



AFINCADOS · HELP CENTER

Facilities and bookings

Booking common areas, time slots, guest passes and QR access control.

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1. Facilities and bookings

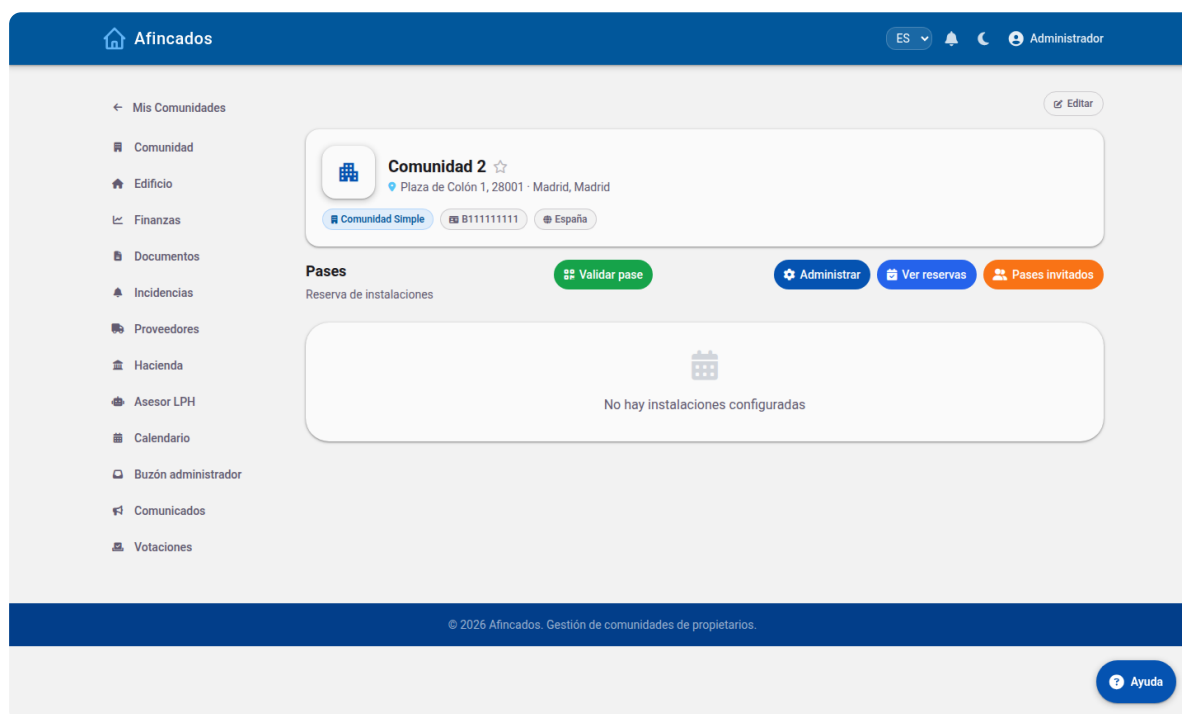
Booking common areas, time slots, guest passes and QR access control.

1.1 Adding facilities, time slots and validating passes

Updated on 01/08/2026

Set up which areas can be booked, define their timetable and control access.

Before residents can book anything, the **facilities** have to be created and their **time slots** defined. This is done by the property manager and the board members.



From Passes you add facilities, define time slots and validate QR passes.

Adding a facility

1. Open the community and go to the **Passes** tab.
2. Click **Manage** and then **New facility**.
3. Enter its **name** ("Padel court", "Function room", "Pool").
4. Define the **usage rules**: how many simultaneous bookings a resident can hold, how far in advance they can book and whether guests are allowed.
5. Save.

Defining the time slots

A facility with no time slots cannot be booked. Slots are the time bands the day is divided into.

1. Open the facility and click **New slot**.
2. Enter the **start time** and the **end time** (for example, 10:00 to 11:30).
3. Tick the **days of the week** the slot is available on.
4. Save and repeat for the remaining bands.

To **delete a slot**, click it and choose **Delete**. Be careful if bookings have already been made on it: let the affected residents know first.

Enabling or disabling a facility

When an area cannot be used for a while (the pool in winter, a court under repair), do not delete it: use the **Enable / Disable** toggle. The facility stops accepting new bookings but keeps its settings and its history, and you can switch it back on when it is available again.

Seeing and managing bookings

From **Bookings** you see every booking in the community, with who booked, which facility and when. You can **cancel** a booking if you need to, for example if the area has to close because of a fault; the resident is notified.

Validating passes

The **Validate** option opens the QR code reader. Use it at the entrance to check that a booking or a guest pass is valid.

1. Click **Validate**.
2. Scan the QR code shown by the resident or their guest.
3. The application confirms whether the pass is **valid** for that day and that facility, or whether it has expired or already been used.

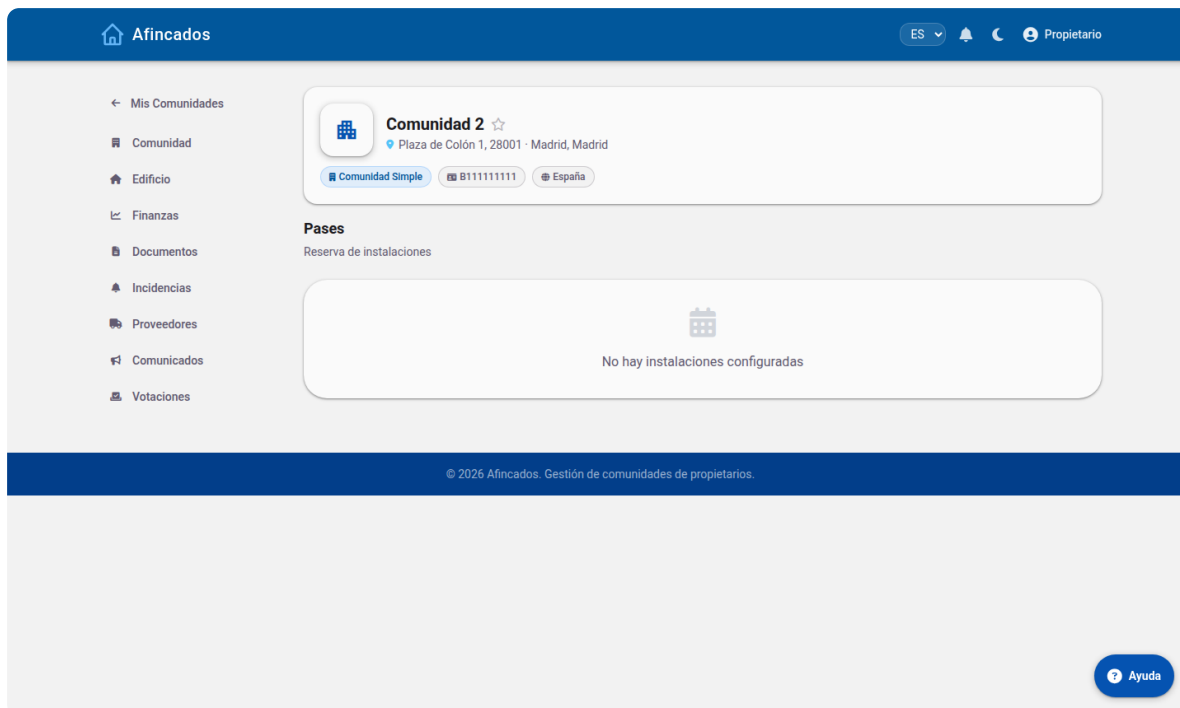
This is the tool used by the caretaker or whoever handles access control.

1.2 Booking facilities and creating guest passes

Updated on 01/08/2026

Book the court or the function room, cancel if you cannot make it and invite outside guests.

If your community has bookable common areas (a padel court, the pool, the function room, the gym), you can book them from the application and bring guests in with a QR code pass.



Each facility shows capacity and time slots; click «Book» to pick a day and time.

Making a booking

1. Open your community and go to the **Passes** or **Bookings** tab.
2. Select the **facility** you want to use.
3. Pick the **day** on the calendar. You will see the **available slots**; the ones already taken appear blocked.
4. Click the free slot you want.
5. Confirm the booking.

The booking appears in your list with a **QR code**. Show it if the community has access control on that area.

Each community sets its own rules: how many bookings you can hold at once, how far in advance the calendar opens, or whether there is a weekly limit. If the system will not let you book, you have usually hit one of those limits.

Cancelling a booking

If you end up not using the facility, **cancel** as early as you can: open the booking in your list and click **Cancel**. The slot goes back into the pool for other residents.

Cancelling in good time matters in communities where demand is high; some penalise bookings that are neither used nor cancelled.

Creating a guest pass

To bring in someone who does not live in the community:

1. On the **Passes** tab, click **New guest**.
2. Enter the person's **name** and the **date** of their visit.
3. Save. A **pass with a QR code** is generated.
4. Send it to your guest however you prefer.

The guest shows the QR code at the entrance and the pass is validated. Passes have an expiry date: they only work for the day they were issued for.

Your responsibility

Guests you register are linked to your account. You are responsible for their behaviour in the common areas, so do not share passes with people who will not be coming with you.