Booking system functionality interactive checklist

Select (ticks will appear in the appropriate check boxes) the requirements relevant to your business needs and then match the completed list with the selections of the booking systems.

Functionality	Business requirement	Access UK	Appointedd	Bokun	Booking Hound	Checkfront	DigiTickets	FareHarbor	FuseMetrix	Future Ticketing	Gateway Ticketing	Palisis	Toristy	Trekksoft
Live online availability and real-time booking confirmations	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
A 'Book now' button for your website and a variety of options for embedding the system on the website	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Options to support a variety of ticket/pricing models including free entrance, safety deposits and packages	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Cloud-based updates i.e. you should be able to update availability and pricing remotely	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Booking functionality for social media platforms	☐	✓	✓	✓	✓	X	✓	✓	X	✓	✓	X	X	X
Channel management functionality that enables distribution to online travel agent (OTA) websites such as Tripadvisor and GetYourGuide	☐	✓	X	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integration with Reserve with Google	☐	X	X	X	X	✓	X	✓	✓	✓	X	✓	✓	X
Options to add 'extras' to the booking e.g. upgrades, cafe vouchers and equipment	☐	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
A user-friendly interface with minimal steps to complete the booking process	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compatibility with a variety of payment gateway solutions	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cash payment compatibility	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Multi-device compatibility e.g. desktop, tablet and mobile bookings	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM system	☐	✓	✓	X	✓	X	✓	✓	✓	✓	✓	X	X	X
Integrations with email marketing software	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	✓
24/7 client support	☐	X	✓	✓	X	X	✓	✓	✓	✓	✓	✓	✓	X
Off-line booking management e.g. telephone bookings/walk-ins without a booking	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Resource management e.g. staff rotas and equipment rosters	☐	✓	✓	✓	✓	X	✓	✓	✓	X	X	X	X	✓
Paperless tickets	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Ticket/QR code scanners	☐	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Compatibility with online reputation management platforms e.g. Tripadvisor	☐	X	X	✓	X	X	✓	✓	✓	✓	✓	✓	✓	X
Automated visitor communications e.g. post visit to request a review	☐	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Multi-user account features and logins	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff training and support	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Import of visitor data from other sources e.g. previous booking system	☐	✓	✓	X	X	✓	✓	✓	✓	✓	✓	X	✓	X
Branded messaging and user interface	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Full visitor management including cancellations, amendments and additional charges	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
SMS/WhatsApp communication functionality	☐	X	✓	✓	✓	✓	X	✓	✓	✓	✓	X	X	✓
Full reporting functionality including page analytics and reports on successful, cancelled and failed bookings	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Alternative options suggested in case of no ticket availability	☐	✓	✓	X	✓	X	✓	✓	X	✓	✓	✓	X	✓
Able to handle promo codes/gift vouchers	☐	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
PCI-DSS compliant and data transferred securely e.g. https	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ability to create customer accounts e.g. for managing bookings	☐	✓	X	X	✓	✓	✓	X	✓	✓	✓	✓	X	X
Business terms and conditions applied to all bookings	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integration with on-site EPOS machines/tills	☐	✓	✓	X	X	X	✓	✓	✓	✓	✓	✓	X	X
Regular repayments from booking system to business e.g. daily or weekly	☐	✓	X	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓
Options to assign seats (boats, trains, buses, venues etc)	☐	✓	X	X	X	✓	✓	✓	X	✓	✓	✓	✓	X
Membership options e.g. logins, discounts etc	☐	✓	X	X	✓	X	✓	X	✓	✓	✓	✓	X	X
Food and beverage/retail purchases	☐	✓	X	✓	✓	✓	✓	X	✓	✓	✓	✓	X	X
B2B options e.g. agent logins and commission calculators	☐	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓

Booking system payment/cost options

Select your preferred option(s) of paying for the booking system

Cost Type	Operator preference	Access UK	Appointedd	Bokun	Booking Hound	Checkfront	DigiTickets	FareHarbor	FuseMetrix	Future Ticketing	Gateway Ticketing	Palisis	Toristy	Trekksoft
Setup fee	☐	✓				✓	✓		✓		✓	✓		
Admin fee per booking	☐				✓		✓		✓		✓	✓		✓
Commission only	☐				✓				✓	✓		✓	✓	✓
Credit/debit card processing fee	☐	✓	✓				✓	✓	✓	✓		✓	✓	✓
Annual/monthly fee	☐	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	
Zero business cost (visitor chargeable)	☐				✓	✓		✓	✓	✓	✓	✓		✓

Customer and staff safety options

Select the requirements relevant to your business needs and then match the completed list with the selections of the booking systems

Functionality	Business requirement	Access UK	Appointedd	Bokun	Booking Hound	Checkfront	DigiTickets	FareHarbor	FuseMetrix	Future Ticketing	Gateway Ticketing	Palisis	Toristy	Trekksoft
Customer warning messages during booking process e.g. around COVID-19 restrictions, closed exhibits or queueing procedures	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X
Restricted timeslot/ticket options	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Track and trace compliance	☐	✓	✓	✓	✓	✓	✓	X	X	✓	✓	✓	X	✓
Timed visit capability i.e. register when visitor enters and leaves	☐	✓	X	✓	✓	✓	✓	X	✓	✓	✓	✓	X	X
Contactless entry	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Capacity control functionality	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓
Checkbox to ensure customers are aware of physical distancing restrictions, mask wearing options and other conditions of entry and visiting	☐	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓