



Venue Bank – How to Register

Venue Bank Welcome Guide

Welcome to the Venue Bank platform, the following is all the information you need to get going!

Before you start it is advised that you create a venue terms and conditions document (this might also be called a fair use policy). This will outline to anyone hiring your venue what they need to adhere to.

<https://venuebank.org.uk/>

- Click 'Register' (top right corner).
- Create your account by entering:
 - First name
 - Last name
 - Email address
 - The foundation you are applying for – select Young Barnet Foundation
 - Organisation name
 - Whether you are a 'venue seeker' (looking for somewhere to hire) or a 'venue provider*' (wanting to list your venue for hire)
 - Agree to the terms and conditions
- Click the register button.
- Your registration will then be approved by an admin, this could take 24-48 hours, you will receive a confirmation email once your account is ready to be used.

*If you want to be a 'venue provider' you will need to set up a Stripe account in order to be able to accept payment for your venue. If you already have one of these, you're ready to go and can click 'Payment Settings' on your Venue Bank dashboard to link your accounts. If you don't already have a Stripe account, you can set one up for free here

<https://stripe.com/gb>

- Once your registration has been approved, you can add your venues – click 'My Venues' in the left hand menu on your dashboard. Select 'Add a new venue' and then go through and answer the questions (I would recommend typing this in Word first so you can copy and paste into Venue Bank, this is also easier if you have lots of spaces to add).
- Once these have been saved they will be submitted for approval (venues must be approved by an admin before they become visible to venue seekers to book).

As a Venue Provider you are responsible for:

- Responding to a venue seeker who has booked your venue explaining how to access your venue - we recommend that you include as much detail as possible in your T&C/Fair Use document.
- Ensuring the venue is prepared and ready for a booking on the day.
- You are liable for any issues during the time of booking that are because of your venue and you will need to communicate directly with the venue seeker to resolve these.

FAQs

When you register it asks if you want to be a venue seeker or venue provider – what if you want to be both?

Answer: If you are a provider then you can also be a seeker, but if a seeker then you can't be a provider. So if you think you might want to be both register firstly as a venue provider.

What if I get a booking through another platform that isn't Venue Bank?

Answer: You must keep your venue calendar up to date with availability if bookings are made outside of this system by blocking out your venue in the "venue calendars" page.

What fees do I pay?

Answer: Any paid booking that is made through Venue Bank is automatically subject to the Stripe payment processing fees (Venue Bank does not collect any additional fees). The Stripe fee is "1.65% + 30 pence" for each booking (*although can be marginally less if you receive multiple bookings in one day*). You should take this fee into consideration when setting your price per hour for your venues.

Can I cancel a booking if my venue circumstances change?

Answer: It is not advised (*as it ruins customer trust*), but in an emergency you can cancel an existing booking via your "my bookings", please note that you will be liable for paying the entire booking fee back to the venue provider (*including the Stripe fee, so your account will be debited the missing amount*).

Who do I contact if I have any questions or problems?

Answer: If you have any questions, feature requests or issues, please get in touch with Venue Bank via the "contacts page".