Lucy Cavendish College
University of Cambridge

Formal hall booking and MMC top up help
Alumnae
Login

Click on the Alumnae button below and select Formal Hall from the list of options then displayed:

The following screen will display:

If you have a Raven login click on the Cambridge Users – Login using Raven button on the left. The Visitors button on the right is for booking formal halls for those without a Raven login. If you don’t have a Raven login please contact the Bursary (lcc-bursary@lucy-cav.cam.ac.uk).

For those not using a Raven login the following screen will display:
Once you have received your login details from the Bursary, you can then access your formal hall account. To put money on your account please see **MMC top ups** below, if you do have money on your account, skip the **MMC top ups** part below and move on to **Formal Hall Booking** a couple of pages further on.

**MMC top ups**

To top up your meals account with more money, which will enable you to buy meals in the restaurant or book formal halls for your guests, please click on the **EPOS** tab from the top toolbar:

This screen will allow you to see what money you have on your account. It will also allow you to view what you have purchased in the Buttery dining hall and what formal halls you have paid for. As soon as you have made bookings for formal hall, the money will be deducted from your **Available Funds** balance and similarly, if you cancel a formal hall your **Available Funds** will be refunded immediately.

**To top up**

Leave the **Card Top Up/Deposit** as is

Leave **Item** as **Top Up**

If you pay by **Credit Card** there will be a 1% charge, there is no charge for **Debit Cards**.

Input the **Amount** you wish to pay, **View** the Terms and Conditions and if you agree, click in the box to signify you agree. If you have selected to pay by **Credit Card** you will get a message that you will be charged an extra 1%.
Once complete, click on the Make Payment button. This will take you through to the next screen to input your credit or debit card details as below:

**Lucy Cavendish College, Cambridge**

**Your Payment:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees and Charges</td>
<td>10.00 GBP</td>
</tr>
<tr>
<td>Transaction Charge</td>
<td>0.10 GBP</td>
</tr>
<tr>
<td>Total</td>
<td>10.10 GBP</td>
</tr>
</tbody>
</table>

**Card Holder Details** - * indicates a required field.

- **Name:**
- **Email address:**
- **Phone number:**
- **Street:**
- **City/Town:**
- **County:**
- **Postcode:**

- **Card type:** Credit Card
- **Card number:**

**Issue number:**

- **Start date:**
- **Expiry date:**
- **CV2 number:**

Complete the above fields and then click on the Complete Payment button.

If you are successful the next screen will display:

**Lucy Cavendish College, Cambridge - Transaction Completed**

Your transaction has been authorised and your card will be billed for GBP 10.10 GBP.

Please note your transaction reference number: 104090311 and print or save this page for your records.

**Return To Lucy Cavendish College**
Additionally, you will get an email from our on-line bank confirming your payment.

Please note, once the secure payment process has taken place, you will be taken back out to the main login screen. This is to make the process as secure as possible.

**Formal Hall Booking**

There are several tabs at the top of your portal site, the first four/five relating to booking a formal hall or topping up your account. The fifth/sixth tab will be visible if you have been invoiced for fees and/or charges. You will only be able to see the Change Password tab if you have logged in as a visitor (if you have logged in via Raven, you cannot change your password). If you have logged in with a password from the Bursary, please change it immediately using this Change Password tab.

Click on the Meal Booking tab to book/look at your formal hall. The system will automatically put you on today’s date.

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**Formal Hall booked and Formal hall not booked**

Any formal halls you have booked will appear as a blue box on the relevant date. Any formal halls you haven’t yet booked will appear as a green box. Click on each green or blue highlighted date to see the detail of each formal hall.

Use the black arrows at the top of the calendar to scroll between months.
To look at all formal halls you have already booked or to book several, click on the **Block Book/Cancel** tab. You can block book all your formal halls in one go and then **Cancel** any you don’t want, set your dietary requirements which will default through to your formal hall bookings and see what you have booked already.

**Please note**, if you do not have any or enough money on your account, the system will not allow you to block book nor will it display any formal halls. There will be no error messages it just won’t book them. As soon as you have enough money on your account, the system will allow you to start booking.

Input the range of dates over which you want to make your formal hall bookings using the **Date from** and **Date to** fields and click on the relevant days of the week – usually Thurs and Fri. Once done click on the **Block Book Between Dates Selected**.

Click on the adjacent **Cancel** button if you then decide you don’t want to go. **Please note**, you will not be able to cancel a formal hall that has passed its deadline for booking, usually by 12.00 on the Tuesday before a Thursday formal hall and by 12.00 on the Wednesday before a Friday formal hall.

If you want to change your booking, click on the **Meal Booking** tab at the top left of the screen, scroll to the month the formal hall is, click on the date and then click **Change**.

If you want to add a guest, click on the **Meal Booking** tab at the top left of the screen, scroll to the month the formal is, click on the date and then click **Guest**. See below for more detail.
Click on the **Meal Booking** tab, top left of the screen.

Click on the blue box which is the date of the formal hall you wish to book your guest(s) on to (you need to be booked on first – you cannot book your guest without you). Click on the **Book Guest** button.
Complete the fields on the screen (example below)

**Meal To Book (Thursday 12 Oct 2017 - Dinner - Formal Hall (Fellow E))**

<table>
<thead>
<tr>
<th>Available Meals</th>
<th><em>Vegetarian meal</em></th>
</tr>
</thead>
</table>

**Dietary Requirements**

- ☐ No Celery
- ☐ No Crustaceans
- ☐ No Egg
- ☑ No Fish
- ☐ No Gluten
- ☐ No Lupin
- ☐ No Milk
- ☐ No Molluscs
- ☐ No Mustard
- ☐ No Nuts
- ☐ No Peanuts
- ☐ No Sesame Seeds
- ☐ No Soya
- ☐ No Sulphur Dioxide
- ☑ Other

**Additional dietary information**

- No alcohol

**Additional booking information**

- Sit with Joe Bloggs and his party

**Guest Name**

- Mr Sam Smith

**Guest Type**

- Private Guest

**Matriculation Formal Hall 1**

- Vegetarian meal 25.15

- **Click Here to Book**

**Points to note:**

**Available Meals**: choose from Standard Meal, Vegetarian Meal, Vegan Meal, Halal

**Dietary Requirements**: tick any that you wish. If you want to put in any Additional dietary information you must tick the Other box first and then the system will allow you to type in your extra information in the Additional dietary information box.

**Additional booking information**: your guest will always be seated next to you so you don’t need to add in this request. Any other requests can be put here. Please don’t use any commas as we export the data out in a csv file and this causes complications.

**Guest Name**: You must put in a Guest Name – the system will give you a warning message and won’t let you proceed unless you do.

Once happy, click on the **Click Here to Book** button.

If you need to book more guests on, repeat the process as above. You can have five guests as a maximum. If you want to book more please contact the formal hall team

lccfh@hermes.cam.ac.uk