

Facility Hire at Exeter School

Transferring to a new online booking system

Guidance for Existing Customers

Option 1 – You are initially adding bookings for customers

Over the next few days, we will be adding your booking onto the system. Please follow these simple steps:

Step 1: You will receive an email inviting you to the register. Click on the 'Register' button in the email and then 'Create your SchoolHire password'. Once you've filled in the fields, you will be logged in automatically. If you already have a SchoolHire account, just login as normal instead.

Step 2: Once logged in, click on "Pending Bookings" which will show as a red box at the top of the screen.

Step 3: Your booking(s) will show as pending, so click "View booking" from the Actions drop down menu.

Step 4: If your booking details are correct, click "Continue to Checkout" to go through the checkout process and confirm your booking. If you need to change anything, please contact us by using the message option stating the changes required, or just accept the booking and you can make your own changes once accepted.

Step 5: As part of the checkout process you will be asked to answer various questions, as well as upload documents such as your public liability insurance document. Please answer these questions fully, even if you have already provided this to us previously.

Step 6: Pay for your booking to confirm it. For block bookings, you will be shown an automatic payment schedule, letting you know when payments will be automatically taken in the future.

Please feel free to watch this screencast which goes through these 6 stages in less than 2 minutes: screenpal.com/watch/c0lq26VH6lJ.

Option 2 – You want customers to make their own bookings

We are now ready to launch our new SchoolHire booking facility and as existing customers you are being given advance notice so that you can ensure that your regular bookings are made from [2025].

Please follow this link to create your account and make your booking: exeter.schoolhire.co.uk.

Click on the 'Login' button and then 'Create your SchoolHire account'. Once you've filled in the fields, you will be logged in automatically.

We will hold your existing slots until [2025]. Once this date has passed, your slots will be available to everyone to book and as such, we strongly recommend that you book as far forward as possible. If not, your slot will otherwise show as available for other customers to book. The system is currently open to accept bookings until 31 August 2026.

This video provides a full explanation of how to make a booking and illustrates the full range of features and functionality available - screenpal.com/watch/cY606MsVEZ.

ANSWERS TO FAQs

Do I still need to secure my previously reserved slots despite having booked this in with you already?

For any slots before our live date of [2025], you are not required to do anything, and it will be the same as it was.

For any slots from and including [2025], you are required to secure them on this new system.

We are confident that once you have familiarised yourself with the new system, you will find it easy to use and it will enhance your experience in terms of renting our facilities.

Will my bank account be debited as soon as I supply my debit/credit card details?

If you have chosen Option 1: Once you confirm the booking is correct and input your card details, the initial fee will be taken. For block bookings, a month is due in advance. Each month after, a reminder will be sent 3 days before the following month's payment is due to be debited. All you need to do is ensure the card is still valid and has sufficient funds for the payment to be taken.

If you have chosen Option 2: No, not immediately, although you do need to have the funds available.

The bank account associated with your payment card will be checked for cleared funds at the point of booking and the necessary funds blocked. Your booking will then come to us for review, modification (if necessary) and then acceptance. Only once we have accepted your booking will your bank account be debited. If we reject your booking the funds will be released back into your account

Any discounts will be applied before acceptance and your card will only be charged the discounted amount. Any increase in pricing will first come back to you for acceptance.

What are the payment methods?

Any Visa or MasterCard debit or credit card. American Express is not accepted.

If your payment gets rejected, a reason will be given. It may be because you do not have sufficient funds in your account. If you do have sufficient funds and the problem persists, or you have been given a more generic reason such as 'your card has been declined', please contact your bank for more information.

I don't have a credit/debit card?

Provided you have a bank account, and certainly if you already pay people via BACS, cheque or Direct Debit, your bank will be happy to issue you with a payment card on request. The new system does NOT accept payment by any method that is not via credit/debit card.

What are the payment terms?

Assuming you are making a long-term regular booking (block booking) you are presented with two options:

1. Payment in full at time of booking
2. Payment Schedule

Please select the desired option when prompted at the point of selecting your slots. For one-off bookings, the payment schedule option will not be available.

How are the payments split?

If you choose to split your payments (which is the default option), you will see a payment schedule appear detailing exactly when the payments will be debited from your bank account.

Your first payment will represent the sum of your first month's bookings and will be taken at the point of booking acceptance.

Subsequent payments will be taken monthly (every 30 days), in advance. As a general guide: the beginning of March for March's bookings, the beginning April for April's bookings. Three days prior to all subsequent payments a system generated email will be sent reminding you about the payment and how much the payment is. Payment is taken automatically from the last card you used on the system.

How can I update my card details?

Click on your name in the top right corner and pick 'My Account' in the dropdown menu. To update your card details, click on 'Update Card Details'. When updating your card details, all future payments, including those within a split payment block booking, will be made on the new card.

When will my booking be accepted?

New bookings are usually approved within 24 hours (although it is often much quicker than this) and up until a maximum of 7 days, at which point the booking will automatically expire. You will receive a confirmation email once your booking is approved, and your payment card will be charged at this point. Your booking is not confirmed until you get an email confirming that booking has been accepted.

Can I make changes to my booking, such as amending a slot or cancelling the whole booking?

You can make a request to either amend or cancel your booking by going into your 'My Bookings' section, clicking on 'Actions' and then either 'Request cancellation' or 'Amend Booking'.

Will I get a full refund if my request to cancel is accepted?

For full details as to our cancellation policy please refer to our [\[Terms and Conditions\]](#) (viewable as part of the booking process).

I get a special price. How is this factored in?

If you are due a discount or have an agreed price with us, we will be able to apply this to your account in advance of you making your booking.

What happens for bookings from September 2026?

Closer to the time, and as we are doing now, existing customers will be given first refusal of their existing slots and a period within which they can go online to book them before these slots become available to book by other interested parties.

What should I do if I have any problems or have a question?

Please contact us via the 'Message' facility and we will get back to you as soon as possible.