

SpacetoCo FAQs for Community Centre Boards

What is SpacetoCo?

SpacetoCo is a bookings management, marketing and payments platform to help you grow bookings, reduce admin and grow your capacity to support your community.

Our mission is to help people create their communities in your local spaces.

We help your team use their time to do the things humans do best - building relationships, caring for their community, creating new programs and services, fundraising and growing partnerships - because these are the activities that help your venue thrive and keep it buzzing with activity. These are the things your team want to be doing, but can't always find time for because they are drowning in admin like back and forth availability and pricing enquiries, creating invoices, making changes to bookings, data input from paper forms, chasing payment etc.

SpacetoCo is unique because it's purpose built for the realities of managing a complex and busy community venue and brings transformational but controlled automation to these admin processes that free up hours of your team's time each day to collaborate and grow with your community.

What does SpacetoCo do?

SpacetoCo is a 3-in-1 platform.

1. It promotes your venue online through our public space finding marketplace (like Airbnb for community venues), in-built search engine optimisation (so you get found on Google) and gives you an online booking website.
2. It's a bookings management & reporting tool that reduces back & forth bookings admin by 80+%, enables you to manage casual, regular and internal hirers and configure all the rules, policies and pricing arrangements and provides on-demand reporting that your organisation needs to operate safely and efficiently.
3. It's a payment & debtor management software that enables you to take payment and security deposits online, automates invoice generation, refunds, payment collection and reconciliation.

How much does it cost?



- SpacetoCo aims to be a net-zero cost to your organisation. Our fees are a % of the revenue you collect through the platform. These fees are inclusive of merchant fees and exclusive of GST.
- Through working with hundreds of community venues, we have evidenced that we can consistently grow revenue and increase capacity to more than offset the cost of the fees and create significant return on investment from our platform.
- The estimated cost and return will be provided to you in a business case based on your current annual revenue.
- SpacetoCo charges a nominal onboarding fee which covers you for the lifetime of our partnership, should you ever need to onboard new team members.
- A small processing fee is charged for handling security bonds. This feature is optional.
- Our fees are always exclusive of GST/VAT.

What bookings do we pay fees on?

The SpacetoCo commission fee is charged on paid casual and regular bookings that are managed through the platform.

We do not charge fees on:

- Internal (manual) bookings (e.g. your own programming)
- Free bookings (either no charge or 100% discounted)

What are merchant fees?

Most online booking systems use a secure payment gateway to take payment. Typically these fees are between 1.3 and 3% depending on the vendor and where you live.

SpacetoCo uses Stripe for card payments and GoCardless for direct debit. We absorb these fees in the % fee quoted to you on your proposal.

Do we have to pay fees on existing regular hire bookings?

Yes, when you move to SpacetoCo it becomes the source of truth for all your bookings. During the onboarding process we help you move all existing hirer bookings onto the platform.

Although SpacetoCo has not helped you acquire these bookings, it will vastly reduce the management of these bookings and the hirers going forward. Your existing hirers will be able to:

- View, add, request changes and cancel their bookings
- Get automated monthly bookings summaries and invoices
- Get access to all their invoices and payment records
- Manage their own documents e.g. public liability insurance
- Easily check availability and get quotes.
- See a history of communication between the venue and their organisation



- Receive alerts and notifications from the venue
- Create a years worth of bookings in seconds

How does SpacetoCo's cost compare to other solutions?

Most booking software charges a fixed licence fee based around users or number of spaces. SpacetoCo has structured its pricing as a commission fee so that we're incentivised to work in partnership with you to grow your bookings. There are many benefits to charitable trusts for commission pricing rather than a fixed fee:

- It's pay as you go, so no large upfront costs
- No charge to manage free and internal bookings
- If you're not taking bookings (e.g. venue holiday shut down, sudden venue closure, repairs and maintenance), then you don't pay fees!
- You can manage unlimited spaces, bookings, hirers, assets and have unlimited team members use the platform.

As a marketing platform, SpacetoCo's commission is much lower but our conversion rate is much higher. Most venue aggregators and listing sites charge 15%+ for successful bookings, and only convert less than 10% of leads that they generate. This is a high wasted effort for venue teams to respond to enquiries that don't return on revenue.

SpacetoCo's booking enquiries convert at 95% and we charge a much lower commission.

As a bookings management tool, SpacetoCo can be a higher cost than other solutions that charge an annual licence because we are an end-to-end platform that delivers transformational process efficiencies from marketing to payment reconciliation and executive reporting.

We're different because:

- Basic solutions create some efficiencies, e.g. taking bookings online, but they can create more processes through workarounds that are required because they can't handle exceptions that are a reality for busy centres e.g. complex spaces with multiple availabilities, booking add ons and changes, variable fees and charges, bespoke forms and policies etc.
- Other solutions require you to manage payments and reconciliation in a separate system, this means when something changes, you need to update two systems creating additional work and the risk of human error. SpacetoCo is a booking AND debtor management system. Rather than handling 100's of transactions and trying to reconcile this back to the bookings tool, SpacetoCo does all this legwork for you.
- We don't disappear when you buy the software. Our team is available on demand to support your team with questions, enquiries, issues whenever you need. We also provide customer support for your hirers when they are using the platform.

We are always happy to work with you on pricing that makes it affordable for you to get the benefit of using our system.



Do you offer a discount for NFPs, CICs, charitable trusts or schools?

Yes, this we significantly reduce our commission for these organisations and that will be communicated in your business case and proposal.

How does it return on investment for our centre & team?

SpacetoCo returns on investment in three main ways

Capacity gains

Our solution can measurably reduce repetitive bookings admin by 80% so that you can get this time back for your team to work on growth initiatives rather than transactional tasks.

Here's a list of some of the tasks that your team WON'T need to do after the platform is implemented:

- Back & forth availability questions
- Data input from paper forms
- Responding to web form enquiries
- Take payment details over the phone
- Create invoices, receipts and credit notes
- Accept and return bond payments
- Payment chasing
- Processing refunds
- Creating pricing quotes
- Reconciling transactions
- Administration of documents like insurance
- Tax reporting
- Sending access instructions
- Getting hirer forms signed

Revenue Growth

We help you grow revenue by

- Helping you be found by more people on google
- Getting more bookings through our public marketplace
- Increasing the conversion rate of your enquiries
- Making it easier for you to accept and manage more bookings

Our goal is to grow your bookings to the point where SpacetoCo is effectively free to use.

Measuring Social Value

We make it easier for you to win grants and funding opportunities by helping you:

- Collect and track your impact data (e.g. demographics, booking types, discounts)



- Report on your revenue, attendees, utilisation and hirers.

What does it take to implement this software? What support does SpacetoCo provide?

- SpacetoCo provides a fully supported onboarding process. Your team will get access to online training and live workshops with our onboarding specialists who will help you configure your spaces, rules, pricing, policies and process flows. Your team will be able to do this independently when they complete the training, but we're always on hand to help if you need.
- We also help you transition existing hirers and bookings into the system. We have templates to help you communicate the change and we're happy to directly assist hirers that don't feel as confident using an online tool.
- Depending on the complexity of your venue and how many hirers you have, the process can take 2-8 weeks and will need your team to allocate a few hours each week to complete tasks and training.
- It doesn't require any IT or software integration. It doesn't require your team to have any specialist tech expertise - if you can use Facebook, you can use SpacetoCo.

How does it work with our existing website or Facebook page?

- If you already have venue hire pages on your website - that's great, you just link these pages to SpacetoCo through a link or book now button.
- If you don't have a website, you can use SpacetoCo as your venue hire web pages. You get a dedicated page for all your spaces.
- You get customised booking QR codes that you can use around your venue to take advantage of local footfall.
- You can link to SpacetoCo to take bookings from any existing social media channels.

How does it impact our team, contractors and volunteers?

- They will use SpacetoCo as the main bookings tool for accepting bookings, payments, communicating with hirers and reporting.
- They will see a big reduction in time spent managing bookings!
- They should get more quality time to spend with hirers and the wider community.
- They can still chat to hirers before accepting a booking and make changes to bookings after they are submitted.
- They can access the system remotely or on their phone.



- It's easy to share availability of spaces with contractors like cleaners or maintenance, without them needing to access customer data

How does it impact our hirers?

- They will have a modern, easy way to check availability, make booking requests and make payment.
- They will get plenty of help and support to manage the change to the system if they require it
- They will be able to self serve much more easily and make requests/find info outside of your office hours.

What about hirers that need to pay in cash or want to come to the centre?

That's fine - you can still take bookings in person or take cash if you need to.

What about hirers that need to pay by invoice?

Organisations can be invoiced for their bookings through SpacetoCo. You can include the PO number on this invoice.

Are our team still in control of the bookings?

Yes! Your team always has control of whether to accept or decline a booking. SpacetoCo never accepts bookings on your behalf.

What support do we get?

After onboarding has completed, you'll be handed over to our support and success team. You can access support via phone, LiveChat or email during UK business hours and limited weekend hours. You'll get a dedicated success manager who will check in with you and can help with getting the most out of the system, setting up new spaces or supporting new team members.

Where is SpacetoCo based?

SpacetoCo started in Perth, Western Australia. We now operate and have teams based in the UK, Australia and New Zealand.