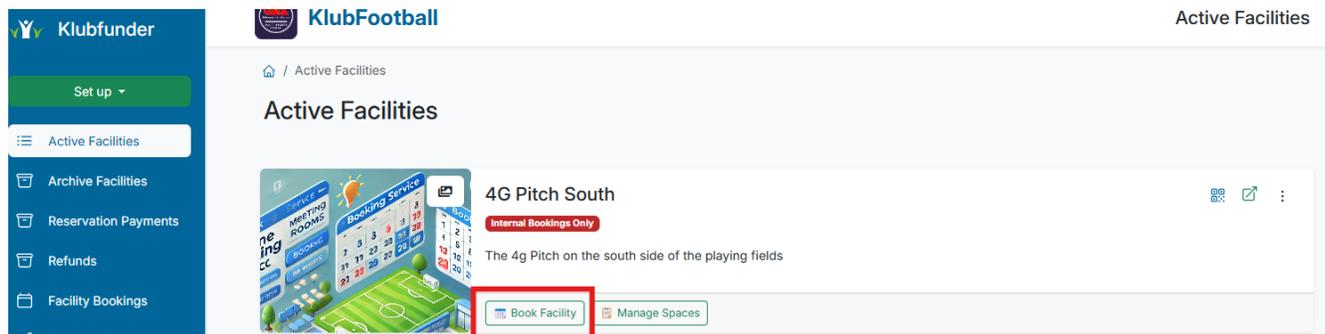


The facility will then appear as below with the **Internal Bookings Only** indicator.

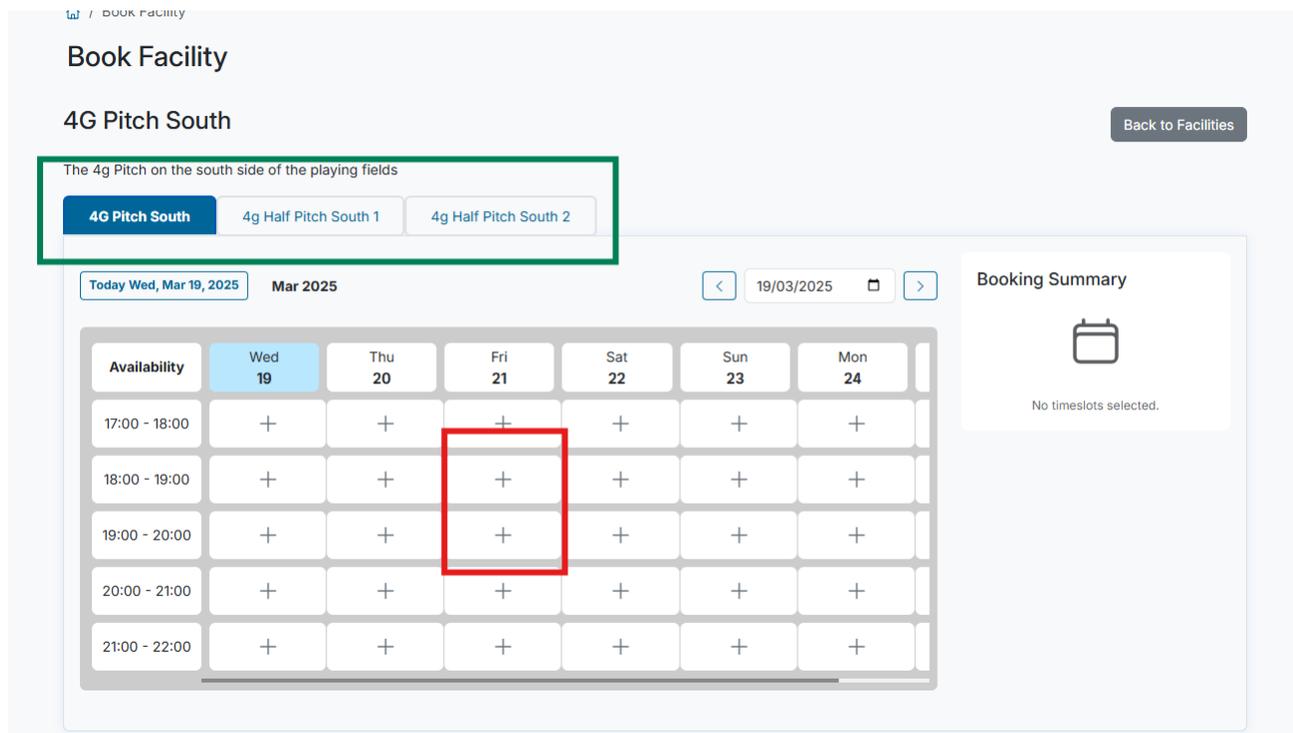


4. Internal Booking

If the facility is set up for **Internal Bookings Only** then only people with access to the internal Facility Booker service can make bookings.



The user would click on the **Book Facility** button as highlighted in the display above and then would be presented with the facility availability screen which would allow them to book the facility as shown in the screen below.



The green box shows the facility spaces that are available for booking, in this guide we will book the full pitch. The period highlighted by the red box indicates the slots that the user will be booking 2 60 minutes slots 18:00-19:00 and 19:00 20:00. The user would click on the + symbol for each time slot they wish to book.

The screenshot displays the KlubFootball 'Book Facility' interface. At the top, the KlubFootball logo and 'Book Facility' text are visible. Below this, the specific facility '4G Pitch South' is selected, with a 'Back to Facilities' button. A description states 'The 4g Pitch on the south side of the playing fields'. Three tabs are shown: '4G Pitch South' (selected), '4g Half Pitch South 1', and '4g Half Pitch South 2'. A calendar for March 2025 is shown, with the date 'Today Wed, Mar 19, 2025' and '19/03/2025' selected. The calendar grid shows availability for various time slots from 17:00 to 22:00. The 18:00-19:00 and 19:00-20:00 slots for Friday, March 21st, are highlighted in green. To the right, a 'Booking Summary' box is highlighted with a red border. It contains the following fields: 'Activity Type' (dropdown menu set to 'Booking'), 'Contact Name' (text input field), 'Contact Email' (text input field), and 'Is Recurring' (checkbox). At the bottom of the summary box are 'Reset Selection' and 'Book Now' buttons.

There are several options within the booking summary information box:

- **Activity Type** – this is a select dropdown with 3 options of Unavailable, Booking and Customer Reservation. When booking slots internally then the **Booking** option should be selected.
- **Contact Name** - The contact name of the person who the booking is for.
- **Contact Email** - The contact email of the person who the booking is for.
- **Is Recurring** – when clicked a calendar will appear allowing the user to select a date into the future. If this option is selected then all of the Friday slots between 18:00 and 20:00 will be booked until the chosen future date.

Once the options have been selected then the user will click the **Book Now** button to make their booking. The two slots will then be displayed as Internal Bookings on the calendar meaning they are now no longer available for any other bookings.

Book Facility

4G Pitch South Back to Facilities

The 4g Pitch on the south side of the playing fields

4G Pitch South | 4g Half Pitch South 1 | 4g Half Pitch South 2

Today Wed, Mar 19, 2025 | Mar 2025 | 19/03/2025

Availability	Wed 19	Thu 20	Fri 21	Sat 22	Sun 23	Mon 24
17:00 - 18:00	+	+	+	+	+	+
18:00 - 19:00	+	+	Internal Booking	+	+	+
19:00 - 20:00	+	+	Internal Booking	+	+	+
20:00 - 21:00	+	+	+	+	+	+
21:00 - 22:00	+	+	+	+	+	+

Booking Summary



No timeslots selected.

When the term **internal bookings** appears on the calendar slots an administrator can click on the box to see the details of the booking as shown below.

Booking for - 4G Football Pitch

Booking Details Type : Internal Booking

Contact Jason Malone Email jason@mailinator.com

Your Confirmed Bookings

Start Date	Slot	Sessions	Cost
21/03/2025	14:00 - 14:30	One Session	No Cost
21/03/2025	14:30 - 15:00	One Session	No Cost

[Close](#) [Delete Booking](#)

From this view it is also possible for the administrator to delete the booking.

5. Customer Reservation Booking

There may be occasions when a facility is available for the public to book online, but to ensure that regular booking customers get first refusal for their preferred timeslots the administrator can set up **customer reservations**.

Setting up a customer reservation is the same process as making an internal booking the only difference is that instead of picking **Booking** in the **Activity Type** dropdown the administrator would choose the Customer Reservation option, as in the display below.

The screenshot displays the KlubFootball 'Book Facility' interface. At the top, there is a navigation bar with the KlubFootball logo and the text 'Book Facility'. Below this, a calendar for March 2025 is shown, with the current date 'Today Wed, Mar 19, 2025' highlighted. The calendar grid shows availability for various time slots from 09:00 to 13:30 across the days of the week. Some slots are marked as 'Unavailable' or 'Paid Res(17900)'. On the right side, a 'Booking Summary' panel is visible, showing the selected dates (2025-03-23) and times (10:00 - 10:30, 10:30 - 11:00, 11:00 - 11:30, 11:30 - 12:00), a total cost of £360, and a dropdown menu for 'Activity Type' set to 'Customer Reservation'. Below the summary, there are fields for 'Contact Name' (Jason Malone), 'Contact Email' (jason@mailinator.com), and 'End Date' (06/04/2025). A 'Book Now' button is prominently displayed at the bottom right of the booking summary area.

As can also be seen in the display the total cost of the booking is also displayed as this will be the cost the customer will have to pay should they wish to proceed with the booking. Once the **Book Now** button has been clicked then the slots will be reserved for the customer and will be displayed in orange on the calendar as shown below.

The screenshot shows the KlubFootball 'Book Facility' interface. At the top, there's a navigation bar with the KlubFootball logo and the text 'Book Facility'. Below this, a date selector shows 'Today Wed, Mar 19, 2025' and 'Mar 2025'. A calendar grid displays availability for the week of March 19-24, 2025. The grid has columns for each day and rows for 30-minute time slots from 09:00 to 13:30. A red box highlights three 'Customer Reservation' slots on Sunday, 19/03/2025, at 10:00-10:30, 10:30-11:00, and 11:30-12:00. To the right, a 'Booking Summary' panel shows 'Total Cost £ 0' and a calendar icon with the text 'No timeslots selected.'

Again the administrator can click on any of the boxes to see the details of the **Customer Reservation**.

The screenshot shows the 'Booking for - 4G Football Pitch' details page. At the top, it says 'Booking for - 4G Football Pitch'. Below this, a section titled 'Booking Details' shows 'Type : Unpaid Customer Reservation'. The contact information is 'Contact Jason Malone' and 'Email jason@mailinator.com'. The total cost is 'Total Cost 360'. A green header section titled 'Your Confirmed Bookings' contains a table with the following data:

Start Date	Slot	Sessions	Cost
23/03/2025	10:00 - 10:30	3	30
23/03/2025	10:30 - 11:00	3	30
23/03/2025	11:00 - 11:30	3	30
23/03/2025	11:30 - 12:00	3	30

At the bottom of the page, there are two buttons: 'Close' and 'Delete Booking'.

After completing this step a **Reservation Payment** will have been created which is available for the Administrator to review before issuing. The Reservation Payment appears in the

Reservation payments view which is accessed by clicking on the Reservation Payments menu option as highlighted by the red box in the display below.

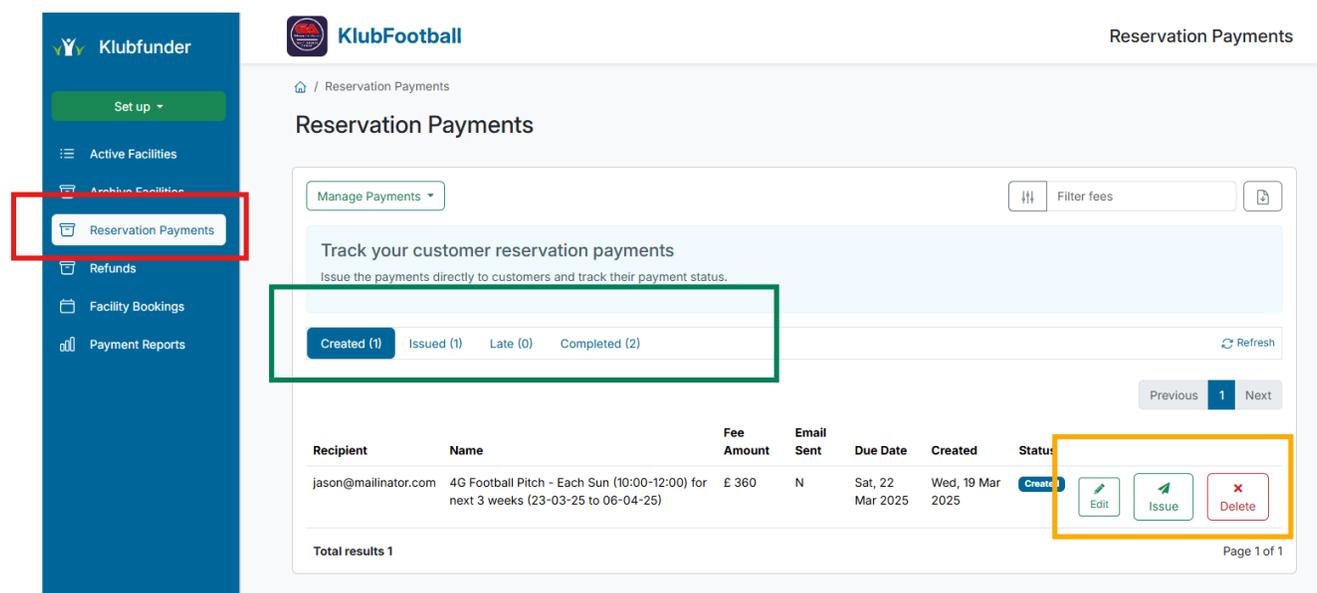


Figure 1 Reservation Payments Dashboard

Within the reservation payments view there are a number of **payment states** as highlighted by the green box and also a number of actions that can be performed as highlighted by the yellow box.

Payment States

There are 4 payment states Created, Issued , Late and Completed.

Created

A customer reservation request appears in the Created tab after a Customer Reservation booking has been completed. When the request is in the Created state it can be edited by the administrator. Editing the payment is done by clicking on the **Edit** button shown in the orange box in the screen above.

Once clicked the Update Payment screen will be displayed which allows the user to change details of the payment. All options are shown in the screen shot below.

Update Payment ✕

First Name

Last Name

Email

Payment Fee Name

Payment Fee Description

Total Cost	Issue Date	Due Date
<input type="text" value="360"/>	<input style="border: 1px solid orange; background-color: #fff9c4; width: 100%;" type="text" value="19/03/2025"/>	<input style="border: 1px solid orange; background-color: #fff9c4; width: 100%;" type="text" value="22/03/2025"/>

Payment Type

Allow Installment Payments

Payable in full or via installments 3 months 4 months 5 months 6 months 7 months

8 months 9 months 10 months 11 months 12 months

Payment will be collected on the **first day** of each month.

9 payments of £ 40.00
 12 payments of £ 30.00
 6 payments of £ 60.00

Figure 2 Update Payment

Whilst all of the details in the screen are editable it is really the payment details that are likely to be modified. Specifically the number of installments that the customer can pay over or even the amount the customer is charged can be modified if required.

Once the administrator is happy they can then issue the payment request to the recipient by clicking on the **Issue** button as highlighted in the orange box on the reservation payments screen above.

Issued

The issued Customer Reservation payments are accessed by clicking on the **Issued** tab as highlighted by the green box in the display below. A customer reservation payment in the issued state means that it has been sent to the recipients’ email address. **NOTE: These emails can sometimes be in the recipients junk email folder or equivalent. If a recipient says that they haven’t received the email then ask them to check those folders.**

From the **Issued** tab it is also possible to resend the email request to the recipient and it is also possible to copy the link and send the email directly yourself. Both of these actions are highlighted in the red box in the screen below.

KlubFootball Reservation Payments

Reservation Payments

Manage Payments Filter fees

Track your customer reservation payments
Issue the payments directly to customers and track their payment status.

Created (0) **Issued (2)** Late (0) Completed (2) Refresh

Previous 1 Next

Recipient	Name	Fee Amount	Email Sent	Due Date	Created	Status	
strollers1103@mailinator.com	4G Football Pitch - Each Tue (15:00-16:30) for next 18 weeks (11-03-25 to 11-07-25)	£ 3240	Y	Fri, 14 Mar 2025	Tue, 11 Mar 2025	Issued	Edit Resend Copy
jason@mailinator.com	4G Football Pitch - Each Sun (10:00-12:00) for next 3 weeks (23-03-25 to 06-04-25)	£ 360	Y	Sat, 22 Mar 2025	Wed, 19 Mar 2025	Issued	Edit Resend Copy

Total results 2 Page 1 of 1

Late

A customer reservation payment will be in the late state when it has not been paid and the date is past the due date that was set in **Figure 2 : Update Payment** screen (Highlighted in the red box). Requests in the late tab have the same actions as in the issued tab - resend and copy.

Completed

Once a customer has completed their payment then the payment request will appear in the completed tab as shown below.

Reservation Payments

Track your customer reservation payments
Issue the payments directly to customers and track their payment status.

Created (0) Issued (1) Late (0) **Completed (3)** Refresh

Previous 1 Next

Order Id	Recipient	Name	Fee Amount	Email Sent	Completed Date	Status	
17729	jasejmalone@mailinator.com	4G Football Pitch - Each Fri (12:00-13:00) for next 3 weeks (14-02-25 to 04-03-25)	£ 360	Y	Tue, 11 Feb 2025	Paid	View Order
17900	jaked1203@mailinator.com	4G Football Pitch - Each Thu (11:00-12:00) for next 6 weeks (13-03-25 to 18-04-25)	£ 320	Y	Wed, 12 Mar 2025	Paid	View Order
17920	jason@mailinator.com	4G Football Pitch - Each Sun (10:00-12:00) for next 3 weeks (23-03-25 to 06-04-25)	£ 360	Y	Wed, 19 Mar 2025	Paid	View Order

Total results 3 Page 1 of 1

This shows that the order has been paid for and the administrator can see the order details by clicking on **View Order** as highlighted in the red box in the display above, the details appear below.

Order Number - 17920 x

Order Details

Order ID	17920	Reference	4G Football Pitch - Each Sun (10:00-12:00) for next 3 weeks (23-03-25 to 06-04-25)
Contact Name	Jason Malone	Email	jason@mailinator.com
Order Date	19/03/2025, 16:00:57	Status	Scheduled Subscription
Cost	£360	Type	FacilityBooker

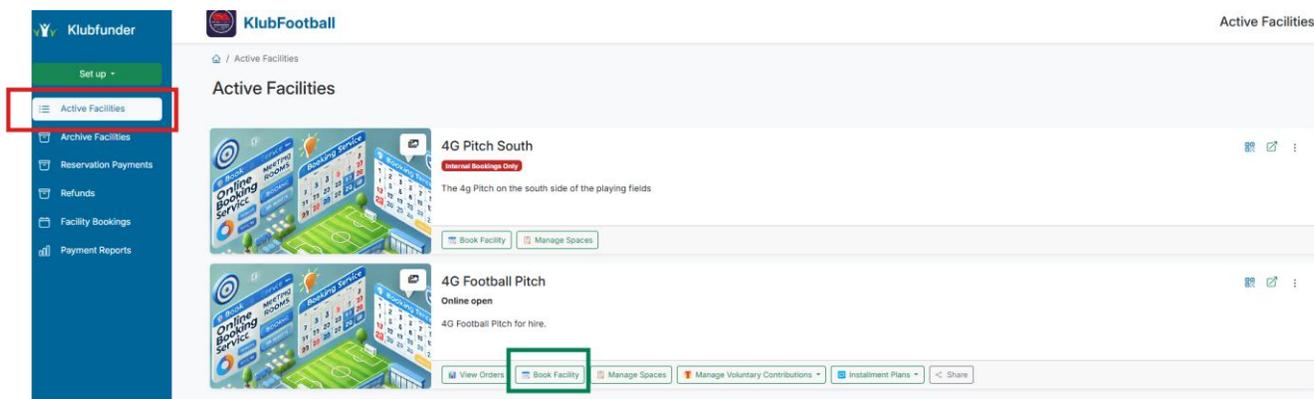
Subscription Schedule

Installment Plan	Payment Provider	Start Date	Status
6 payments of £80.00 per month	stripe	01/04/2025	Scheduled Subscription

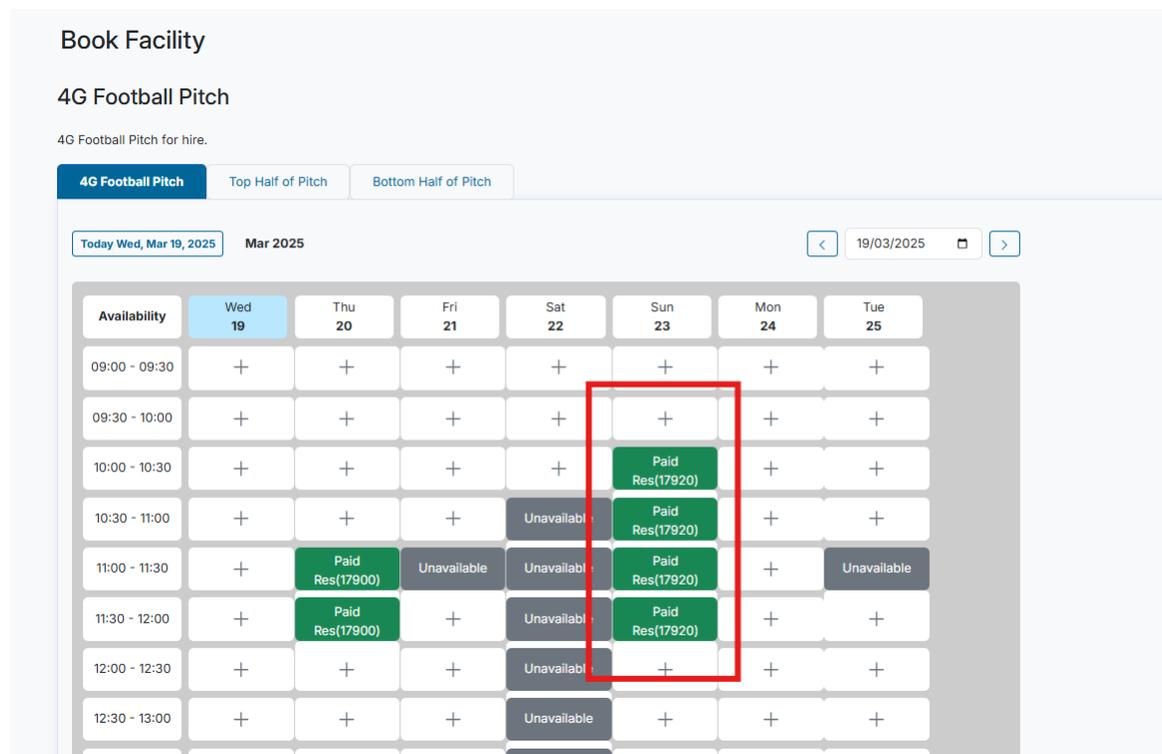
[Resend Confirmation](#)

6. Book Facility View

The customer reservation will now appear as Paid on the facility calendar view. To display this the administrator would navigate to the facility first. Select the **Active Facilities** menu option as highlighted in the red box below.



Then the administrator would select the **Book Facility** button, highlighted in the green box above to show the calendar view as below.



The administrator can then view the details of the Paid customer reservation by clicking on one of the boxes to display the booking details as below.

Booking for - 4G Football Pitch

Booking Details Type : Paid Customer Reservation Order : Id - 17920

Contact Jason Malone Email jason@mailinator.com

Total Cost 360

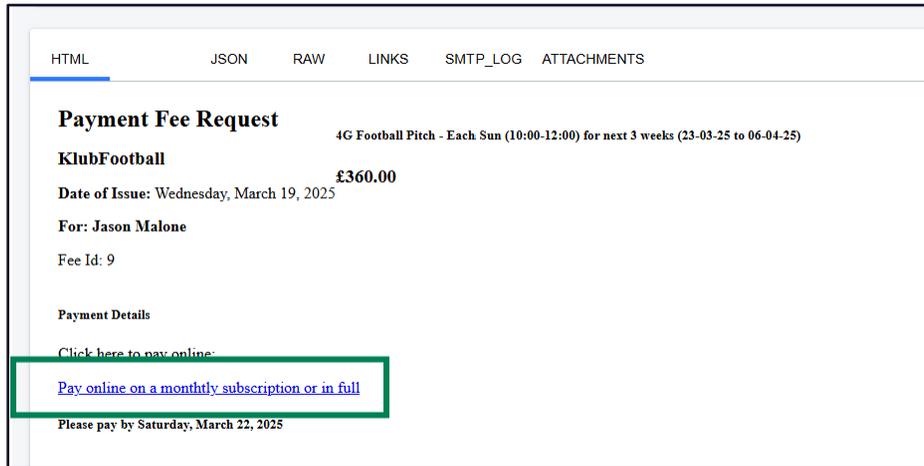
Your Confirmed Bookings

Start Date	Slot	Sessions	Cost
23/03/2025	10:00 - 10:30	3	30
23/03/2025	10:30 - 11:00	3	30
23/03/2025	11:00 - 11:30	3	30
23/03/2025	11:30 - 12:00	3	30

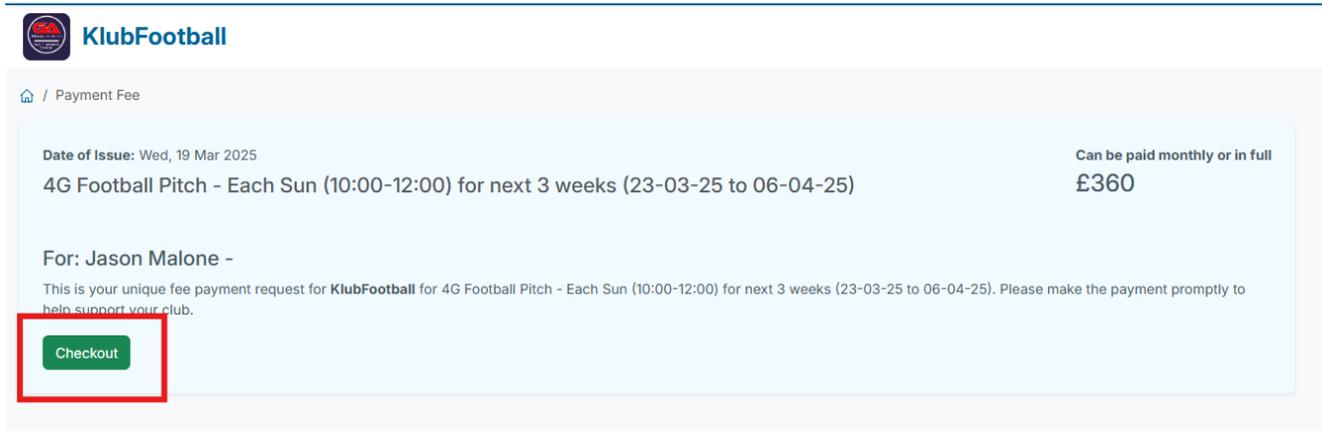
[Close](#) [Delete Booking](#)

7. Customer Payment Flow

This is the email that the customer will receive when their payment request has been issued to them.



The customer will click on the link highlighted in the green box above and will be presented with the payment summary screen as below.



On clicking the Checkout button as highlighted by the red box above they will then be presented with the **Payment Screen**.

The screenshot shows the KlubFootball checkout page. At the top, there is a navigation bar with 'Club search', 'My account', and 'Sign out'. Below this is the KlubFootball logo and a breadcrumb trail: 'Home / Payment Fee / Checkout'. The main section is titled 'Billing details' and contains several input fields:

- First name:** Jim
- Last name:** Stoney
- Email:** jason@mailinator.com
- Confirm Email:** jason@mailinator.com
- Contact Number:** 02890322011
- Reseller:** Reseller

A green message box states 'Billing information is valid'. Below this is the 'Order Summary' table:

Item	Price
4G Football Pitch - Each Sun (10:00-12:00) for next 3 weeks (23-03-25 to 06-04-25)	£360.00
Order Discount	£0.00
Total	£360.00

At the bottom, there are two payment buttons: 'Pay in Installments £360.00' and 'Pay £360.00 now'.

The customer fills in the details highlighted by the red boxes above and then chooses a payment option of installments or pay in full. The installment options will appear if they were previously configured in **Figure 2 : Update Payment**. On choosing the a payment option the customer will then be asked to enter their credit card details as below.

Installment Plan for Order Number - 17920
×

Payment Plan Details

Plan Name	6 payments of £60.00 per month
Recurring Amount	£60.00 every 1 month(s)
Number of Payments	6
Payment Date	1st of each month

€ **Payment details**

[Secure, 1-click checkout with Link](#) ▾

Card number

Expiry date

Security code

Country

Postal code

By providing your card information, you allow to charge your card for future payments in accordance with their terms.

4G Football Pitch - Each Sun (10:00-12:00) for next 3 weeks (23-03-25 to 06-04-25)	£360.00
Total	£360

Confirm Subscription

After entering their card details the customer would then confirm the payment or subscription as highlighted by the red box in the display above and they would receive confirmation of their order as below.

KlubFootball

[Home](#) / [Payment Fee](#) / Confirmation

Payment confirmed

Thank you for your continued support

Stripe Payment Confirmation

Thank you for submitting this 4G Football Pitch - Each Sun (10:00-12:00) for next 3 weeks (23-03-25 to 06-04-25) payment

Your order reference is **17920**.

Payment scheduled! We have saved your payment details & you will receive a confirmation email when each payment is taken. Please check your Junk Mail folder as it may be in there.