**HP booking process**

Inquiry stage:

1. Receive inquiry

* Update status
* Send **initial response**
* Add to HP workload record

1. If they don’t get back to you within 7 days

* send **one week – check received** **info** emails

1. Has further questions

* Refer to FAQ’s

Pencil stage:

1. Wants to pencil

* update status
* send **penciling in / how to book** email
* update studio status – need to pencil

1. If they don’t then get back to you within 7 days wanting to book

* send **chasing pencils** email

Booking stage:

1. Wants to book

* update status
* send **sending** **booking form & invoice** email with form & inv attached
* update studio status – need to pencil of not done already
* update HP workload record
* add it to the Hotmail calendar

1. If you don’t receive the deposit after 7 days,

* send **chasing booking form & deposit** email

1. Receive booking form & deposit from the group

* update status
* update studio status – need to book
* send **booking confirmation – deposit received** email
* if it is a cheerleading party, you also need to send **requesting info for cheer** email
* update the Hotmail calendar

Final balance stage:

1. On the Tuesday before the final balance is due, check if they have paid in full

* if they have not, send **balance reminder** email
* if it is a cheerleading party, check if they have sent back their cheer info. if they have not then send them a chasing email or send **requesting info for cheer** email if you haven’t already.
* Also, if you don’t have a phone number for the group (check the booking form they sent back) then you should request it at this point. Send **requesting phone number** email

1. They want to add / remove people

* update status
* refer to the email templates in FAQ’s. if they are adding then you may need to send them a b invoice. If they are removing people then it may affect the final balance due in which case you need to re-calculate their balance

1. If they haven’t paid their balance by Monday morning

* Send them the **balance chase** email first thing on Monday.

1. They pay their final balance

* update status
* send g2g (check if you need phone number / info for cheer. Also, if it is Moulin rouge, send **gloves & heels** email

Then send job sheets to the coaches on the tues / wed, and read them through on the wed / thurs