Clare Hall
Formal Hall Booking

Formal halls are now booked through the UPAY website (https://www.upaychilli.com/) where you will also be able to view the menu, who has already signed up to a formal and see how many tickets are still available.

If you have not previously activated/accessed your UPAY account, Information on the UPAYchilli website and how to do so are attached.

The process for booking tickets for a Formal Hall is as follows and there is a page by page screenshot guide attached.

**PLEASE NOTE:** If you have insufficient credit then the booking will be rejected and you will have to re-start the booking from the beginning.

**On the Events page:**

- Summary Information
  - Date of event
  - Closing date/time for making bookings
  - My Tickets: Number of tickets you already have booked and total number you can book
  - Total number of tickets still available for event

- Detailed information
  - Title of event, location, time, etc.
  - Prices – BUT please note for most events this will be a range of prices based on various senior rates and Student rates.

**Click on the summary information banner to go through to the booking page.**

- Shows how many tickets still available for the event and how many tickets you can book
- Click on black bar and select quantity of tickets
- The First Ticket will always be labelled with your name and “(My Ticket)”
- Enter your Guest names
- At this point you can also view the Attendance list to see who has already booked
- Click Next

**Select Tickets:**

- The ticket options displayed should be those appropriate to your category of college membership.
- For formals that are booked using a commons allowance the price displayed is the meal price, **the drinks charge will be charged to your card separately the following day.** All other prices are inclusive of the drinks charge.
- If there is insufficient credit on your account where required, then the booking cannot be made.
- Select the meals that you wish to book
- The tick box “My Choice” refers to which charge is allocate to your ticket and is simply a system check requirement. If using a commons allowance, this should be selected as My Choice.
- The system will prevent you choosing more tickets than you are entitled to and require you to select the number you originally requested on the previous page.
- Click Next
**Summary Page:**

- Shows how many and what types of tickets you have chosen and the total charges that will be applied to your account.

- At this stage you also have an opportunity to enter any special dietary requirements in the space provided.
  - If you enter the Name of the person and what their dietary requirements are, this will assist the catering staff in ensuring the correct people get the right meal.

- Click Place Booking

- The next page shows what credit you have on your account

- Click continue

- If there is sufficient credit the booking will be made and an email will be sent to you (using the email address you registered with!) confirming your booking.

**E-Mail confirmation**

- You will receive an email from Upay confirming the details of your booking including:
  - Date of function
  - Your party size
  - Any special requirements such as Vegetarian, Gluten free, etc.

- Please check that the details in the email are correct.

- If you wish to make changes or cancel your booking, you will need to email the kitchens at [kitchen@clarehall.cam.ac.uk](mailto:kitchen@clarehall.cam.ac.uk).

- For enquiries on the use of Upay and billing queries you should email to [accounts@clarehall.cam.ac.uk](mailto:accounts@clarehall.cam.ac.uk).