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SOAR

...your friendly and reliable booking assistant!

Frequently Asked Questions



Q: **What is Ver@?**

A: Ver@ is our online booking system for reserving rooms and spaces across our centres. It provides a simple, quick way to request bookings and receive confirmation. You can access it at <https://bookwithvera.org.uk>.

Q: **Where can I access Ver@?**

A: Visit <https://bookwithvera.org.uk> to view room availability and make a booking.

Q: **Do I need an account to book?**

A: No. You can book without an account, but if you have one, you'll be able to view and manage your bookings and access tenant discounts (if applicable). To access discounts as a community group, kindly send us an email at centres@soarcommunity.org.uk.

Q: **How do I make a booking?**

A:

- Visit the Ver@ website
- Select your desired location and room
- Choose the date and time
- Enter your contact and event details
- Submit your request

Note: If your desired room is not showing on the website, it means the room has already been booked for that specific time selected. You can either choose a different time, or select a different room, or location if that's your preferred time.



Q: How do I make a recurring booking?

A: Submit your first booking, and then list any additional dates in the "Requests" box. A member of our team will follow up to confirm.

Q: Can I request specific arrangements like chairs or tables?

A: Yes, please use the "Requests" section to specify your setup needs.

Q: Will I receive confirmation?

A: Yes. You'll receive a confirmation email once the booking is processed. If not, check your spam folder or contact us.

Q: Can I cancel a booking?

A: Yes, if you booked using an account. If not, please email the Centres team and we'll cancel it for you.

Q: How do I reset or change my password?

A: If you have an account, go to the login page and click "Forgot Password" to receive a reset link. Follow the instructions sent to your email.

Q: How do I book resources like urns, cups, or projectors?

A: You can add resources to your booking by selecting and clicking "Add" during the booking process.

Q: Need help?

A: Contact our Centres team: centres@soarcommunity.org.uk

Signed:

Akinseye Oke