



## Changes to Hurstpierpoint Village Centre Room Bookings

Dear Colleague,

We are changing the way we manage room bookings at the Hurstpierpoint Village Centre. Please read below to find out how this affects you.

From 30th January 2017 room bookings will be managed by the Parish Council office. Charlotte Kempson will be the bookings secretary and she will be supported by other members of staff. Please address any room booking enquiries to:

Email: [bookings@hurstvillagecentre.org](mailto:bookings@hurstvillagecentre.org)

Address: Village Centre Bookings  
Parish Council Office  
Trinity Road  
Hurstpierpoint  
West Sussex  
BN6 9UY

Telephone: 01273 833264 and ask for Charlotte

We will be using an online system to manage room bookings. If you have internet access you will be able to view and update information about your bookings provided that we have an email address for you. If you are not able to use the online facility you can still manage your bookings by contacting the new bookings secretary as detailed above.

This change will not affect the amount you are charged for bookings or the frequency of invoicing. Your invoices will, however, be in a different format and will be issued by Charlotte. Invoice payments by cash or cheque should be sent to the Parish Council Office. The details for bank transfer payments will not change.

The online system is called Hallmaster and it will allow you to do the following via our website: <http://hurstvillagecentre.org> From the 30th January if you click on the diary menu item on our website it will allow you to:

- Login to Hallmaster - an email will be sent to you inviting you to create login details
- See the status of your bookings
- See provisional room availability and usage information
- See the status of your own invoices and invoice payments
- Make, edit and cancel room booking requests

We will also have a News area on the front page of the website for hirers to use. If you would like to advertise your event there please send the text for the News item to [news@hurstvillagecentre.org](mailto:news@hurstvillagecentre.org)

In order to transfer all the bookings from the current system to the new system smoothly any requests for changes or new bookings received between 21st January until 29th January will not be processed until we start using the new system on 30th January. We ask that you hold onto your changes/requests until then to ensure that they are not lost during this transitional period.

Whilst we will work as hard as we can to ensure that your bookings have transferred to the new system correctly we do recommend that you check your bookings in the online system from 30th January just to be sure there are no errors. If, however, you do not have access to the online system, you can either contact Charlotte or review bookings at the Parish Council's offices.

If you have any questions about this change or have identified any problems or errors with bookings please address them to [bookings@hurstvillagecentre.org](mailto:bookings@hurstvillagecentre.org) or speak to Charlotte Kempson (Parish Council) or Michel Olszewski (01273 834372; Chair of Trustees) and/or Patrick Haworth ( 01273 842857; Treasurer).

Thank you for your continued support of the Village Centre.

With kind regards,

Michel Olszewski  
Chair of Trustees