



Bookings and your calendar

Help for hosts

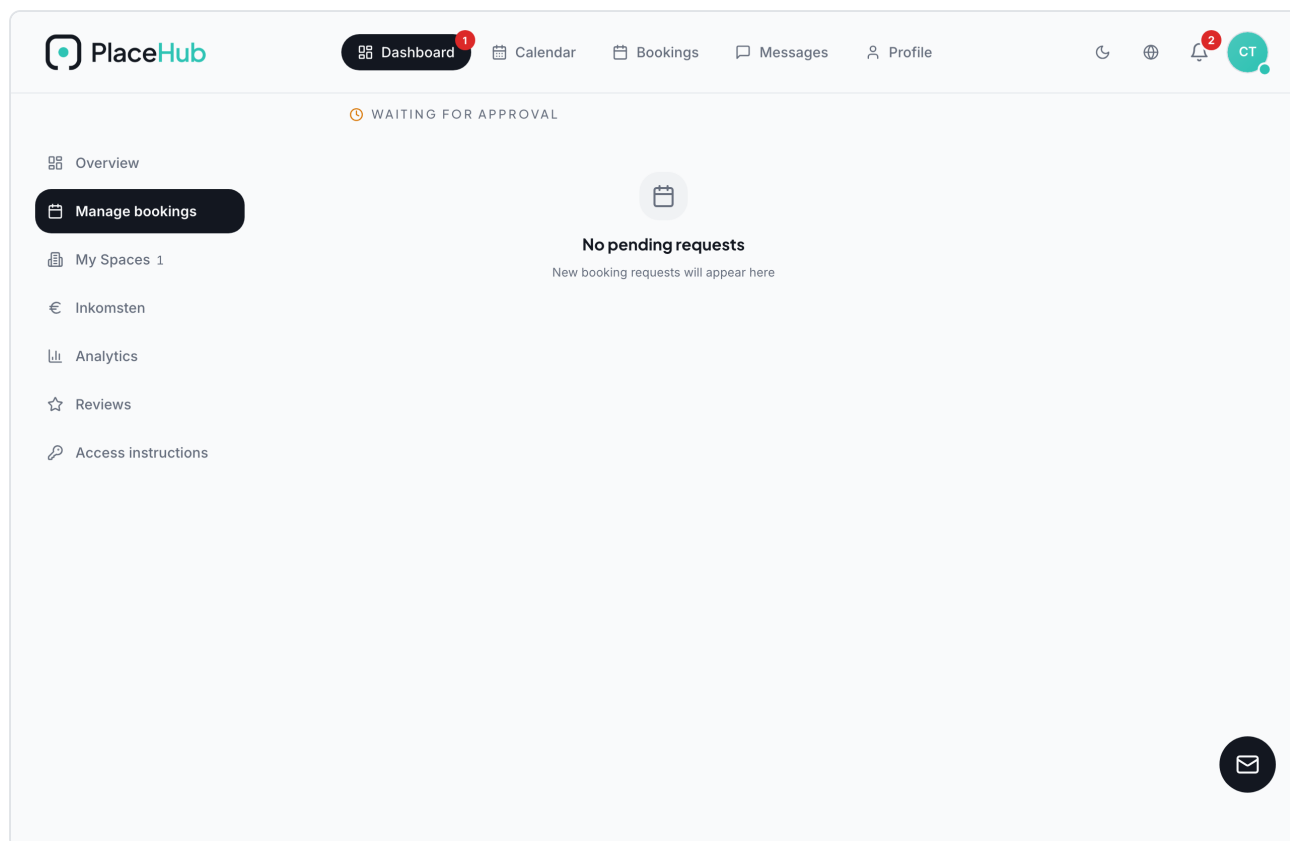
Answering requests in time, knowing what a rejection does, setting fixed opening hours per space, and blocking hours or closing whole days in your calendar.

Reading takes about ten minutes. Answering a request afterwards takes half a minute.

How a booking runs

A renter picks a day and a time and sends you a request. You say yes or no. Say yes and the booking is confirmed, and the renter gets to see your access instructions shortly before the start time. How far in advance that happens is something you set per space. Once the booking is over you can review the renter, and your payout follows.

Your requests sit under "Bookings" in the host menu. You also get an email about them, plus a notification in the app.



The bookings page with no requests. Anything new arrives at the top under "Waiting for approval".

Answering a request

Answer within 24 hours. The line above the answer screen says the same: "Respond within 24 hours, or the request expires." Do nothing and the request lapses on its own. If the renter had already paid, the full amount goes back automatically.

1

Open the request. The bookings page has three lists underneath each other: "Waiting for approval" with a counter next to it, "Confirmed bookings" and "Completed: review your renters". With nothing waiting you read "No pending requests". Each list shows five rows, and a button below the rows opens the rest. Cancelled bookings do not appear in these lists.

2

Read what is being asked. The answer screen lays the request out for you: which day, which hours, which space and what for. At the bottom you see whether it has been paid, or else what the booking costs.

Joris de Wit Not confirmed yet

Today, Monday 14 September · 14:00–17:00

Respond within 24 hours, or the request expires.

When	Monday 14 September 2026
What time	14:00–17:00
Which space	Lichte Yogastudio
What for	Fotoshoot
Already paid	€ 84,00

Yes, accept **No, decline**

Send a message

You cannot move a paid booking yourself. Agree a new time with the renter through a message.

The answer screen for a request that has already been paid. The same screen opens from your bookings list and from your calendar.

3

Not sure? Ask first. With "Send a message" you ask the renter to explain, without saying yes or no yet. The request stays open and the 24 hour window keeps running.

4

Choose "Yes, accept" or "No, decline". One more screen follows. When you accept it is "Message for the renter (may be empty)". When you decline it is "Why are you declining? (may be empty, goes to the renter)". A short reason helps the renter plan further, even when the answer is no.

5

Done. You see the confirmation on screen: "Request accepted." or "Request declined." Your answer reaches the renter by email.

The email about a new request has buttons that drop you straight onto the right step. No need to go hunting through your bookings first.

When the renter has already paid

Declining a paid request costs the renter nothing, but it is final. You first get the question "Are you sure?", with a note that the renter gets the full amount back and the line "This cannot be undone." The refund only starts once you click "Yes, decline and refund". After that there is no way back, not even through us. The money is back in the renter's account within 5–10 business days.

If the refund fails you read: "The refund did not go through. The request has not been declined; please try again." Your request is then still sitting there.

Does the time asked for not quite suit you? Do not decline straight away. The reason is at the bottom of the answer screen: "You cannot move a paid booking yourself. Agree a new time with the renter through a message."

A confirmed booking is not yours to cancel

Once you have said yes, the booking is fixed. On a confirmed booking you are left with a button to view the details and a button to message the renter. Declining is therefore only possible while the request is still open.

Should something go wrong anyway, say a leak or illness, contact the renter first. If the two of you cannot work it out, email us. We can cancel a confirmed booking.

A booking that is both paid and confirmed also has a "Download invoice (PDF)" button.

What the statuses mean

The same coloured labels turn up everywhere on the site.

- "Not confirmed yet": the request is waiting for your answer.
- "Confirmed": you said yes and the booking is going ahead.
- "Completed": the time has passed.
- "Cancelled": the booking is off. This label also shows when you declined a request.

Next to that you see how the money stands: "Awaiting payment", "Paid" or "Refunded".

Statusweergave — één bron voor alle schermen
Deze pills verschijnen identiek in de boekingenlijst, het hostdashboard, de agenda en de adminschermpjes. Kleur en label komen uit config/bookingStatus.ts.

BOEKINGSSTATUS

Not confirmed yet Confirmed Cancelled Completed Unknown

BETAALSTATUS

Awaiting payment Paid Refunded

UITBETALINGSSTATUS

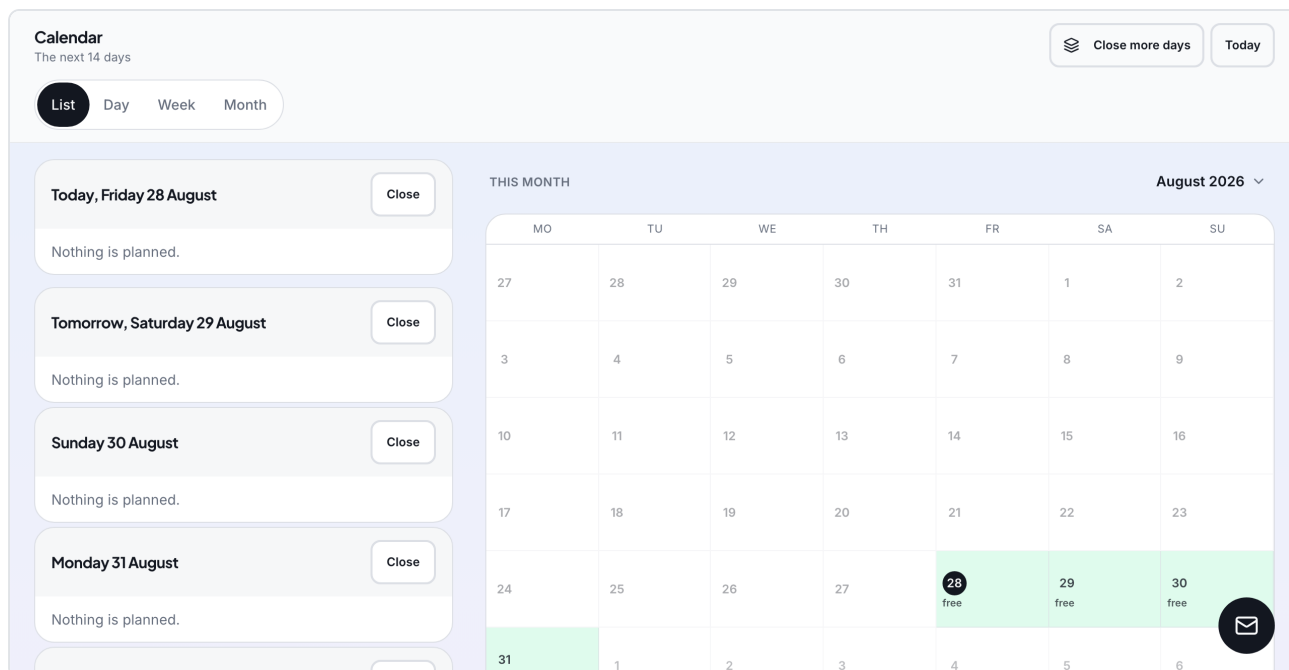
Pending Processing Paid out Failed Cancelled

The labels as they appear in your bookings, your calendar and your earnings.

Your calendar

The calendar shows what is happening in your spaces. You open it with "Calendar" in the menu.

At the top you choose how to look: List, Day, Week or Month. On a narrow screen Week drops away. The list starts at today and runs for fourteen days, and "Show more days" adds the next stretch. With more than one space you filter using "Which space do you want to see?". "Today" jumps you back.

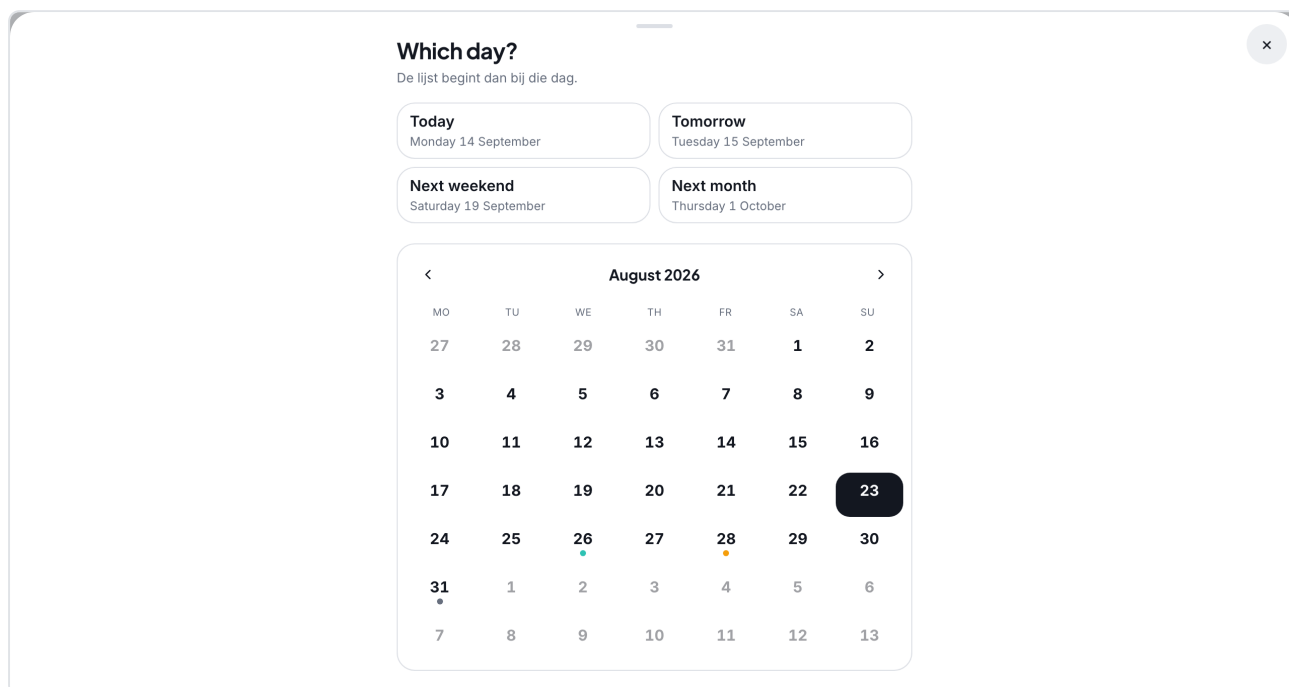


The calendar as a list. Per day you see "Nothing planned", the number of bookings, or that the day is closed.

Under the calendar sits a legend: "Booked (colour = space)", "Waiting for your answer" and "Closed". Every space has its own colour. A request that needs an answer is shown at the top with the button "Answer request", which opens the same screen as your bookings page does.

Jumping to another date

The period at the top is a button in itself: "Go to another date". Use it to reach a day far ahead or far back without clicking through dozens of weeks.



The date panel. The dots show which days already have something on them.

The address in your browser remembers where you are. For the week of 24 August 2026 it reads `/app/agenda/week/2026-08-24`. You can save an address like that or send it to someone, and it brings you back to exactly the same view.

Fixed opening hours per space

A gym has doors that lock. If your space is not for hire from 06:00 to 22:00 every day, set its hours on the space itself, under the heading "When is this space open?". It sits with your price: in the wizard while you add the space, and after that through Spaces and then editing the space. Per weekday you pick a start and an end, on the hour or the half hour. What you put there keeps applying until you change it. No end date, nothing to renew each month.

Fill in nothing and the space stays bookable every day from 06:00 to 22:00. That is how all your spaces stand right now, so this is only worth your time when your hours differ.

A weekday can hold more than one block. Open in the morning, shut over lunch, open again in the evening: put 06:00 to 12:00 and 17:00 to 22:00 on that day, and the hours in between disappear from the booking screen. A weekday where you leave everything empty is closed all day.

You cannot reach past 06:00 and 22:00, because that window belongs to the platform. The other thing you set per space is the shortest booking someone can make.

Narrowing your hours leaves bookings you already accepted exactly where they are. The new hours count for what gets booked from here on.

Opening hours or a closed day?

Your opening hours are the rule. Your calendar is the exception.

Closed every Sunday belongs in your opening hours. Closed this one Sunday because the floor is being varnished belongs in your calendar. A closure sits on top of your hours; it never opens an hour your hours have shut.

Blocking time and closing days

Nobody can book on a closed time. Use it for maintenance, for your own use, or when you are away. Three routes lead there, and they all do the same thing.

Dragging over an empty stretch

In the day or week view, drag your mouse or your finger across an empty stretch. The "Block time" screen opens. Pick the space, then either "Whole day (06:00–22:00)" or a start and end time of your own. Under "Reason (optional)" you may type something, such as maintenance or private use.

If a booking already sits on that time, the screen warns you that it overlaps, and adds: "The booking remains in place." A block never removes an existing booking. It only stops new ones from coming in.

The "Close" button above a day

Every day has a "Close" button above it, which shuts that single day. You choose the whole day or "Pick another time", and under "Why?" you take a reason from the list: Closed, Maintenance, Own use, Holiday or Something else. After that you read "Time closed." with an "Undo" button beside it, in case you clicked too fast.

To free the day up again, use "Open this day again". You then get the message "Open again."

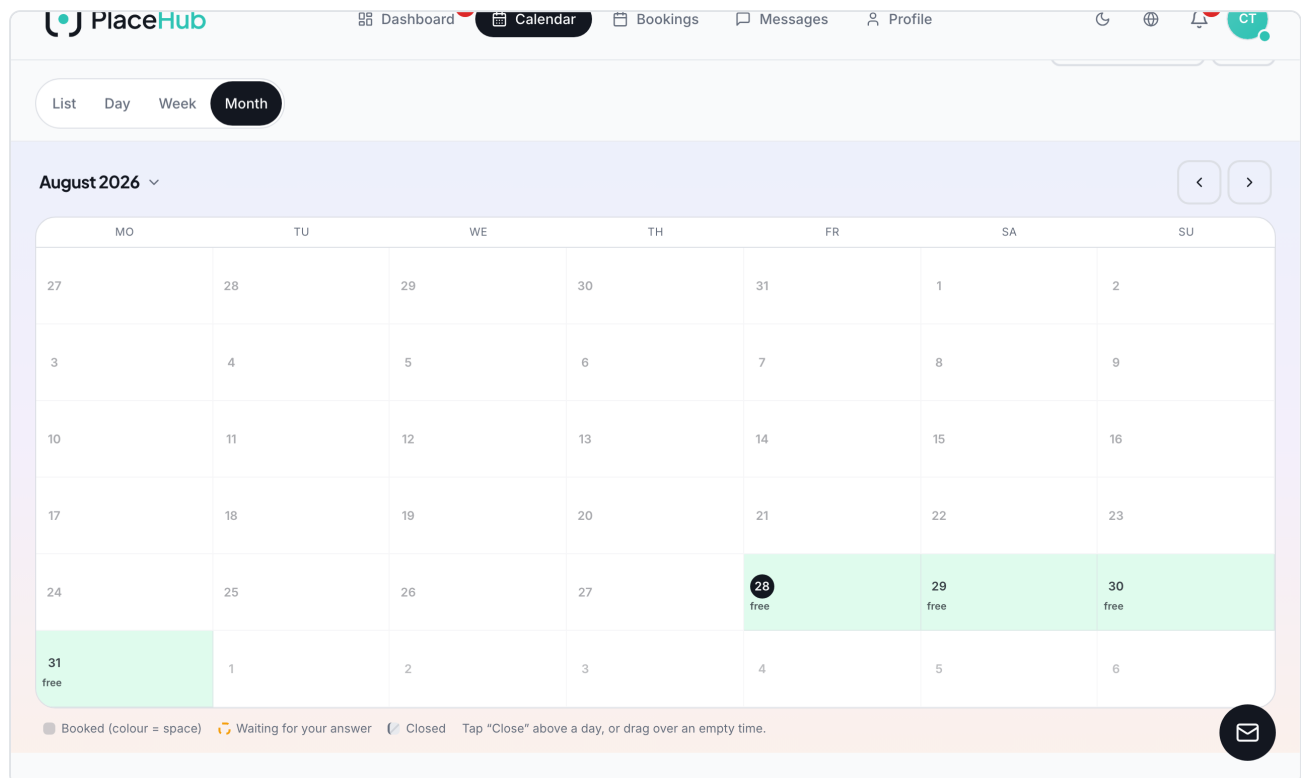
Several days at once

Closing fixed days, or going away for a while? Use "Close more days". Under "Which days?" you pick Weekends, Fixed day or Period. The first two ask how far ahead to carry it: one, three or six months.

Pick Period and you get two date fields instead, From and Until, with no limit in months behind them. Next spring's shutdown can go in today. Every day between the two dates is included, the first and the last as well.

By default you close the whole day. To shut only part of it, clear the "Whole day (06:00–22:00)" tick box and pick a start and an end time. Those hours then apply to each day you selected, which is what you want for something like the Wednesday morning you keep for yourself.

Before anything happens, you see what you are about to do: how many days it covers and in which spaces. If a few of those days already have a booking, the screen mentions that too. Those bookings still go ahead.



The month view. Useful for seeing which days you still have open.

Reviewing renters afterwards

At the bottom of your bookings sits "Completed: review your renters". Each completed booking has a "Review renter" button. You give one to five stars and may add a short note of at most 500 characters. "Submit review" saves it.

Every booking can be reviewed once. The button then turns into the label "Reviewed". Other hosts read what you wrote, so write down what you would want to know yourself: was the renter on time, was the space left tidy.

Stuck somewhere?

Email us at support@placehub.nl. A person will get back to you within 24 hours.