

A person in athletic wear is stretching on a road at sunrise. The person is wearing black leggings with pink accents and black sneakers with pink soles. They are holding their right leg with their right hand. The road is paved and has white dashed lines. The background shows a line of trees and a bright orange sun low on the horizon, creating a warm, golden glow over the scene.

A NEW DAWN

RELEASE 1.0

DENSITY BOOKINGS

HOW TO GUIDE

NOVEMBER 2020



Density Bookings

Density bookings are a method by which a business may configure, monitor, and maintain a strict head count using the Gladstone Software platform. Density Bookings are hugely configurable and may be setup to accommodate many scenarios.

Due to the complications and variations of Density Booking configuration, this guide aims to provide a simple and comprehensive approach to configuration.

Advantages of this Density Booking approach include the following:

- Strict control of the maximum number of bookees in a location (E.g. Gym) at any one time.
- Tried and tested approach that is compatible across the full range of Gladstone Software products including Plus2, Gladstone360, Connect and MobilePro*
- Control the flow of customers to prevent queues, waiting times and everyone arriving at the same time.
- Apply Density Bookings to multiple scenarios including gym bookings, swim sessions and many others.

* Threadneedle Release of AWS required

Density Bookings

Calculating the Density Limit

Prior to configuring the Density Booking, Gladstone recommend applying the following calculations. The purpose is to identify the optimal settings for your Density Bookings to assist the configuration.

Max capacity of your resource	=	_____	(E.g. 50 individuals)
Max capacity minus 10%	=	_____	(E.g. $50 - (50 \times 0.1) = 45$)
Session duration	=	10 minutes	(duration not reflective of actual time allowed)
No. of sessions an hour	=	6	(E.g. $60 \text{ minutes} / 10 \text{ minutes sessions} = 6 \text{ sessions}$)
Max capacity minus 10% / 6	=	_____	(E.g. $45 / 6 = 7.5$ (always round down))
Density Limit	=	_____	(E.g. 7 individuals for every 10-minute slot)

For customers making their own Density Booking online using Connect or MobilePro, the application of Web Comments is vital. Through carefully worded text displayed to the customer at time of booking, the bookee is made aware of their true session duration and to arrive promptly within their start time or entry may be refused.

Density Bookings

Creating the Density Resource Product

- 1) Within Plus2, navigate to **Configuration >> Bookings >> Resource Products >> New**
- 2) Create the Resource Product in the usual way, adding ID, Description, Department, Site and specifying an appropriate Calendar
- 3) Modify the Bookings Resource option to **Density**

The screenshot shows the 'Products' window with the 'General Details' tab selected. The 'Bookings Resource' dropdown is open, showing 'Density' as the selected option. The 'Type' is set to 'Retail' and 'Stock Item' is unchecked. The 'Department' is 'ZBOOKAREA' and 'Site Group' is 'TRIN'. The 'Calendar' is 'TRINFITNESSROOM'. The 'Usage' is '1'. The 'Sound File' is empty. The 'Micros Mapping' is '0'. The 'Auxiliary Receipt Required' checkbox is unchecked.

Field	Value
ID	TZFIT00001
Description	Fitness Sessions
2nd Language Description	
Reference	
Receipt Info.	
Type	Retail
Stock Item	<input type="checkbox"/>
Department	ZBOOKAREA
Site Group	TRIN
Calendar	TRINFITNESSROOM
Ticket	
Wristband	
Usage	1
Bar Code	
Sound File	
Micros Mapping	0
Bookings Resource	Density
Auxiliary Receipt Required	<input type="checkbox"/>

Density Bookings

4) Select the **Bookings Density** tab

The screenshot shows the 'Products' window with the 'Bookings Density' tab selected. The 'Density Slot Size' is set to 10 minutes. The 'Used Density Colour' is red and the 'Unused Density Colour' is green. The 'Density Limit by Time Band' table shows a single entry for 'STAND' with a density limit of 7.

ID	Description	Density Limit
STAND	Standard / Peak	7

5) Within the **Density Slot Size** field, enter **10** minutes. This is the interval for which the density is calculated for the resource product. This interval will determine how the booking sheet is partitioned by time. This must be a multiple of the Slot Size and Slot Frequency set in the Product Groups screen

6) To configure the **Density Limit by Time Band**, select **Add**. Select an appropriate Time Band from the lookup screen.

7) In the **Density Limit** column, enter the Density Limit calculated earlier in this document (E.g. 7). This setting will represent the maximum number of people allowed to use the resource product during the selected time band. This overrides the maximum bookees set in the activity.

Density Bookings

Creating the Density Resource Group

- 1) Within Plus2, navigate to **Configuration >> Bookings >> Resource Products Groups >> New**
- 2) Create the Resource Product Group in the usual way, adding ID and Description
- 3) Configure as shown below, making appropriate changes (E.g. Zoom, Start & End Times) and ensuring the **Slot Size** is **5** minutes and **Slot Frequency** configured as **60** minutes.

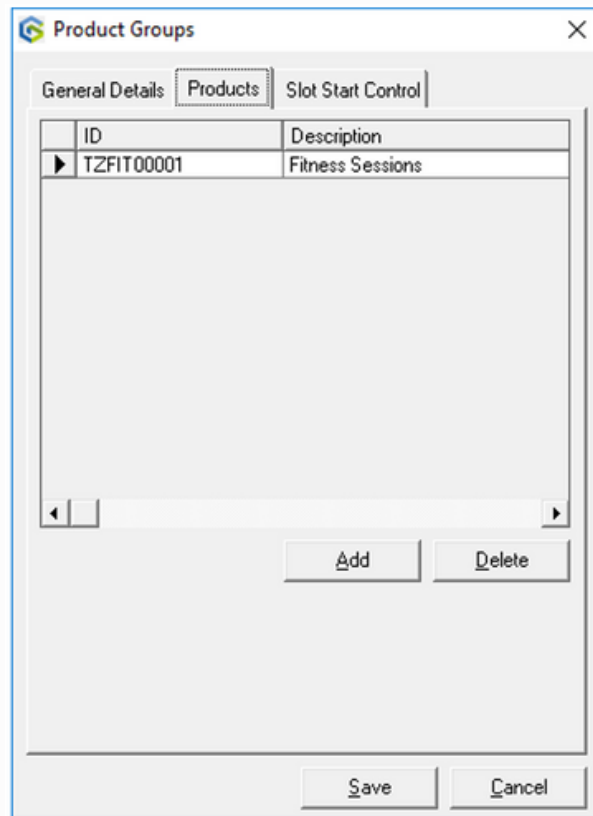
The screenshot shows the 'Product Groups' dialog box with the 'General Details' tab selected. The fields are filled as follows:

Field	Value
ID	TRINFIT
Description	Fitness Suite
2nd Language Description	
Site Group	TRIN
Booking Sheet	<input checked="" type="checkbox"/>
Slot Size (mins)	5
Slot Frequency (mins)	60
Columns on Sheet	6
Sort Order of Columns	Resource ID
View	Standard View
Zoom (%)	50
Free Search Mode	Activity
Start Time	07:00
End Time	22:00

Buttons at the bottom: Save, Cancel

Density Bookings

4) Add the **Density Resource Product** (created previously) to the **Products** tab



Density Bookings

Creating the Density Activity

- 1) Within Plus2, navigate to **Configuration >> Bookings >> Activities >> New**
- 2) The Activity is created in the same way as other Activities with the exception of the **Duration**, **Start Frequency** and **Swipe Check Period**.

The example below shows a Fitness Session Density activity with a Duration of 10 mins and can be booked every 10 minutes (E.g. 10:00, 10:10, 10:20, etc). The Activity will only show the next 10 minutes available when booked using Plus2 (E.g. if the time now is 11:12am, the slot shown would be 11:20am). If the Free Search Period was increased to 20 minutes, at 11:12am the system would show 11:20am and 11:30am.

The screenshot shows the 'Activity' configuration window with the following fields and values:

Field	Value
ID	TRINFITNES
Description	Fitness Session Density
2nd Language Description	
Activity Group	FITSUT
Calendar	TRINFITNESSROOM
Duration	10 (Minutes)
Start Frequency	10 (Minutes)
Max. Bookees	1
Min. Bookees	0
Site	TRIN
Free Search Period	20 (Minutes)
Swipe Check Period	1 (Hours)
Ticket	
Party Bookings	<input type="checkbox"/>
Wristband	

Buttons: Save, Cancel

Density Bookings

- 3) Add the newly created **Resource Product** and relevant pricing **Product** to the **Products** tab.
- 4) In order to make the booking available online (E.g. Connect and / or MobilePro), select the **Web/Kiosk** tab and tick **Web bookable**.
- 5) In addition, it is strongly recommended that **Web Comments** be added to clarify the duration of the Activity to customers. For example:

“Gym Session offers up to 60 mins of gym time. You must arrive within the 10 minute slot that you have booked, otherwise you may be refused entry.”



Density Bookings

Making a Density Booking in Plus2

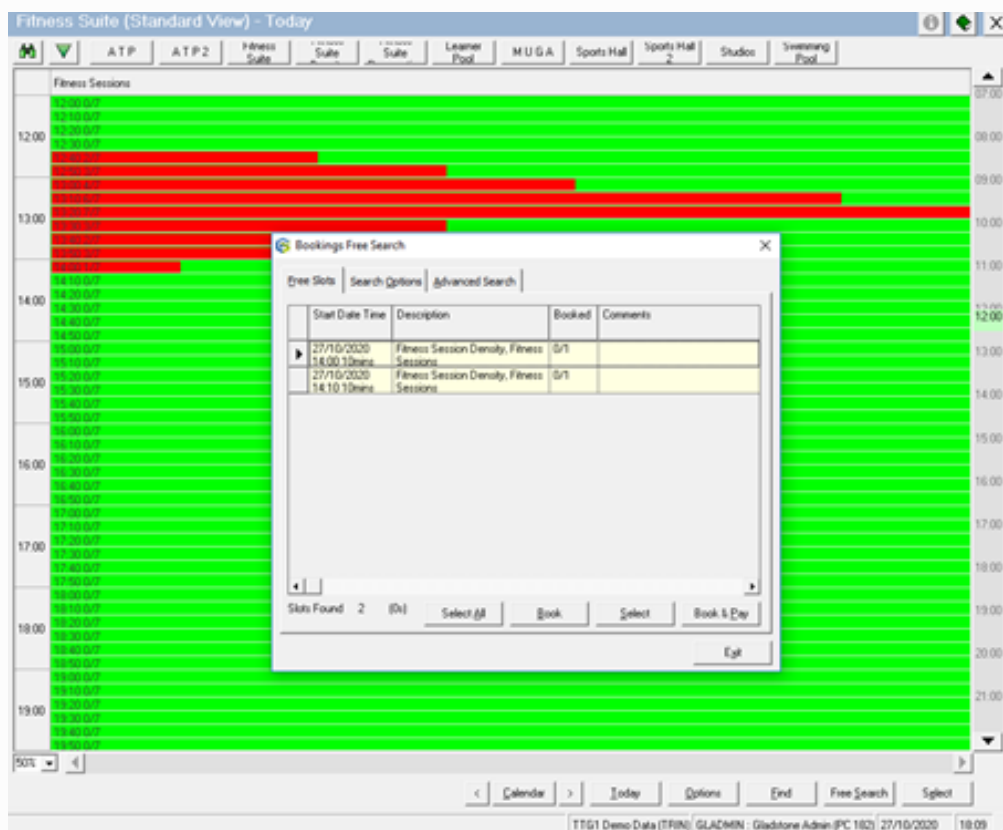
A Density Booking may be made using the Booking Sheet or Point of Sale when using Plus2.

The following information is displayed for each slot:

- The start time of the slot, which is determined by the Density Slot Size in the Density tab on the Products screen.
- The number of people booked into activities at this time.
- If the booking is a reservation the maximum number of bookees is displayed as reserved.
- The maximum number of people that can be booked in. For example, 12:00 6/7 means that at 12:00 there are a total number of 6 people using the resource and the maximum number of people allowed is 7. Included in the 6 can be bookings that are about to end, bookings part way through and bookings only just starting.

Using the Booking sheet

- 1) Double click on the required time slot and select **Book** or **Book & Pay**
- 2) Find Contact Record as normal, and complete the sale



Density Bookings

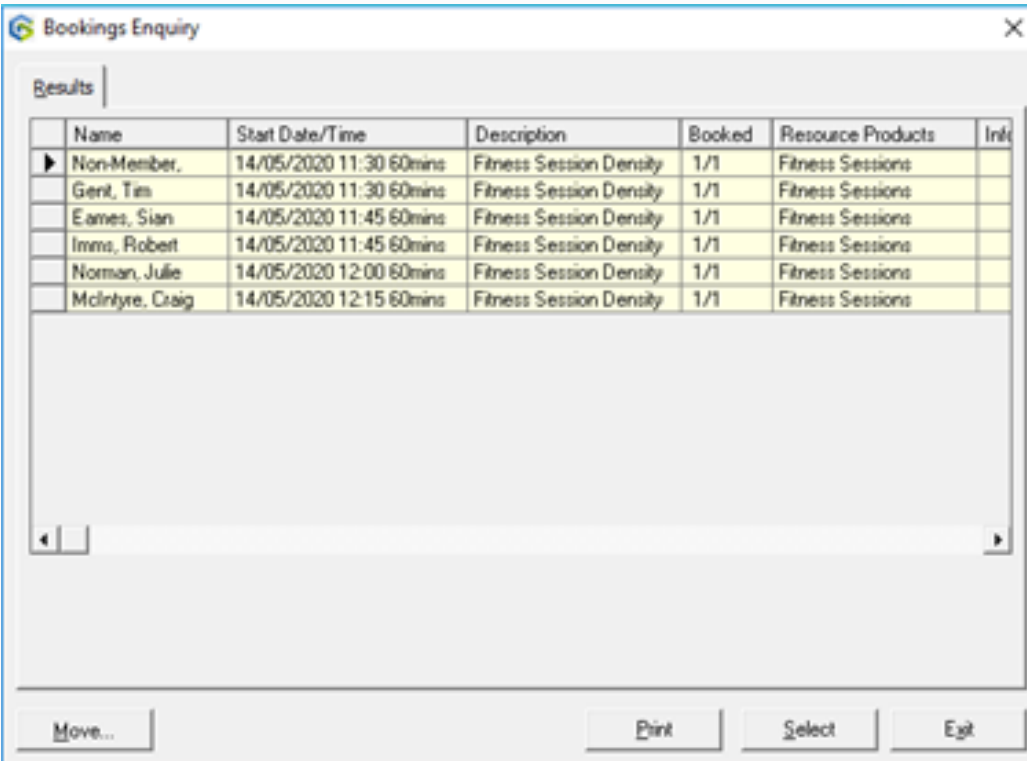
Using the POS

- 1) Navigate to the Plus2 POS. Please note that booking through POS requires the addition of a new Activity button on the appropriate till
- 2) Double click on the required time slot and select **Book** or **Book & Pay**
- 3) Find Contact Record as normal, and complete the sale

View the Bookees

Where necessary, it is possible to view the bookees of a particular slot. The **Results** tab on the **Bookings Enquiry** screen displays details of individual bookings.

Alternatively, within the Density booking sheet, select a slot and click the **Options** button and **Booking Detail** from the menu to see a list of bookees.



The screenshot shows a software window titled "Bookings Enquiry" with a "Results" tab selected. The window contains a table with the following data:

	Name	Start Date/Time	Description	Booked	Resource Products	Int
▶	Non-Member,	14/05/2020 11:30 60mins	Fitness Session Density	1/1	Fitness Sessions	
	Gerit, Tim	14/05/2020 11:30 60mins	Fitness Session Density	1/1	Fitness Sessions	
	Eames, Sian	14/05/2020 11:45 60mins	Fitness Session Density	1/1	Fitness Sessions	
	Imms, Robert	14/05/2020 11:45 60mins	Fitness Session Density	1/1	Fitness Sessions	
	Norman, Julie	14/05/2020 12:00 60mins	Fitness Session Density	1/1	Fitness Sessions	
	McIntyre, Craig	14/05/2020 12:15 60mins	Fitness Session Density	1/1	Fitness Sessions	

At the bottom of the window, there are four buttons: "Move...", "Print", "Select", and "Exit".

Density Bookings

Making a Density Booking in Gladstone360

Density Bookings may be made via the CheckIn or POS screens within Gladstone360.

CheckIn

- 1) Locate the appropriate Contact Record
- 2) Select one of the Activity options (E.g. Activities, Activities by location or Activities by type)
- 3) Locate and select the Density Activity option from the list (E.g. Fitness Session Density)
- 4) Select required time slot, and choose Add to basket

The screenshot shows the 'Activity Availability' interface. At the top, there's a header with 'Fitness Session Density' and a search bar. Below the header, there's a calendar view with tabs for 'Today', 'Wed 26/10', 'Thu 29/10', 'Fri 30/10', 'Sat 31/10', 'Sun 01/11', 'Mon 02/11', and 'Tue 03/11'. The main area displays a grid of time slots for 'Fitness Session Density'. The first slot, '13:00 - 13:30', is highlighted with a green border and a green checkmark. Below it are three more slots: '13:30 - 14:00', '14:00 - 14:30', and '14:30 - 15:00'. Each slot has a green 'Add to basket' button. At the bottom right, there are three buttons: 'Back', 'Add to basket', and 'Cancel'.

Density Bookings

5) Choose the Pay now or Confirm option (where the activity is included in membership package)

The screenshot displays the Gladstone360 web application interface. At the top, there's a navigation bar with 'Gladstone360' and a user profile 'Gladstone Admin'. Below this, a contact search bar shows 'Tim Gent' with contact ID 16052750. A sidebar on the left lists various booking options like 'Classes daily', 'Classes weekly', 'Activities by location', etc. The main content area shows a 'Recent Usage' section with a list of activities including 'Badminton', 'Vist & Wacky 2pm', 'Fitness Session Density', 'Body Condition Fri 9.30am', and 'Bootcamp 17:45 Thurs'. Below this, a table lists 'Unpaid Sales' with columns for Item, Price, Quantity, and Total. The table shows one item: 'Fitness Session Density' for £5.10. At the bottom, there's a summary section with 'Total due: £5.10', 'Total savings: £0.00', and 'Amount paid: £0.00'. The 'Amount outstanding' is £5.10. There are buttons for 'Add unpaid sales', 'Pay later', 'Add items for others', and 'Pay now'.

Item	Price	Quantity	Total
Fitness Session Density 20/05/2020 at 16:00 on Fitness Sessions	£5.10	1	£5.10

Summary	
Total due	£5.10
Total savings	£0.00
Amount paid	£0.00
Amount outstanding: £5.10	



Density Bookings

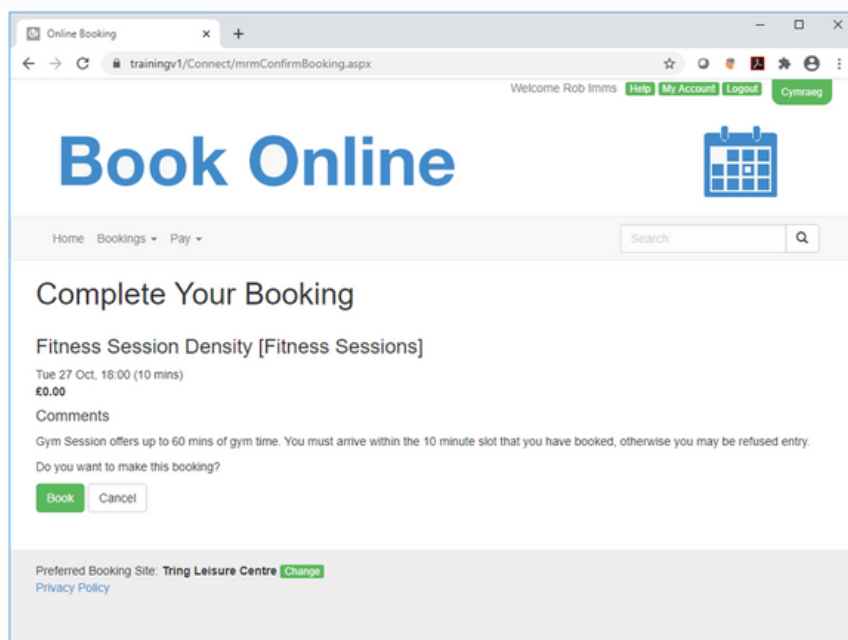
POS

- 1) Navigate to the POS in Gladstone360. Note that booking through POS requires the addition of a new Activity button within the POS till (highlighted) using the Allocate Activity option.
- 2) Select required time slot, and choose Add to basket



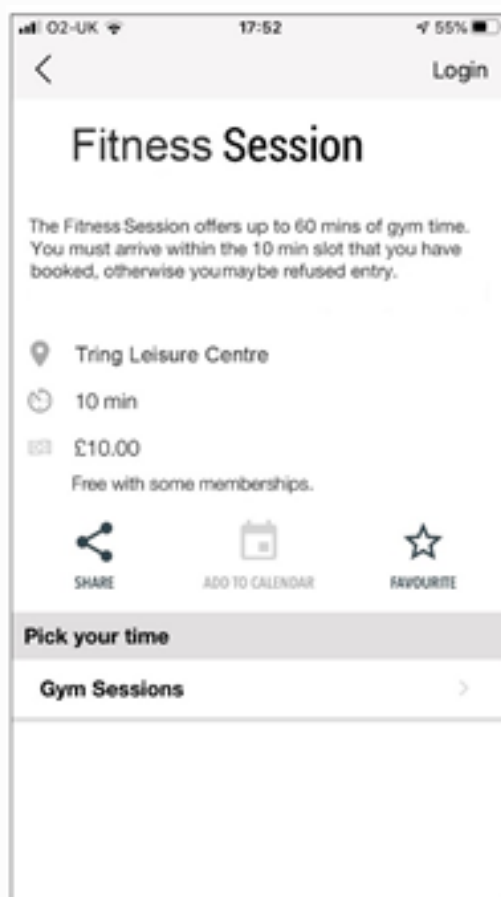
Making a Density Booking in Connect

Upon selecting the Fitness Session Density activity and selecting an appropriate time from the options provided, the screenshot below shows following summary:



Making a Density Booking in MobilePro

Upon selecting the Fitness Session Density activity and selecting an appropriate time from the options provided, the screenshot below shows following summary:



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