

The settings tab has lots of options that will affect how the booking system appears and behaves. These are broken down into 3 sub-sections; Display Settings, Functional Settings and Notification Settings. Many of the settings relate to the table plan and the way it interacts with the Bookings module. For more help on the table plan, see [here](#).

### Display Settings

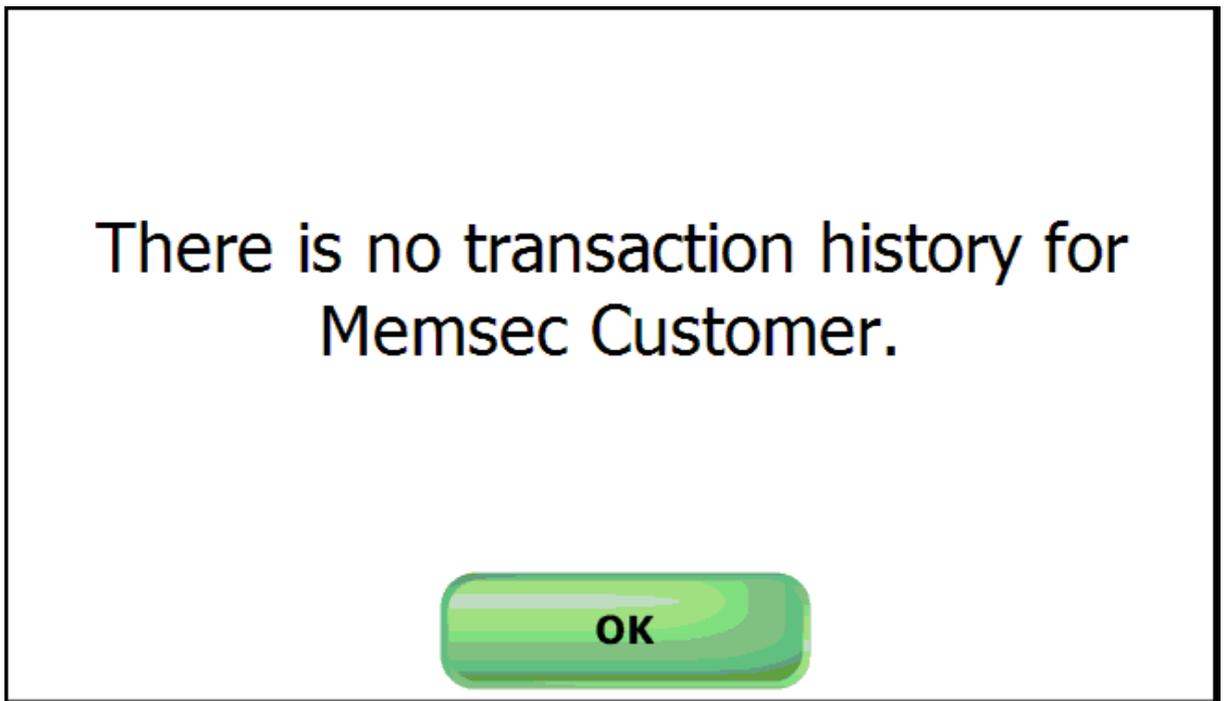
- Show spend history on action booking
- Show chart first
- Show 'Refund Deposit' prompt on booking cancellation
- Show online booking alerts
- Show 'Booked By' in booking notes
- Show 'Occasions' in booking notes
- Don't show customers button on diary screen
- Show block times button
- Show 'Dietary Requirements' in booking notes
- Display 'Dietary Requirements' Prompt

These settings will change how the bookings module appears, both on the till and in the back office where applicable. The options here are as follows (if you have downloaded this document you can click on each heading in the list above to jump to its explanation);

- Show spend history on action booking – when activating a booking with this option set, the staff member will see a summary of the customer’s spend history on previous bookings, like this;



If a customer has never booked before, you'll see this message;



- Show chart first – this relates to the diary view in the till or back office. When you select a date and click 'View Bookings' you'll normally see bookings listed like this;

Bookings: Monday, 27th June 2022

**Viewing: Monday, 27th June 2022** << Now >>

**Lunch** Show Chart

Time	Covers	Table	Name	Notes
12:15	3	* 4	Memsec Customer	Booking Taken By: Mike Mouse
13:00	10	* 1	Memsec Customer	Booking Taken By: Mike Mouse
13:45	2	* 3	Memsec Customer	Booking Taken By: Mike Mouse
14:00	3	4	Sample Customer	Booking Taken By: Mike Mouse
16:30	10	1	Memsec Customer	Booking Taken By: Mike Mouse

**Notes for 27th June 2022** Edit Notes

<no notes>

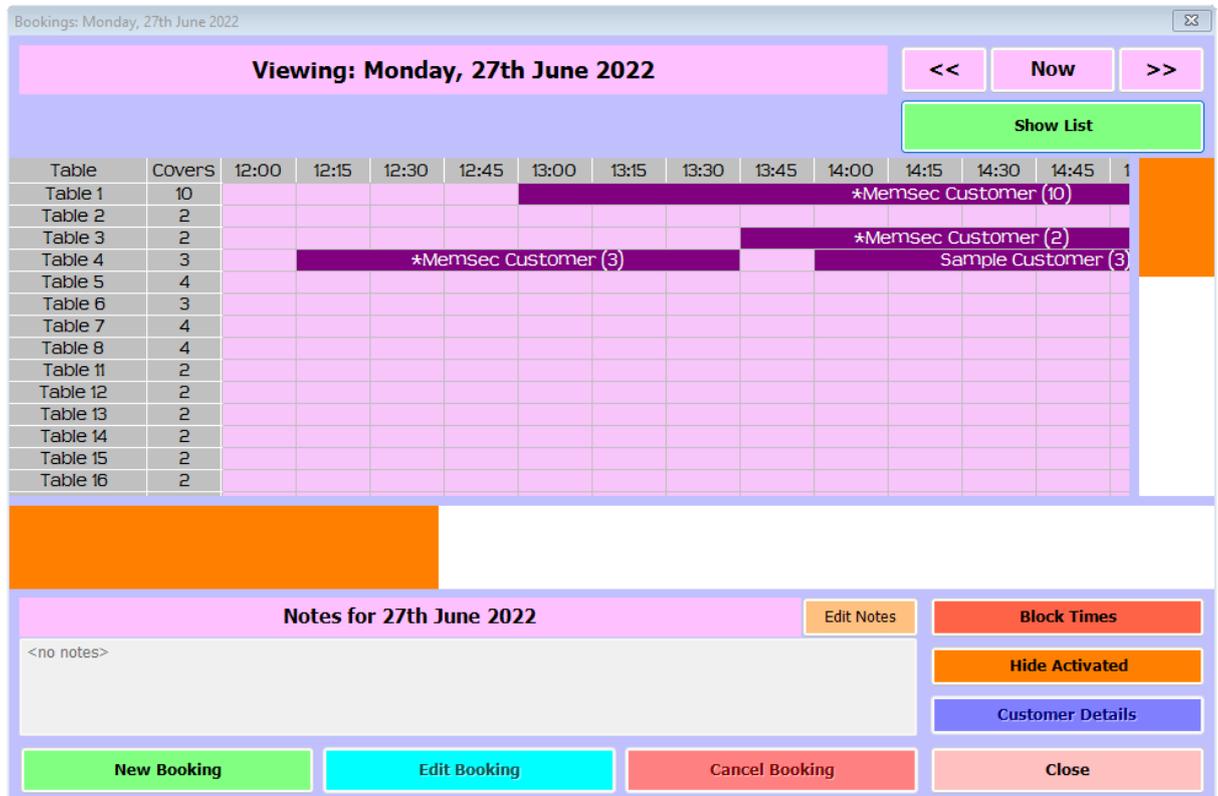
Block Times

Hide Activated

Customer Details

New Booking Edit Booking Cancel Booking Close

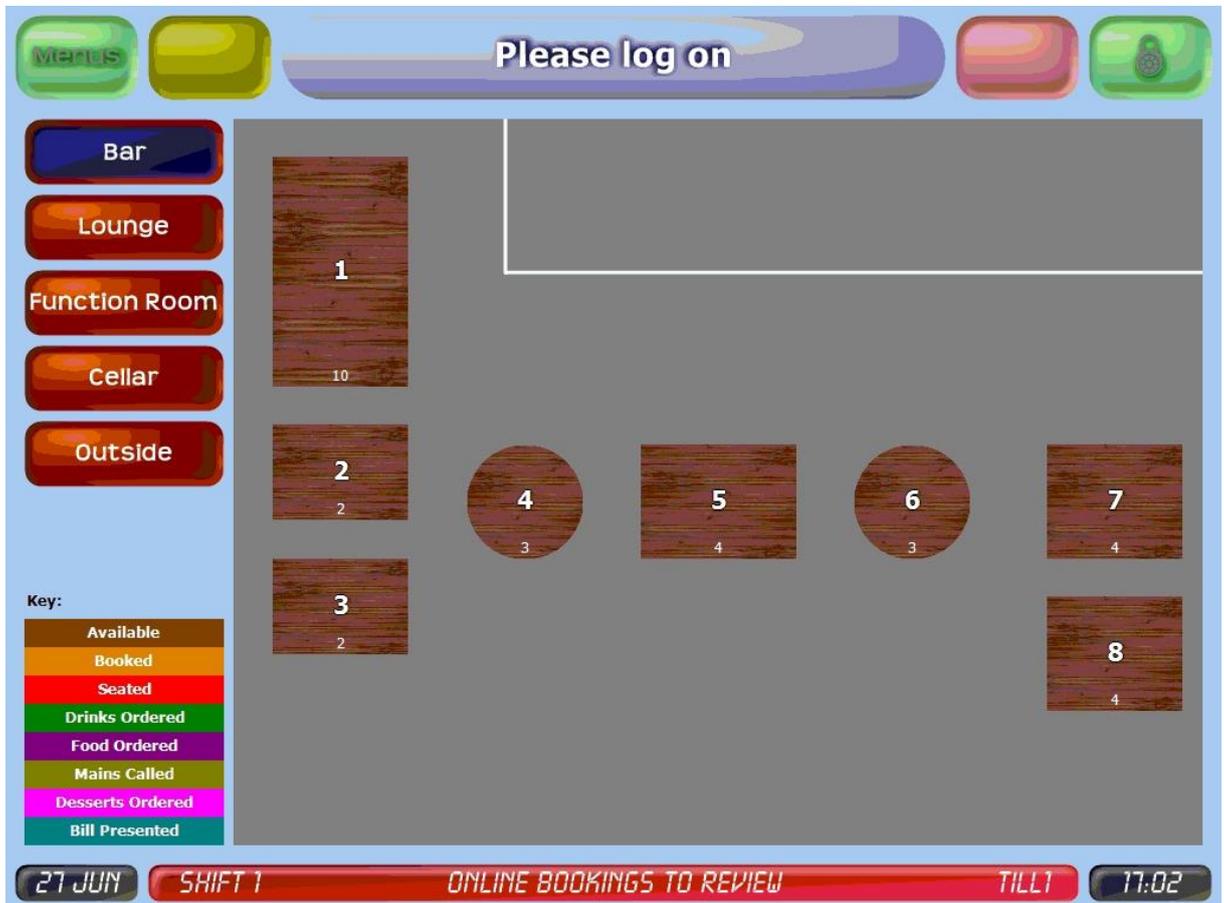
You can see the 'Show Chart' button in the top, right-hand corner of this screen. Pressing that changes the display to the Chart View;



This provides a graphical representation of the bookings for that day, including their expected durations. If this is your preferred layout, selecting the 'Show Chart First' option will mean that the display will default to this view when you press 'View Bookings'.

- Show 'Refund Deposit' prompt on booking cancellation – this option will ensure that if there's a deposit associated with a booking, and a till user cancels that booking they will be asked whether they wish to refund the deposit at that point. If they say 'Yes', the deposit will be marked as refunded, they will be asked to refund the relevant amount and they'll be taken directly to the pay screen to do so.

- Show online booking alerts – ticking this check box will ensure that when an online booking is made, the till screen(s) will show a message at the bottom to alert users to the fact that a booking needs to be reviewed. As you can see in the image below, the footer bar turns red and the text 'Online bookings to review' will flash;

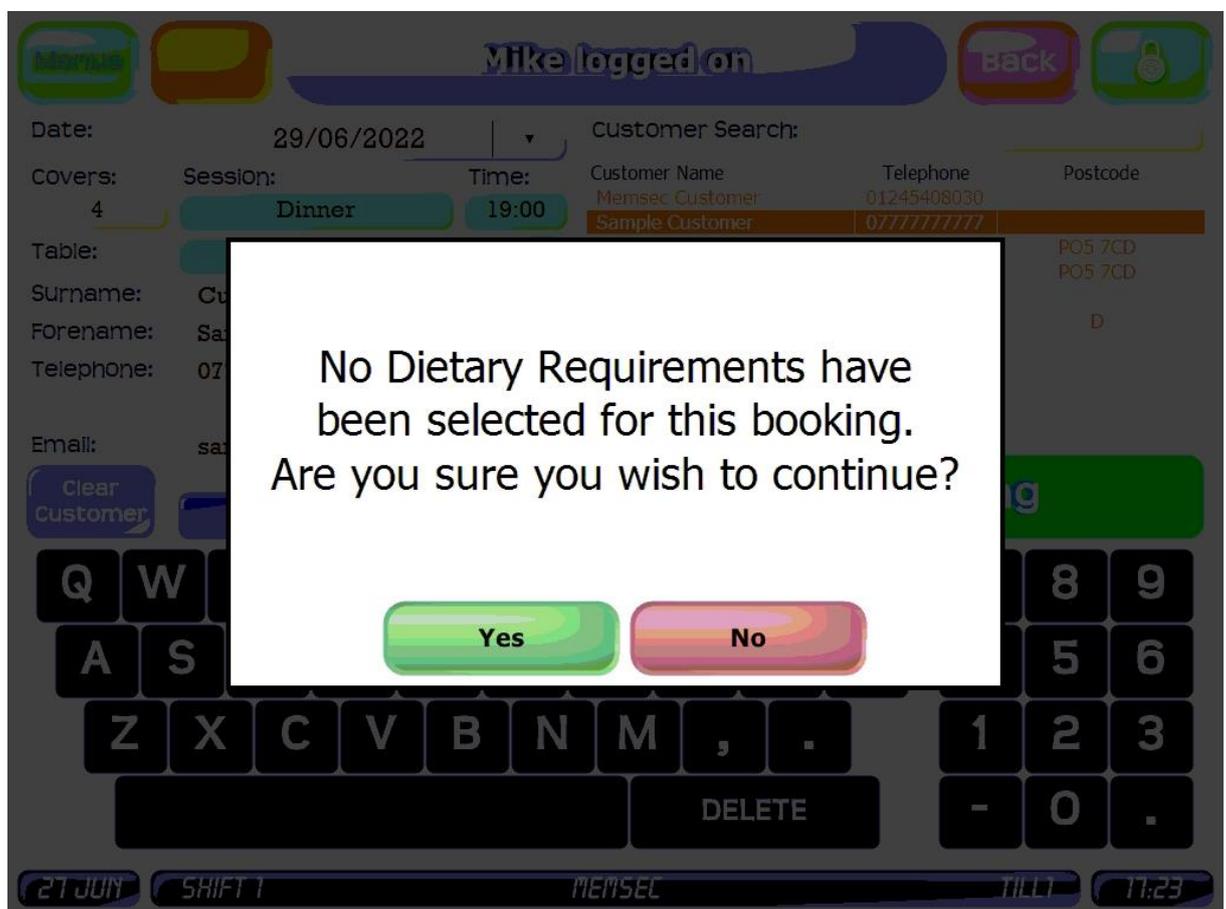


- Show 'Booked By' in booking notes – ticking this option will show the name of the person who recorded a booking in the notes displayed on the right-hand side of the daily bookings list view, as can be seen in the image below. Having this information immediately to hand when activating or editing a booking makes it easier if there are questions about the booking that that person may be able to answer.
- Show 'Occasions' in booking notes – you have the option to record details of any special occasion with a booking. Ticking this option will ensure that any such occasion information is shown on the daily booking list, not just within the booking notes, as in the image below.

- Show 'Dietary Requirements' in booking notes – as with Occasions, this option makes any allergy or other dietary requirements visible in the daily booking list. See image below.

13:45	2	3	Memsec Customer	
14:00	3	4	Sample Customer	Dietary Requirements: vegan, Nut allergy and shellfish & mollusc Occasion Requirements: birthday Booking Taken By: Mike Mouse

- Display 'Dietary Requirements' prompt – ticking this option ensures that for every booking your staff make, if they don't record any dietary requirements, they'll be prompted to confirm that there are none for this booking;



- Don't show customers button on diary screen – if you don't wish staff to be able to view or edit customer details on the till, ticking this option will remove the Customers button from the main diary display. You will still have that button on the equivalent back-office screen (as shown on the right-hand side below).

Till with no customer button	Back Office retains customer button
<div data-bbox="215 472 555 548"> <b>Bookings for: 27th June 2022</b> </div> <div data-bbox="564 472 772 548"> <b>Print</b> </div> <div data-bbox="215 562 772 1243"> <p><b>Lunch</b>            12:15 - Covers: 3 - Table: 4 - Memsec Customer            13:00 - Covers: 10 - Table: 1 - Memsec Customer            13:45 - Covers: 2 - Table: 3 - Memsec Customer            14:00 - Covers: 3 - Table: 4 - sample Customer **</p> </div> <div data-bbox="215 1256 772 1355"> <b>View Bookings</b> </div> <div data-bbox="215 1368 772 1444"> <b>Edit Notes</b> </div>	<div data-bbox="831 472 1366 548"> <b>Bookings for 27th June 2022</b> </div> <div data-bbox="831 562 1366 1323"> <p><b>Lunch</b>            12:15 - Covers: 3 - Table: 4 - Memsec Custome            13:00 - Covers: 10 - Table: 1 - Memsec Custom            13:45 - Covers: 2 - Table: 3 - Memsec Custom            14:00 - Covers: 3 - Table: 4 - Sample Custome</p> </div> <div data-bbox="831 1337 1366 1391"> <b>View Bookings</b> </div> <div data-bbox="831 1404 1091 1458"> <b>Customers</b> </div> <div data-bbox="1101 1404 1366 1458"> <b>Close</b> </div>

- Show block times button – sometimes you will need to prevent bookings being made for part of a session. For example, if you have a function such as a party that will continue beyond normal booking durations. You can use session overrides to achieve this but a simpler method is to block times. With this option selected, a button appears on the daily booking page that will allow you to do this;

Bookings: Friday, 1st July 2022

**Viewing: Friday, 1st July 2022** << Now >>

Breakfast Lunch Dinner w/e Show Chart

Time	Covers	Table	Name	Notes
12:30	4	5	Memsec Customer	Booking Notes: High chair please 1 vegetarian, 1 vegan Booking Taken By: Mike Mouse
12:30	4	7	Memsec Customer	Booking Notes: High chair please 1 vegetarian, 1 vegan Booking Taken By: Mike Mouse

Notes for 1st July 2022 Edit Notes

<no notes>

Block Times Hide Activated Customer Details

New Booking Edit Booking Cancel Booking Close

Click that button to show a screen with each time-slot on the selected day, along with session buttons at the top.

By default, all sessions are selected but by clicking them you can deselect sessions to allow you to focus on the times you need to block. Each time slot in the selected sessions is listed, along with the number of covers remaining in that slot;

Block Times - Friday 01 July 2022

**Block Times - Friday 01 July 2022**

Breakfast	Lunch	Dinner w/e
Time	Covers Available	Blocked
12:45	20	
13:00	20	
13:15	20	
13:30	20	
13:45	20	
14:00	20	BLOCKED
14:15	20	BLOCKED
14:30	20	BLOCKED
14:45	20	BLOCKED
15:00	20	
15:15	20	
15:30	20	
15:45	20	
16:00	20	
16:15	20	

Save Close

Clicking in the 'Blocked' column against a slot will show that slot as blocked. You can block any number of slots on any given day or session, and they do not need to be consecutive. Once you've selected all the required slots just click 'Save' and the block will take immediate effect. Any bookings already made for slots that you block will remain valid, so it's best to do this before any bookings are made, or to rearrange any pre-existing bookings.

## Functional Settings

<input type="checkbox"/> Allow double bookings	<input type="checkbox"/> Online Bookings – Automatic refund if cancelled
<input type="checkbox"/> Force record name of walk-ins	
<input type="checkbox"/> Enable deposit taking	Only after <input type="text" value="0"/> hours
<input type="checkbox"/> Edit booking after activation	
<input type="checkbox"/> Print Blank Lines on Receipt Bookings List	
<input type="checkbox"/> Generate Walk-In on Tab Creation (as long as the table is on the table plan)	<input type="checkbox"/> Use Multi-Table Walk-Ins
<input type="checkbox"/> Create Walk-In from the table plan at login	
<input type="checkbox"/> Activate bookings from the table plan at login	
<input type="checkbox"/> Disable session button if no tables are available	
<input type="checkbox"/> Online Bookings – Hide non-online sessions	
<input type="checkbox"/> Online Bookings – Allow bookings just based on the number of covers	<input type="checkbox"/> Don't assign a table to the booking
<input type="checkbox"/> Online Bookings – Disable booking approval	
<input type="checkbox"/> Only show time slots with available tables	
Only show joined table slots if no single tables in the session are free for	<input type="checkbox"/> Online Bookings <input type="checkbox"/> Onsite Bookings
Minimum number of covers for bookings:	Online <input type="text" value="0"/> On-Site <input type="text" value="1"/>
Maximum allowable empty covers per table:	Online <input type="text" value="2"/> On-Site <input type="text" value="2"/>
Maximum number of tables that can be joined for bookings:	Online <input type="text" value="4"/> On-Site <input type="text" value="4"/>
Flag table as booked <input type="text" value="180"/> minutes before booking start time (show on idle)	
Online Bookings – Bookings must be made <input type="text" value="27"/> minutes before booking start time	

These settings affect the behaviour of the booking system, both on-site and online where applicable. The options here are as follows (if you have downloaded this document you can click on each heading in the list above to jump to its explanation);

- Allow double bookings – by default, once a table is booked in a session it can't be booked again until the following session. By ticking this option, you will allow multiple bookings for a table within each session. As such, it's best to ensure that table durations are long enough to allow for the relevant number of covers to finish their meal and for the table to be cleaned, since there's no option to have a pause between tables.

- Force record name of walk-ins – with the booking system in operation you will always have the option to record Walk-Ins on tables that aren't booked. The walk-in screen looks like this;

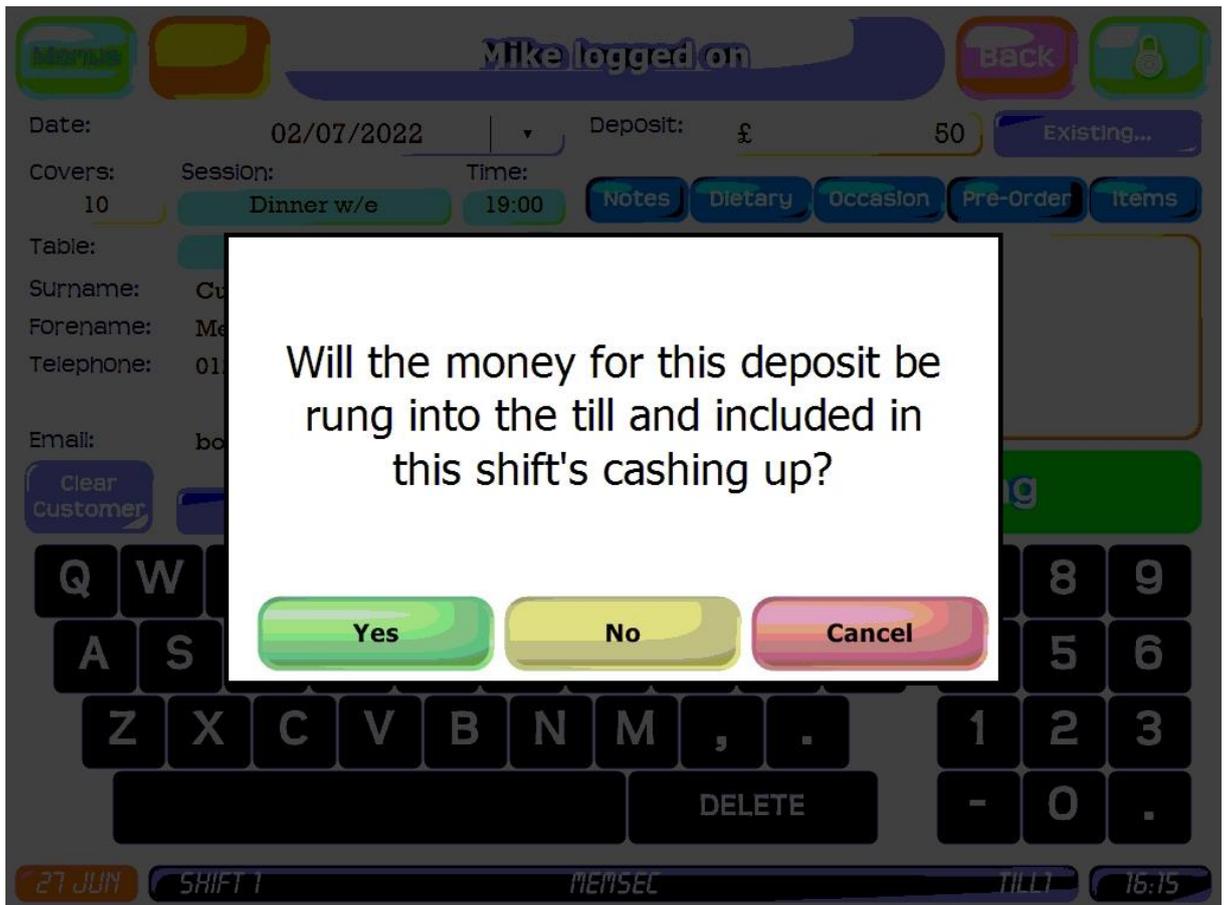
The screenshot displays a software interface for recording walk-in customers. At the top, it indicates 'Mike logged on' and provides a 'Back' button. The main form includes the following fields and controls:

- Date:** 28/06/2022
- Covers:** [Empty field]
- Session:** Lunch
- Time:** 13:45
- Table:** [Empty field]
- Surname:** [Empty field]
- Forename:** [Empty field]
- Telephone:** [Empty field]
- Email:** [Empty field]
- Clear Customer:** A button to reset the form.
- Save Walk In:** A large green button to confirm the entry.
- Keypads:** A numeric keypad (1-20) and a QWERTY keyboard for text entry.
- Status Bar:** Shows '27 JUN', 'SHIFT 1', 'MEMSEC', 'TILL 1', and '13:48'.

Normally, just the covers, and table number(s) need to be recorded for a walk-in (the current session and next available slot are automatically set). Ticking this option ensures that staff will have to ask and record the name of the customer as well.

- Enable deposit taking – to try to avoid no-shows, it's increasingly common to ask for a deposit on a booking, especially for a large number of covers. Ticking this option will enable deposits to be recorded on both the till and the back office. Deposits recorded on the back office are assumed to have been paid outside of the till system, so the funds won't be expected to be included in any z-read. The deposit itself will show on the next z-read for till 1, with a payment type of 'Paid Elsewhere'.

On the till, the user will be asked whether the deposit is to be included in the z-read or not;



If they confirm that it is, they'll be taken to the pay screen on completion of the booking in order to record the payment method.

- Online Bookings – Automatic refund if cancelled - if you have online bookings with online payment of deposit via PaymentSense/Dojo, then activating this option will allow customers to automatically receive back any deposit they've paid should they cancel the booking.
- Only after  $n$  hours – this setting allows you to set a minimum notice period for cancellation of bookings in order for the deposit to be automatically refunded, say 24 or 48 hours. Bookings cancelled with at least this much notice will have the deposits automatically refunded. You will still be able to refund other deposits manually if you wish to do so. See our [guide on Deposits](#) for more on this topic.
- Edit booking after activation – ordinarily, activating a booking would mean it can no longer be edited, since it has then happened. However, if the size of the party has changed you may wish to alter the booking so that your reports etc. are more accurate when looking back. If this is the case, tick this option and you'll still be able to edit a booking even after it's been activated.

- Print blank lines on Receipt Bookings List – on the till there is an option to print the daily bookings list to the receipt printer. By default, this will print a list of bookings received so far for the selected session(s), but with this option activated, every table is printed with 3 slots, whether booked or not;

Default Receipt Bookings List	Receipt Bookings List with blank lines
<p style="text-align: center;"><b>Table Bookings</b> <b>Tuesday 28th June 2022</b></p> <p><b>Lunch</b>  <b>12:30 - REFUND DEPOSIT</b>            Phone Number: 01478963025            Covers: 3 / Table: 4            Deposit Paid: £25.00</p> <p><b>12:30 - Sample Customer</b>            Phone Number: 07777777777            Covers: 6 / Tables: 2, 8            Dietary Requirements: nut allergy, 1X G            LUTEN FREE</p> <p><b>13:30 - Walk In</b>            Phone Number:            Covers: 2 / Table: 3</p> <p style="text-align: center;">Printed at 28/06/2022 05:14:02</p>	<p style="text-align: center;"><b>Table Bookings</b> <b>Tuesday 28th June 2022</b></p> <p><b>Lunch</b>  <b>Table 1 (10)</b></p> <p>[ : ] _____</p> <p>[ : ] _____</p> <p>[ : ] _____</p> <p><b>Table 2 (2)</b></p> <p>[ : ] _____</p> <p>[12:30] Sample Customer (8)            Dietary Requirements: nut al            lergy, 1X GLUTEN FREE            Booked By: Online Booking</p> <p>[ : ] _____</p> <p><b>Table 3 (2)</b></p> <p>[ : ] _____</p> <p>[ ] No Info ( )            Booked By: Unknown</p> <p>[ : ] _____</p> <p><b>Table 4 (3)</b></p> <p>[ : ] _____</p> <p>[12:30] REFUND DEPOSIT (3)            Deposit Paid: £25.00            Booked By: Mike Mouse</p> <p>[ : ] _____</p> <p><b>Table 5 (4)</b></p> <p>[ : ] _____</p> <p>[ : ] _____</p> <p>[ : ] _____</p>

Please be aware that if you have a large number of tables this report can become very lengthy.

- Generate Walk-In on Tab Creation (as long as the table is on the table plan) – whenever a tab is created on the till, ticking this option will add the tab to the bookings for the day as a walk-in, unless the tab is of a type that isn't on the table plan, such as a bar tab.
- Create Walk-In from the table plan at login – while the above option will generate a Walk-In if a tab is created from the table plan at login, the details will be assumed from the tab. Selecting this option generates a specific prompt when selecting a new table from the table plan;



If the user answers 'Yes', a new form will be displayed. If the option 'Force record name of walk-in' is active, then the form will look like this;

Marius

Mike logged on

Back

Please enter the customer details for the walk-in

Forename:

Surname:

Telephone:

Email:

Covers:

ENTER

Q W E R T Y U I O P

A S D F G H J K L '

Z X C V B N M , .

DELETE

7 8 9

4 5 6

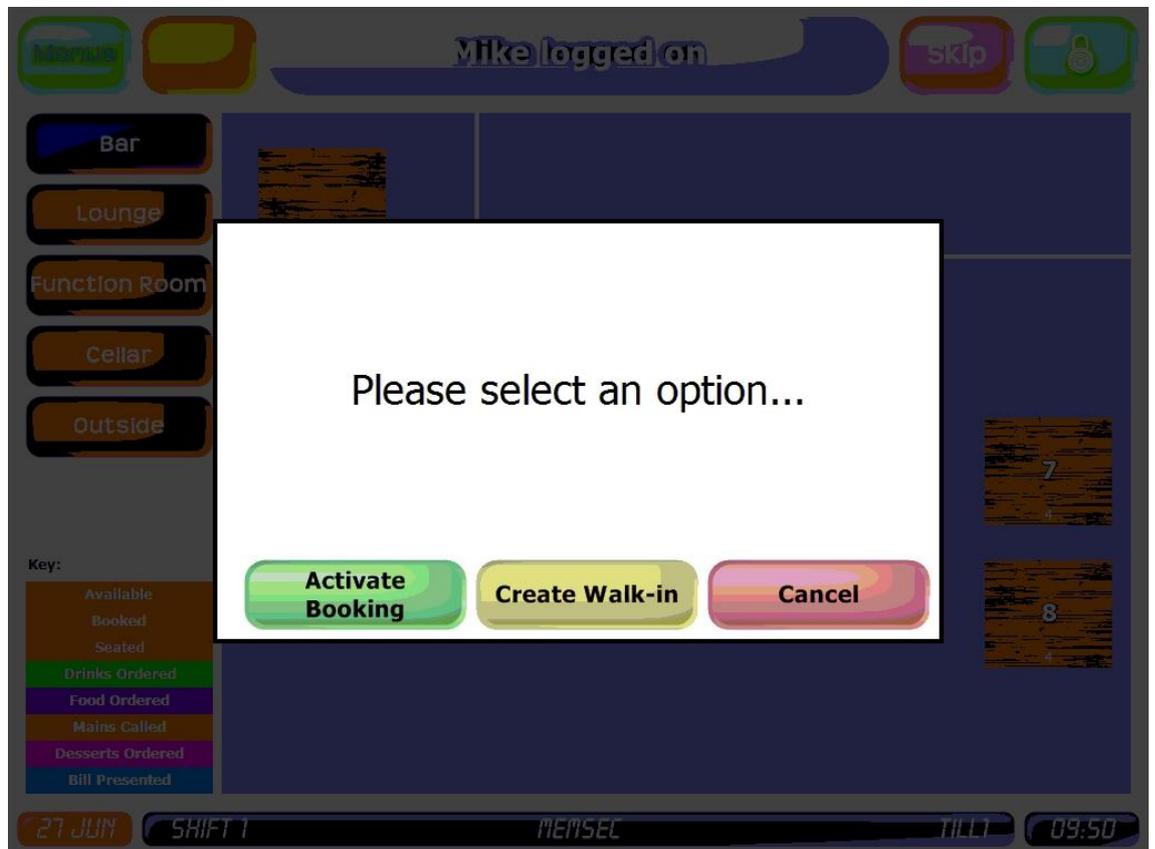
1 2 3

- 0 .

27 JUN SHIFT 1 MEMSEC TILL 09:54

In addition to the name, in this form either a Telephone number or an email address is required. If the option to 'Force record name...' is not active, the user will simply be asked to provide the number of covers.

- Use Multi-Table Walk-Ins – this sub-section of the previous setting will alter its behaviour. Instead of simply offering the option of creating a walk-in on the selected table, this prompt will appear;



Cancel will return the user to the table plan. Activate Booking will display the bookings list for the day, where the user can select a booking and click 'Activate';

**Mike logged on** Back

Viewing: Wednesday, 29th June 2022 << Now >>

Lunch Dinner Show Chart

Time	Covers	Table	Name	Notes
12:00	2	2	Memsec Customer	Booking Taken By: Mike Mouse
12:00	2	* 4	Walk In	Booking Taken By: Mike Mouse
12:00	1	* 6	Walk In	Booking Taken By: Mike Mouse
12:00	2	* 5	Walk In	Booking Taken By: Mike Mouse
18:00	4	8	Sample Customer	Booking Taken By: Mike Mouse

Notes for 29th June 2022 Edit Notes Hide Activated Block Times

<no notes>

Customer Details

New Booking Edit Booking Cancel Booking Activate Walk In

27 JUN SHIFT 1 MEMSEC TILL 1 10:20

Create Walk-In will show the normal Walk-In screen;

MENU Mike logged on Back

Date: 28/06/2022

Covers: Session: Lunch Time: 13:45

Table:

Surname:

Forename:

Telephone:

Email:

Clear Customer Save Walk In

Q W E R T Y U I O P 7 8 9  
A S D F G H J K L ' 4 5 6  
Z X C V B N M , . 1 2 3  
DELETE - 0 .

27 JUN SHIFT 1 MEMSEC TILL 1 13:48

You'll notice that there is no table pre-selected, even though this process began with the selection of a table from the table plan at login. This is because the multi-tables option requires the user to specify which table or tables should be used.

If more than one table is selected, the lowest numbered table will be used for all selected tables on the plan once this walk-in is created, so that there's just one tab, but the other tables will show with an asterisk to indicate that they're joined to that table;

**Mantis** **Mike logged on** **Skip**

**Bar**  
**Lounge**  
**Function Room**  
**Cellar**  
**Outside**

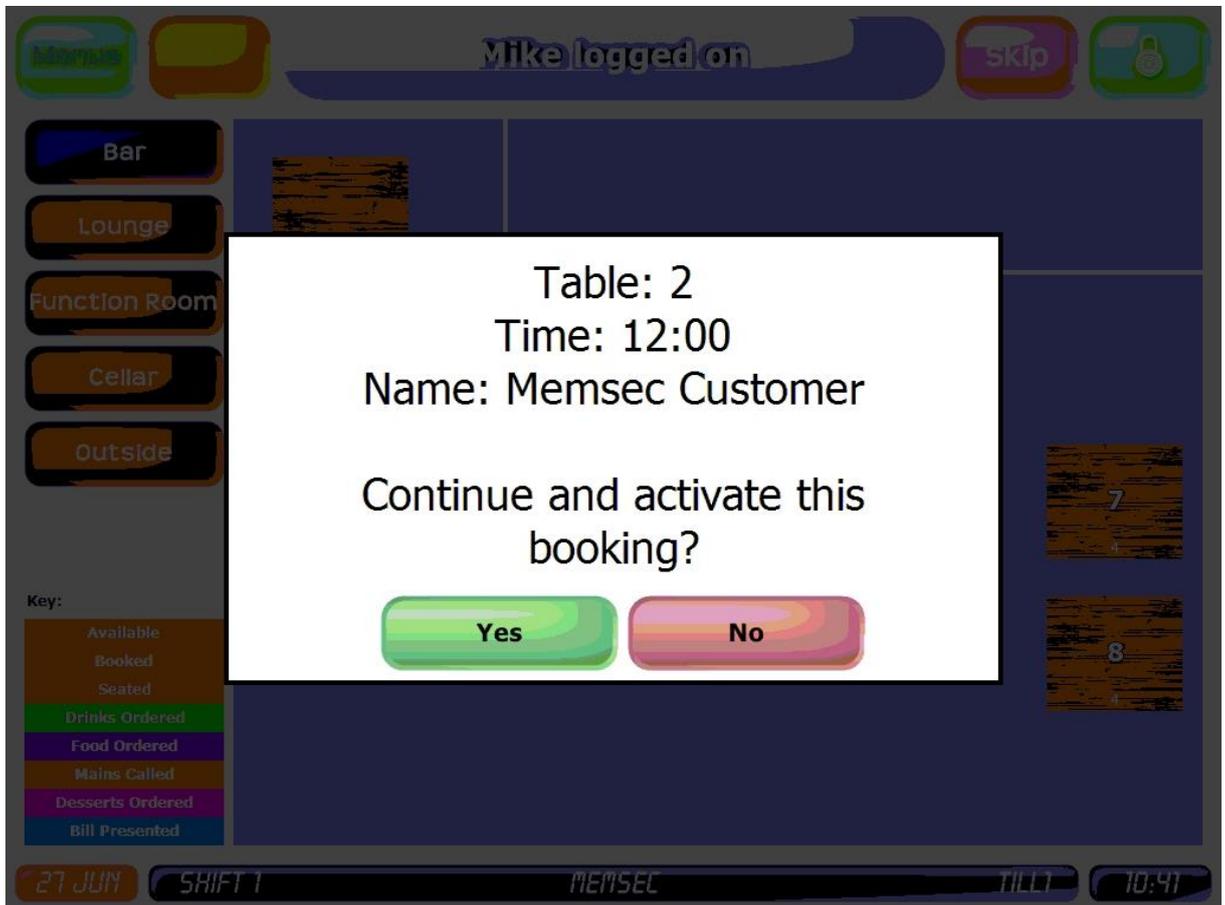
<b>11</b> 1m	<b>12*</b> 2	<b>13</b> 2	<b>14</b> 2	<b>15</b> 2	<b>16</b> 2
<b>17*</b> 2	<b>18*</b> 2	<b>19</b> 2	<b>20</b> 2		

**Key:**

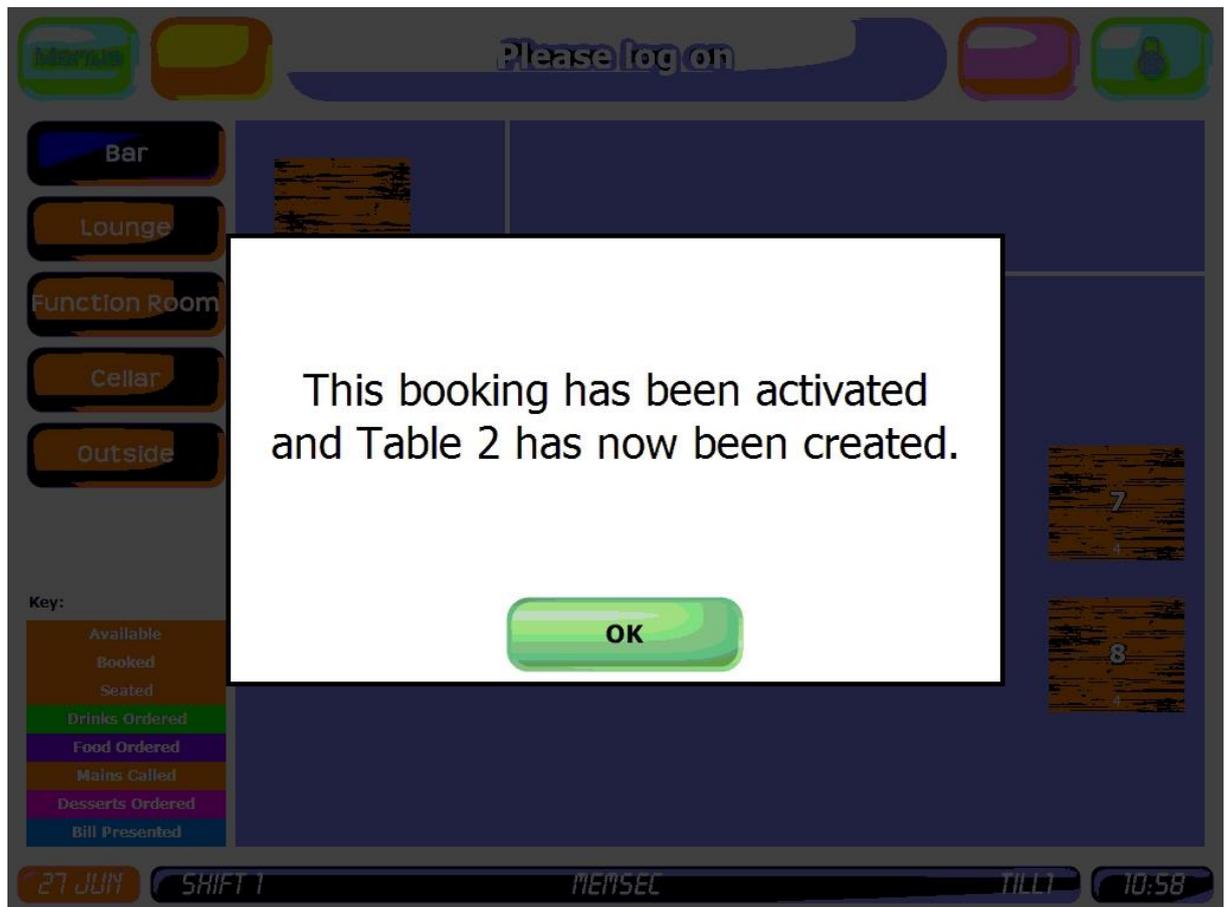
- Available
- Booked
- Seated
- Drinks Ordered
- Food Ordered
- Mains Called
- Desserts Ordered
- Bill Presented

**27 JUN** **SHIFT 1** **MEMSEC** **TILL 1** **10:27**

- Activate Bookings from the table plan at logon – clicking on a table on the table plan at logon, even one which is shown in orange to indicate that it is booked, will start the process of creating a tab for that table. With this option selected however, clicking on a table that is showing as booked will generate a prompt showing the booking details and asking the user whether they wish to activate the booking;



Clicking No will return the user to the table plan. 'Yes' will automatically activate the booking and display confirmation;



- Disable session button if no tables are available – this option relates only to sessions with table slots allocated. When a user creates a booking, the first selection they make is the number of covers. The system then checks to see which table (or combination of tables) can accommodate that number of people on the selected day, given capacity in the table slots and any existing bookings. If it finds that there are no (remaining) tables that can fit the required number of covers, there will normally be a message displayed to this effect on the session buttons;

Marius Mike logged on Back

Date: 03/07/2022

Covers: 20 Session: Time:

Table:

Surname:

Forename:

Telephone:

Email:

Clear Customer More Details... Save Booking

Breakfast 07:00 - 11:00 - \*\*\* No tables of 20 available \*\*\*

Sundays 12:00 - 16:30 - \*\*\* No tables of 20 available \*\*\*

Q W E R T Y U I O P 7 8 9

A S D F G H J K L ' 4 5 6

Z X C V B N M , . 1 2 3

DELETE - 0 .

27 JUN SHIFT 1 MEMSEC TILL 11:20

The user may still select a session, though they'll not be able to select a slot since none are available. With this option selected, however, the session buttons will instead be disabled, making it clearer that the booking is not possible.

**MARUS** **Mike logged on** **Back**

Date: 03/07/2022

Covers: 20 Session: Time:

Table:

Surname:

Forename:

Telephone:

Email:

Breakfast  
07:00 - 11:00 \*\*\* No Tables of 20 available \*\*\*

Sundays  
12:00 - 18:30 \*\*\* No Tables of 20 available \*\*\*

Clear Customer More Details... **Save Booking**

Q W E R T Y U I O P 7 8 9  
A S D F G H J K L ' 4 5 6  
Z X C V B N M , . 1 2 3  
DELETE - 0 .

27 JUN SHIFT 1 MEMSEC TILL1 11:21

- Online Bookings – Hide non-online sessions. This option relates to the online booking screen as seen by customers. If there are multiple sessions in a day, but one or more of them doesn't allow online bookings, ordinarily the online booking form will show the session but mark it as Unavailable. With this option selected, the session won't be shown at all, and if only one other session remains then that will be selected automatically;

Default	Hide non-online sessions						
<div style="text-align: center;">  <p><b>Memsec Bistro</b></p> <p><b>Guest</b></p> <p>DATE » <b>SESSION</b> » COVERS » TIME » DETAILS » REQUIREMENTS » CHECK » COMPLETE</p> <p><b>Please select a session</b></p> <table border="0"> <tr> <td style="background-color: #cccccc; padding: 5px;">BREAKFAST</td> <td style="padding: 5px;">Unavailable</td> </tr> <tr> <td style="background-color: #333333; color: white; padding: 5px;">SUNDAYS</td> <td style="padding: 5px;">12:00pm - 4:30pm</td> </tr> </table> <p><b>03/07/2022</b></p> <p><a href="#">&lt;&lt; BACK</a> <a href="#">NEXT &gt;&gt;</a></p> </div>	BREAKFAST	Unavailable	SUNDAYS	12:00pm - 4:30pm	<div style="text-align: center;">  <p><b>Memsec Bistro</b></p> <p><b>Guest</b></p> <p>DATE » <b>SESSION</b> » COVERS » TIME » DETAILS » REQUIREMENTS » CHECK » COMPLETE</p> <p><b>Please select a session</b></p> <table border="0"> <tr> <td style="background-color: #9966cc; color: white; padding: 5px;">SUNDAYS</td> <td style="padding: 5px;">12:00pm - 4:30pm</td> </tr> </table> <p><b>03/07/2022</b></p> <p><a href="#">&lt;&lt; BACK</a> <a href="#">NEXT &gt;&gt;</a></p> </div>	SUNDAYS	12:00pm - 4:30pm
BREAKFAST	Unavailable						
SUNDAYS	12:00pm - 4:30pm						
SUNDAYS	12:00pm - 4:30pm						

- Online Bookings – Allow bookings just based on the number of covers. Ordinarily the online bookings module will use your table plan, including any joins you’ve configured, and existing bookings to try to identify an available table or combination of tables in the selected session, and will then present the customer with a list of available booking times. If there are no tables or groups of tables large enough the customer will see a message telling them there are no slots available. However, if this option is selected and there are enough covers available on the table plan, even from tables that aren’t necessarily set to be joined, slots will be offered with a caveat;

Default – no slots available	With this option – slots are offered with warning
 <p><b>Memsec Bistro</b></p> <p><b>Guest</b></p> <p>DATE » SESSION » COVERS » <b>TIME</b> » DETAILS » REQUIREMENTS » CHECK » COMPLETE</p> <p><b>There are no slots available for the criteria you have selected.</b></p> <p><b>Please go back to amend the covers or session.</b></p> <p><b>30/06/2022 » Lunch » 20 people</b></p> <p><b>&lt;&lt; BACK</b> <b>NEXT &gt;&gt;</b></p>	 <p><b>Memsec Bistro</b></p> <p><b>Guest</b></p> <p>DATE » SESSION » COVERS » <b>TIME</b> » DETAILS » REQUIREMENTS » CHECK » COMPLETE</p> <p><b>Please select a time</b></p> <div data-bbox="1038 1200 1155 1375" style="border: 1px solid gray; padding: 5px;"> <p>12:00*</p> <p>12:15*</p> <p>12:30*</p> <p>12:45*</p> <p>1:00*</p> </div> <p><b>* We will need to combine 2 or more tables in order to seat 20 people at this time.</b> This shouldn't be a problem but please do wait for our email confirmation.</p> <p><b>30/06/2022 » Lunch » 20 people</b></p> <p><b>&lt;&lt; BACK</b> <b>NEXT &gt;&gt;</b></p>

Bookings made in this way, where the system is unable to identify a table or joined tables that will accommodate the required party size will have no table number allocated. Naturally, you will need to review any such bookings to ensure that it’s feasible to combine tables that are close together, since with this setting in operation it’s possible that the tables the system identifies as totalling sufficient covers might be some way apart or even in different table plan areas.

- Don't assign a table to the booking – this sub-setting of the previous option means that all bookings will be made without a table being allocated, even for small numbers of covers. This means you'll need to review every booking and allocate it a table.
- Online Bookings – Disable booking approval. This setting is almost the opposite of the previous setting, since it removes the need to review and approve online bookings entirely. All online bookings will be automatically accepted, so it's not advised to use this option if you're likely to receive any bookings that haven't got a table allocated.
- Only show time slots with available tables – if all the available covers for a slot within a session are filled, the default behaviour is for that slot to be shown with 0 available covers. If this setting is ticked, it will instead be hidden;

Default display			Only show time slots with available tables		
Time Slot	Covers Available		Time Slot	Covers Available	
12:00	20		12:00	20	
12:15	20		12:15	20	
12:30	0		12:45	20	
12:45	20		13:00	20	
13:00	20		13:15	20	
13:15	20		13:30	20	
13:30	20		13:45	20	
13:45	20		14:00	20	
<b>Save Booking</b>			<b>Save Booking</b>		

- Only show joined table slots if no single tables in the session are free for Online/On-Site bookings – with the option to hide full table slots activated, this further extension applies to sessions where table slots are defined. For on-site bookings, no slots will be shown for joined tables until such time as all available single tables are booked. In the images below, the join between tables 2&3 is offered as well as the single tables 7 and 8. With this option selected for on-site bookings, only the single tables will be offered at first. Once they are booked, the joined tables will be offered (unless of course either or both have been booked individually).

Default Behaviour, all table slots offered

The screenshot shows a booking interface with the following elements:

- Buttons: **Menus**, **Mike logged on**, **Back**, and a lock icon.
- Date: 10/07/2022
- Covers: 4
- Session: Sundays
- Time Slot: 12:00, 12:15, 12:15
- Tables Available: Table 2&3 (4), Table 7 (4), Table 8 (4)
- Form fields: Table, Surname, Forename, Telephone, Email
- Buttons: **Clear Customer**, **More Details...**, **Save Booking**

With this option activated, only single tables are offered at first

The screenshot shows a booking interface with the following elements:

- Buttons: **Menus**, **Mike logged on**, **Back**, and a lock icon.
- Date: 10/07/2022
- Covers: 4
- Session: Sundays
- Time Slot: 12:15, 12:15
- Tables Available: Table 7 (4), Table 8 (4)
- Form fields: Table, Surname, Forename, Telephone, Email
- Buttons: **Clear Customer**, **More Details...**, **Save Booking**

And joined tables are offered only after single tables are all booked

The screenshot shows a booking interface with the following elements:

- Buttons: **Menus**, **Mike logged on**, **Back**, and a lock icon.
- Date: 10/07/2022
- Covers: 4
- Session: Sundays
- Time Slot: 12:00
- Tables Available: Table 2&3 (4)
- Form fields: Table, Surname, Forename, Telephone, Email
- Buttons: **Clear Customer**, **More Details...**, **Save Booking**

With the online option of this switch the time slots will be offered to the customer to select as above but the table number or numbers will be hidden.

- Minimum number of covers for bookings – this setting, for which you can set separate values for Online and On-Site bookings, is self-explanatory. The on-site setting will only apply to sessions where table slots are assigned. Online, this setting will always apply.
- Maximum allowable empty covers per table – also configurable differently for on-site and online, this setting determines which tables can be used for bookings. Again, on-site this will only be applied where table slots are assigned to a session but online it will always be taken into account when offering available times. Please see also the Empty Covers tab [here](#).
- Maximum number of tables that can be joined for bookings – this setting can also be set to different values for online and on-site bookings. You can set a value between 2 and 4 for the number of table joins that can be used. For on-site bookings this only applies to sessions where table slots are assigned, but online it will always apply.
- Flag table as booked  $n$  minutes before booking start time (show on idle) – this setting relates to the table plan, and especially when it's shown if the till isn't in use. Its purpose is to ensure that sufficient notice is given to till users of future bookings so that they don't allocate walk-ins to tables that may be needed for a booking before the walk-in party is finished. As such it's usually going to be at least the length of a typical table duration in your venue.
- Online Bookings – Bookings must be made  $n$  minutes before booking start time – this setting dictates the minimum amount of notice you wish to have for online bookings. If used in conjunction with the option to [show alerts on the till](#) you might find you can set a lower value here than if you have [bookings automatically accepted](#).

## Notification Settings

<input type="checkbox"/> Automatically send email confirmation	Email confirmation for: <b>Both</b> ▼
<input type="checkbox"/> Include Notes in Email for On Site Bookings	Booking Confirmation Email Address:
<input type="checkbox"/> Receive copy of booking confirmation email	<input type="text"/>
<input type="checkbox"/> Receive copy of booking cancellation email	<input type="text"/>
<input type="checkbox"/> Receive copy of booking edit email	<input type="text"/>
<input type="checkbox"/> Automatically send email booking reminder	<input type="text" value="24"/> hours before the booking

The Notification Settings determine how and when emails will be sent when bookings are made, and to which address. Please note that these options relate to the default email formats that can be generated by the system. If you'd like to create your own email templates you can do so – please see our help guide [here](#). The options here are as follows (if you have downloaded this document you can click on each heading in the list above to jump to its explanation);

- Automatically send email confirmation – this is the primary switch for notifications. By selecting this option, you will enable all the others in this section. Having activated this switch, you can then decide whether to send emails when people book online, on-site or both (this is the default).
- Include Notes in Email for On Site bookings – this option is fairly self-explanatory. Ordinarily the default email doesn't include notes, but with this option set it will. If you generate your own email template you have the option to include notes as one of the merge fields, so this setting won't have any effect in that circumstance.
- Receive copy of booking confirmation email – this setting will mean that as well as sending a confirmation email to the customer, the system will also send a copy to the address you specify here. If you don't specify an address, the site email address will be used (you can set this under General>Site Settings). If no email address is specified there either then naturally no email will be sent, even if this option is ticked.
- Receive copy of booking cancellation email – as above, but this email will only be sent when a booking is cancelled.
- Receive copy of booking edit email – as above, but this email will only be sent when a booking is edited.
- Automatically send email booking reminder *n* hours before the booking – here you can choose to send reminders to customers who have booked, any time between 1 hour and 1 week (168 hours) in advance.