South Bank Corporation Procedure
Marketing

SUBJECT: **Wedding Ceremony Booking procedure**
DATE CREATED: **October 2008**
REVIEW DATE: **October 2009**

Policy

South Bank hires venues (Formal Gardens & Nepalese Pagoda) for wedding ceremonies. All enquiries are handled promptly and information is provided to potential users.

Procedure

All wedding forms and communication are filed in the 'Weddings and Photography Bookings' folder which is kept in the cupboard behind the front counter.

Enquiries

- Upon receiving an enquiry:
  - Explain the areas available, conditions and costs as per the document: "Wedding Ceremony Internal Document – Booking Details".

- If the caller wishes to go ahead:
  - Check Eventpro for availability; or
  - Contact any Event Team member and ask them to check the calendar. If you are unable to make contact, advise the caller that someone will call them back asap.
  - Ensure that the date and time are available and do not conflict with any major events – eg no bookings should ever be taken for days such as Australia Day, New Year's Eve or Day, RiverFire weekend.

- Initially, confirm with the client that they are aware of the cost and locations available.

- Complete a 'Wedding Ceremony Internal Document – Booking Details Form' ensuring that every section is complete. The hirer must be informed about each point listed in bottom section of form. Note: This document is **not** to be sent to a customer, it is for internal use only.

  - Send a copy of the form to the Senior Events Coordinator via internal mail, marking the date sent at bottom of form. (Events will add the booking to the Eventpro system).
  - Enter details of the booking onto the appropriate month's record 'Record of Ceremony and Photography Bookings' document at the front of the Wedding Folder.
  - Compose a letter using the template. Please refer to SOP SBVC1705a for details of preparing and saving a wedding confirmation letter.
  - File the 'Internal Document – Booking Details Form' and a copy of the letter in the folder in date order.

On receipt of payment

- On receipt of payment and the completed 'Wedding Ceremony Booking Form and Agreement':

- Fill out details at bottom of page.
- Issue a receipt.
- Send a copy of the agreement to the Senior Events Coordinator via internal mail.
- Enter the details into the Security Control Room calendar on Outlook.

- Once completed (and only if payment and form has been received)

  - Stamp the original with the 'CONFIRMATION' and 'FAXED' stamps.
  - Send a copy of both sides of the document to the hirer, with the receipt.
  - File original 'Wedding Ceremony Booking Form and Agreement' in the folder in date order. Attach to the front of the 'Initial Enquiry Form' and any other correspondence.

- No further correspondence should be required.

General notes

- For a booking to be confirmed both payment and the original Booking Form must have been received by us.

- At the end of each month, remove any paperwork relating to weddings which have past and file in the Weddings File in the filing cabinet.

- At the beginning of each month, the Customer Service Co-ordinator should check all bookings for that month, to ensure that they are listed in Eventpro and on the Security Calendar. If not, follow up accordingly.

- At this time, bookings with no deposit received and less than eight weeks to the ceremony should also be removed as they have failed to comply with the terms and conditions and are therefore unconfirmed. If there is a genuine reason for late payment, make contact with hirer by phone.

Cancelled bookings

- Cancelled bookings should be clearly marked "Cancelled".
  - Copy to the Senior Events Coordinator.
  - Remove from Security calendar.
  - Mark the booking as cancelled on the "Record of Ceremony and Photography Bookings" form.
  - Security Calendar only needs to be updated if the booking had been paid for.
  - Keep the cancelled forms on file in date order.
  - Do not discard this paperwork until 6 months after the scheduled wedding date.

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