GovBook | DofE Booking Service.

A Booking Platform Built For Local Gov.

We've worked with our local government community to co-create a product that is proven to help to improve the delivery of DofE awards services by:

- Governing access for eligible participants
- Fairly managing booking limits
- Making it easy to manage expeditions
- Offering 24/7 online access
- Simplifying day-to-day management
- Delivering a better user experience

An all-in-one platform.

From approvals, scheduling & resourcing to payments & comms — you'll have everything you need to manage your service effectively.

Improve the citizen experience.

Meet modern expectations with 24/7 self-service, real-time communications & personalised experiences at scale.

Increase operational efficiency.

With custom booking rules, payment options & eligibility checkers, you can automate processes & fairly manage access across multiple locations, service levels & expedition types.
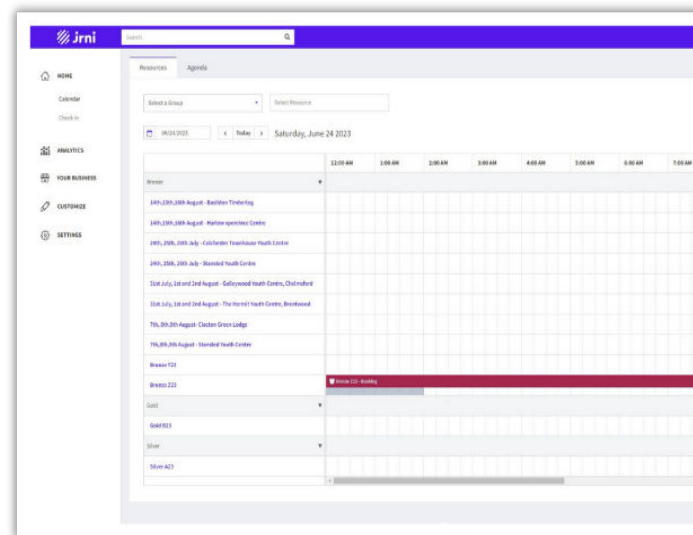
bookinglab

Give your staff the tools they need.

Increase efficiency & cut costs.

Improve processes.

Increase the efficiency of your DofE award service & reduce the cost to serve with an easy-to-use admin portal that helps to:

- Automate menial admin tasks
- Provide staff with real-time visibility
- Reduce wasted capacity & costs
- Manage multiple payment types & locations
- Collect & visualise operational data
- Manage multiple service levels & expeditions

Simplify & automate your admin.

Set custom rules around booking limits, eligibility, deposits, discount codes & group bookings. Then, let the system handle scheduling, resourcing, payments & comms.

Save your staff time.

Automate the collection & validation of information with pathway limiters & custom booking questions that capture ID numbers, activity centres, medical info & more.

Use data to improve delivery.

Track usage, monitor financial objectives & continually adapt your service to increase first-time resolution rates, reduce the cost to serve & generate more revenue.

You're in control.

Easily create, manage & market Bronze, Silver & Gold services for multiple dates, locations & expedition types in an easy-to-use admin portal.

Meet modern expectations.

A better experience for citizens.

Do more with less.

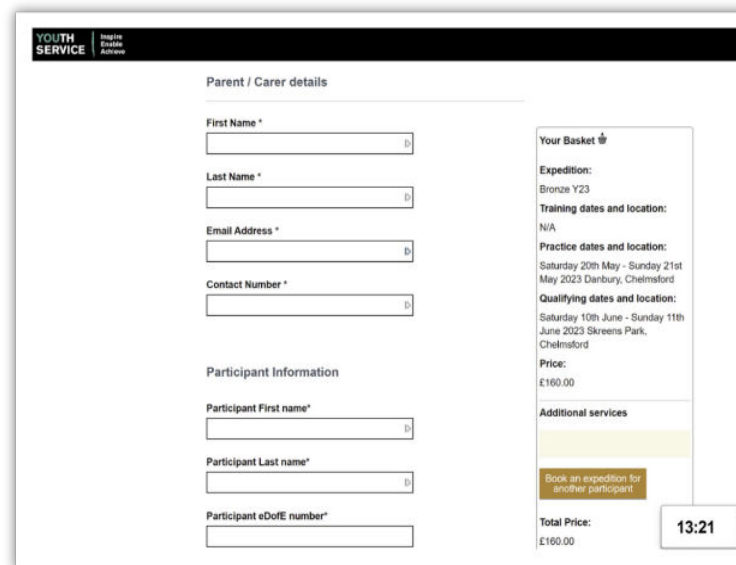Meet citizen expectations with a purpose-built booking platform that:

- Offers (instant) 24/7 access

- Enables seamless end-to-end self-service

- Increases first-time resolution rates

- Provides real-time service updates

- Meets WCAG 2.1AA, ISO27001 & more

- Offers unrivalled flexibility for participants

- Consolidates all DofE-related information

Improve access to your service.

With filter-based searches & guidance information displayed throughout the booking journey, participants can find, book & pay for an appropriate expedition at any time, on any device in 90 seconds or less.

The flexibility users deserve.

Enable users to make (or amend) a booking for multiple participants at once, apply discount codes, pay in instalments, provide consent for expeditions, register for a DofE account & more.

Built for government.

Your booking platform will follow the GDS Design Principles. So, you can rest assured that citizens will get a simple, fully accessible experience from start to finish.

Keep participants in the loop.

Set up automated communication flows for trigger events like booking reminders, confirmation & pre/post-expedition guidance.

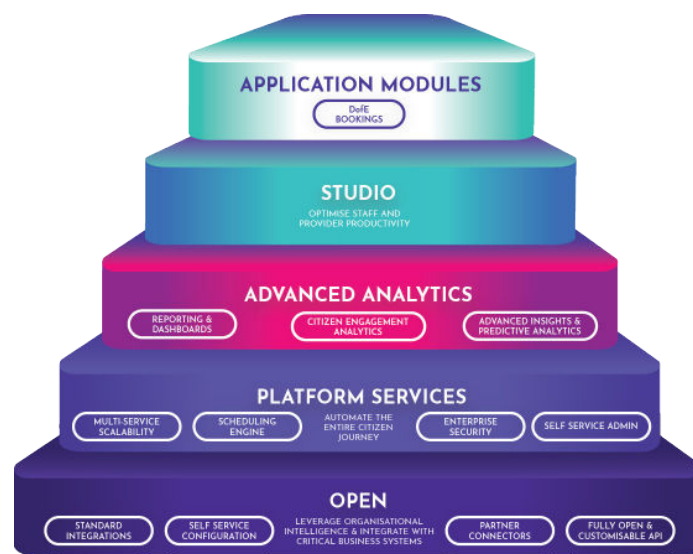These are just a few of the features you'll have access to.

System features:

Feature	Description
AI-powered Scheduling Engine	Our AI-powered scheduling engine manages the availability of staff, resources, and services to ensure all bookings are made effectively. Flexible booking rules enable users to control elements such as the booking timeframe, cancellation timeframe, and max bookings – all within a simple interface.
Multi-service Bookings	Users can add multiple expeditions to their basket & book on behalf of numerous (different) participants.
Discounts	Users can enter a discount code to reduce the total price of a booking.
Self-service Amendments	Citizens will receive unique links via email (or text) to modify or cancel their booking.
Payment Integration	Ability to pay for bookings via either of the following payment gateways: 1. Civica 2. Capita 3. HeyCentric 4. Stripe 5. WorldPay

Scheduled Reports	Ability to send custom reports to admin email addresses as per a daily schedule.
Booking Rules	Set rules around booking limits, eligibility, deposits, discount codes, group booking & more.
Eligibility Questions	The booking journey will include an information and service eligibility page where users are asked a series of questions to ensure they are using the correct service.
Service Filter	Services can be filtered based on if they are Bronze, Silver, or Gold.
Pay by Instalments	Users can be given the option to pay for bookings in instalments and receive reminder emails when payments are due.
Service Widgets	Users can see the number of available spaces per service and a complete service description by clicking more info.
Login & Accounts (Add-on)	Ability to register for a DofE account and log in as a user to manage bookings, use services & edit account information.
Non-Standard Payment Integration (Add-on)	We can connect your DofE booking platform with a payment provider that is not listed above for an additional cost.
GOV Notify Integration (Add-on)	Send email and SMS notifications via your GOV. Notify account.

Connect your workflows.

Integrations & add-ons.

Platform Architecture

We've worked with our local government community to develop a range of off-the-shelf integrations that help councils improve the delivery of their Duke of Edinburgh service.

Connect with payment providers.

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

My Account functionality.

Enable users to register for a DofE account so that they can easily manage bookings/payments & edit their information.

Connect with notification services.

Connect your system with notification services like GOV. Notify to automate the process of communicating with citizens.

Connect with digital platforms.

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

We've facilitated ~20 million bookings & helped ~60
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:

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🌐 www.bookinglab.co.uk

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