

## **BEST PRACTICES FOR BOOKING OR... Learn from other's mistakes! [Need Help?](#)**

- ***If someone seems hurried or says they are driving or at work. Offer to put the booking in for them. Even if you write it down and put it in as soon as you can...***
  - It may be time consuming, but it's no fun when they see something else to do for the event on their way home or find another reason to talk themselves out of booking.
  - Get them while they are interested and ready to buy. This is an emotional buy, be their friend and take care of it for them. Make it easy to book with you.
- ***Answer the phone if at all possible during business hours.***
  - Even if it is to say, "Hi, I'm at an event, can I call you back in an hour?"
- ***Hit that "Accept" button on a new booking like it is the stop switch on a ticking Time Bomb... Get the \$\$\$\$***
  - The longer you take to accept, the less they think you care and the more likely they will call your competition. If you miss one, let them know you normally get back right away.
  - I have accepted bookings on my cell phone, with my nose at the top of a ski run.
  - I have accepted bookings in Vegas sitting at a slot machine. Just do it!
- ***If someone calls "just for information" don't let them jump off the phone.***
  - Be warm and friendly and ask when the special date is. Ask their Birthday Boy's name or age. Connect with them. Don't try to make them book, *just gather information...*
  - Try to at least **get an email** so you can send them some links and your flyer.
  - Tell a story about another client that is similar or something about you or your family.
  - People want to give money to people they like and trust.
- ***When a potential or current client calls, rename that contact in your cell phone to "Julie Oct 15 Pinehurst School" or "Bob April 5<sup>th</sup> Joey's 5<sup>th</sup> Birthday"***
  - You will be glad you did when they call back and you can tell them you "remember" them calling."
  - You will really be glad you did when they call back next year and you know their name and how old their Birthday Boy or Girl is turning.
- ***When you meet a potential customer in person or at an event, don't just give them your card or flyer and hope they call.***
  - Check your calendar right in front of them. Ask questions about the event or the Birthday. Let them talk about it. Ask Questions. Fill their needs. Give examples of other events you have done or have heard about us or another owner doing so they feel comfortable. ***People like to talk about themselves and their event or organization.***
  - See if you can get an email to send them your flyer and a few links to your Social Media.
- ***If someone can't pay in full***
  - ***Don't take less than 1/2 down.*** Get the balance at least a week before the event
  - It's OK to take checks the day of the event from a church, school or organization
  - Try not to take checks the day of the event from an individual.

***Have fun! You will be nervous but eventually it will be second nature. Keep a flyer handy to refer to at first. Make up an inquiry sheet so you don't miss anything.***

Topics in Order – Copy/and paste into “Find”  
Located on the top right or page down to subject.



1. **Sign up for Paid Booeko**
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12. **Change your Thank you Email**
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19. **Change/Create promo codes**
20. **Find an Event or a Client in Booeko**
21. **Automatic Confirmation Email**
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24. **Booeko Sync/Gmail & Google Calendar**
25. **New Booking**
26. **Don't lose your work**
27. **Flow of Booeko**
28. **Home Page**
29. **Automatic Receipts and Notifications**
30. **Booking Paid Email from Booeko**
31. **What if the Client Calls Me to Book?**
32. **How do I put the Booking in?**
33. **What if the Client gives me the payment over the phone?**
34. **How does BOOKEO know I took a payment? ·**
35. **Automatic Syncing to your Google Calendar**
36. **If I need to change a Booking, where do I change it?**
37. **What Promo Codes will I use?**
38. **How do I Add or Change a Promo Code?**
39. **How do I change my Terms and Conditions or Confirmation Message?**
40. **How did I change my Prices for Holidays?**
41. **Do I have to Sync the Google Calendar to Booeko?**

# Bookeo Reservation System – from Bookeo.com Need Help? Go Here... Bookeo Appointments Help

Bookeo offers unique features that make it stand out from other online scheduling products.



Avoid pranksters that submit fake online appointments and reduce no-shows. Bookeo lets you accept PayPal and all major credit cards.



Define additional options, such as "Corn Hole", "Laser Tag", and set additional prices for them.

Only Bookeo lets you upsell your services!



Bookeo offers total flexibility in setting up your availability to match the way you work.

Fixed schedule, custom days and times, alternating locations, Bookeo covers it all.



Our Web Designer will Embed Bookeo directly into your web site with a single line of code, customize colors and backgrounds, to integrate seamlessly with your site design.

No pop-ups - no overlays - no scrollbars - same colors - it just looks like another page in your web site



With Bookeo you can add pictures and videos for every service you offer.

Your booking site will look more professional, and you will attract more customers!



Bookeo lets you sell gift vouchers, prepaid packages, memberships...

Do not pass up the opportunity to increase your revenue!



Bookeo lets you manage the schedule of your parties and events

Bookeo lets you define flexible prices (ex 5% discount Tuesday morning, 10% extra on Sundays...)



Bookeo offers you charts and statistics that show your customers' preferences at a glance.

And you can also monitor your revenue, staff worked hours and more, all with a simple interface.



Bookeo offers hands free, real time 2-way synchronization with your Google Calendar account.

And it can also sync to your smartphone, Outlook, iCal...



Bookeo currently speaks 25 languages

# Training call/ Test Bookings – HOMEWORK

**After Listed by Pete sends you your “Bookeo is Set Up Email”...**

- ❖ **Get your Payment Gateway set up and linked to Bookeo**
- ❖ **Read through this Document, while clicking around in Bookeo**
- ❖ **Email me to set up a training call**

Pete will set up your Bookeo Reservation System while he is designing your website. When it is complete, he will send you an email. Let me know and we will set up a training call. It will take about a half an hour or so. After they are linked, Clients can go directly to your website and hit book now. You can use the booking link in your emails and when you post on Social Media to give your clients an easy one click booking link like this.

<http://www.rockinrollinvideogameparty.com/check-datesbook-now/>

Feel free to put in a test booking to try it out.

## Sign up for Paid Bookeo – You must have a paid account to take payments & integrate Bookeo into your Website.

- ❖ Pete started you on a one month free trial. Before the month is up, or when you are ready to take payments, go to Account on the top right corner of Bookeo, Click on Pricing and Subscription and sign up for a **SOLO account** at \$14.99 per month.
- ❖ Pete only puts one Game Coach in the system. SOLO accounts only allow one. You only need the SOLO account.
- ❖ After your Bookeo Reservation System is linked to your website, you can put in test booking. Just go to Book Now and follow the prompts. **(If you put a booking in for a client in the future, always go to your website and put all of their information in as if you are the client.)** You client will still see the policies and procedures when they get their confirmation email.

## Put in Test Bookings

After Pete has linked Bookeo to your website, put in a few bookings to ensure everything looks good and is correct. Pay attention to how the emails look that you are getting as the client and as the business owner. When you get the booking email, go to Bookeo, sign in and hit home. You will see the new booking sitting there. Open it up, double check that everything looks right.

When you start accepting **real** bookings you will...

- ✓ Check that the client didn't neglect to add **travel**
- ✓ See if they are requesting you call them or have a **special need**
- ✓ Check whether they want to put down a **deposit vs pay in full**

- ✓ Make sure you have **enough time** to get to that booking from the booking before or after.
- ✓ See if they have chosen to **add any extras** like Giant Jenga or Corn Hole.
- ✓ Double check that you have all the information you need (**how many invites, honoree's name and age**).
- ✓ See if they have requested the **invitations be sent to one address and the event be held at another.**

If it all looks good then hit accept on the top right side. Most of the time, you will hit accept, they will get the confirmation/payment required email and they will pay immediately. You can open up the test booking and hit cancel when you are done using it for training.

## Facebook Book Now Tab

Sign into your Facebook page and make sure you are acting as your page

Sign into Bookeo

Go to Settings

Go to Integrations

Click on Facebook

Click on Setup instructions

The instructions will look like this...

- *log in to your Facebook account in a new window*
- *make sure that you are using Facebook as yourself and not as one of your pages.*
- *If not, select 'Use Facebook as... your name' from the menu at the top right*
- *click on this link*
- *confirm adding to your page*
- *go to your Facebook page*
- *click on the new 'Book now' icon*
- *sign in using your Bookeo email address/password to confirm the integration*
  - *place mouse over book now button.*
  - *Click edit button.*
  - *Click choose a button (Book Now).*
  - *Paste booking website under website*

- *Click save changes.*

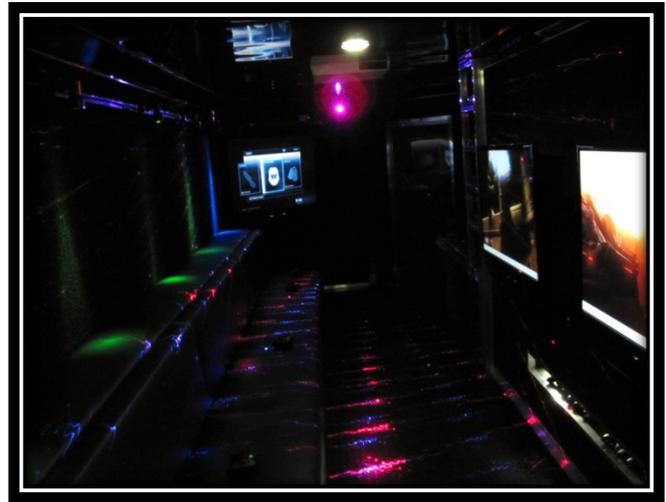
<http://www.rockinrollinvideogameparty.com/check-datesbook-now/Book Now!!!>

## Questions about Booeko

During training, if you have any questions you can call or email us. Later, when you have questions you can...

- 1) Email Booeko at [booeko@booeko.com](mailto:booeko@booeko.com). Keep in mind they are on Australia time. I have only had to email them twice in two years and they got back to me right away.
- 2) Check the forum. We have a lot of conversations about Booeko there.
- 3) Check on <http://help.booeko.com/> they have F.A.Q's and you can search by topic.

**booeko** Help Portal  
Click Here to Launch



## Payment Gateway: Getting Paid – We're all here to make money right?

We use PayPal Pro. You can sign up for PayPal below. Choose the PRO plan if you want to be able to run credit cards manually (without the card). It is called the Virtual Terminal – The Pro Plan is \$30 per month.

<https://www.paypal.com/webapps/mpp/product-selection>

Here is a link to the portable reader.

<https://www.paypal.com/webapps/mpp/credit-card-reader>

- If you'd like to be able to run credit card manually with Pay Pal it is \$30 per month to use the virtual terminal.
- I pay the monthly fee to use the virtual terminal. This is up to you.

- If you prefer, you can get an account with square up and run credit cards manually. It is 3.5% + .15 if you enter a credit card manually at squareup.com

## Apply for PayPal Payments Pro

Start accepting credit cards and PayPal directly on your website. Payments are processed quickly, simply and affordably. PayPal handles all your payment processing as well as your reports, statements, billing information and account support.

Apply today! Log in or create a new PayPal account.

[Begin Application](#)

MORE INFORMATION:

The Application Process

**Pricing & Details**

### One Account for Everything:

Get all your payments processed quickly, simply and affordably with our all-inclusive solution. PayPal handles all your payment processing as well as your reports, statements, billing information, and account support.

### No Hidden Fees

- Works with most popular shopping carts
- No long-term commitments or monthly minimums
- Includes Virtual Terminal, as well - no extra charge.

### Pricing Summary

It's important to look at the TOTAL cost of processing credit cards. Other companies often publish discounted "show" rates, but you still get hit with setup fees, cancellation charges, extra fees for accepting reward cards and corporate cards, and so on.

### PayPal Payments Pro fees.

- \$30 monthly fee
- No gateway fee
- No monthly minimum
- No downgrade fees
- No early termination penalty
- No statement fees

Transaction rates vary based on card type and monthly sales volume.

Monthly Sales Volumes	Card Type	Fee
\$0 - \$3,000		2.9% + \$0.30 *
\$3,000.01 - \$10,000	Visa, MasterCard, Discover	2.5% + \$0.30 *
\$10,000+		2.2% + \$0.30 *
All sales volumes	American Express	3.5% and no fixed fee

- We use our Square to take credit cards at Festivals and events. It is 2.75% if you have the card in hand and 3.5% + .15 if you have to enter it manually.

You can get a free one here.

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<https://squareup.com/?gclid=CO6i8zBnqwCFYtR7Aod6HDHDw>

- Read more about manually entering cards below.

<https://squareup.com/help/en-us/article/4955-getting-started-with-square-register>

- Once you sign up, you can start accepting payments via manual entry right there on the spot. Your reader will be shipped in 7-10 business days.

## Attaching PayPal (or your chosen payment gateway) to Bookeo

- ❖ Go to Settings
- ❖ Choose Online Payments
- ❖ Payment Gateway
- ❖ Choose your Payment Gateway from the drop down menu

## Payment Gateways Integrated with Booeko

### Payment Gateways Integrated with Booeko

#### North America

Country	Payment Gateway	Customers can pay online	Manually bill CC online	Recurring payments (memberships)	Capture CC details
Canada	<a href="#">Authorize.net</a>	✓	✓	✓ with CIM	✓ with CIM
	<a href="#">BluePay</a>	✓	✓	✓	✓
	<a href="#">Ogone</a>	✓	✓	✓	✓
	<a href="#">Paypal Payflow Pro</a>	✓	✓	✓	✓
	<a href="#">PayPal Payments Pro</a>	✓	✓	✓	✓
	<a href="#">PayPal Payments Standard</a>	✓	✗	✓	✗
	<a href="#">Stripe</a>	✓	✓	✓	✓
Greenland	<a href="#">PayPal Payments Standard</a>	✓	✗	✓	✗
USA	<a href="#">Authorize.net</a>	✓	✓	✓ with CIM	✓ with CIM
	<a href="#">BluePay</a>	✓	✓	✓	✓
	<a href="#">NMI</a>	✓	✓	✗	✗
	<a href="#">Ogone</a>	✓	✓	✓	✓
	<a href="#">Payment Express</a>	✓	✓	✓	✓
	<a href="#">Paypal Payflow Pro</a>	✓	✓	✓	✓
	<a href="#">PayPal Payments Pro</a>	✓	✓	✓	✓
	<a href="#">PayPal Payments Standard</a>	✓	✗	✓	✗
	<a href="#">Stripe</a>	✓	✓	✓	✓

Below are the prices we normally use. **Let Pete know if you would like different pricing.** If you have already set up your website, let him know if you want to change your pricing once you get a few months under your belt and you feel the market will bear the increase.

Don't forget, your Mobile Game Theater will have the following over the competition...

1. Easily found on the internet. Clients search "Birthday Party ideas Your City, Your State"
2. Awesome Social Media where clients can check out pictures and videos of parties
3. An easy to navigate Website with Pictures, Pricing, Videos and Owner information
4. A User Friendly, Simple Booking System with Payment Options, Auto Receipt, Auto Confirmation, Auto Reminder and Auto Thank You
5. An enthusiastic and well trained team of Game Coaches/Owners!!!
6. Colored LED Lights, Laser Light Show and Colored Metal Interior
7. Stadium Seating and Additional TVs – Most Competition seats 16 with 4 TVs
8. Satellite Capabilities/Movie Options
9. Cool extras like Mag Wheels, More Head Room, Colored LEDs and Under Glow Lighting

## **PRICES – CHECK YOUR COMPETITION’S PRICING**

Friday-Sunday (Some Owners are doing 90 minute parties)

\$199 - \$219+ for a 1 hour party (either charge \$199 or \$99 less than your two hour price)

\$299 - \$329 - \$349 for a 2 hour party

\$99- \$119 for each additional hour

Monday-Thursday (Some Owners are doing 90 minute parties)

\$199 for a 1 hour party (either charge \$199 or \$99 less than your two hour price)

\$249 - \$289 for a 2 hour party

\$99 for each additional hour

Every day of the week – Schools, Churches and Non-Profits (Some Owners are charging more)

**\$249 or \$289 for a 2 hour party**

\$100 - \$120 per hour for 3, 4, 5, 6, 7 hour parties

Pete will copy your terms and conditions onto your Bookeo. This is what we normally use. It is also send along with the confirmation message. Let him know if you would like something different.

## **TERMS AND CONDITIONS**

*A message shown to customers before they confirm the booking. They will be required to accept it in order to submit the booking. This message is optional. You can include company policies, responsibility waivers and so on. The terms and conditions will also be included in the confirmation email sent to the customer.*

Thanks so much for your business! After we confirm your date and time we will send you an invoice. If we need to adjust your time we will contact you right away.

**BIRTHDAY PARTIES:** After you confirm your booking and pay your deposit or balance, we will be sending you up to 30 custom color invitations. We will also include coupons for Papa John's Pizza and Pizza Hut. Call ahead and let them know you have the coupon and you can pick up as many as you'd like.

**CHURCH, SCHOOL, NON-PROFIT AND CITY EVENTS:** After you confirm the booking and pay the balance, let us know if you would like promotional materials, W-9 or Liability Insurance documents emailed or if you need our staff to fill out any vendor information.

Thanks again for your patronage and we look forward to bringing you an awesome Mobile Gaming Experience! Our game coaches know how to keep the party rolling!

## **TERMS AND CONDITIONS...**

**We currently use Booqueo Reservation System for our scheduling and Billing.**

For security reasons, Booqueo does not store credit card numbers itself, not even in encrypted format. Credit card numbers are stored by the payment gateway only. Once stored on the gateway, it is not possible to retrieve the full card number. In any case, both Booqueo and the payment gateway are certified PCI DSS compliant.

**TIPS:** The Game Coach is there to make sure that your group is making the most of our high-tech fun. He/She tutors, inspires and entertains. Tipping for good service is a great idea, but not required.

**REFUND/CANCELLATION POLICY:** A valid credit card or debit card is required to guarantee and pay for your **Rockin' Rollin' Video Game Party** reservation. **There will be a \$25 cancellation fee for all parties or events canceled after payment is received. There will be a \$100 cancellation fee for all parties or events canceled after payment is received and within 30 days of scheduled event. NO REFUND in the event of 2 hour party reservation being canceled within 14 days of your event.** **Rockin' Rollin' Video Game Party** will make every effort to postpone your event, with no penalty; to another date should cancellation be necessary. If you plan a party with "M" rated games please let us know when we arrive for your party. "M" rated games will not be played without adult approval.

**PAYMENT OPTIONS:** All payments made to **Rockin' Rollin' Video Game Party** are done on-line via our secure gateway and PayPal. In the case that a check is accepted via mail, please make the check payable to our parent company **E & D Ventures, LLC**.

**PRIVACY:** **Rockin' Rollin' Video Game Party** is committed to protecting your privacy. We use the information we collect on the site to make bookings as simple as possible and to enhance your overall experience. We do not sell, trade, or rent your personal information to others.

**TRAVEL SURCHARGE:** A Travel surcharge may be applied for locations in excess of **30 miles from the 28374 zip code**.

**INCLEMENT WEATHER:** **Rockin' Rollin' Video Game Party's** trailer was designed for all types of weather conditions. The theater is insulated and climate controlled with heat and air conditioning. There may be occasions when the weather does not want to cooperate with your scheduled party. In the event of severe weather (lightning, very high winds, flooding and/or extremely heavy rains, snow or ice) we may (and reserve the right to) reschedule your service to guarantee the safety of you, your guests, our staff and equipment. If the threat of these storms threatens your party and you are aware in advance (pending or anticipated snow storm, tropical storm or hurricane) please contact us to begin the rescheduling.

Road conditions play a big part in our service. As long as it is safe to drive our equipment we will be there. The decision on travel safety is made solely by **Rockin' Rollin' Video Game Party** or his/her designee.

**SUPERVISED CHILDREN:** **Rockin' Rollin' Video Game Party** does require a parent or responsible adult to be present inside or just outside of the trailer at all times. Guests 16 and over require a parent or guardian be on property and within contact of the game coach should a need to contact them arise.

**ALCOHOL/DRUGS:** You may serve alcohol at a [Rockin' Rollin' Video Game Party](#) event or party; however, we may require an on-site security surcharge and/or security deposit when alcohol is being served. We may and reserve the right to refuse, cancel or cut short any party or booking when alcohol is being served. Drugs of any sort will not be tolerated in or around the [Rockin' Rollin' Video Game Party](#) equipment. Any observed use of illegal narcotics or legal narcotics used in an illegal manner will result in the termination of the party immediately.

**DAMAGE/INJURY:** Rockin' Rollin' Video Game Party, [E & D Ventures, LLC](#) or any of its employees will not be responsible for any damage to property resulting from a request by the client to position the theater in a specific location. This includes both above ground and below ground property/equipment damage. Additionally, [Rockin' Rollin' Video Game Party](#) reserves the right to charge the client's credit card for damages to the trailer or equipment resulting from the careless or willful damage of same by client's guests. Rockin' Rollin' Video Game Party, [E & D Ventures, LLC](#) or their employees assume no responsibility for any injuries sustained on the client's property or their designated location. All liability for damages or injuries is the sole responsibility of the client and/or host.

**FOOD/DRINK:** [Rockin' Rollin' Video Game Party](#) does not allow any food or drinks into the video game theater. Please have your guests consume them outside of the trailer prior to entering.

**PICTURES:** While your party is in effect the Game Coach will be taking pictures of the party from inside the trailer. You will then be able to view these pictures on [Rockin' Rollin' Video Game Party's Facebook Fan Page](#) and copy them to your files. If you do not want our Game Coach taking these pictures or posting them on the Fan Page please notify us via Email prior to the party. This is a service we provide to our guests so they can be sure to capture their party as it happens.

**INVITATIONS:** We will mail all of your invitations to the address you provided on your booking request. If you prefer to make other arrangements please contact us at **910-690-5215**. Invitations will be mailed upon receipt of payment or deposit.

**Rockin' Rollin' Video Game Party TRUCK/TRAILER:** When the truck pulls up, we will try to park in the most level & flat area or logical spot to accommodate your party. Sometimes, we park in your neighborhood street, so you might want to let your neighbors know (in case they may object) or let us know if you have a preferred spot for us. We might also have to block a driveway. \*\*Please keep in mind that our Game Coach will not park anywhere that may cause a danger to persons, property or equipment. Our truck and trailer combination is very long and we will need a minimum of 55 feet of space to park. Additionally our Game Coach will never disconnect the truck from the trailer at a party/event without prior approval nor park off of a hardened surface.

**VIDEO GAME RATINGS:** [Rockin' Rollin' Video Game Party](#) will not play any "M" rated or higher game in the video game theater without a request from the client prior to the party/event or adult approval at the time of the event. If you wish to have an "M" rated game or higher at your party/event please send an email to [sales@rockinrollinvideogameparty.com](mailto:sales@rockinrollinvideogameparty.com) indicating the game you prefer or let the Game Coach know as soon as you can after he/she gets there.

**By Submitting Payment you agree to these terms, policies and procedures.**

## CONFIRMATION DETAILS

A short message included in the confirmation email. You can include a thank you, driving directions to your premises, and so on.

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Thanks for booking an event with Rockin' Rollin' Video Game Party! We appreciate your business!

**CONFIRMATION CALL:** You will receive a confirmation call from [Kevin Jones, our Head Game Coach](#) the week before your event. He can be reached at [910-690-5393](#) the day of for any last minute details or questions. The main number [910-977-2228](#) may not be answered on the weekend. If you have questions about your booking before the day of your event, please call [Kyle Spencer our Sales Manager](#) at [910-690-5215](#).

**BIRTHDAY PARTIES:** We will be arriving about 10 minutes early to set up. We need a semi-level area to park and a way to pull out after we take the last picture in front of the Mobile Game Theater! Please double check the address we will be using and let us know if there is anything we need to know regarding finding the location, getting in or out, or where you would like us to park.

*It's a good idea to let your neighbors know about the party so they can be prepared for the Mobile Game Theater pulling up and the extra cars in the area.*

**CHURCH, SCHOOL, NON-PROFIT AND CITY EVENTS:** Let us know the details regarding your event. If you would like promotional materials, W-9 or Liability Insurance documents emailed or if you need our staff to fill out any vendor information let us know.

Thanks again and get ready to get your game on!

## TERMS AND CONDITIONS...

**BIRTHDAY PARTIES:** After you confirm your booking and pay your deposit or balance, We will be sending you up to 30 custom color invitations. We will also send you the coupon for [Papa John's Pizza](#). They are offering a \$6+ tax large, one topping pizzas. Call ahead and let them know you have the coupon and you can pick up as many as you'd like. There are 32 participating locations.

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**PRIVACY:** [Rockin' Rollin' Video Game Party](#) is committed to protecting your privacy. We use the information we collect on the site to make bookings as simple as possible and to enhance your overall experience. We do not sell, trade, or rent your personal information to others.

**TRAVEL SURCHARGE:** A Travel surcharge may be applied for locations in excess of **30 miles from the 28374 zip code**.

**INCLEMENT WEATHER:** [Rockin' Rollin' Video Game Party's](#) trailer was designed for all types of weather conditions. The theater is insulated and climate controlled with heat and air conditioning. There may be occasions when the weather does not want to cooperate with your scheduled party. In the event of severe weather (lightning, very high winds, flooding and/or extremely heavy rains, snow or ice) we may (and reserve the right to) reschedule your service to guarantee the safety of you, your guests, our staff and equipment. If the threat of these storms threatens your party and you are aware in advance (pending or anticipated snow storm, tropical storm or hurricane) please contact us to begin the rescheduling.

Road conditions play a big part in our service. As long as it is safe to drive our equipment we will be there. The decision on travel safety is made solely by [Rockin' Rollin' Video Game Party](#) or his/her designee.

**SUPERVISED CHILDREN:** [Rockin' Rollin' Video Game Party](#) does require a parent or responsible adult to be present inside or just outside of the trailer at all times. Guests 16 and over require a parent or guardian be on property and within contact of the game coach should a need to contact them arise.

**ALCOHOL/DRUGS:** You may serve alcohol at a [Rockin' Rollin' Video Game Party](#) event or party; however, we may require an on-site security surcharge and/or security deposit when alcohol is being served. We may and reserve the right to refuse, cancel or cut short any party or booking when alcohol is being served. Drugs of any sort will not be tolerated in or around the [Rockin' Rollin' Video Game Party](#) equipment. Any observed use of illegal narcotics or legal narcotics used in an illegal manner will result in the termination of the party immediately.

**DAMAGE/INJURY:** [Rockin' Rollin' Video Game Party](#), [E & D Ventures, LLC](#) or any of its employees will not be responsible for any damage to property resulting from a request by the client to position the theater in a specific location. This includes both above ground and below ground property/equipment damage. Additionally, [Rockin' Rollin' Video Game Party](#) reserves the right to charge the client's credit card for damages to the trailer or equipment resulting from the careless or willful damage of same by client's guests. [Rockin' Rollin' Video Game Party](#), [E & D Ventures, LLC](#) or their employees assume no responsibility for any injuries sustained on the client's property or their designated location. All liability for damages or injuries is the sole responsibility of the client and/or host.

**FOOD/DRINK:** [Rockin' Rollin' Video Game Party](#) does not allow any food or drinks into the video game theater. Please have your guests consume them outside of the trailer prior to entering.

**PICTURES:** While your party is in effect the Game Coach will be taking pictures of the party from inside the trailer. You will then be able to view these pictures on [Rockin' Rollin' Video Game Party's Facebook Fan Page](#) and copy them to your files. If you do not want our Game Coach taking these pictures or posting them on the Fan Page please notify us via Email prior to the party. This is a service we provide to our guests so they can be sure to capture their party as it happens.

**INVITATIONS:** We will mail all of your invitations to the address you provided on your booking request. If you prefer to make other arrangements please contact us at **910-690-5215**. Invitations

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will be mailed upon receipt of payment or deposit.

**Rockin' Rollin' Video Game Party TRUCK/TRAILER:** When the truck pulls up, we will try to park in the most level & flat area or logical spot to accommodate your party. Sometimes, we park in your neighborhood street, so you might want to let your neighbors know (in case they may object) or let us know if you have a preferred spot for us. We might also have to block a driveway. \*\*Please keep in mind that our Game Coach will not park anywhere that may cause a danger to persons, property or equipment. Our truck and trailer combination is very long and we will need a minimum of 55 feet of space to park. Additionally our Game Coach will never disconnect the truck from the trailer at a party/event without prior approval nor park off of a hardened surface.

**VIDEO GAME RATINGS:** **Rockin' Rollin' Video Game Party** will not play any "M" rated or higher game in the video game theater without a request from the client prior to the party/event or adult approval at the time of the event. If you wish to have an "M" rated game or higher at your party/event please send an email to [sales@rockinrollinvideogameparty.com](mailto:sales@rockinrollinvideogameparty.com) indicating the game you prefer or let the Game Coach know as soon as you can after he/she gets there.

**By Submitting Payment you agree to these terms, policies and procedures.**

## Upload your Logo

Go to SETTINGS

Go to Business Details and Logo

Then **Upload your logo** and double check the information is correct. You can change your bookeo.com/\_\_\_\_\_ link there as well.

## Change Your Introduction

Go to SETTINGS

Go to Customer Details

Go to Custom Fields Tab

## This is what it will say with your Business name...

Please select from the choices below.

Choose the type of party you would like to book with  
**Business Name**

Payment in full is required to hold a date.

Please contact us by phone or email if you would like to make other payment arrangements.

Dates cannot be held without either payment or payment arrangement.

Visit our Facebook© fan page and check out pictures of our events!

**If you'd like to change the wording, hit the HTML link, it will open up, make the changes and hit update. If you are making a lot of changes, you may want to copy and paste it out and then back in.**

You can **change your defaults to be whichever choice you would prefer.** Pete set the default as: EVERYONE, TEEN & MATURE - HALO ONLY - NO CALL OF DUTY - We do not allow strong language modes.

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Go to SETTINGS

Go to Customer Details

Go to Custom Fields Tab

Pick the game question and click to the right of the choice you would like to be set as the default.

## Change your Thank you Email

Go to Settings

Booking Preferences

Page down to the Thank you Email.

It is set to be emailed one day after the event. It mentions Facebook Photos being put up within a few days. If you are not going to be putting up an album after each event, take the part about Facebook Pictures out.

If you'd like to change the text edit it and copy and paste the new text in. There are hyperlinks in the [here](#) portions.

If you'd like to change when the email goes out, or remove this option completely...

Go to Settings

Booking Preferences

Page down to the Thank you Email, hit the drop down and choose "do not send a thank you email". Below that, you can change how long after the event the email is sent.

Hi %FIRSTNAME%,

Thanks for choosing Your Business Name! We thank you for allowing us to provide your party entertainment.

We appreciate your business and we value your feedback. Please take a moment to rate your experience with us and allow us to benefit from your evaluation. It is our goal to provide the best mobile party entertainment possible. If you have a specific comment for us, please visit our website and contact us. Your opinion matters!

Remember to check our Facebook page to view your photos (if you authorized posting of photos) within several days of your party. You can find the link to our Facebook page on our web site at [www.yourbusinessname.com](http://www.yourbusinessname.com). Please let your party guests know as well!

Don't forget about our referral program! If you book or refer 5 more parties, we will extend a free week-day party to you! Your repeat parties count as well. If you'd like to hold your date for next year, go to our website at <http://www.yourbusinessname.com> and follow the prompts.

Warm Regards,

Your Business Name

## Website Integration – Listed by Pete will do this

### Colors and Styles

Go to SETTINGS

Go to Colors and Styles

Choose your preferences

## Block Out Dates

**Before you are open for business, for a vacation or to not accept bookings for a time period**

Go to SETTINGS

Go to Time Settings

Go to Opening Hours and closing periods

Go down to Closing Periods

Hit New period

Pick the dates

Hit OK

## Payment after manual acceptance.

Pete will set it to 18 months after you have accepted the booking. It is stated many times that payment is expected at the time of booking.

If you forget to give a customer credit (like if they pay by check or manual credit card) or you set this to a shorter period of time, the system will automatically cancel the event if it is not paid and send the client and email to that effect. Bookeo does not have a way to opt out on this feature. Clients don't like it when they get a cancellation email for an event that already took place that they paid in full. ☺

I found it better to state our policies about payment at the beginning. Sometimes people pay half up front and half in the month of their party. Also, churches and city events don't always have the money to pay up front. This makes it easier to manage.

## If you would like to change the payment time

Go to SETTINGS

Go to Accept/Deny

Go to Payment after acceptance

Change the time.

## Update Photos/descriptions/pricing/time gap

**After you get your own pictures go to...**

Settings

Services offered and hit the drop down for Birthday Parties/Church, School/Corporate, etc... Click on each choice and change your picture, pricing or descriptions.

**Pete has Bookeo putting an hour in between your events automatically. If you would like to change it go to...**

**Settings**

**Time Setting**

**Booking Limits and change the time in between.**

## **Change/Create promo codes**

**To change your promo codes or add new ones...**

Go to Marketing

Go to Promotions and either click on the promo to change it (be careful if it has already been used, it will change the old booking) or make a new one under New Promotion.

Go to the bottom of the Promo Codes

Hit New Promotion

Name your Promotion

Describe it (optional)

Make up a code:

- FUNDREP\_DISCOUNT
- FACEBOOK\_WINNER
- CHARITY\_PINEHURST ELEM

**You can also tweet and Facebook the promo codes from there or post the promo codes with a link to your Facebook.**

## **Find an Event or a Client in Bookeo**

When you are searching for a future event, go to the calendar and enter the client's first name. It is much faster than going to the date.

If it is a past event, go to customers and search by name.

You can also search by clicking on the day of the event in the calendar if you know the date.

## **Automatic Confirmation Email**

After the client has paid, they will receive an automatic confirmation from Bookeo.

They will also receive a receipt from PayPal or the Payment Gateway you have chosen.

## **Automatic Event Reminder**

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Clients will also receive an automatic reminder 24 hours before their party. If you don't want the client to receive these notices just uncheck the email box.

Often, a client will reply to this email with questions, excitement or last minute details.

**From:** Rockin' Rollin' Video Game Party [mailto: [sales@rockinrollinvideogameparty.com](mailto:sales@rockinrollinvideogameparty.com)]

**Sent:** Friday, April 3, 2015 12:01 PM

**To:** Client Name

**Subject:** Reminder: Saturday, April 4, 2015 12:00 PM - 2:00 PM

## Rockin' Rollin' Video Game Party

Pinehurst, North Carolina 28374 ( [view map](#) )

Phone : 910-977-2228

<http://rockinrollinvideogameparty.com/> [sales@rockinrollinvideogameparty.com](mailto:sales@rockinrollinvideogameparty.com)

# Reminder

Hi Mallory, we would like to remind you of your appointment!

## Booking details

**Date:** Saturday, April 4, 2015

**Time:** 12:00 PM - 2:00 PM (2 hours)

**Service:** Game Theater Corporate/Reunion/Other / Game Theater 2 HR  
Weekday Corporate/Reunion/Other

**ADDITIONAL HOURS:** No Extra Hours

**Total price:** \$299

**Amount paid:** \$299

**Amount due:** \$0

**Customer:** Client Name Here

Email: [clientemail@gmail.com](mailto:clientemail@gmail.com)

Work: 9102358783

1234 Client Road

Client City

North Carolina 28374

**Booking number:** 11501193688938

## Additional customer information

**Secondary Phone number:** 123-456-7890

**Name and Age of Honoree:** Easter Family Fun

**Special Instructions - Parking/Directions. Please enter the party address above.:**

**How did you hear about us?:** Online

**For Birthday Parties - How many custom invites would you like us to send you?:**

**Payment Arrangement:**

**I authorize the following games to be played during the party or event I am booking.:** EVERYONE - content that may be suitable for ages 6 and older

**I authorize the game coach to take Pictures at our Party or Event and post them on Facebook:** No - Please do not take any pictures

## Options

**Giant "Jenga" Tumbling Towers & Bean Bag Toss!:** Giant "Jenga" Tumbling Towers!

**HONOREE NAME AND AGE:** Easter Family Fun

**Travel Surcharge - Over 30 miles from Aberdeen, NC:** Under 30 miles from Aberdeen - Included in Package Price

**Holiday Surcharge - \$200:** No Holiday Surcharge

**2nd Mobile Game Theater (based on availability):** No 2nd Mobile Game Theater (based on availability)

**WiFi Hot Spot:** no

## Price

Description	Unit price	Quantity	Price
Service: Game Theater 2 HR Weekday Corporate/Reunion/Other	\$279	1	\$279
Giant "Jenga" Tumbling Towers & Bean Bag Toss!:	\$20	1	\$20
Towers!			
Total			\$299

## Message

Thanks for booking an event with **Rockin' Rollin' Video Game Party!** We appreciate your business!

**CONFIRMATION CALL:** You will receive a confirmation call from Kevin Jones, our Head Game Coach the week before your event. He can be reached at 910-690-5393 the day of for any last minute details or questions. The main number 910-977-2228 may not be answered on the weekend. If you have questions about your booking before the day of your event, please call Kyle Spencer our Sales Manager at 910-690-5215.

**BIRTHDAY PARTIES:** We will be arriving about 10 minutes early to set up. We need a semi-level area to park and a way to pull out after we take the last picture in front of the Mobile Game Theater! Please double check the address we will be using and let us know if there is anything we need to know regarding finding the location, getting in or out, or where you would like us to park.

It's a good idea to let your neighbors know about the party so they can be prepared for the Mobile Game Theater pulling up and the extra cars in the area.

**CHURCH, SCHOOL, NON-PROFIT AND CITY EVENTS:** Let us know the details regarding your event. If you would like promotional materials, W-9 or Liability Insurance documents emailed or if you need our staff to fill out any vendor information let us know.

Thanks again and get ready to get your game on!

**TERMS AND CONDITIONS... (List of full Terms and Conditions)**

## Giving Credit in Bookey for Manual Payments

If a client pays you by phone and you enter it manually into your payment gateway, or they pay you by cash or a credit card, Bookey does not know that the payment is made.

Bookey only gives credit if the client pays through the Bookey generated email. In that case, the payment is logged automatically and the client is sent a receipt.

**If you take a payment outside of the automatic email...**

Open the client's booking

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Click on payment on the right side (below Accept, Decline, and Cancel)

Choose the method of payment from the drop down

Enter the amount.

Under reason, put "paid in full" (or the arrangement that was made). When you save it, an email will be sent to the client. (Whatever you put in that box will be sent to the client)

*Enter something like this...*

*"\$150 paid on 3/15/14 balance will be run on 5/1/14. Thanks for your business!"*

*"Paid in full by check on 3/15/14. Thanks for your business!"*

*Don't put...*

*"Cheapskate finally paid us."*

*Or "After 3 credit cards, your payment finally went through" ☺*

**Payment details**

**^ Payment method:** Credit card ▼

**^ Amount:** \$ 0

**^ Reason:**

*This will be shown to the customer*

**Description:**

*This will not be shown to the customer*

**Bill now:** bill credit card for the given amount ▼

**Credit card**

**Card type:** Visa ▼ 

**Cardholder's name:** Duane Parham

**Card number:**

**Expiry date:** 01 ▼ 2014 ▼

**Save** **Cancel**

**Total price:** \$395  
**Total paid:** \$0  
**Total due:** \$395  
**Due now:** \$0

## Bookeo Sync/Gmail & Google Calendar

If it is not synced, we will sync it on the training call.

## If you would like to sync it before the call...

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## GOOGLE CALENDAR SYNC

Set up 2-way synchronization with Google Calendar.

### Enable

Enable 2-way sync:

### Bookeo -> Google Calendar

Select the Bookeo calendar that represents your schedule, and the Google Calendar where you want to send Bookeo appointments to.

Bookeo will automatically update your Google Calendar with your Bookeo appointments as they are created, changed or canceled.

Bookeo	Google Calendar
<input checked="" type="checkbox"/> Kevin Jones	-> <input type="text" value="Bookeo"/>
<input type="checkbox"/> Call of Duty MW3	
<input type="checkbox"/> Madden 25 Football	
<input type="checkbox"/> Halo 4	

### Group Tournaments

Sync empty Tournaments

Sync full details for each booking

Sync from Bookeo to Google Calendar is automatic.  
If you change Bookeo appointments from Google Calendar, changes will not be reflected back to Bookeo.

### Google Calendar -> Bookeo

Select the Google Calendars that contain your appointments, and your schedule in Bookeo.

Bookeo will update your schedule, importing your appointments from Google Calendar so that you are not available to customers.

Only events where you are shown as busy will be considered. Other events (such as birthdays) will not be considered.

Google Calendar	Bookeo
<input type="text" value="no calendar"/>	-> <input type="text" value="Kevin Jones"/>
<input type="text" value="no calendar"/>	-> <input type="text" value="Kevin Jones"/>
<input type="text" value="no calendar"/>	-> <input type="text" value="Kevin Jones"/>

Every user in the account can sync with up to 3 calendars. Every user will need to sign in and set up synchronization for his own calendar.

Gap:

Bookeo automatically reads changes from Google Calendar every 15 minutes.  
To manually force a sync from Google Calendar to your Bookeo schedule, simply click on the 'Sync' button in your Bookeo calendar.

# New Booking

New booking - John Chung inbox x

Bookeo <noreply@bookeo.com> 11:43 PM (54 minutes ago) Reply  
to sales

You have just received a new booking request.

**Booking details**

Status: not confirmed  
Date: Saturday, April 19, 2014  
Time: 12:00 PM - 2:00 PM (2 hours)  
Service: Birthday Parties/ Corporate Laser Tag Events / Weekend 2 Hour Backyard Laser Tag Party (Fri - Sun)  
ADDITIONAL HOURS: No Additional Hours  
Total price: \$299  
Amount paid: \$0  
Amount due: \$299

Customer: [Redacted] Email: [Redacted]  
Pinehurst Mobile: [Redacted]  
North Carolina 28374  
Booking number: 150403285510698

**Additional customer information**

I understand that all players must have a waiver on file with the referee to be able to participate. I will have waivers signed and give them to the Referee at the Event I am booking. Birthday boy is Ryan

## **Don't lose your work**

Save often when you are changing anything in Bookeo. It will time out and you will lose your work. Don't go back or wait too long when you are booking an Event. It will time out.

## **Flow of Bookeo**

(Assuming you use PayPal- there are other choices with Bookeo)

You will get a request for a booking to your email.

Log into Bookeo, go to Home and the new booking will be sitting there. Double check the party/event looks good (you have time to get there from anything you have booked prior or after that booking, they have the correct travel surcharge entered, there are no special instructions you need to address) then click on accept and save. This is the time you can save the information to a word document if you'd like (hit paste as plain text) and print it to go in to a notebook if you are using that system.

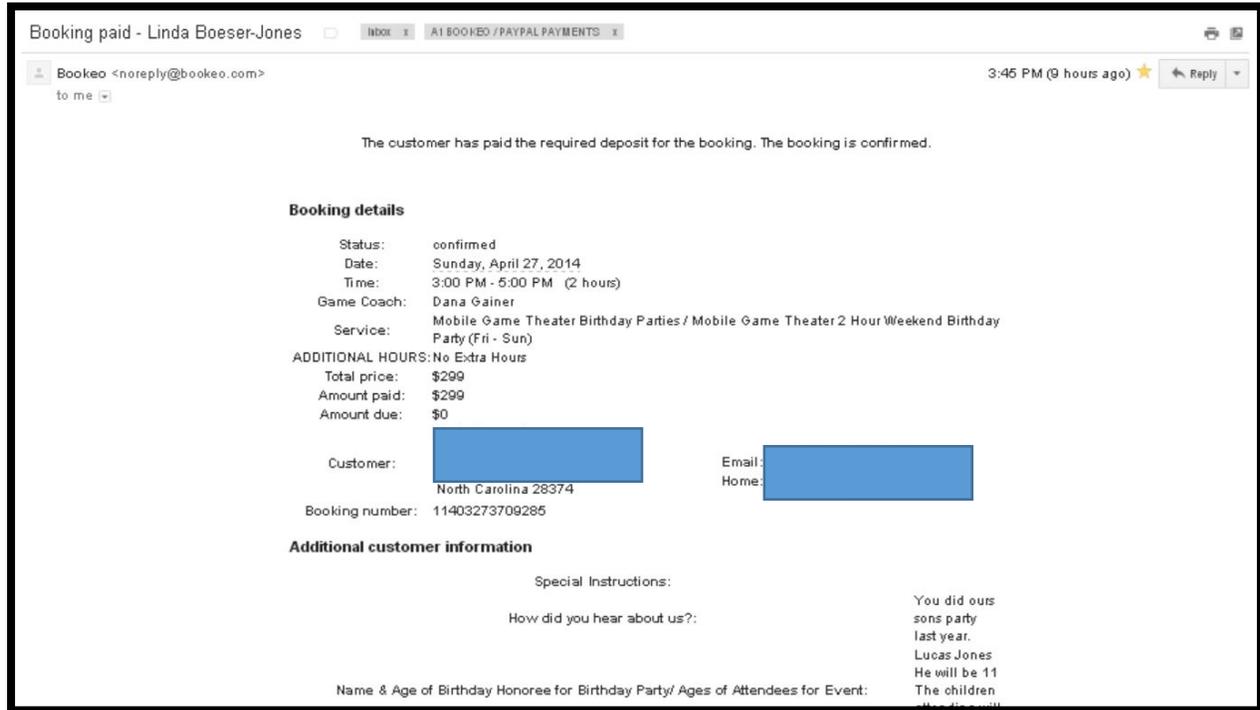
## **Home Page**

After you accept, the client will receive an email saying their booking was accepted. At that point, the client can click into "pay now" and pay with a credit card or their PayPal account.

## **Automatic Receipts and Notifications**

You will then receive an email from Bookeo and PayPal. If the client pays by clicking on the "Pay Now" button from the email they will receive an automatic receipt from PayPal and Bookeo.

## Booking Paid Email from Booeko



At that point, you mail them their Invitation/Coupon packet.

## What if the Client Calls Me to Book?

If the client calls you directly and they don't put in a booking request you can either send them to the website to put one in, or take the information down for them and put it in for them. I like to do it for them if I have them on the phone. Get them booked while they are engaged!

## How do I put the Booking in?

Go to your website, hit book now and put in their booking for them.

**If they have booked before you can put the booking in through the Booeko Calendar and it will auto fill the rest. Just make sure to make any changes for the current booking.**

Go to your Booeko (home page) and accept the new booking on their behalf.

They get an email with a "pay now" button so they can pay.

## What if the Client gives me the payment over the phone?

If they want to give you their credit card right when they call, you can put it in for them. It is a higher percentage, but you can manually put it into your Square. Go to [squareup.com](http://squareup.com) to get one if you don't have a portable credit card reader. The other option is to pay the extra \$29 a month to PayPal for the virtual terminal (ability to put in credit cards without the card) and then you can

put the card in on PayPal. If you want to avoid the monthly fee, then use your Square. Square also lets you log onto their website and manually put in a credit card. PayPal also has a reader available. You can order one for free on the PayPal website.

## How does BOOKEO know I took a payment? .

Bookeo doesn't know you took the payment so you have to enter the payment into their booking. Make sure to give the client credit for the manual payment right away so you don't look back later and think they didn't make the payment. Go to their booking, hit payment and manually enter how they paid.

## Automatic Syncing to your Google Calendar

Bookeo will automatically update your Google Calendar with your Bookeo appointments as they are booked. Please double check that your bookings are automatically going to your Google calendar. If not, we will take care of syncing during your training call.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30 2p Joanne Marquez 5p Terri Howell	31	Apr 1	2	3	4 12p Cecilia Michell 12p Cecilia Michell 5p Lynette Boone	5 12p GT- Ashley Military Child Appre 4p Kimberly Ledford
6 1:30p TSheba Parker	7 1p Thomas McDow	8 11 John Riley Beaman	9	10 10 GT-RCC Chris Gardner	11 5p Tracey G	12 9 COMBO- CHARITY-Stephanie Ber 8p Kirsten Coleman 7:45p REGINA JACOBS
13 Thomas Jefferson's Birthday 2p Lisa Simmons	14	15	16	17	18 8 Robert Ashley	19 12p John Chung 4p Jennifer O'Donnell
20 Easter Sunday 2p BLT Diana - Family Party	21	22	23	24	25 8p Juan Gomez	26 4p Mark Spain
27 3p Linda Boeser-Jones	28	29 9 Thomas McDow	30 9 Robert Ashley	May 1	2	3 10 Mike Staab 1p Nicole Jones 3p Jasmine Sandoval 4:45p Gabner 8p Erin Zeek

## If I need to change a Booking, where do I change it?

Change a booking only from Bookeo. If you change Bookeo from your Google Calendar, changes will not be reflected back to Bookeo.

Get your Google Calendar synced to your smart phone and you can keep track of bookings, call the client and click on the address from your phone. You can also open up the booking right on the calendar.

## What Promo Codes will I use?

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10% Chamber Discount CHAMBER\_DISCOUNT

10% Military/Police/Fire UNIFORM\_DISCOUNT

10% Repeat Client REPEAT\_CLIENT

(I only offer this discount for Birthday Parties and only if they ask about a discount for repeat business.)

20% Advertising Trade out 20ADVERTISING\_TRADEOUT

30% Advertising Trade out 30ADVERTISING\_TRADEOUT (Only use this if you are doing an event that every other vendor paid to attend or it has great trade-out value. It is only valid on Church, School and Non-Profit Events)

*You can send your client a link to a promo code or you can tweet or post on Facebook.*

## How do I Add or Change a Promo Code?

Go to top of page and hit MARKETING

Go to Promotions

Hit new promotion

Under name put your description (this will be shown to client)

Chamber Discount, Soccer Team Discount, Facebook Winner, Silent Auction, etc...

No Description – describe if you'd like

Promo type – single code

Code: CHAMBER\_DISCOUNT, FACEBOOK\_WINNER

Click on the valid services

Discount: percentage/ choose percentage or flat rate

Allow deferred payment – YES

Paste this in message...

Payment in full is normally required to hold a specific date and time. Please contact us if you would like to discuss making other arrangements.

Validity: always valid

Usage Limit: no limit

1. HIT OK

## Give Building a New Promo Code a Try!

Practice by adding a 100% Discount code.

100\_DISCOUNT- use for charities or when you give out a free party.

**PROMOTION**

**General**

\* Name:

Description:

**Promotion type**

Promotion type:

**Code**

\* Code:

Any short name that is meaningful to you. Example: WINTER\_SPECIAL.  
Only letters, digits, - and \_ are allowed.

Customers can use a promotion in two ways:

- they can enter the promotion code in the booking page
- they can visit <http://bookee.com/rockinrollinvideogameparty?promotion=>

Tip: if you simply want to offer a special price for a limited time, regardless of promotion codes, simply define a new [pricing season](#).

**Services**

Select the services for which this promotion will be valid.

Ok  
Cancel  
HELP  
Learn more about Promotion

## How do I change my Terms and Conditions or Confirmation Message?

Go to SETTINGS

Go to Messages (bottom left)

Go to Terms and Conditions – Change them there. Make sure to save changes.

**Terms and conditions**

A message shown to customers before they confirm the booking. They will be required to accept it in order to submit the booking. This message is optional.

You can include company policies, responsibility waivers and so on.

The terms and conditions will also be included in the confirmation email sent to the customer.

**Thanks so much for your business! After we confirm your date and time we will send you an invoice. If we need to adjust your time we will contact you right away.**  
**BIRTHDAY PARTIES:** After you confirm your booking and pay your balance, We will be sending you up to 30 custom color invitations. We will also send you the coupon for Papa John's Pizza. They are offering a \$6+ tax large, one topping pizzas. Call ahead and let them know you have the coupon and you can pick up as many as you'd like. There are 32 participating locations.

**CHURCH, SCHOOL, NON-PROFIT AND CITY EVENTS:** After you confirm your booking and pay your balance, let us know if you would like promotional materials, W-9 or Liability Insurance documents emailed or if you need our staff to fill out any vendor information.  
 Thanks again for your patronage and we look forward to bringing you an awesome Mobile Gaming Experience! Our game coaches know how to keep the party rolling!

**Confirmation message**

A short message included in the confirmation email. You can include a thank you, driving directions to your premises, and so on.

**Thanks for booking an event with Rockin' Rollin' Video Game Party! We appreciate your business!**

**CONFIRMATION CALL:** Please call Kevin Jones, our head Game Coach to confirm the details of your party/event a day or two prior. He can be reached at 910-690-5393. He will confirm the date, time and location and also the games you are allowing to be played. He will be calling you to confirm as well.

**BIRTHDAY PARTIES:** We will be arriving about 10 minutes early to set up. We need a semi-level area to park and a way to pull out after we take the last picture in front of the Mobile Game Theater! Please double check the address we will be using and let us know if there is anything we need to know regarding finding the location, getting in or out, or where you would like us to park.

## How did I change my Prices for Holidays?

Go to SETTINGS

Go to Time Settings

Choose the TAB – Pricing Seasons

Pick New Season

Input the name of the season (ex. "High season")

Specify the periods that are in this season.

From: (Friday)

To: (Friday)

Repeat: Choose if you'd like to repeat the special pricing

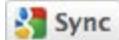
Description: Describe the Special Pricing

## Do I have to Sync the Google Calendar to Bookeyo?

Bookeyo automatically reads changes from Google Calendar every 15 minutes.

To manually force a sync from Google Calendar to your Bookeyo schedule, simply click on the button at the left bottom in your Bookeyo calendar.

*Remember: this is optional! If you never click the button, events will be read from Google Calendar every 15 minutes.*



### Calendar time zones

It is important to make sure that the time zone you set in Bookeyo is the same time zone used in your Google Calendar - otherwise you will see appointments at incorrect times!

The time zone for your Bookeyo account can be set in **Settings>Regional settings**.

To set the time zone for your Google Calendar (each calendar can have its own time zone):

1. Move the mouse next to the calendar's name
2. Click on the arrow to open the menu
3. Click on **Calendar settings**.

## **KEY FEATURES OF BOOKEO:**

- \* Online reservations and payments 24/7
- \* Seamless integration into your website
- \* Integration with major payment gateways, including PayPal and Stripe
- \* Supports multiple locations
- \* Upsell your services with options and extras
- \* Automatic email and sms reminders
- \* Seamless sync with your mobile calendar (Google Calendar and Ical)
- \* Sell prepaid packages/punch cards and gift vouchers
- \* Manage memberships and recurring payments
- \* Offer promotions
- \* Stress-free integration with GroupOn/LivingSocial, with automatic voucher validation
- \* Easy business analysis with powerful reports & charts

***Happy Booking!***

***If you have questions after we do our training call...***

***Search this document first.***

***Go to [Bookeo Help](#) and put in your question.***

***Then, call or email me. (You will learn more by trying to figure it out than by asking right away) - Dana***