



## Frequently Asked Questions:

### Q: **What is Ver@?**

A: Ver@ is our online booking system for rooms and spaces across our centres. It provides a simple, quick way to request bookings and receive confirmation. You can access it at <https://bookwithvera.org.uk>.

### Q: **Do I need an account to book?**

A: No. You can book without an account, but if you have one, you'll be able to view and manage your bookings and access tenant discounts (if applicable). To access discounts as a community group, kindly send us an email at [centres@soarcommunity.org.uk](mailto:centres@soarcommunity.org.uk).

### Q: **How do I make a booking?**

A: That's easy just visit the Ver@ website, select your desired location and room, date and time, enter your contact and event details and submit your request. You'll receive an email confirmation with all the details and the cost.

Note: If your desired room is not showing on the website, it means the room has already been booked for that specific time selected. You can either choose a different time, or select a different room, or location if that's your preferred time.

### Q: **Are your rooms available at evenings & weekends?**

A: We are willing to consider special requests for events outside of regular office hours, please email us with the details:  
[centres@soarcommunity.org.uk](mailto:centres@soarcommunity.org.uk)

**Q: How do I make a recurring booking?**

A: Submit your first booking, and then list any additional dates in the "Requests" box. A member of our team will follow up to confirm.

**Q: Can I request specific arrangements like chairs or tables?**

A: Yes, please use the "Requests" section to specify your setup needs.

**Q: Will I receive confirmation?**

A: Yes. You'll receive a confirmation email once the booking is processed. If not, check your spam folder or contact us.

**Q: Can I cancel a booking?**

A: Yes, if you booked using an account. If not, please email the Centres team and we'll cancel it for you.(please note that late cancellation charges may apply)

**Q: How do I reset or change my password?**

A: If you have an account, go to the login page and click "Forgot Password" to receive a reset link. Follow the instructions sent to your email.

**Q: How do I book resources like flip chart paper or a projector?**

A: You can add resources to your booking by selecting and clicking "Add" during the booking process.

**Q: Can we bring our own tea and coffee to meetings?**

A: Yes of course, we make a small charge for using the hot water urn and cups. Please add 'urn & cups' to your booking.

**Q: Need help?**

A: Contact our Centres team: [centres@soarcommunity.org.uk](mailto:centres@soarcommunity.org.uk)