



GovBook | Short Breaks Booking Service.

A Booking Platform For Council-Provided Short Breaks.

We've worked with our council community to co-create a booking platform that helps to improve the delivery of short breaks services by:

- Governing access for eligible families
- Fairly managing booking limits
- Improving communication with users
- Offering families 24/7 online access
- Simplifying day-to-day management

Improve access.

Make it quick & easy for your citizens to self-serve at any time, on any device.

Increase admin efficiency.

With booking rules & an AI-powered scheduling engine, you can easily manage availability for multiple resources across various locations.

An all-in-one platform.

From scheduling & resourcing to payments & communications — you'll have access to everything you need to manage short breaks effectively.



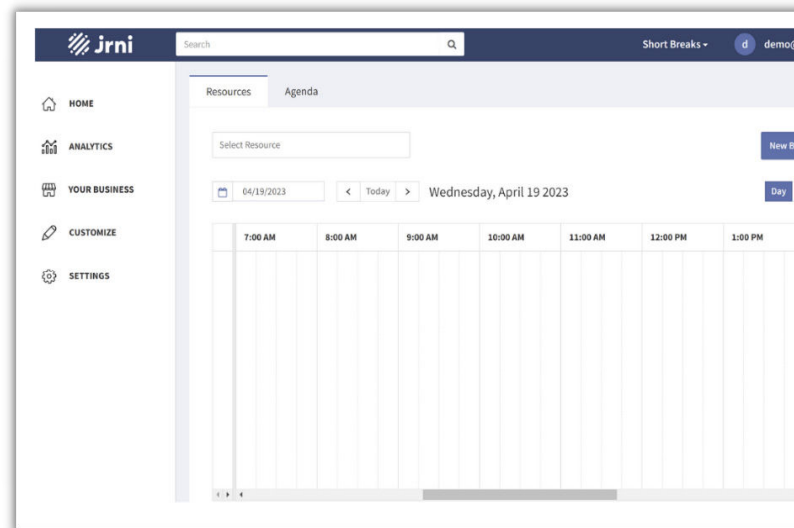
Reduce workloads & save staff time.

Increase operational efficiency.

Streamline processes.

Increase efficiency, save time & reduce the cost to serve with an easy-to-use admin portal that:

- Manages the entire citizen journey
- Provides control & visibility
- Increases first-time resolution rates
- Automates menial tasks
- Collects operational data
- Improves communication &
- Integrates into your workflows



1.1 The Administration Portal

Simplify & automate your admin.

Easily manage availability, resourcing, payments & communications for multiple accommodation types & locations with an AI-powered scheduling engine.

Configurable to your needs.

Add maps, video links, accessibility details & location information to different accommodation types & configure guidance messaging to display at various points in the booking journey.

Save your staff time.

Set custom booking rules & configure dynamic pricing structures to easily manage access to caravans, beach huts, campsites, support huts & more.

Keep your citizens in the loop.

Set up automated communication flows for booking confirmations, reminders, access info, payment reminders & more. These notifications can be sent from within the platform or via GOV.UK Notify.

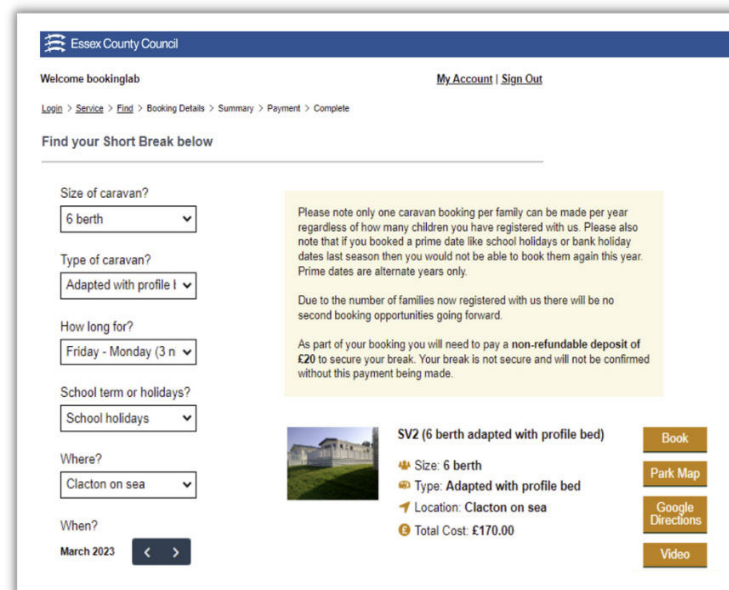
Meet the expectations of modern citizens.

A better experience for users.

Do more with less.

Meet the expectations of modern citizens by:

- Offering simple, 24/7 self-service
- Removing barriers to instant access
- Providing a seamless experience
- Creating two-way comms channels
- Offering multi-channel access &
- Personalising experiences



1.2 The Citizen Booking Journey

Make it easy to self-serve.

With criteria-based search functionality, guidance messaging, video links, maps & more, your citizens can easily find, book & pay for accommodation that meets their needs.

Register once & book forever.

Your citizens will have access to a MyAccount portal where they can easily:

- Pay for, edit & cancel bookings
- Make bookings for different services
- Amend account information & more.

Ensure fair access for everyone.

Empower users to access & book services how, when & where they feel comfortable by integrating your in-person, virtual & over-the-phone channels.

Stress-free end-to-end bookings.

Users can log in to their account with an email, password, or passport ID & book different services at once. These services include accommodation, activities, accessibility support & more.

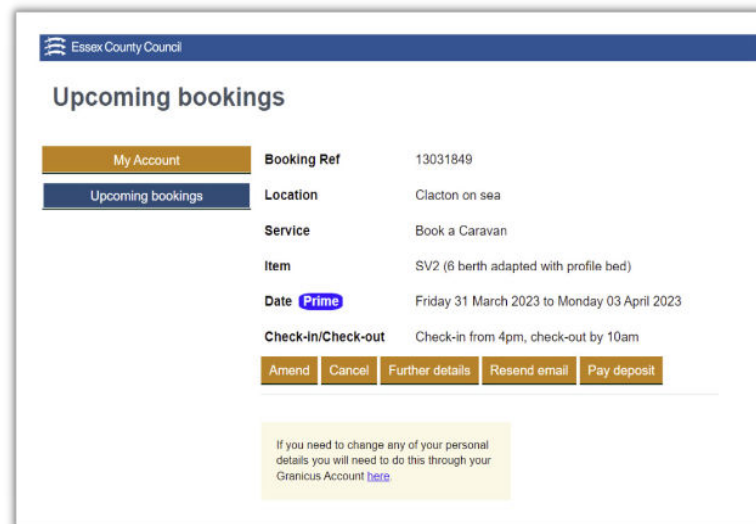
One platform for all of your stakeholders.

Built for councils & their citizens.

A purpose-built solution.

From the features & functionality to the UX design & styling, this system is designed to help councils improve the delivery of their short breaks service for a range of stakeholders, including:

- Parents/Guardians
- Council Staff &
- Facility Managers



1.3 My Account Options

Say goodbye to forms.

Provide instant access for citizens & save staff time by replacing inefficient form-based processes with an automated end-to-end booking journey.

Accessible. Secure. Reliable.

Your booking system will meet the WCAG 2.1 AA & comply with ISO 27001, GDPR & more. You'll also benefit from a guaranteed up-time of 99.95% or higher.

GDS Styling.

Improve the usability of your service with a citizen engagement platform built on the Government Digital Service Design Principles.

Use data to improve delivery.

You'll have all the data & tools you need to improve the user experience, increase operational efficiency & reduce the cost to serve.

These are just a few of the features you'll have access to.

System features:

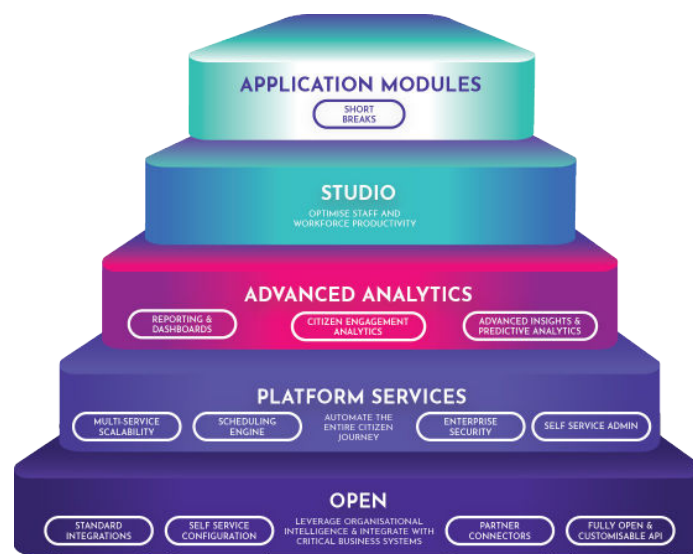
Feature	Description
Login	Citizens can log into the booking solution with an email address and password/passport ID.
Multi Services	Citizens can book multiple services at once. For example, booking a caravan and then booking a beach hut for the day.
Dynamic Pricing	You can apply different prices to services at different times of the year (e.g., school term prices, school holiday prices, and bank holiday prices).
Dynamic Date Ranges	You can apply different date ranges to book (e.g., school term, school holidays).
Configurable Guidance Messaging and T&Cs	You can configure guidance messaging and terms and conditions across the booking journey.
Configurable Resources	You can configure resources (e.g., caravans and beach huts) with location maps, video links, location, size and type, key codes, and Google Coordinates.

Online Payments	<p>Your citizens can pay for bookings via any of the following payment gateways:</p> <ul style="list-style-type: none"> • Capita 360 • Civica • HeyCentric • Stripe • WorldPay
Deposit Payments	<p>Citizens can pay a deposit to reserve their booking.</p>
Outstanding Payments	<p>Citizens can quickly pay any outstanding balances in the My Account portal.</p>
My Account	<p>Citizens can view and edit account details.</p>
Limit Bookings	<p>You can limit users from making further bookings if they already have one.</p>
Custom CSV Reporting	<p>You'll have access to custom CSV reports for pulling specific customer and/or booking data.</p>
Payment Integration (Add-on)	<p>If you use a payment gateway not listed above, we can configure a bespoke integration at an additional cost.</p>
GOV.Notify (Add-on)	<p>Send email and SMS notifications via your GOV. Notify account.</p>

Analytics module	Collect and visualise actionable operational data with configurable dashboards & customisable reports.
Notifications	Automated emails & texts can be sent to citizens to confirm and remind them of a booking. The content of each notification is customisable & can include an embedded link to cancel or amend the booking.
Follow-up Surveys	Templated follow-up surveys can be used as a baseline for survey creation. The templates support multiple question types and answers to enable flexibility in attendee responses. Questions can be edited, added or deleted from the templates.
Service Profiles	Each service can have its own service profile, including a service calendar, service details, upcoming bookings, performance reporting & more.
Register via Granicus (Add-on)	Ability to register as a user for the booking solution via Granicus, be approved by an admin, and then auto-created in the booking system.
Single Sign-On (Add-on)	Allow users to book/manage appointments without logging in again with Single Sign-On (SSO) support.
AI-powered Scheduling Engine	Our AI-powered scheduling engine manages the availability of resources and services to ensure all bookings are made effectively. Flexible and comprehensive booking rules enable users to control elements such as the booking timeframe, cancellation timeframe and max bookings within a simple interface.

Connect your workflows.

Get the most out of your system.



1.4 Platform Architecture

We've worked with our local government community to develop a range of off-the-shelf integrations that help councils get the most out of their booking platform.

Connect with payments.

Integrate your booking system with payment platforms like Capita, Civica, GovPay & more to connect your workflows & save staff time.

Connect with digital platforms.

Combine your booking platform with digital experience software like Granicus & Goss to deliver a joined-up online experience.

Connect with notifications.

Connect your booking platform with services like GOV.Notify to automate the process of communicating with families & carers.

Add translations.

Improve access to your short breaks service by integrating with applications like Google Translate to make the booking process easy & accessible for everyone.

We've facilitated ~30 million bookings & helped ~150 council departments improve the citizen experience, increase efficiency & cut costs with an all-in-one citizen engagement platform.

To find out more, check out our listings on **G-Cloud**.

Let's talk bookings:

 info@bookinglab.co.uk

 www.bookinglab.co.uk

 [@bookinglab](https://twitter.com/bookinglab)

 [/bookinglab](https://www.linkedin.com/company/bookinglab)

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