

Aberdeen City Council – Booking of Educational Venues

Priority Booking Procedure for Regular Bookers

Key Principles

- The Priority Booking window is intended primarily to allow groups which run activities deemed to have a significant community benefit, to be given priority access to the booking system at the start of each year, to submit their bookings prior to the system being opened up to the general public.
- In addition, the Council's [Venue Hire Terms and Conditions](#) states that:
*Regular customers who make block bookings for hires every year will also be given the opportunity to renew their bookings, during the Priority Booking Window, to allow them to request **continued use of the same venues and timeslots for the following year**. However, the ability to book the same space and timeslot from one year to the next **cannot be guaranteed**.*
- This document sets out the procedure which is followed to support regular customers in booking the spaces and timeslots they used in the previous year,* where these slots are available, during the priority booking window. Any requirement to book new venues and/or new dates or timeslots will need to be delayed until after the priority booking window has closed, and general bookings have opened for all customers.
- Customers will be reminded that access to the same venue and timeslots they used in previous years cannot be guaranteed. For example if a venue can no longer be made available for hire, or if it is no longer possible to allocate staff resource to cover a particular timeslot, then continuity of bookings will not be possible.

Identification of Regular Bookers

- Customers will be considered as a 'regular booker' if they have booked and used the same venue and timeslot (i.e. the same room, pitch or space on the same day of the week and at the same start and finish times), on at least five separate weeks in any one school term.
- This allows for any customers who have booked weekly sessions or fortnightly sessions at the same venue throughout a school term to be classed as a regular booker.
- Customers must have used the booked sessions on at least five occasions. Sessions which have been booked and subsequently cancelled will not be considered as meeting the requirement and will not count towards the five separate weeks requirement.
- Customers identified as regular bookers will automatically be given priority booker status on the online booking system, allowing them access to place bookings to continue their use of the same venues and timeslots during the priority booking window.
- In addition, an electronic form will be made available via the Council website, prior to the priority booking window opening, to allow customers to request priority booker / regular booker status. Customers will be asked to provide details of their previous bookings to demonstrate that they meet the above criteria.

Placing a booking during the priority booking window

- During the priority booking window, regular customers will be invited to make a repeat booking to allow continuity for sessions run in the previous year, provided that they are making a booking for the same venue, on the same day of the week and at the same start and finish times as the bookings they regularly made and used on at least five separate weeks during the same school term in the previous year.
- Bookings made in the previous year which were subsequently cancelled will not be considered as meeting this requirement and will not count towards the five separate weeks requirement.

- It is not possible to configure the booking system to restrict customers to only book the venues and timeslots they booked previously. Each booking will therefore require to be checked manually against records of the previous year's bookings, to ensure it is a genuine repeat booking.
- Any bookings received during the priority booking window which don't meet the criteria for repeat bookings, and which have not been submitted by customers who have been given priority booker status for any other reason, will be cancelled.