



STAFF GUIDE · GRADESPACE VENUE

Running your venue's website: a guide for your team

Everything your team needs to run the website day to day, in plain words.

Gradespace Venue
for WordPress, version 0.1.1

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Contents

1. Signing in	3
2. Your daily start: Venue → Today	3
3. The diary	3
4. Enquiries	4
5. Holds (Pro)	5
6. Viewings	5
7. Deposits (Pro)	6
8. Spaces, prices and the rest of the website	6
9. Diary feeds (Pro)	6
10. Records and privacy	7
11. Settings at a glance	7

This guide covers the website day to day: enquiries, the diary, holds, viewings, deposits and the rest of the site. You don't need any technical knowledge.

Features marked **(Pro)** need a Pro or Agency licence.

1. Signing in

- Go to your website's address followed by **/wp-admin** (for example `yourvenue.co.uk/wp-admin`).
- Sign in with your own username and password. Please **don't share accounts**: the website records who did what, and each person should only see what their job needs.
- After signing in you go straight to **Venue → Today**.
- Forgotten your password? Click **Lost your password?** on the sign-in page. After 5 wrong passwords, sign-in pauses for 15 minutes.

2. Your daily start: Venue → Today

- **New enquiries**, newest first.
- **Holds ending soon** (Pro): dates held for someone that end in the next seven days.
- **Viewings today and tomorrow**.
- **New messages** from the contact form, and (for administrators) enquiries **due for review**.

The numbers on the left-hand menu show how many things are waiting.

3. The diary

Venue → Diary shows a month: a row for each space and one for the whole venue. Each day is split into **morning, afternoon and evening**, and each part is:

- **Free** (light green): nobody has it.
- **Held** (dashed amber): kept for someone while they decide. It may come free.
- **Booked** (dark): taken.
- **Closed** (striped): you're closed, or the space is out of season (a lawn in winter).

Click a day to see who has it and to change it:

- **Hold, book or close** a space for the whole day or part of it (for example a private event you took on the phone, or a day you're painting). Add a note so the team knows why.
- **Release** an entry to make it free again.

For someone who has sent an enquiry, hold or book the date **from their enquiry** instead (section 4), so it's linked and they're told.

One event a day? Under **Settings → Your venue**, "One event at a time (exclusive use)" is on: a booking takes the whole venue, so a booked day is booked for every space. Turn it off if you hire rooms separately (several meetings a day, for example).

Two people can never hold or book the same date. If two couples ask for the same free date at the same moment, one gets it and the other is told straight away that it has just gone, and offered the waiting list.

The website shows visitors only whether a date is free, held or booked — **never names**.

4. Enquiries

When someone enquires

On the **Enquire** page people choose the date (or tick "my date is flexible" and say which dates would suit), the part of the day, guests for the day and the evening, the space, the kind of event, where the ceremony would be and a rough budget, then give their details. They see a summary with an **estimated venue hire** from your price guide as they go.

With **Pro**, a free date is **held for them straight away** for the days you set (14 to start with). If the date is already held by someone else, their enquiry goes on that date's **waiting list**.

Each enquiry gets a **reference number** (like SH-1024). The couple gets an email with the details, the hold and a calendar file, and a link to **their own page** where they can see the hold, extend it once, let it go, book a viewing and get the brochure.

Working on an enquiry

Open **Venue → Enquiries** and click one. You see:

- **What they sent**, with **Change the details** if the date, space or guests change (release a held date first if the date changes).
- **The date**: whether it's free, held or booked, and buttons to **Hold the date**, **Book it**, **Extend the hold** (Pro) or **Release** it.
- **Viewings**: book a time you agreed with them, confirm or cancel.
- **Deposit** (Pro): ask for it, or record one paid in person.
- **Looking after it**: move it to the next stage, give it to someone, add a note for the team, or **email them** (a new enquiry then becomes "Contacted" by itself).
- **History**: everything that has happened, who did it and when.

The stages

New → Contacted → Viewing → Proposal sent → Held → Booked, or Lost.

- Moving to **Held** holds the date in the diary (if someone else already has it, you're told and nothing changes).
- Moving to **Booked** books the date and emails them.
- Moving to **Lost** releases the date.

You can go forward to any later stage, back one step, or to Lost at any time; a lost enquiry can be reopened as Contacted.

Adding one yourself

Took an enquiry on the phone? **Venue → Enquiries → Add an enquiry.**

Who gets new enquiries

Settings → Enquiries → Give new enquiries to chooses the person (they're emailed and own it). Nobody chosen: they go to the addresses on the Email tab. Event coordinators only see the enquiries given to them.

The enquiry board (Pro)

Venue → Enquiry board shows every enquiry as a card in its stage. Drag a card to another column (or use its menu) to move it. Holds ending within three days are marked in red. **Download CSV** gives the whole pipeline as a spreadsheet.

5. Holds (Pro)

Under **Settings → Holds**:

- **A hold lasts** (days): 14 to start with. Holds end at 5pm on the last day.
- **Remind them**: the days before the end that the couple is emailed (3 and 1 to start with). Each reminder goes once.
- **They can extend it once by**: 7 days to start with; 0 means only you can extend.
- **Waiting list**: when a held date comes free, you're emailed with everyone who was waiting for it, so you can offer it to the first.

When a hold runs out, the website releases the date by itself, tells the couple and tells you. It's all in the enquiry's history.

Without Pro you can still hold dates by hand; they stay held until you release them.

6. Viewings

People book a viewing on the **Viewings** page: they pick a day, then a free time. Under **Settings → Viewings** you set your viewing hours, how long a viewing takes, the gap between them, how many can happen at once and how much notice you need. Days when you're setting up for an event the next day are marked "Set for an event" — a good time to see the rooms at their best. Add your **open days** there too; they're listed beside the times.

Each viewing joins the person's enquiry (or starts one), and they get a calendar invite, a reminder the day before and a link to cancel. **Venue → Viewings** lists them all.

7. Deposits (Pro)

Under **Settings → Deposits** switch on online deposits and choose a fixed amount or a share of the estimate (payments must be set up under **Settings → Payments**). Then, from an enquiry whose date is held, click **Email a link to pay it**. When they pay, the date turns from held to booked by itself and you're told.

If a payment arrives after the date has gone to someone else (the hold ran out first), it's **refunded in full automatically** and you're told. Paid by bank transfer or in person? Click **Paid in person: book the date**.

8. Spaces, prices and the rest of the website

- **Venue → Spaces:** each room or part of the grounds. In the editor's side panel: what it's used for, size, ceiling, step-free access, ceremonies, the season it's open, **capacity for each layout** (with a dance floor and a note), details planners ask for, features, what's included, accessibility, house rules, photos (media library numbers), the floor plan and its own price lines.
- **Venue → Price guide:** your seasons ("Peak: May–Sep"), kinds of day ("Saturday: Sat") and the venue hire price for each kind of event. The website shows the table and uses it for estimates.
- **Venue → Packages:** each with a small heading, a "from" price, what it's per, and what's included. Tick "Feature it" for your most popular one.
- **Venue → Suppliers:** caterers, florists, bands... each with a category, in-house / preferred / approved, and how many events they've done with you.
- **Gallery:** in **Media**, open a photo and add **Gallery tags** (ceremony, dinner, evening...). The Gallery page shows tagged photos with filters. Add a caption to each photo.
- **Brochure:** under **Settings → Brochure**, upload your PDF. People give their name and email to get it; they're emailed a link that works for 30 days (you can change that), and each request appears in Enquiries as a brochure request. The PDF itself is never public.

9. Diary feeds (Pro)

Already keep your diary in Google Calendar, Outlook or a booking system? Under **Settings → Diary feeds**, paste the calendar's **iCal (ICS) address**, then a `|` and the space it's for (or nothing for the whole venue). Every event in it marks those dates busy on the website. The website only reads the calendar; it never changes it. It's read every hour (or as often as you choose); **Read them now** reads it straight away.

The same tab gives you a private address to **add the website's holds and bookings to your own calendar**. Keep it to your team; **Make a new address** if it gets out.

10. Records and privacy

- Lost enquiries and brochure requests come up under **Enquiries → Due for review** after 12 months (change it under **Settings → Records**). Nothing is deleted automatically: an administrator ticks what there's no reason to keep and deletes it (typing DELETE to confirm). Booked events are never listed.
- If someone asks for their data, or asks to be forgotten, use WordPress's **Tools → Export Personal Data** and **Tools → Erase Personal Data**: their enquiries, holds, viewings and brochure requests are included; erasing frees their dates in the diary.

11. Settings at a glance

Venue → Settings: Your venue (kinds of event, exclusive use, parts of the day, closed days), Enquiries, Holds (Pro), Viewings, Brochure, Diary feeds (Pro), Deposits (Pro), Records, plus Business, Contact, Email (every email the website sends can be switched off there), Privacy, Payments and Licence. **Run setup again** reopens the setup wizard; it never adds anything twice.

Need help? Email support@thegradespace.com with what you were doing and a screenshot.