

BOOKTEQ SERVICE SPECIFICATION

1. WHAT THE SERVICE IS

Bookteq streamlines venue management by automating bookings, reducing workload, and increasing utilisation. The online system attracts customers, secures payments online, and minimises errors. By simplifying operations and improving visibility, Bookteq enables local authorities, schools, and community venues to generate more revenue while delivering a smoother experience for both staff and hirers.

Key features include:

- **Booking Management:** Management of all elements of bookings, including both single and recurring (repeat) bookings, booking amendments and cancellations. Clients can have full control of their calendar while also empowering the booking customers to manage their own bookings within set parameters.
- **Availability Management:** Displaying real-time facility availability, updates and blocking of unavailable slots. Protection against double bookings built in while providing visibility to both staff and customers.
- **User Data:** Collection of user names, contact telephone numbers, and email addresses for bookings as standard, while also being able to capture additional information for reporting or compliance purposes (including documents).
- **API Access:** Full APIs are available for integrations, documented via OpenAPI.
- **Reporting:** In system dashboard and ready made reports for booking performance and finance requirements. Access to Elasticsearch reporting system for aggregated data.

2. DATA BACKUP AND RESTORE, AND DISASTER RECOVERY

- **Backup Policy:** Databases are backed up daily and retained for 7 days.
- **Restoration:** Rollbacks can be performed in 2 working hours in cases of data loss.
- **Disaster Recovery:** We utilise a passive backup and restore process where infrastructure can be quickly rebuilt in the event of a full loss of access to the primary AWS account.
- **Resilience:** Data is stored in the AWS EU-West-2 (London) data centre, adhering to NCSC operational best practices.

3. ONBOARDING AND OFFBOARDING SUPPORT

Onboarding

- **Account Management:** We appoint a dedicated Account Manager to handle the Client's account.
- **Training:** Staff are formally trained on the booking software and its best practices through 1-to-1 virtual training. Clients have access to a knowledge base and support team via telephone, email, and online form and in-product AI support for guidance.

Offboarding

- **Data Extraction:** All data (e.g., customers, bookings) is downloadable via CSV through the Bookteq software.
- **Process:** We execute simple actions to delete accounts, reports, and data on or before the termination date.
- **No Costs:** There are no charges incurred in respect to standard accessing, sharing, or using system data at the request of the Client.

4. SERVICE CONSTRAINTS

- **Maintenance Windows:** Releases occur 2–8 times per week using an A/B deployment method to ensure no downtime during business hours.
- **API Limits:** API requests are limited to 5,000 per hour to ensure performance stability.
- **Customisation:** The Client grants a right to access and use the system but may not modify or create derivative works.

5. SERVICE LEVELS

Availability

- **Uptime Guarantee:** 99.9% (Current operational uptime is 99.98%).
- **Latency:** Average latency is 500ms, ensuring 95% of requests complete in under 2 seconds.

Support Response Times

We adhere to the following Service Level Agreement (SLA):

Severity Level	Service Level Response
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Critical: which means an issue with the Booking System that affects the Frontline Process. e.g. Users unable to book on the widget/Playfinder/Bookteq.	Stage 1: Acknowledge receipt of a Support Request (Initial Response) within 1 Business Hour of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 6 Business hours of Playfinder sending the Initial Response.
High: which means an issue with the Booking System that affects the Second Line Process e.g. integrations, emails etc	Stage 1: Issue an Initial Response within 1 Business Day of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 1 Business Day of Playfinder sending the Initial Response.
Medium: which means an issue with the Booking System that detrimentally affects the operation of the Booking System. e.g. modals not closing, items not appearing in the calendar etc	Stage 1: Issue an Initial Response within 2 Business Days of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 20 Business Days of Playfinder sending the Initial Response.
Low: which means an issue with the Booking System which is noticeable, but does not affect the functionality of the Booking System e.g. text changes	Stage 1: Issue an Initial Response within 2 Business Days of Playfinder's receipt of the Support Request. Stage 2: Playfinder shall use Commercially Reasonable Efforts to issue a technical fix for the Fault within 30 Business Days of Playfinder sending the Initial Response.

6. AFTER SALES SUPPORT

- **Support Channels:** Support is provided via direct email, knowledge base, in-product messaging, and telephone.
- **Support Hours:** Monday–Friday 09:00 – 18:00 (UK time).
- **Response Time:** We aim to respond to all inbound enquiries and tickets with a time to first response of less than 1 Business Day.

7. TECHNICAL REQUIREMENTS

- **Browser/Internet:** As a cloud-based service, users require a stable internet connection and a modern web browser.
- **Mobile:** A Mobile Application is available for the booking of sports facilities.
- **Accessibility:** We are compliant with Level AA of the WCAG 2.1 guidelines.

8. OUTAGE AND MAINTENANCE MANAGEMENT

- **Reporting:** Support tickets can be raised via email or the in-product interface.
- **Release Management:** Updates are tested in a separate environment before being deployed to production. Releases generally happen during business hours without downtime due to A/B deployment methods.

9. HOSTING OPTIONS AND LOCATIONS

- **Cloud Provider:** Amazon Web Services (AWS).
- **Location:** Data is stored in the **AWS EU-West-2 (London, UK)** data centre.
- **Separation:** Customers are hosted in separate Postgres databases to ensure data isolation.

10. ACCESS TO DATA (UPON EXIT)

- **Data Export:** Clients can download all data (customers, bookings) via CSV format at any time.
- **Deletion:** Upon termination, databases are removed. For PCI compliance, Stripe accounts can be transferred to the client or closed.

11. SECURITY

- **Certifications:** We have achieved **Cyber Essentials** compliance.
- **PCI DSS:** Payment data is handled by Stripe (PCI DSS Service Provider Level 1). We do not store sensitive card data and complete an annual PCI DSS Self-Assessment.
- **Encryption:** Data is protected by RSA 2048 encryption in transit.
- **Access Control:** Access is restricted via Role Based Access Control (RBAC). Multi-Factor Authentication (MFA) is supported via OAuth2 providers (Google/Microsoft).
- **Vulnerability Management:** We perform annual penetration testing and continuous automated detection for security issues and frequent testing against the OWASP Top 10.

VERSION HISTORY

Version	Date	Description	Author	Approver
1.0	Jan 28, 2026	Version 1.0	Charlie Merrett-Clarke	