

SERVICE DEFINITION DOCUMENT

humble.

Bookings



Introduction

Manage clubs, activities, memberships, facilities, bookings, payments, and more...

Humble Bookings is an all-in-one platform designed with clubs, service providers, community groups and leisure centres in mind.

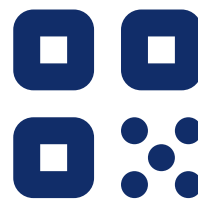
Organising activities and managing facilities can be tough! It can also be rewarding, but only if you can actually measure the impact you're making. Humble Bookings makes your life easier by bringing everything together. That also means better insights, and an experience your customers will love.



Cloud Based



Manage
Memberships



Sign In System



Marketplace



Advanced
Analytics



Customer Care



Accept
Payments



Facility
Management

Technical Overview

What is Humble Bookings?

- Humble Bookings is Software-as-a-Service, available only on a subscription model.
- We license it to an organisation - irrespective of number of locations, customers, events or staff.
- It is hosted on a scalable infrastructure within Amazon Web Services (Public Cloud).
- We exclusively use data-centres within the UK and Ireland for all AWS Services
- Self hosting and on-premise solutions are not currently available.
- Humble Bookings is designed to allow you to run your entire operation from one system including bookings, memberships, customer relationship management, marketing and analytics.

Requirements

- Humble Bookings has a completely cloud-based interface, so an Internet connection is required.
- It must be accessed through a web browser with Javascript enabled. We always recommend using the most up-to-date version of a web browser to access any website for the best security and performance.
- In order to use the QR code sign in functionality, an Internet enabled device with a camera is required. A tablet with a front facing camera is ideal.

Security

From development to implementation, as a **Cyber Essentials Plus** certified company we do everything that we can to ensure maximum security:

- Single Sign On (SSO) and Multi-Factor Authentication (MFA) available for any user.
- Any user action is logged so there is a complete audit trail.
- Role-based permissions with granular controls.
- Ability to suspend or permanently delete users.
- Strict enforcement of connections via HTTPS only.
- Server-side validation of all user input.
- Highly restricted access to development and production environments.
- Payments are handled by a third-party services, namely Stripe, and we never store any payment card details or other sensitive data (as set out by PCI DSS) on our platform.

Onboarding

1

Initial Consultation

We start by looking at what you'd like to achieve as an organisation and what steps you've already taken. This holistic approach means that we can be sure Humble Bookings is a help, not an hinderance, and integrates well with your current operations. We also explore all of the features Humble Bookings offers and the cost benefit of each. There are often opportunities to streamline processes, increase margins and/or grow revenue.

2

Setup

After our initial consultation, we'll set up Humble Bookings for you in the way that we've identified makes the most sense for your organisation, import any existing data you have, and ensure Stripe is connected correctly. We can start provisioning the system as soon as the same day as the consultation. Once everything is ready, we'll put together a plan to roll out the software, including training.

3

Training

Our training goes beyond simply using the software. We'll deliver training to all relevant members of staff on how they can use Humble Bookings as effectively in your organisation specifically. Crucially, we'll support them in supporting your customers during the adoption period and beyond.

Data

Import Options

You can bring all of your customer information, including name, date of birth and contact details over to Humble Bookings by simply importing a CSV file. Accounts can then easily be set up for your customers in bulk.

If you've been using Eventbrite, we can import events and booking data from there at the click of a button too.

If you're migrating from another system, it may still be possible for our team to build a bespoke tool to import it. Please contact us to discuss this further.

At this time, it is not possible to import memberships. However, memberships can still be manually transferred/setup.

Export Options

We've built Humble Bookings to be as flexible as possible. At any point, custom reports and predefined reports may be exported as:

- PDFs
- Excel spreadsheets
- CSV files

You can also download your most up to date customer list at the click of a button.

Raw attendance data cannot be accessed via the user interface, but is available upon request.

Backups

Thanks to our AWS Infrastructure, Humble Bookings benefits from comprehensive backups. Our database is backed up every single day, with backups retained for 30 days. We also replicate each backup on data centres in other regions to ensure maximum integrity. Any files and documents uploaded to Humble Bookings are stored in an Amazon S3 bucket with versioning enabled.

Support

We're here to help!



Humble exists to empower organisations to make a real difference in this world. Great software is only part of the puzzle.

Our team are on hand to make sure you can use our software as effectively as possible. All of our clients benefit from:

- Technical support via email, which can be escalated to telephone calls and in-person appointments as required.
- An account manager at the end of an email or telephone call.
- Around the clock bug fixes and maintenance.
- Initial training and bespoke training on an ad-hoc basis.
- Access to support materials.

97%

Uptime Guarantee

48hr

Max. Response Time



Support Included

Need more?

We can offer bespoke SLAs to ensure that we meet your organisation's requirements.

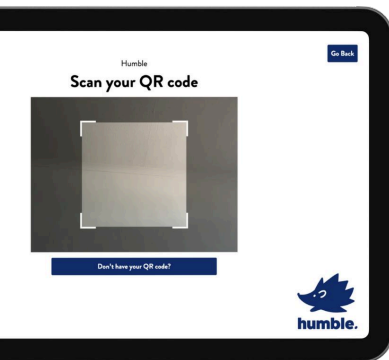
Prices start at £1,000 per month and include options for:

- Response times
- Resolution times
- Uptime guarantees
- In person support
- Regular reviews

Benefits

Manage external delivery partners

If you sub-contract or partner with other organisations to deliver services, our marketplace functionality means that you and your customers can still enjoy all of the benefits of Humble Bookings. Automatically distribute payments whilst centralising analytics.

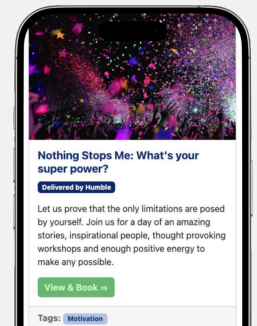


Sign-in system included

Turn any internet-enabled device with a camera into a sign system. Allow customers to register themselves at events, and monitor utilisation of facilities in real time.

Your own website

From day one, you'll have a branded website that allows your customers to book/pay online, manage bookings, management their personal details and manage memberships. All optimised for the best user experience, on any device.



Insights at your finger tips

With a wide range of standard reports, and the ability to create **custom reports**, you can analyse all of the data within Humble Bookings at the click of a button.

Grow revenue with memberships

Humble Bookings removes any limitations when it comes to offering memberships.

Unlimited membership levels. Restricted memberships. Define the length of each membership. Reward members with discounts, priority access and exclusive offers.





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About us

Our mission is to help you maximise the impact you make in this world. We do that by creating great software, consulting for organisations and delivering thought provoking talks.

With over two decades of experience, including 11 years supporting the education sector, our team is small but mighty, and constantly growing! We believe in doing things right, fair, sustainably and always with purpose.



 wearehumble.co.uk

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