

One-Time Cancellation

What is a Cancellation:

Customer needs to call off regularly scheduled event one time, so we are making sure that it's communicated to the public, to the customer and host, and to billing.

Why would this happen:

The Customer may have a conflicting or overlapping event, they are closed, there's a big sports/cultural thing they're going to show on the TVs, or maybe the host is unable to be there and no sub is available (weather, illness, or other).

How does the process work:

FIRST:

[Schedule Change Form](#) is filled in (by Sam, admin, or customer).

This form creates a record in the Life Cycle Event table, which links to the Schedule record as it is selected by the person filling in the form.

THEN:

[Airtable automation](#)

1. Sends a message tagging the Sam/Account Person, Host Manager, Social Media to take action regarding cancellation



Calendar Bot APP 11:54 AM

Cancellation request: The Dive Sports Bar & Grill on Tuesday Oct 22, 2024.

[@Sam Wilczyk](#) please update the calendar;

[@Mary Kate Derrick](#) confirm host emailed (Andy Walsh (Eyeball)) and update the caler

[@Brianna Liestman](#) please note for socials and Morning Rounds!

[notes from form: Andy emailed Sam: Bar will be closed this week.]

2. Account Person updates the Public Google calendar. Host Manager looks for automated email to host and manually updates the Host Calendar **for TMC only**. Host Calendar automatically updated for IGL events. Social Media person notes for inclusion in What's Happening (weekly roundup) post and/or same-day posting + inclusion in newsletter the week of the cancellation.
2. Sends a confirmation email to the client who filled out the form.
3. Finds the Host and Site associated with the cancellation
 1. If the Date does not match the expected Day of the Week, the SAM is slack messaged to follow up
 2. The host is sent an email to alert them
 1. If there is a Non-TM host, different email language is used
 3. If the date is less than 168 hours (one week) from now, Chuck is sent a Slack message about billing

📢📢 Hey @Chuck This The Dive Sports Bar & Grill Trivia Mafia Classic cancellation on Oct 2024 came in less than a week before the event. 📢📢
4. If the Cancellation came in more than 21 days ago, a 5 day reminder will be sent to the Customer and the Host (that [Automation](#) is separate!).
4. Reality Table entries get attached to the Cancellation at the time of creation (also a separate [Automation](#)).

What If:

Un-Cancelling a One-Time Cancellation

FIRST: Account Person presses the "Un-Cancel This Event" button on the Cancellation Management Interface

THEN:

[Airtable Automation](#) runs!

1. Status of Cancellation (Life Cycle Event record) is changed to Cancelled.
2. Sends email to host to revert prior messaging
3. Sends Slack Message to #existingnights to tag Account Person, Host Manager, and Social Media to revert to the originally scheduled programming.
 1. Account Person/Sam updates public calendar to reflect reinstatement.
 2. Chuck updates billing to reflect reinstatement.
 3. Social Media Person updates What's Happening or makes specific post to reflect reinstatement.
4. Host Manager confirms host received email reflecting reinstatement

Holiday Cancellations

Life Cycle Event records have a "Holiday Cancellation" Checkbox that will stop all communications going to hosts, clients, and calendars.

To build a quorum of events at once, build a template LCE record of a cancellation with no event schedule attached, with the status of in process, the date of the cancellation, and holiday cancelations checkbox starred. Build a grid that has filters that also match the following requirements:

In this view, show events

Where

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exact date

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11/28/2024

GMT

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and

Holiday Can...

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⋮

+ Add condition

+ Add condition group

?

Copy from another view

When you build a record into a view with specific criteria, the record will get assigned those traits when they are built.

Navigate to the Reality Table to find all of the events that are scheduled to happen that day.

Paste the Event Schedule records into the schedule spot, expand the table.

Revision #13

Created 22 October 2024 17:10:14 by Brenna Proczko

Updated 2 December 2024 16:46:05 by Chuck Terhark