



Full Feature List

IntervalOrders.com is a digital hospitality and ordering service designed from the ground up specifically for theatre, arts and entertainment venues.



Pre-Order Online Anytime

- ✓ Take online orders for drinks, food and merchandise through a website
- ✓ Accept pre-orders any time from ticket purchase to the performance
- ✓ Enable in-venue ordering for on the day purchases pre-show or during intervals
- ✓ Product attributes allow complex order building (e.g. for drink options, mixers, ice etc.)



Fully Mobile Compatible

- ✓ Mobile compatible website to enable ordering on the go
- ✓ Allow customers to place orders from their phone whilst at your venue



Complete Order Management

Menu Categories & Cut-Offs

- ✓ Product categories allow for different menus for in-seat service and collection
- ✓ Timed cut-offs to stop orders being placed outside lead times (e.g. for pre-order food)

Order Preparation

- ✓ Automatic routing of orders to relevant bars, collection points or for in-seat service
- ✓ Batch processing of orders by date, bar location, priority, type of product
- ✓ Order limits by bar location, option to transfer orders between bars/areas
- ✓ Manager priority and complimentary orders supported

Advanced Reporting

- ✓ Full reporting and dashboard metrics, export files and imports to EPOS systems
- ✓ Supplier order management available (e.g. for catering partners)



Support for Offers & Membership

- ✓ Full support for membership and patron schemes including tiers
- ✓ Discounts by value, threshold and order history (e.g. first time discount)
- ✓ Support for promotions including multi-buy, linked purchase or using customer data
- ✓ Single use and multi use codes offer codes to tie in with marketing campaigns
- ✓ Special offer product priority to highlight offers and promotional stock



Handle Large Group Bookings

- ✓ Facilitates large group bookings with individual payment/splits
- ✓ Build all inclusive packages with spend limited orders
- ✓ Full messaging and reporting to bookers and venue management



In-Seat Service Ready

- ✓ Allow customers to order drinks and snacks from their seat
- ✓ Support for different product categories to limit products available in-seat
- ✓ Records customers seat location to enable delivery and map to relevant service point



Take Restaurant Reservations

- ✓ Take pre-pay bookings and reservations for restaurants and hospitality experiences
- ✓ Support for timed orders and cover management to ensure smooth service



Tablet App for In-Venue Sales

- ✓ Usher app to take orders roving / at kiosks with contactless payments
- ✓ Quick access items such as programmes and ice creams to allow immediate sales
- ✓ Manager promotion access, including support for complementary sales



Customer Notifications

- ✓ Pre-show invitations/reminders to book
- ✓ Customer order and status updates by email and SMS
- ✓ Post event survey and messaging
- ✓ Digital receipts



Contactless Payments

- ✓ Take orders and payments digitally to minimise movement and queues
- ✓ Support for contactless card payment when using the usher app at kiosks or roving



Performance Management

- ✓ Support for API extraction of performance times and details
- ✓ Alternatively, ability to enter and edit event information manually



Curated CRM Profiles

- ✓ Match sales to customer tickets or seat location to analyse spend
- ✓ Gather data on customer behaviour to inform future marketing campaigns



Customer Support Phonenumber

- ✓ Customer support for booking and order queries
- ✓ Email or phone support available Mon - Sat 10am - 6pm



White Label Branding

- ✓ Customise system with your own logos and colour scheme to match your venue brand
- ✓ Include venue photos to further tie the experience to your building



API Integration Available

- ✓ Add interval orders to your existing sales flow with API integration available

Call to Find Out More

We're fanatical about what we do. Get in touch now to find out how **IntervalOrders.com** can help your venue improve its customer experience.

020 7631 5570