

web labs

LB

leisure bookings

LEISURE BOOKINGS



Leisure booking software for online bookings and ticketing

Leisure booking software with attractive event listing for the automation of event creation for venues of any size, Web Labs can let you take control of all aspects of online bookings.

Take it a step further if you like and let your customers create customised event pages of their own, and within minutes your tickets are ready to be sold. Web Labs take care of the hard stuff and let you concentrate on the event coordination and logistics.

Excels at commercialising leisure-based assets, such as leisure centres, local park events, skateboard parks, BMX tracks, theatres requiring booking and ticketing, sports centre activities like yoga classes, and holiday activities for parents and children. This digital transformation product empowers your customers to self-serve, simplifying bookings and ticketing, and making it easier to manage and enjoy your community's leisure offerings.

Simplifies the booking process for various types of leisure services:

Classes: Manage bookings for leisure and educational classes with instructor assignments and place allocations. Users can rebook classes and see class details, including availability, summary, and instructor info.

Sports & Recreation: Book pitches and rooms for sports and leisure activities, with options for fixed or variable time slots, incremental pricing, and price variations. Detailed pitch pages include descriptions, availability, and ancillary options.

The system integrates seamlessly with existing payment systems, ensuring smooth transactions and secure payments like Capita or HeyCentric e-payments (other integrations available). Email confirmations are automatically sent, with PDFs of scannable e-tickets, and customers can reschedule or cancel bookings via email links, with options to add ancillaries.

Offers a responsive, mobile-friendly interface, allowing customers to search, filter, and book services effortlessly:

Search & Filter: The intuitive UI features progressive disclosure of filter components, enabling users to refine their search for events and activities, and find the product to check out. The product listings are designed to be competitive with any e-commerce platform.

Shopping Basket: Stores active bookings, allowing bulk checkout. Discounts and promo codes can be applied at checkout.

Functionality Checklist

Functionality	Features	
Class Bookings	Users can browse and book classes by type, area, date, or instructor. Classes can have place allocations and ancillary options. The system supports single or repeat bookings.	✓
Pitch/Room Bookings	Users can book sports pitches or rooms for leisure activities. Bookings can be for fixed or variable durations, with incremental pricing. The system handles availability and capacities automatically.	✓
Shopping Basket	Saves baskets for bulk checkout. Discounts and promo codes can be applied at checkout.	✓
Recurring Bookings	Allows users to create patterns of bookings for classes and activities, such as daily, weekly, or monthly.	✓
Checkout & Payments	Customers are taken to a secure payment engine, which can be configured quickly with Capita, HeyCentric, or a preferred payments engine. Payments can be staged to avoid large sums at checkout. Booking confirmations are sent via email, with links for cancellation, rescheduling, or ancillary additions.	✓
Emails	Emails provide PDFs of scannable e-tickets for entry, and reminders for upcoming bookings.	✓
Admin Controls	Admins can add, edit, or cancel bookings; manage classes, and pitch schedules; view analytics; and generate reports. The system provides detailed records on orders, transactions, and bookings.	✓
GDS Principles	All components are designed according to Government Digital Service (GDS) principles, ensuring accessibility and compliance with WCAG guidelines.	✓
Customisable Theming	The portal or microsite can be themed to match the customer's preferences. This can range from a corporate design resembling standard local authority sites to a standalone brand for marketing purposes.	✓
Integrations	Integration with partner GIS systems such as ESRI for map views and transport details. Active Directory integration for staff access can also be added where available.	✓
Responsive Design & Web App	The portal features a fully responsive design and runs as a super-fast, optimised web app, giving it an app-like quality that users love.	✓

About Us

We are a UK-based firm focused on quality and service delivery; ISO 27001 certified. This certification means our systems and processes adhere to rigorous standards for information security management, ensuring data protection and compliance.

**ISO 27001
CERTIFIED** | Information
Security
Management
System

We pride ourselves on developing all our products in-house, maintaining high standards and avoiding outsourcing overseas. Our commitment to customer satisfaction and service is integral to our approach, with strong client relationships leading to successful digital transformations.

We have proven ourselves as masters of digital transformation in local government, offering our expertise in customising products to the unique needs of each customer. Our goal is to deliver comprehensive solutions, ensuring stakeholder satisfaction and guiding clients on the path to digital transformation.

Get in Touch

Brochures can only go so far – our working products need to be demoed to see the full extent of their capabilities. We stand by everything we say, and if you still have any doubts, we can connect you with existing customers and users of our app for real testimonials about its functionality, performance, and our second-to-none product support, with direct access to our designers and developers.

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