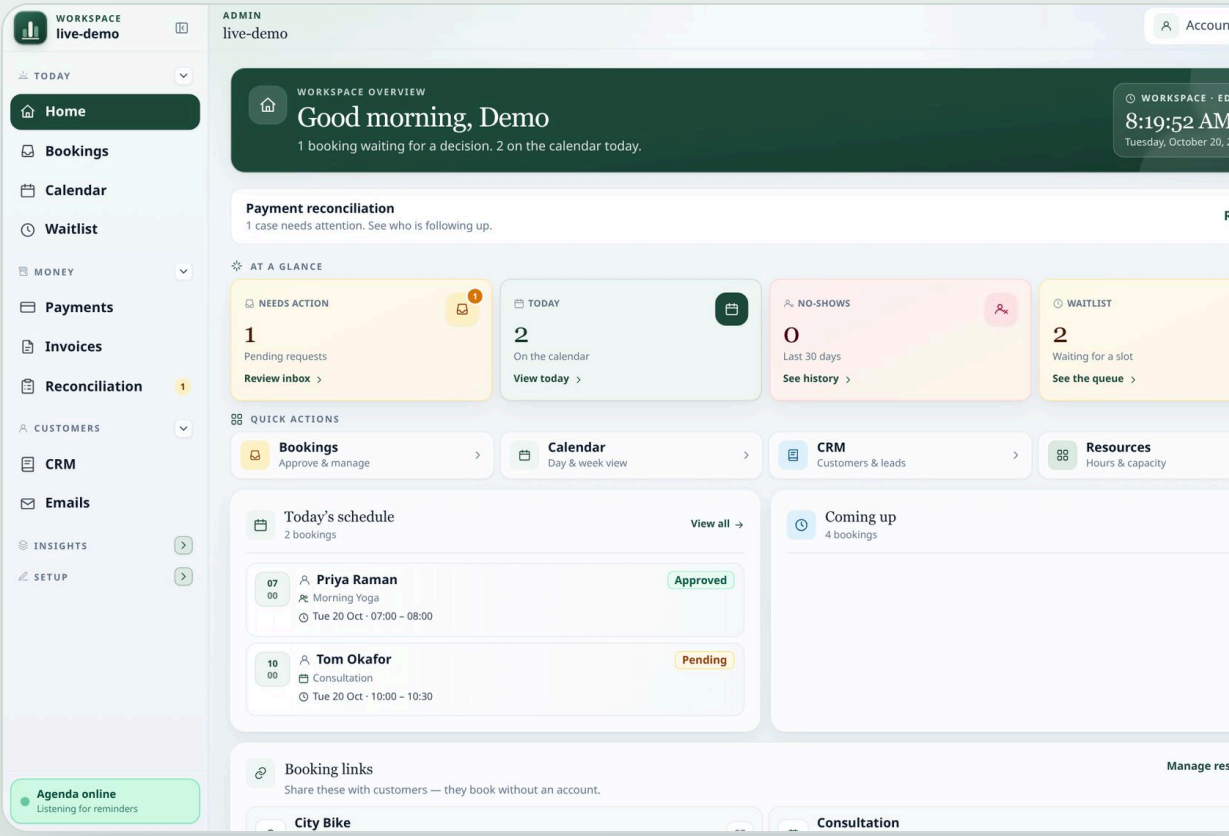
Bookhurst

USER GUIDE

Bookhurst, step by step

Set up what customers can book, share your link, run the day, get paid and follow up — everything in one workspace.



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CHAPTER 1

Getting started

Create your workspace, learn the layout, and get ready to take your first booking.

Welcome to Bookhurst

Bookhurst gives your customers an easy way to book and gives your team one place to manage what happens next: the schedule, payments, invoices, customer details and follow-up.

For your customers

A public booking page for each thing you offer. They see real availability, pick a time or dates, answer your questions and pay if you ask them to. No account needed.

For your team

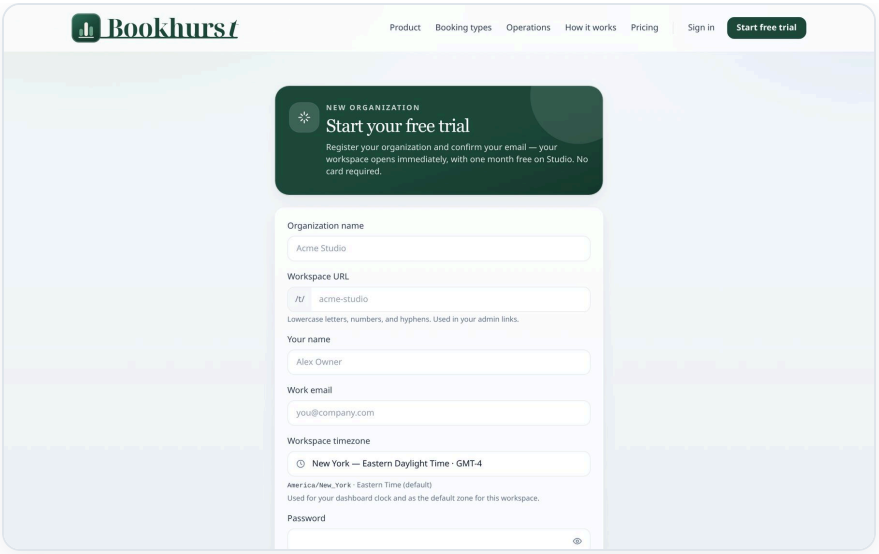
A dashboard with an approval inbox, a calendar, payments, invoices, a built-in address book (CRM), analytics and ready-made reports.

> **TRY IT FIRST**
> Want to look around before setting anything up? Open **bookhurst.com** and choose **Try live demo**. The demo is a fully working sample workspace that resets every night. The screenshots in this guide come from it.

Create your workspace

Your workspace is your business's home in Bookhurst. Every new workspace starts with **one month free on the Studio plan**, and no card is needed.

1. Go to **bookhurst.com** and choose **Start free trial**.
2. Enter your **organization name** and a **workspace URL** (lowercase letters, numbers and hyphens). It becomes part of your links, for example *bookhurst.com/t/your-studio*.
3. Add your name, work email and **workspace timezone**. The timezone sets your dashboard clock and the default for new resources.
4. Choose a password that meets every requirement shown, then select **Create workspace**.
5. Open the email we send you and confirm your address. Your workspace opens right away.



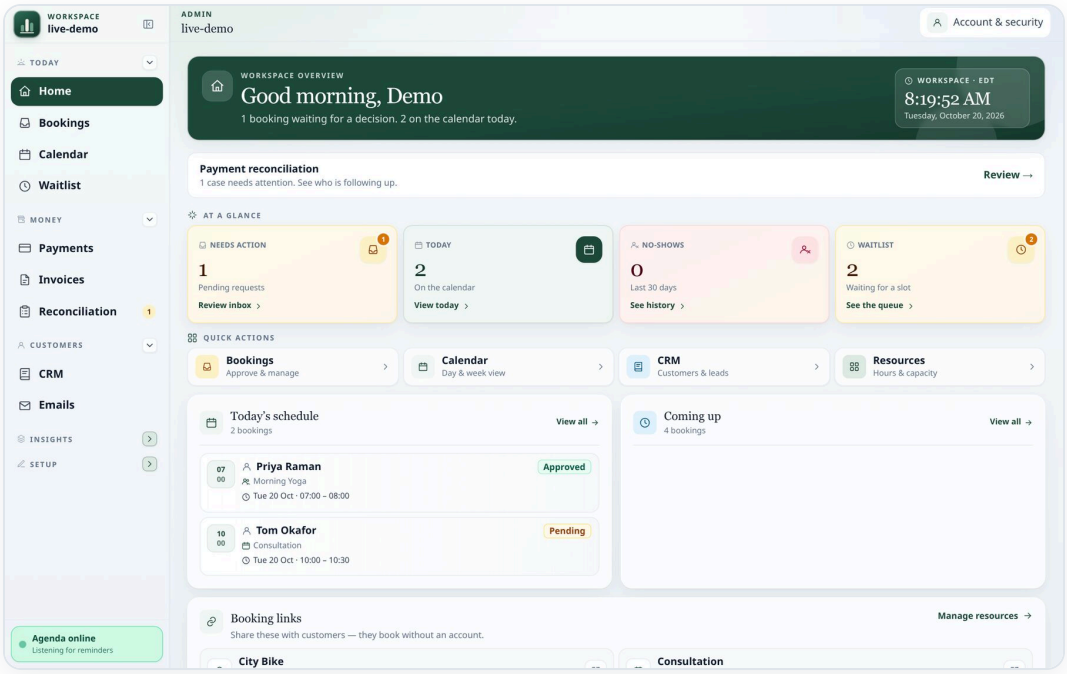
The registration form. The checklist under the password turns green as each rule is met.

GOOD TO KNOW

Your trial ends after one month unless you choose a plan. You won't be charged without picking one.

Find your way around

After you sign in you land on **Home**. The menu on the left groups everything by what you're trying to do:



Home: what needs a decision, today's schedule, quick actions and your booking links.

MENU GROUP	WHAT'S INSIDE
Today	**Home**, the **Bookings** inbox, the **Calendar** and the **Waitlist**: the daily work.
Money	**Payments**, **Invoices** and **Reconciliation**: what has been paid, what is owed and what needs checking.
Customers	The **CRM** address book and the **Emails** you've sent from it.
Insights	**Analytics** charts and downloadable **Reports**.
Setup	**Resources**, **Availability** blocks, **Places** and **Staff**.

Select a group heading to fold it away or open it again. Your sign-in, security and plan settings live under **Account & security** at the top right of every page.

Your first-day checklist

Five steps take you from an empty workspace to your first booking. Each one is explained in the chapters that follow.

1 ### Add your places

Under Setup › Places, enter the addresses you work from, with arrival notes such as parking or a door code.

2 ### Create your first resource

Under Setup › Resources, add something customers can book, and choose its type, hours and capacity.

3 ### Decide how you get paid

Connect Stripe under Money › Payments to take cards, or record cash and transfers offline.

4 ### Invite your team

Under Setup › Staff, add the people who will manage and be assigned bookings.

5 ### Share your link

Copy each resource's booking link or download its QR code, and put it on your website, social profiles and emails.

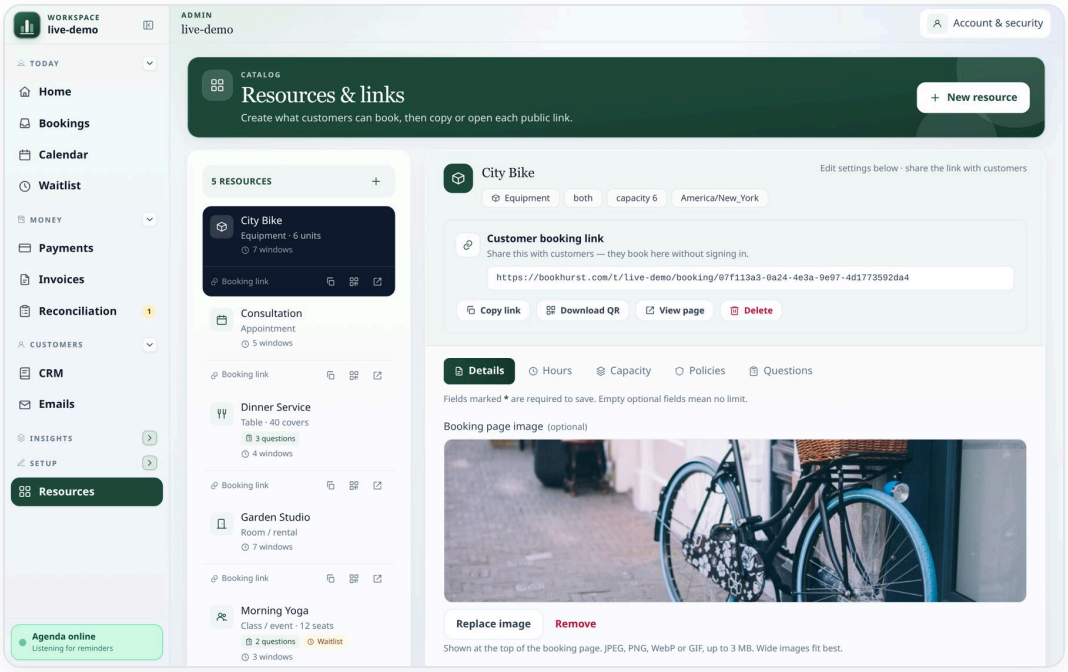
CHAPTER 2

Set up what customers book

Everything a customer can book is a **resource**: an appointment, a room, a class, a piece of equipment or a table. Each one has its own rules and its own public link.

Resources and booking types

Open **Setup › Resources**. Your resources are listed on the left. Select one to edit it, or choose **New resource** to add another.



Resources & links. The selected resource shows its customer booking link and its settings tabs.

When you create a resource, first pick **what is being booked**. The type fills in sensible defaults on the other tabs, and you can change any of them.

TYPE	BEST FOR	HOW IT'S BOOKED
Appointment	Consultations, viewings, treatments	One customer per time slot
Room / rental	Studios, holiday lets, venues	Whole calendar days, with changeover time between stays
Class / event	Yoga, tours, workshops	Several people share a session, up to the number of seats
Equipment	Bikes, cameras, meeting rooms	Identical units hired out by the hour or by the day
Table	Restaurants, tastings	Covers and party sizes per sitting

The editor saves everything at once. Move between the tabs freely, then select **Save** when you're done. A new resource asks you to visit each tab before it can be saved, so nothing is missed.

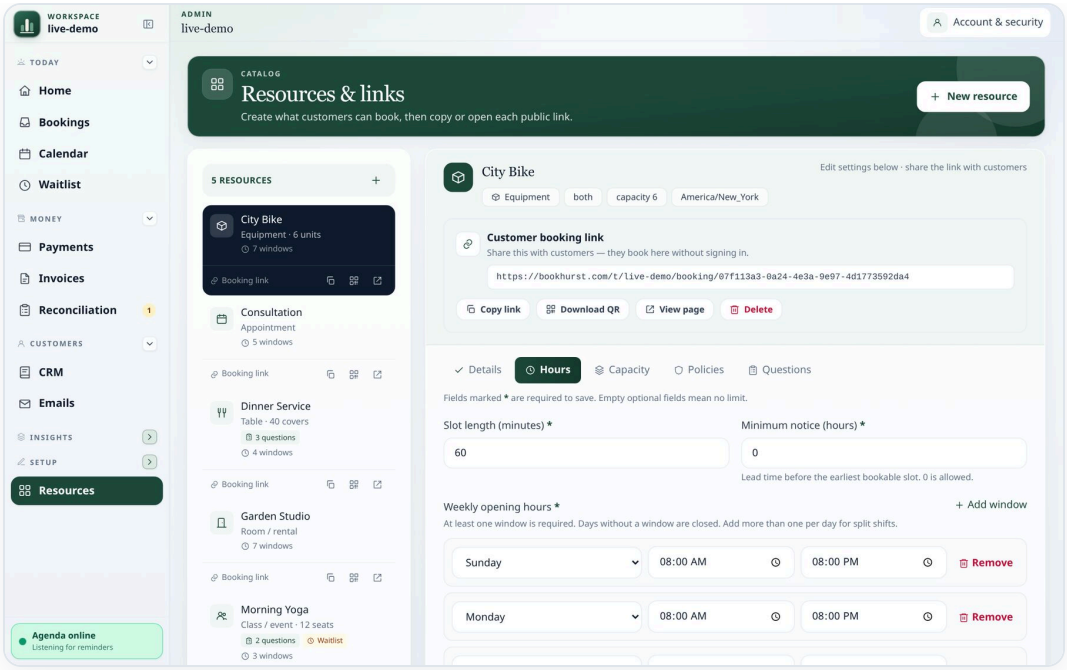
Details, hours and capacity

Details tab

- ▢ **Booking page image:** an optional picture shown across the top of the customer booking page (JPEG, PNG, WebP or GIF, up to 3 MB). Wide images look best.
- ▢ **Name and description:** what customers see on the booking page.
- ▢ **Booking mode:** time slots, full days, or both.
- ▢ **Timezone:** the zone the hours are read in, so 9:00 means 9:00 where the resource is.
- ▢ **Where it happens:** one of your places, an online meeting, or not specified. A joining link for online meetings is only sent to people who have booked.

Hours tab

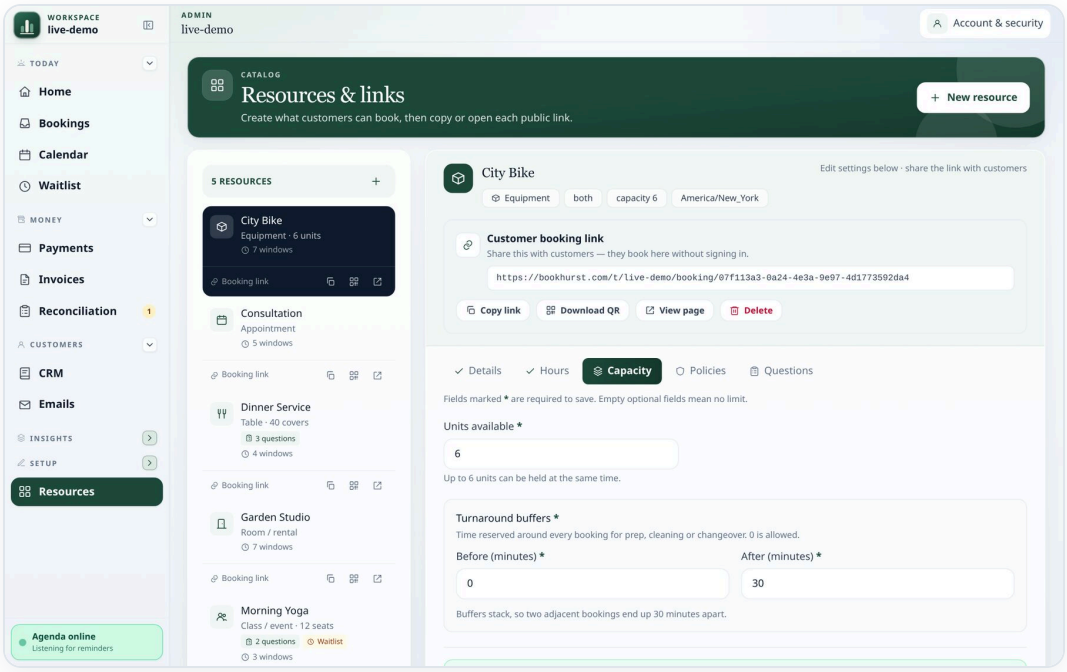
Set the **slot length**, the **minimum notice** before a booking can start, and the **weekly opening hours**. Add more than one window per day for split hours, such as a lunch break. You can also limit the resource to a run of dates, such as a summer season.



The Hours tab: slot length, notice and weekly windows.

Capacity tab

Set how many people, seats or units each slot can take, and any **turnaround buffer** before or after each booking for cleaning or preparation.

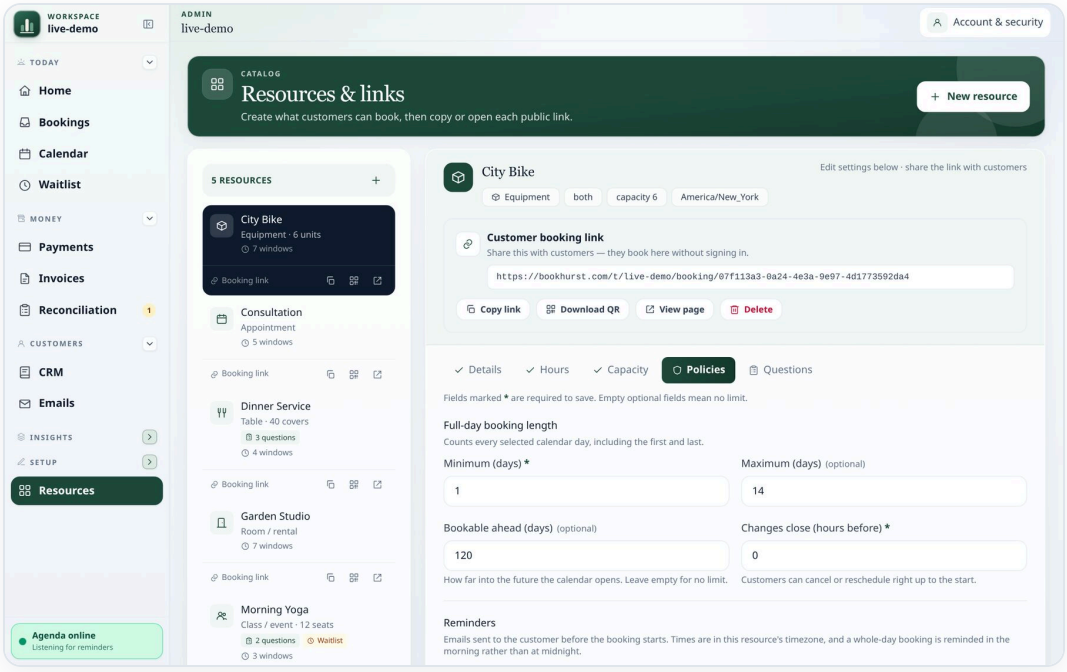


The Capacity tab: units available and buffers.

Payments, policies and reminders

The **Policies** tab controls the rules around a booking:

- **Booking length and window:** the minimum and maximum stay for full-day bookings, and how many days ahead customers can book.
- **Changes close:** how many hours before the start customers can no longer cancel or reschedule themselves.
- **Payment required:** *None* (a free booking request), a *Deposit at booking* with the balance collected later, or *Full payment at booking*. Only owners can change payment settings.
- **Reminders:** use your workspace's reminder schedule, or choose this resource's own.
- **Waitlist:** let customers join a queue when a slot is full.

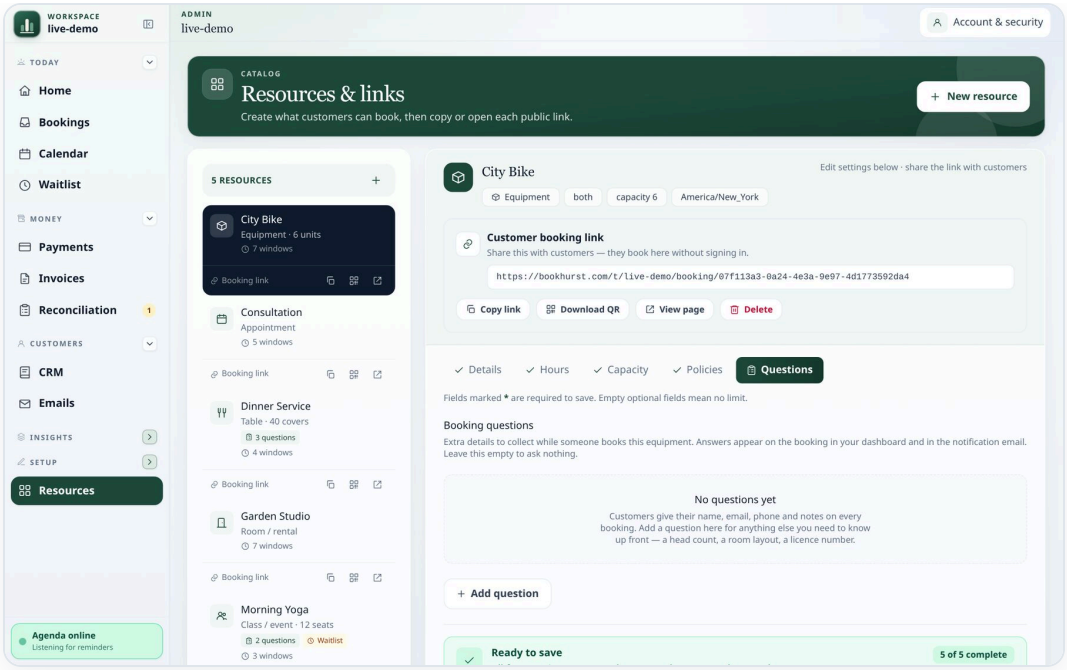


The Policies tab.

Booking questions

Ask what you need to know before someone arrives: head count, dietary needs, room layout, a licence number. On the **Questions** tab, choose **Add question**, then pick an answer type such as short text, long text, a yes/no box, a number, a dropdown or a multiple-choice list. Mark a question as required if customers must answer it.

Answers appear on the booking in your dashboard and in the notification email you receive.

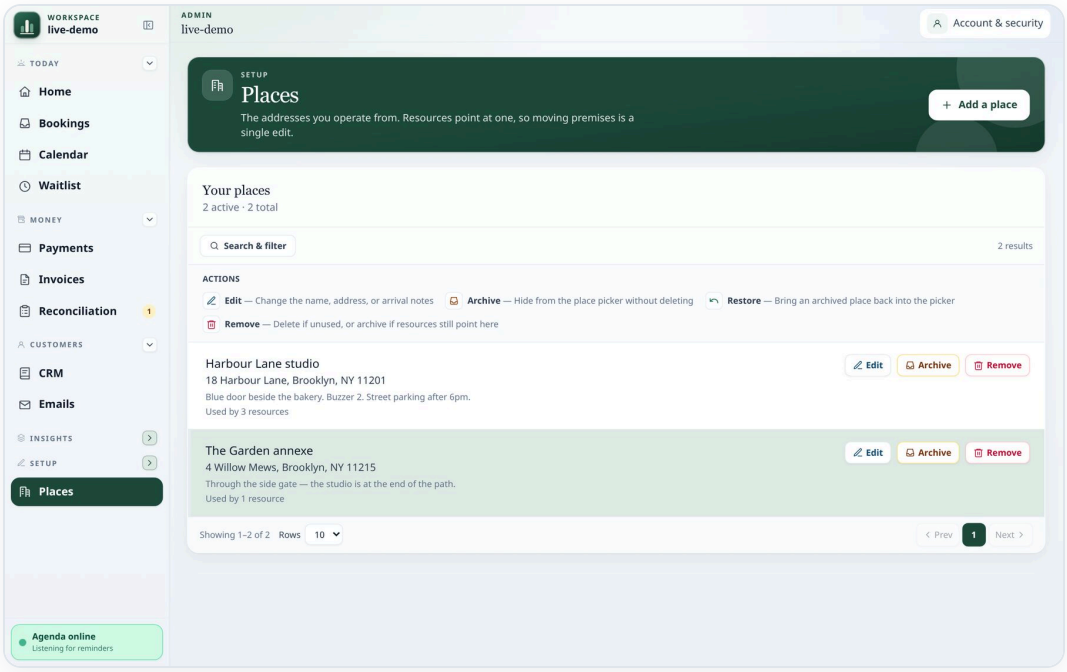


The Questions tab. Answers stay attached to each booking.

Places and availability blocks

Places

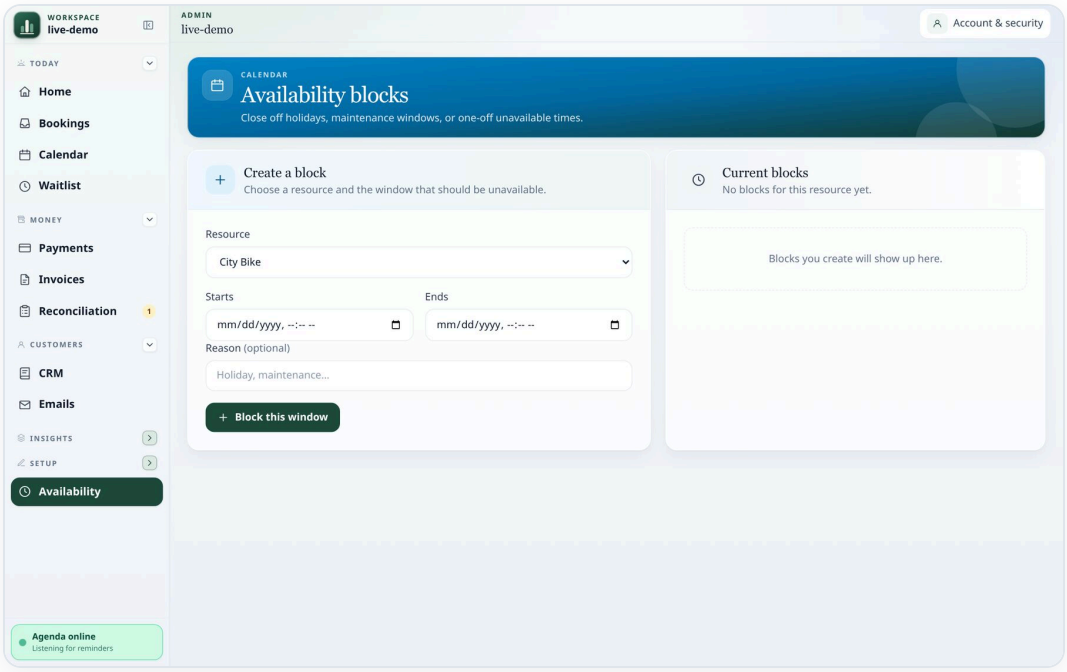
Under **Setup › Places**, add each address you operate from, with arrival notes such as "Blue door beside the bakery. Buzzer 2." Resources point at a place, so if you move premises you change it once. Places that are no longer used can be archived rather than deleted.



Places, with the number of resources using each one.

Availability blocks

To close a resource for a holiday, maintenance or a one-off reason, open **Setup › Availability**. Choose the resource, enter when the block starts and ends, add an optional reason, and select **Block this window**. Customers can't book inside a block.



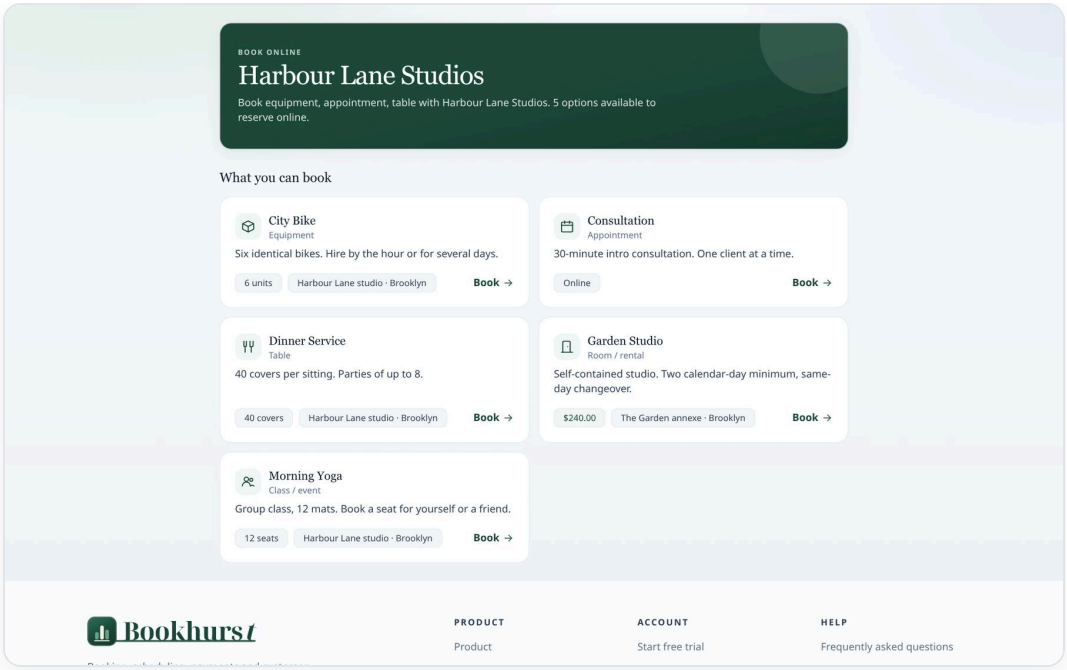
Availability blocks close off time without changing the weekly hours.

Share your booking links

Each resource has its own **customer booking link**, shown at the top of the resource editor and on Home. Customers book through it without signing in.

- **Copy link**: paste it on your website, in social profiles, emails or messages.
- **Download QR**: a QR code to print on signs, flyers or receipts.
- **View page**: see exactly what customers see.

Your workspace also has a public page listing everything you offer, at *bookhurst.com/t/your-workspace*.

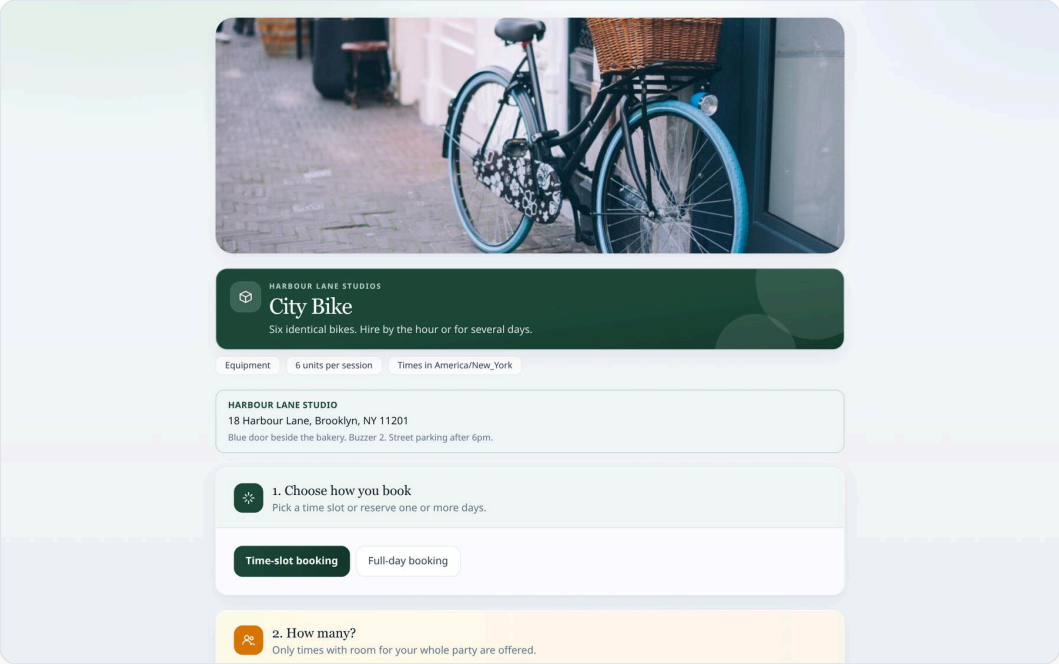


The public workspace page lists every resource with a Book button.

CHAPTER 3

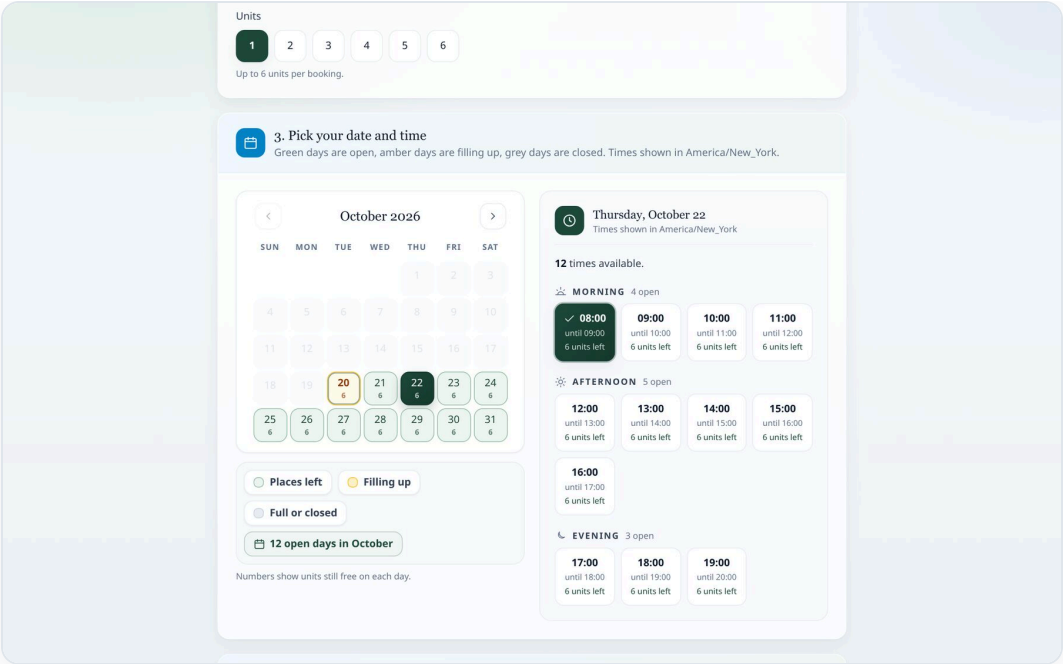
How customers book

Here is what your customers see when they open a booking link, so you can answer their questions with confidence.

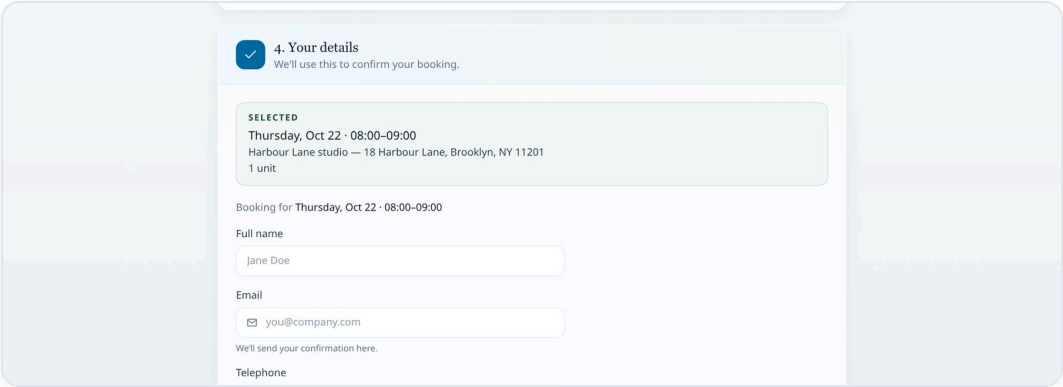


The top of a booking page: your image, the resource name and description, and where it happens.

1. **Choose how to book.** If the resource allows both, the customer picks a time slot or full days.
2. **Say how many.** For classes, equipment and tables, the customer chooses a party size. Only times with room for the whole party are offered.
3. **Pick a date and time.** Green days have openings, amber days are filling up, grey days are closed or full. Times are shown in the resource's timezone, with places left on each slot.
4. **Enter their details.** Name, email, phone and the answers to your questions.
5. **Pay, if required.** If the resource takes a deposit or full payment, the customer pays securely through Stripe before the request is sent.



Picking a date and time. Each slot shows how many places are left.



The details step confirms the chosen time and place before the customer sends the request.

After they book

The customer gets a confirmation email with a link to **manage their booking**. From there they can reschedule or cancel up to the cut-off you set on the Policies tab. You receive a notification, and the request appears in your Bookings inbox as **Pending** until you approve it.

> **WHEN A SLOT IS FULL**
> If the waitlist is on, customers can join the queue for a full slot. When a place opens, the first person who still fits is emailed a link to claim it.

CHAPTER 4

Run your day

See what needs a decision, approve requests, assign staff and keep the calendar accurate.

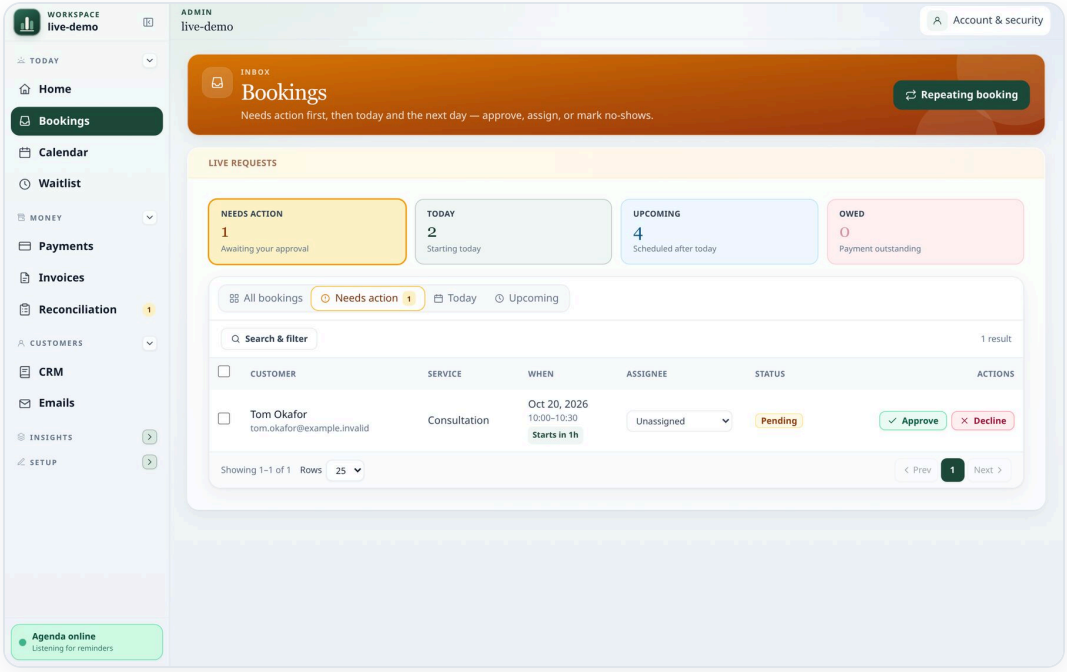
The Home overview

Home answers "what needs me now?" at a glance:

- **Needs action:** requests waiting for your approval.
- **Today:** bookings on the calendar today, with today's schedule listed below.
- **No-shows** in the last 30 days, and the number of people on the **waitlist**.
- **Quick actions** to jump to Bookings, Calendar, CRM and Resources.
- Alerts such as a payment that needs reconciling.

The Bookings inbox

Open **Today › Bookings**. Requests that need action come first, then today's and upcoming bookings. Use the tabs or **Search & filter** to narrow the list.



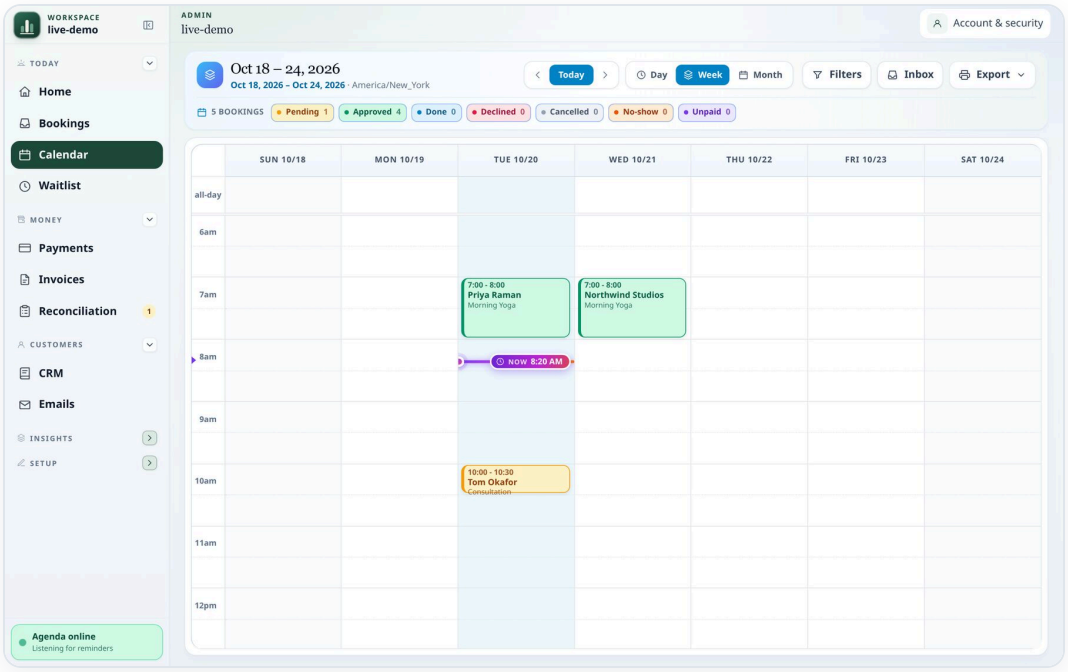
The Bookings inbox: approve, decline or assign right from the list.

1. Find a **Pending** request at the top of the list.
2. Optionally choose who it's **assigned** to in the Assignee column.
3. Select **Approve** to confirm it, or **Decline** to turn it down. The customer is emailed either way.

To book on a customer's behalf, including a **weekly or biweekly series**, choose **Repeating booking**. Bookhurst shows which dates are free before you commit, and you can later cancel one session, everything from a date onward, or the whole series.

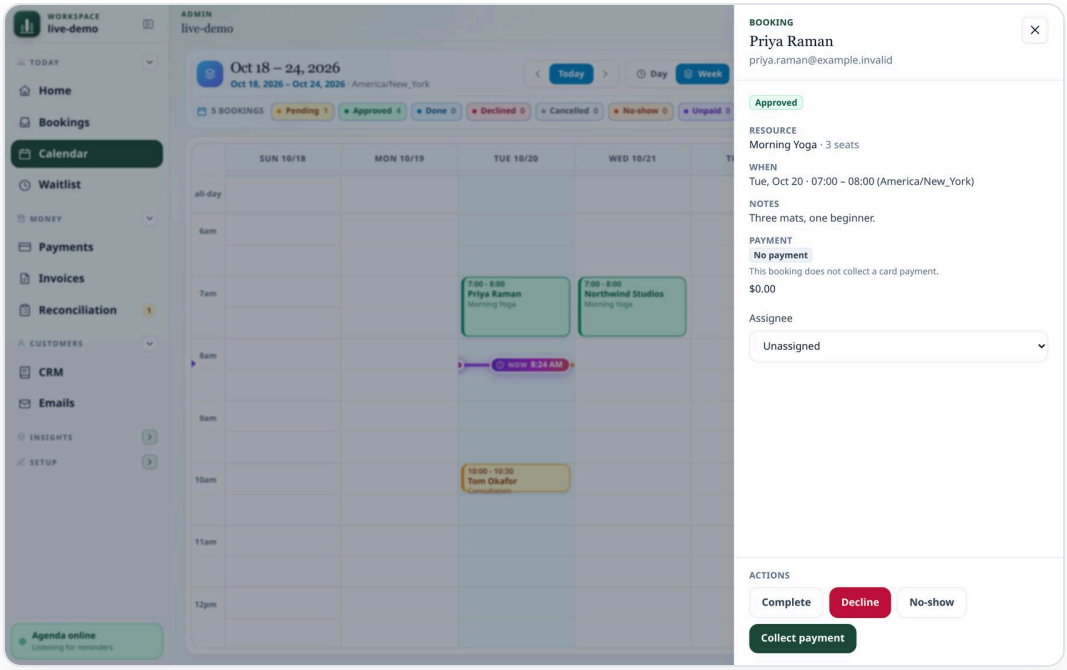
The calendar

Open **Today › Calendar** to see every booking by **day, week or month**. The coloured counters along the top show how many bookings are pending, approved, done, declined, cancelled, no-show and unpaid. Select one to filter the calendar.



The week view, with status counters along the top.

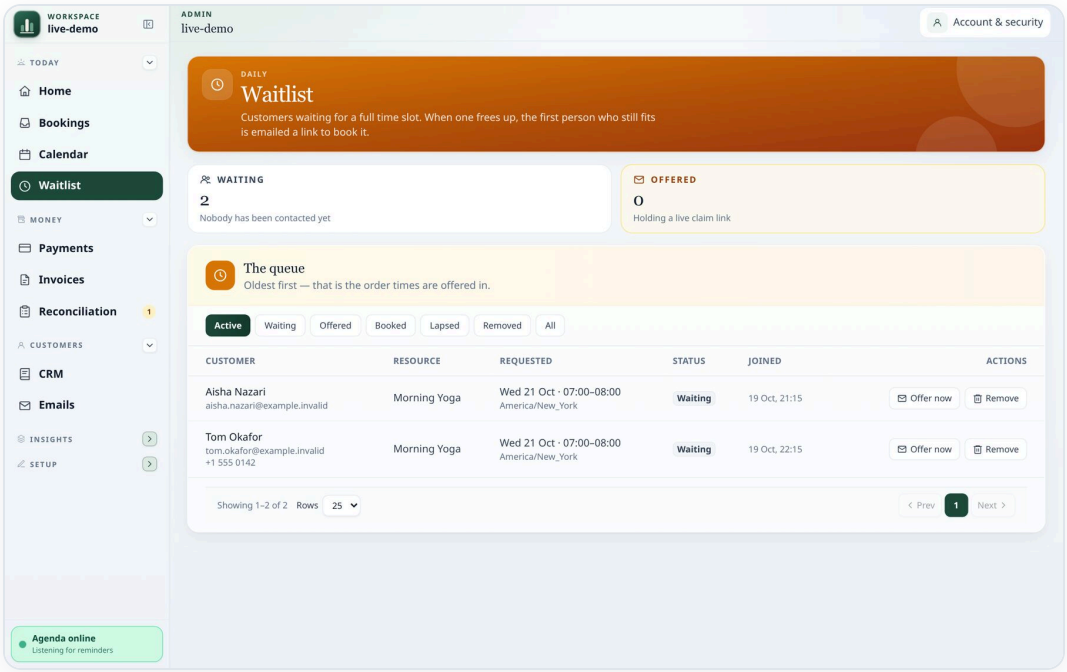
Select any booking to open its details: the customer, resource, time, notes, payment and assignee. From there you can mark it **Complete** or **No-show**, **Decline** it, reassign it, or **Collect payment**. Use **Export** to download or print the schedule.



Booking details open beside the calendar.

The waitlist

Today › Waitlist lists customers waiting for a full slot, oldest first, because that's the order times are offered in. When a place frees up, the first person who still fits is emailed a claim link automatically. You can also select **Offer now** to send it yourself, or **Remove** someone from the queue.



The waitlist queue, with each person's requested time and status.

CHAPTER 5

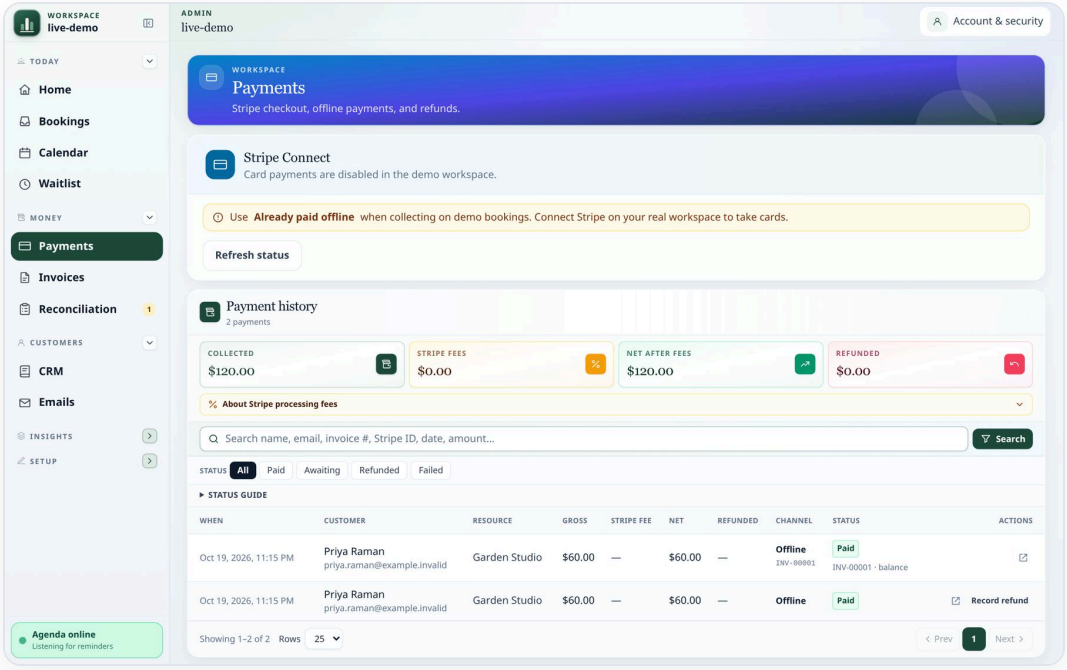
Get paid

Take card payments and deposits through Stripe, record offline payments, collect balances by invoice, and keep the books straight.

Payments

Open **Money › Payments**. To take card payments, **connect Stripe** at the top of the page and follow Stripe's steps. Money goes straight to your Stripe account. Bookhurst never sees or stores card details.

The payment history shows every payment with its gross amount, the Stripe fee, the net you receive, refunds and status. Search by name, email, invoice number or amount, and filter by **Paid, Awaiting, Refunded** or **Failed**.

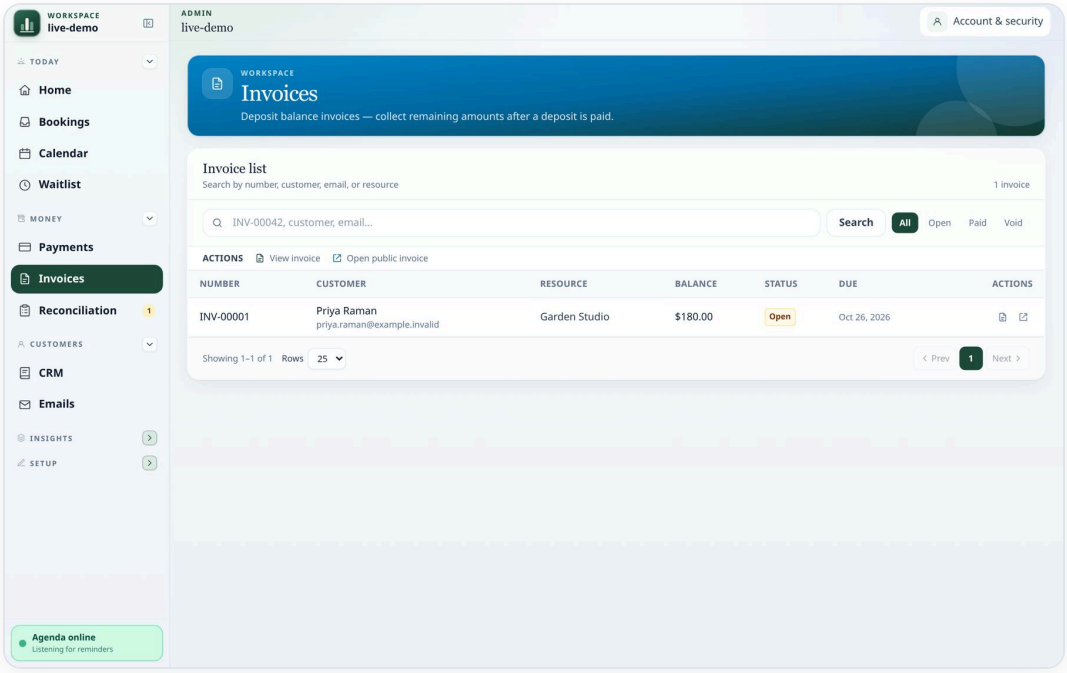


Payments: totals collected, fees, net and refunds, with the full history below.

- **Offline payments:** record cash, bank transfer or card-terminal payments on a booking so everything is in one history.
- **Refunds:** choose **Record refund** on a payment. Card refunds go back through Stripe.
- **Pay links:** from a booking, send the customer a link to pay what they owe.

Invoices

When a resource takes a deposit, Bookhurst raises an invoice for the **remaining balance**. **Money › Invoices** lists every invoice with its balance, status (**Open, Paid** or **Void**) and due date. Open one to view it, or share the **public invoice** link so the customer can pay online.

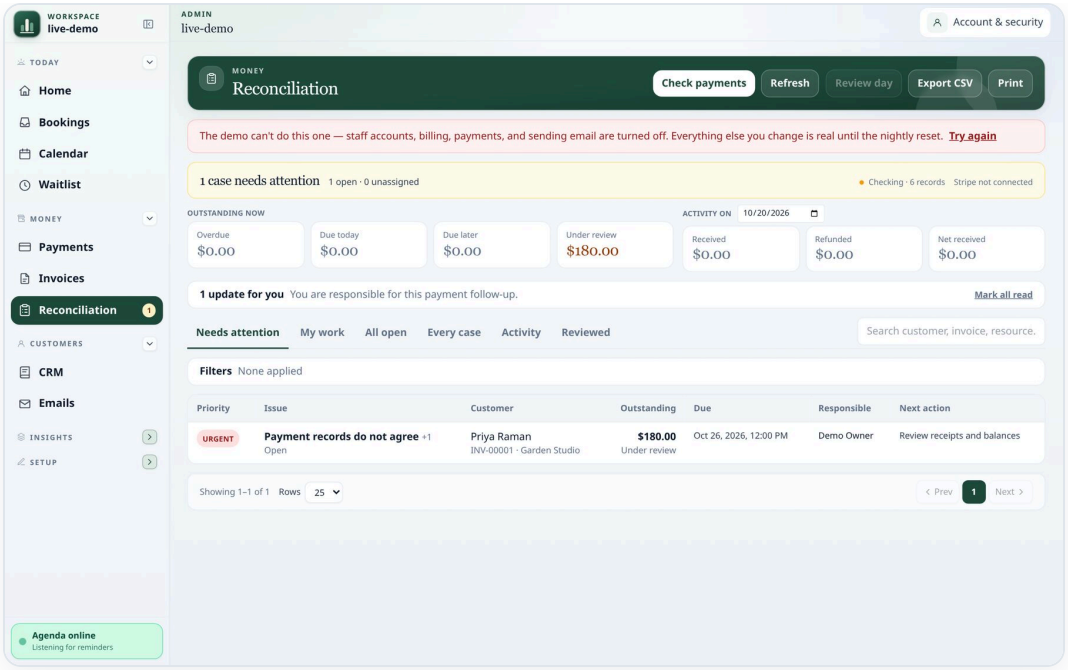


Invoices, with balance, status and due date.

Reconciliation

Money › Reconciliation checks that what you expected to be paid matches what was actually received. It shows what is **overdue, due today, due later** and **under review**, and turns any mismatch into a **case** with a priority, an owner and a suggested next action.

1. Select **Check payments** to refresh against Stripe and your records.
2. Work through **Needs attention**, or **My work** for cases assigned to you.
3. Use **Review day** to sign off a day's takings, and **Export CSV** or **Print** for your accountant.



Reconciliation turns payment mismatches into cases with a clear owner.

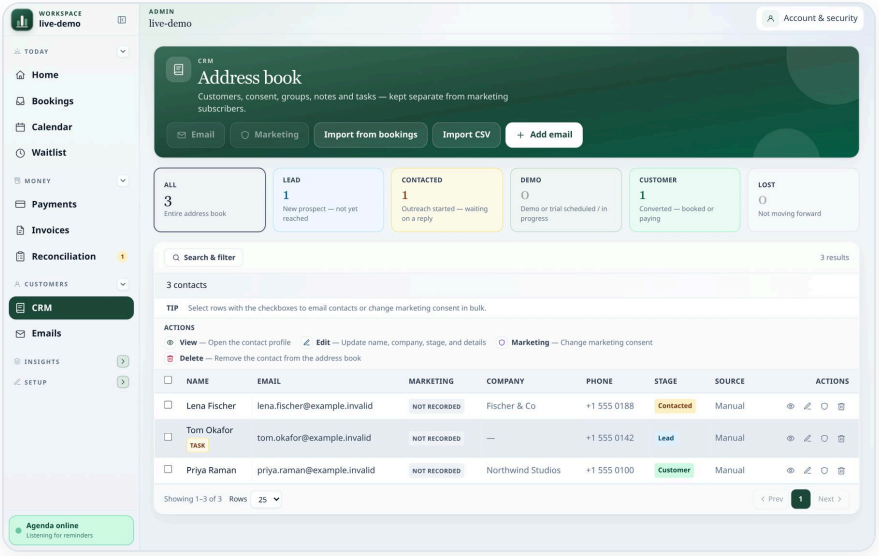
CHAPTER 6

Customers and email

Keep every customer, lead and conversation in one address book, and email them from Bookhurst.

The CRM address book

Open **Customers › CRM**. Each contact carries their details, company, marketing consent, notes and tasks, and moves through stages: **Lead** → **Contacted** → **Demo** → **Customer**, or **Lost**. The cards at the top count contacts in each stage. Select one to filter.



The CRM address book, with contacts grouped by stage.

- **Import from bookings** adds everyone who has booked with you. **Import CSV** brings in a spreadsheet. **Add email** adds one person.
- Tick contacts to **email them** or **change marketing consent** in bulk.
- Open a contact to see their bookings, notes, tasks and full history.
- **Consent matters:** marketing consent is kept separately for each contact. Only send marketing to people who have agreed, and use the **Marketing consent** report as evidence if you're ever asked.

Emails

Customers › Emails keeps every email sent from the CRM. Open one to preview exactly what was sent, or resend the same content.

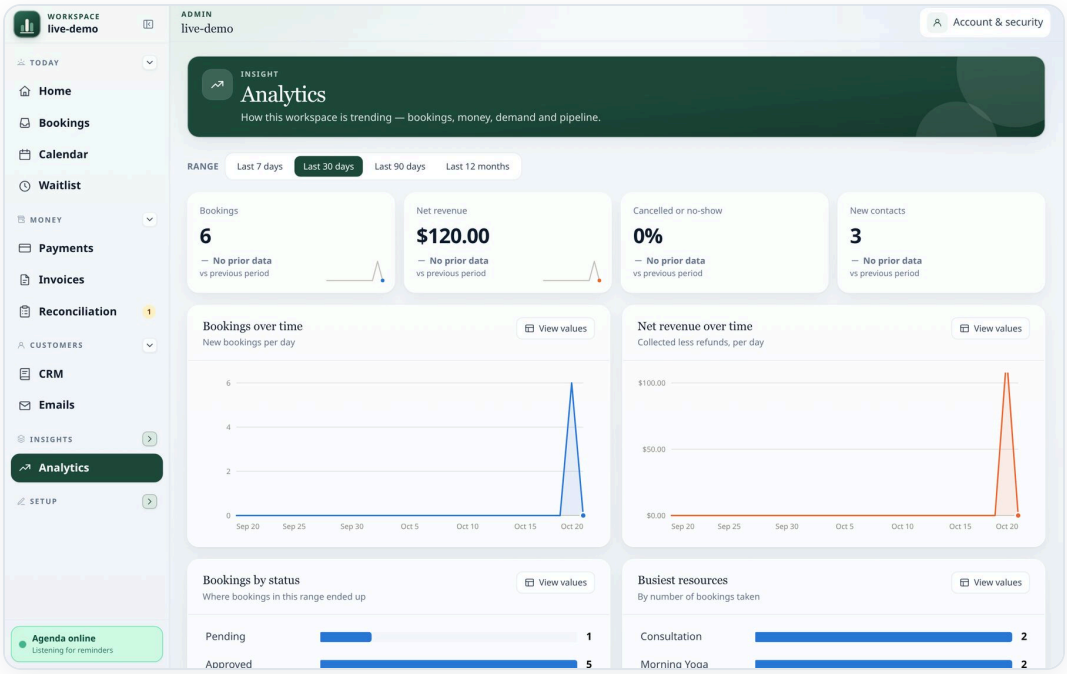
CHAPTER 7

Analytics and reports

See how the business is trending, then take the detail away as a spreadsheet.

Analytics

Insights › Analytics charts your bookings, net revenue, cancellations and no-shows, and new contacts over the last 7, 30 or 90 days or 12 months, compared with the previous period. You can also see which resources are busiest and when you get booked. Select **View values** under any chart to see the numbers.



Analytics: headline numbers compared with the previous period, and trends over time.

Reports

Insights › Reports has ready-made reports. Pick one, choose a date range, select **Run**, and download the rows as a spreadsheet.

GROUP	REPORTS
Bookings	Booking register · Cancellations and no-shows · Resource utilisation · Demand and waitlist
Money	Receipts and refunds · Outstanding balances · Revenue by resource · Invoice register · Tax-ready takings
Customers	Customer activity · New and returning · Marketing consent
Staff	Staff workload · Collections by staff
Operations	Reminder delivery · Email log · Email deliverability

TIP

Use **Tax-ready takings** at the end of each period. It separates gross, refunds and net by currency and keeps provider fees apart, ready for your accountant.

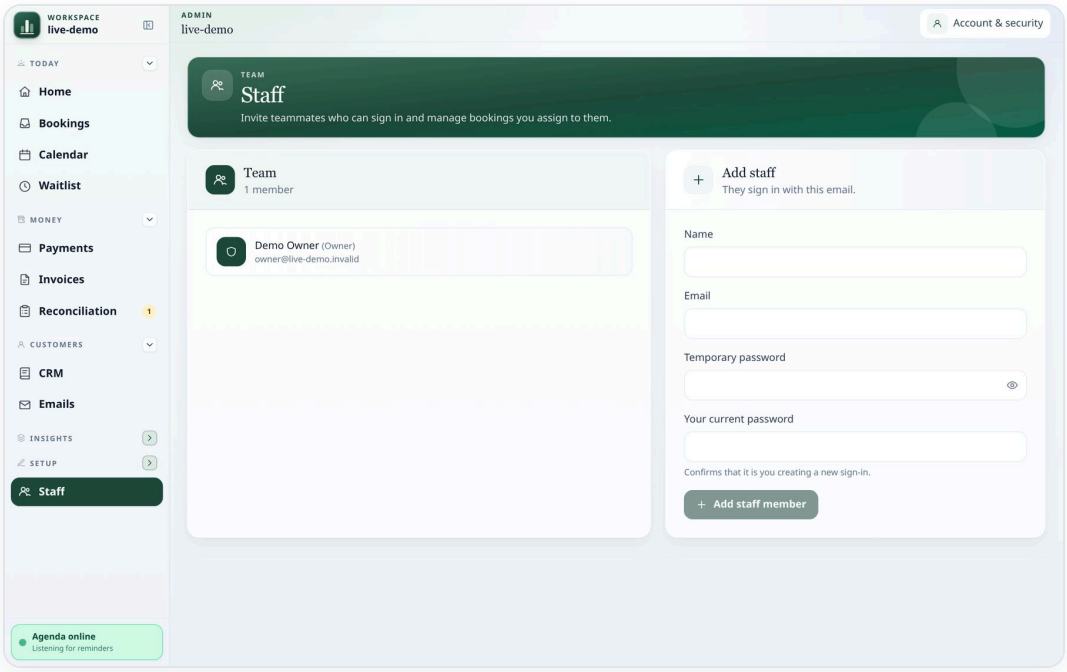
CHAPTER 8

Your team and account

Bring in your team, keep your sign-in secure, and manage your plan and workspace settings.

Staff

Open **Setup › Staff** to add teammates. Enter their name, email and a temporary password, confirm with your own password, and select **Add staff member**. They sign in with that email and manage the bookings you assign to them from the inbox or the calendar. The number of staff seats depends on your plan: 1 on Solo, 5 on Studio and 15 on Business.

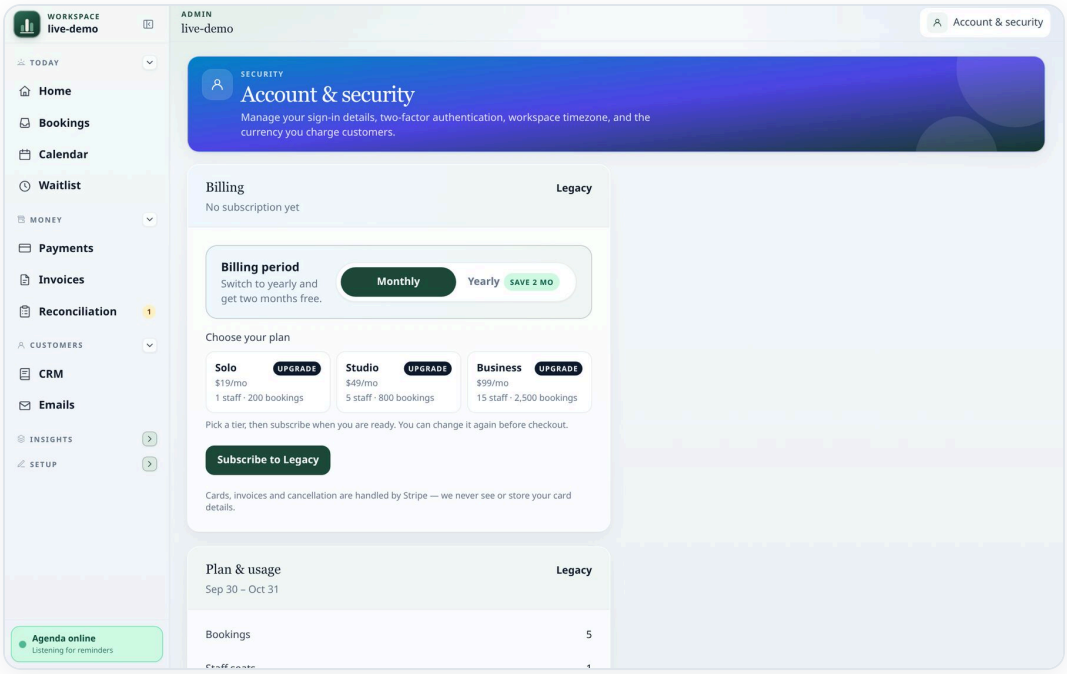


Your team and the Add staff form.

Account & security

Select **Account & security** at the top right of any page.

SETTING	WHAT IT DOES
Billing & plan	Choose Solo, Studio or Business, monthly or yearly (yearly saves two months). Subscriptions are handled securely by Stripe.
Plan & usage	Bookings, staff seats and customer emails used this period.
Workspace timezone	The zone used for your dashboard clock.
Charge currency	The currency for resource prices, deposits, invoices and card charges.
Booking reminders	When customers are reminded before a booking. Resources can override this.
Lock when idle	Ask for your password again after a period without activity.
Two-factor sign-in	Add an authenticator app or emailed codes for extra protection.



Account & security: plan, usage and workspace settings.

CHAPTER 9

Quick reference and help

Booking statuses

STATUS	WHAT IT MEANS
Awaiting payment	The customer started a paid booking and hasn't finished paying yet. The time is held for them.
Pending	A new request waiting for you to approve or decline it.
Approved	Confirmed. The customer has been told it's going ahead.
Completed	The service has happened. You marked it Complete. The calendar's filter calls these Done.
Declined	You turned the request down. The customer was emailed.
Cancelled	Cancelled by you or by the customer.
No-show	The customer didn't turn up.
Unpaid	A filter on the calendar for bookings with money still owed.

Common questions

Do customers need an account?

No. They book through your link with just their name and email, and manage the booking from the link in their confirmation email.

Can two people book the same slot?

Only if the resource has room. Capacity, buffers and opening hours are checked again when the booking is submitted.

How do I stop bookings for a day?

Add an availability block for that resource under Setup › Availability.

Where does card money go?

Straight to your connected Stripe account. Bookhurst never stores card details.

Can I change a booking's time?

Yes. Open it from the Bookings inbox or the calendar. Customers can also reschedule from their manage link until your cut-off.

What does the free trial include?

One month of the Studio plan with every feature. No card is required.

Getting help

Support centre: bookhurst.com/support

Email: support@bookhurst.com

Questions about plans: bookhurst.com/pricing#faq

Thank you for choosing Bookhurst.