A NEW DAWN

RELEASE 1.0

DENSITY BOOKINGS

HOW TO GUIDE

NOVEMBER 2020

Gladstone

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

![Gladstone logo]

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 x 0.1) = 45)
Session duration	=	10 minutes	(duration not reflective of actual time allowed)
No. of sessions an hour	=	6	(E.g. 60 minutes / 10 minutes sessions = 6 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**

4) Select the **Bookings Density** tab

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.

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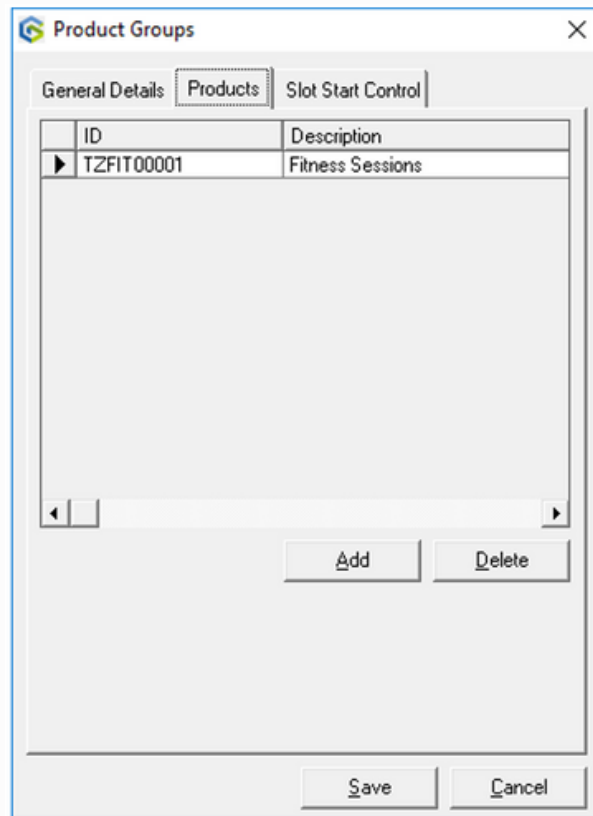
4) Add the **Density Resource Product** (created previously) to the **Products** tab

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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.

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**

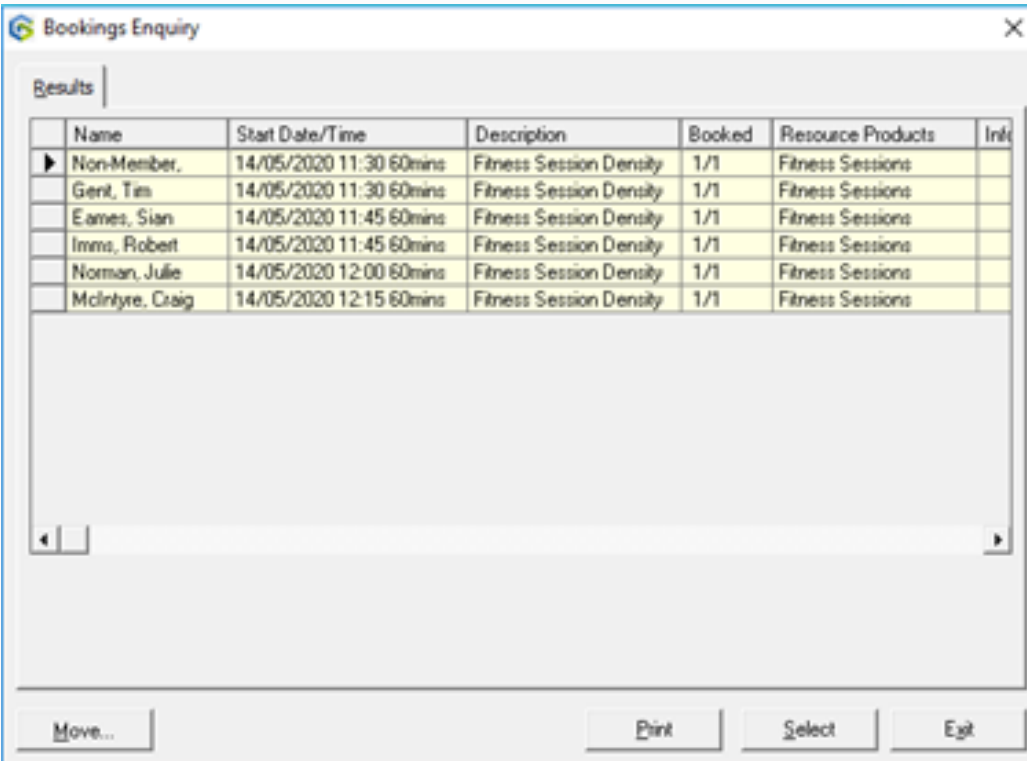2) Find Contact Record as normal, and complete the sale
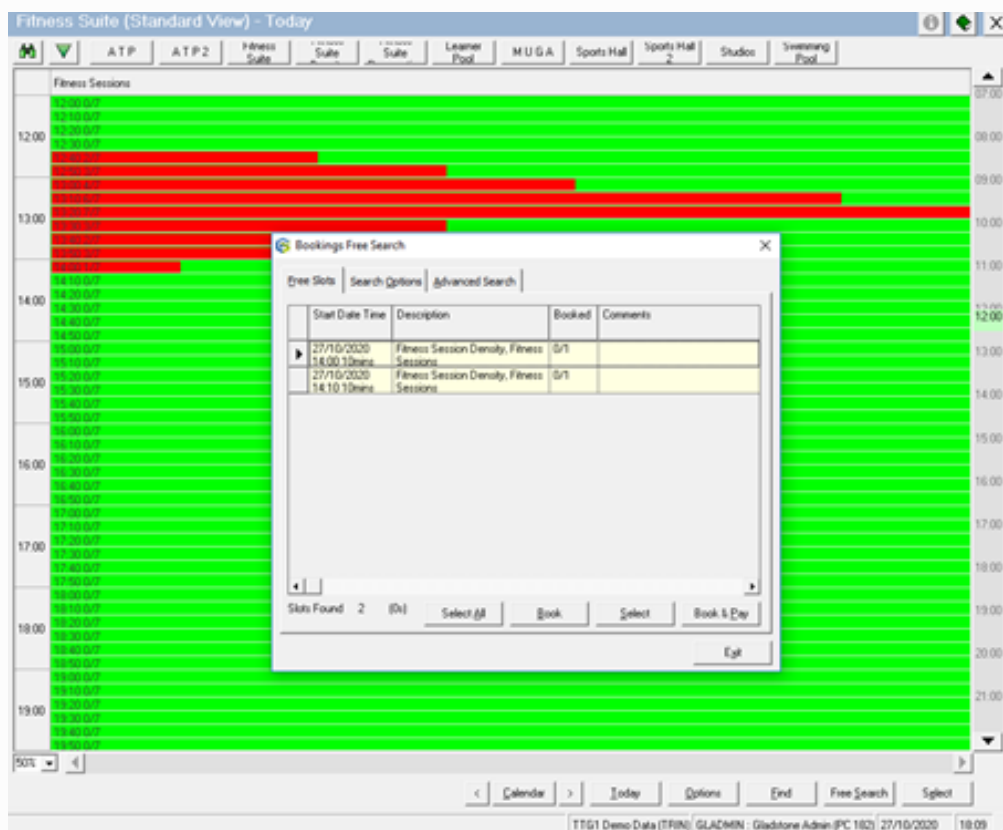
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Using the POS

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 slow and click the **Options** button and **Booking Detail** from the menu to see a list of bookees.

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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

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

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

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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:
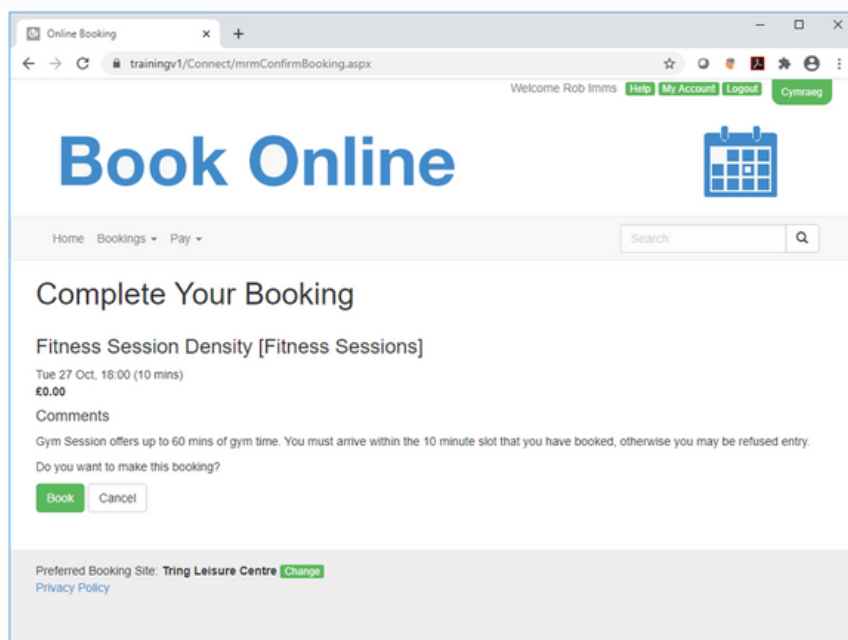
Making a Density Booking in MobilePro

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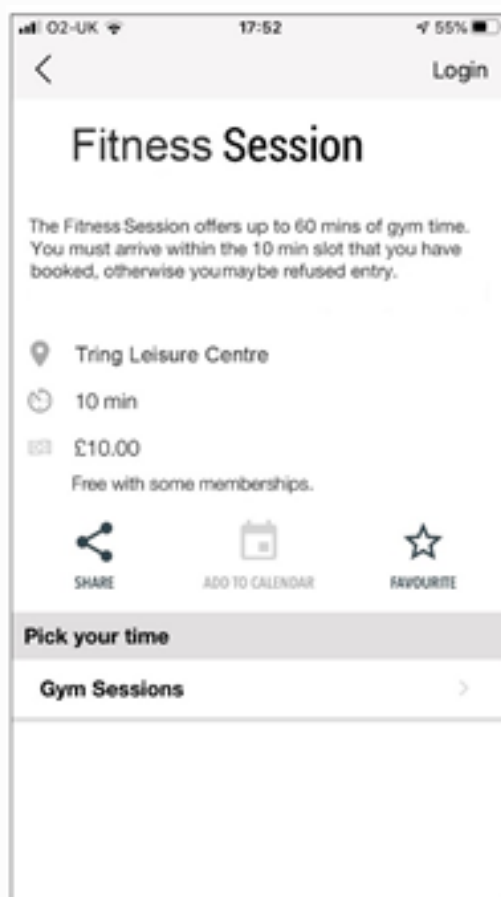
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