Standbook

Organiser guide

An online stall plan, trader applications, regular traders, selection rounds and payments in one panel, for one market or many.

November 2026 edition · standbook.app · support@standbook.app
Screenshots come from the demo version with fictional data (Demo Market Hall).

Contents

1. How Standbook works
2. Getting started in eight steps
3. Running several markets on one account
4. Hall plans: layouts and editor
5. Market days
6. How traders apply
7. Requests in the panel
8. The day plan
9. Exhibitors and documents
10. Selection rounds and vacant stalls
11. Settlements and payments
12. Settings for requests and e-mails
13. Your website and your team
14. Subscription and invoices
15. Your account, data protection and help

How to read this guide. Names in **green bold** are the exact names of tabs, buttons and fields in the English version of the panel. The panel calls traders **exhibitors**, so you will see that word on many buttons. The panel and the pages for traders work in seven languages (English, French, German, Polish, Czech, Dutch and Spanish) and on phones. You can change the panel language at the top of every page; the steps stay the same.

1. How Standbook works

Standbook puts the stall plan of your market online. A trader opens your page, chooses a market day and sees which stalls are free. They click a free stall and send a request. They do not need an account.

You see the request in your panel and approve it with one click. The trader gets a confirmation by e-mail. Regular traders, attendance, payments and the waiting list are in the same panel, so you no longer need a spreadsheet and phone calls.

Every venue has two parts:

- a **public page** for traders, at its own web address, for example yourmarket.standbook.app;
- the **organiser panel** for you and your team, at the same address followed by /admin.

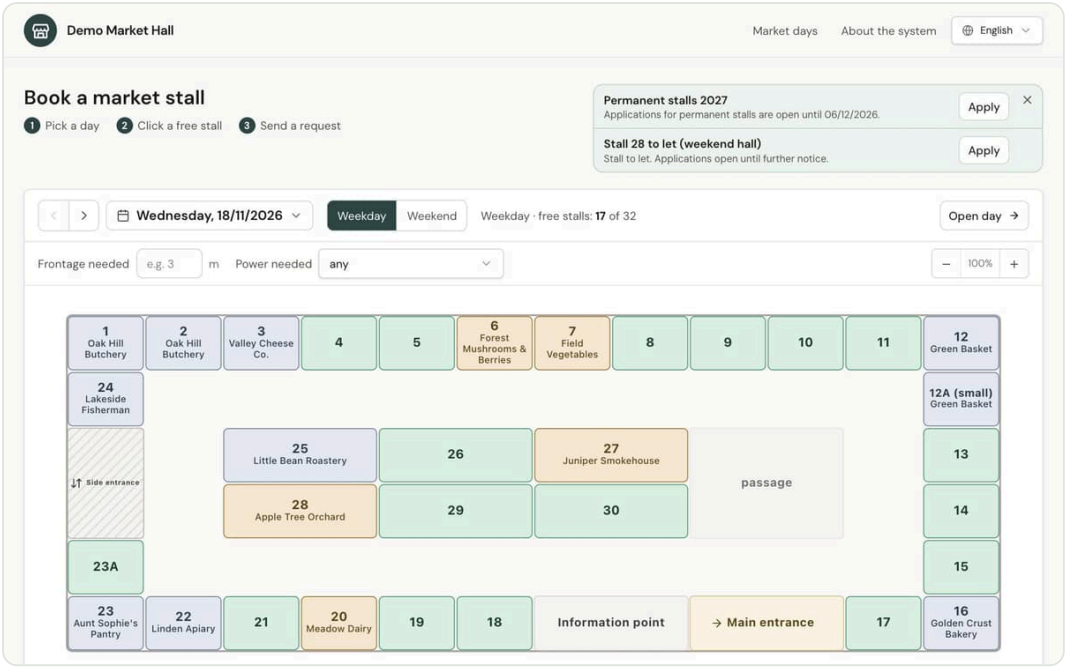


Fig. 1. The public page: choice of day, plan with free stalls, filters for stall frontage and power, and selection round announcements.

Words used in this guide

Venue	Your space in Standbook for a hall, a market or a group of markets. It has its own public page and panel.
Hall layout	One stall plan: a drawing of the hall or square with numbered stalls. A venue can have several layouts, for example weekday and weekend, or one for each market.
Market day	A date when a market takes place, with the hall layout used that day.
Request	A trader's application for a stall on a market day. You approve or reject it.
Permanent exhibitor	A regular trader who has the same stall on every market day of a layout.
Waiting list	Traders who want to trade on a full day. They get an e-mail when a stall becomes free.
Selection round	A call for applications for permanent stalls for a period (for example a year), or an advert for one vacant stall.
Period fee	Rent or a yearly fee for permanent exhibitors, split into instalments.
Assistant	A team member with limited access, for example a market manager on site.

2. Getting started in eight steps

1. **Create an account.** On standbook.app click **Create an account**. Enter your name and e-mail and accept the terms. Then click the link in the e-mail we send you. The account is free.
2. **Create your venue.** Click **Create a venue**. Enter the **Venue name** and the **Address**: the first part of your web address, for example "yourmarket" for yourmarket.standbook.app (lower-case letters, digits and hyphens). Choose the language, time zone and currency, then click **Create venue**. The venue starts with a sample plan.
3. **Add your details.** Open **Settings**, section **Venue**: name, languages of the page, contact details, e-mail signature and logo. Click **Save venue settings**.
4. **Add your hall plan.** In **Hall layouts** click **Add layout** (chapter 4). Then remove the sample plan with **Delete layout**. If you prefer, send us your plan with the card below the wizard, or by e-mail to support@standbook.app, and we will set it up within 2 working days.
5. **Add market days.** In **Market days** add single dates or a series (chapter 5). From now on traders can apply.
6. **Set your rules.** In **Settings** set prices, who chooses the stall, required documents, extra questions and your terms for traders (chapter 12).
7. **Tell traders.** Send them the link to your page, or put a button or the plan on your own website (chapter 13).
8. **Invite your team** (optional). In **Settings**, section **Team** (chapter 13).

Logging in

Go to standbook.app and click **Log in**, or add /admin to your venue address. Enter your e-mail and click **Send login link**. Open the e-mail and click the link. You do not need a password, but you can set one in your account (chapter 15).

The first 30 days are free, with all Pro features and no card. After that the venue continues on the free plan, or on the plan you choose (chapter 14).

We can set it up for you. Send us your plans (a photo of a sketch, a PDF or a spreadsheet with stall numbers): in **Hall layouts** click **Add layout** and use the card below the wizard, or write to support@standbook.app. We set up the plans in your account within 2 working days, free of charge.

2. Getting started (continued)

Venue settings

- **Site languages**: the languages of your page for traders. With **Pick the language from browser settings** each trader sees their own language.
- **Currency**: the currency of your stall prices (EUR, GBP, CHF, CZK, PLN or RON).
- **Footer contact**: organiser name, address, phone and e-mail, shown on the page and in e-mails.
- **Signature in e-mails to exhibitors**: the text at the end of every e-mail to traders.
- **Logo**: PNG, JPG, SVG or WebP, up to 200 KB.
- **Hide the site from search engines (noindex)**: useful while you prepare.

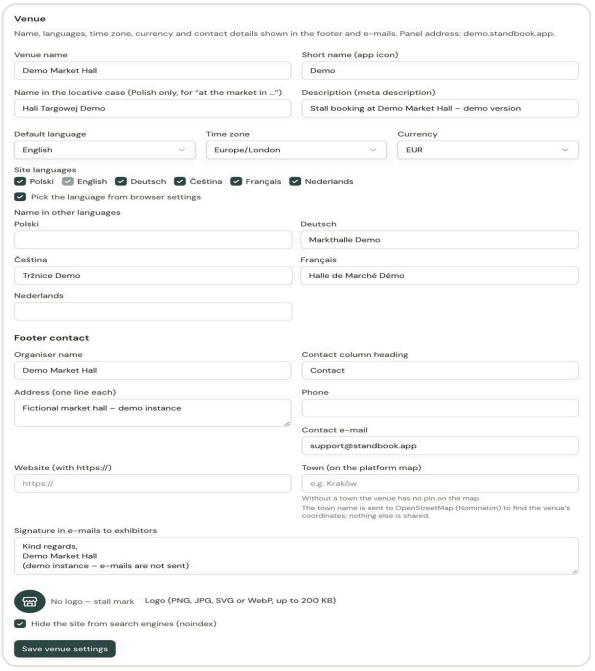


Fig. 2. Settings, section Venue.

Dashboard

The **Dashboard** is the first page of the panel. It shows pending requests, upcoming market days, the number of exhibitors, stall occupancy and request statistics. Click a bar in the occupancy chart to open the plan of that day.

A new venue also shows a **First steps** list. It disappears when the plan, market days, contact details and team are ready. **Show the tour** gives a short tour of the panel.

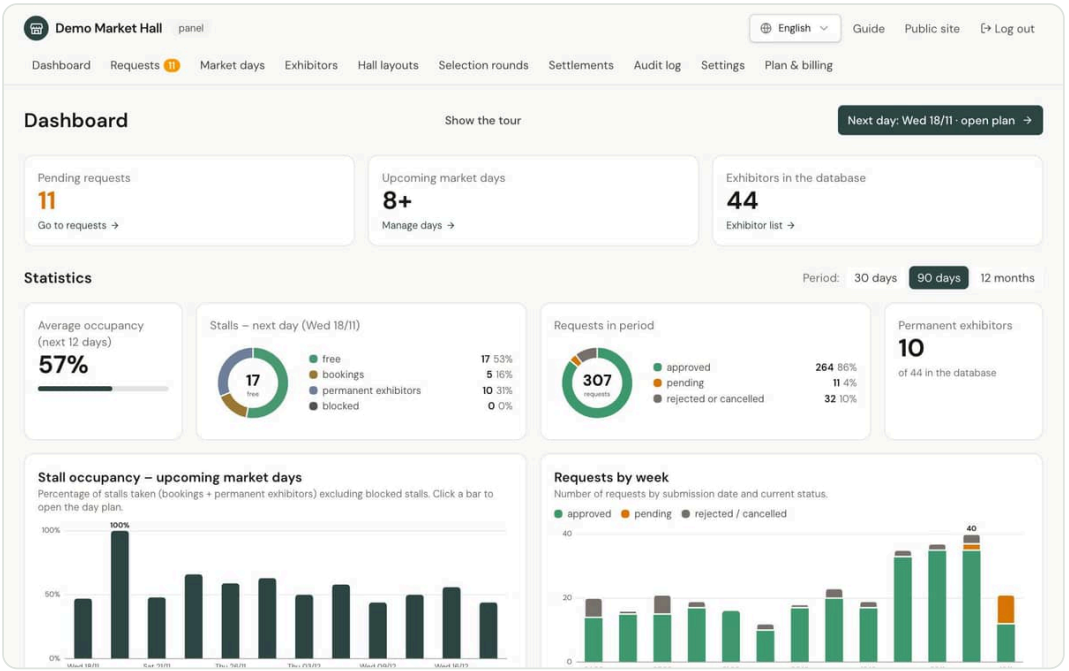


Fig. 3. The dashboard with key numbers and occupancy charts.

3. Running several markets on one account

If you run markets in several towns or places, all of them can be in one venue, with one subscription and one invoice. Each market is a separate **hall layout** with its own stalls, prices and market days.

- **Address of each market.** Click **Name and address** next to a layout. Traders see the market name and address on the page, in the request form and in e-mails. Nobody goes to the wrong town.
- **A page for each market.** Each market can have its own page with only its days, plan and selection rounds. To get the link, open **Settings**, section **Plan and requests on your own website**, and choose the market under **Location** (chapter 13).
- **Two markets on the same date.** Add a market day for each layout on that date. The public page then shows a switch between the places of that day.
- **One trader database.** A trader who comes to several of your markets has one record, with their documents, fees and history in one place.
- **Settlements for each market.** Filter settlements by **Location**. The file for your accountant has a location column.
- **Assistants on site.** Market managers log in as assistants and take attendance on their phones (chapter 13).

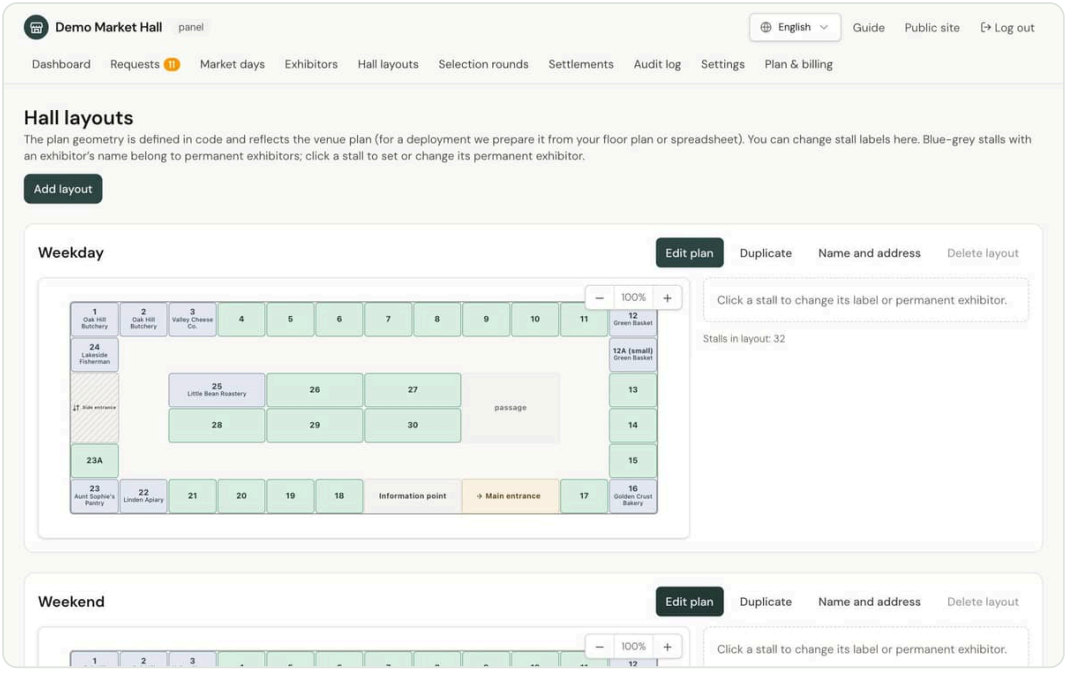


Fig. 4. Hall layouts. In the demo they are weekday and weekend. For an operator, each market is a layout with its own address.

PLAN	MARKETS (LAYOUTS)	STALLS
Standard	up to 5	up to 100 per layout, for example 5 markets of 100 stalls each
Pro	unlimited	unlimited

A separate name or web address? A market can also be a separate venue with its own name, logo and address. When logged in on standbook.app, open **Your venues** and click **Create a venue**. Each venue has its own panel, trial and subscription.

4. Hall plans: layouts and editor

The **Hall layouts** tab shows all your plans. To add a plan, click **Add layout**. The wizard opens on the **From a photo** tab; next to it are **From a spreadsheet** and **Draw**.

- **From a photo**: a photo of a sketch, a scan, a PDF or a screenshot, up to 8 MB. Click **Recognise the plan**. Standbook reads the stall numbers and their positions, usually in 1 to 4 minutes. Keep the page open. For a PDF with several pages, choose the page; each page becomes its own layout. You can also scan the QR code with your phone and take the photo directly.
- **From a spreadsheet** (Excel or CSV file). Each cell with a code (for example 12, 16A, Z3) is a stall. Merged cells make a larger stall. Words such as "Entrance" or "Stage" become plan features. You can mark a fill colour as the outdoor area. Use **Download spreadsheet template** to start.
- **Draw**: start from a grid of stalls or from an empty plan and click **Open in the editor**. There you draw rows of stalls, entrances and zones yourself (see Plan editor below).

Check the preview, enter the **Layout name** and click **Save layout**. To correct the plan first, click **Fix in the editor**: the plan opens in the editor and your photo lies under the grid for comparison.

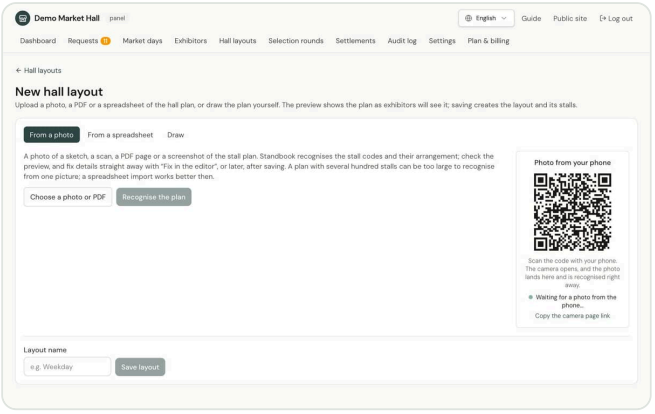


Fig. 5. A new hall layout opens on From a photo; next to it are From a spreadsheet and Draw.

Very large plans. A plan with several hundred stalls can be too large to read from one picture. Use a spreadsheet, or send us the plan with the card below the wizard.

We can set up the plan for you

Below the wizard is the card **Rather have us set up the plan for you?** Under **Plan files** add up to 3 files (photos, a PDF or a spreadsheet, up to 9 MB in total), write a few words about your market (number and size of stalls, zones, power) and click **Send for setup**. We set up the plan in your account within 2 working days, free of charge, and reply by e-mail.

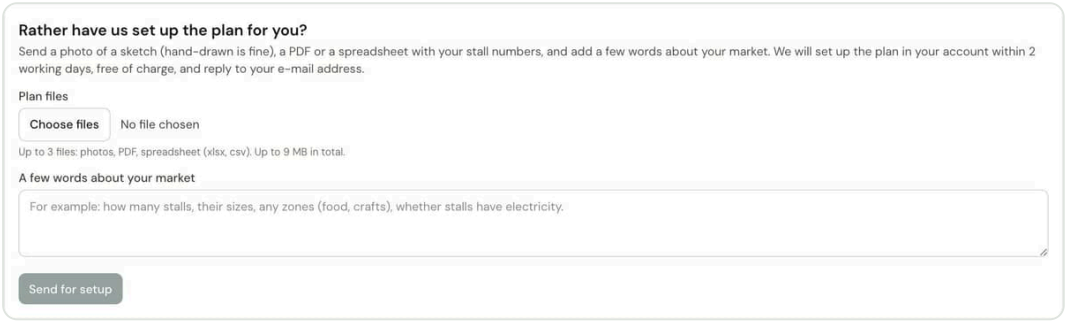


Fig. 6. The card below the wizard: send us your plan and we will set it up.

4. Hall plans (continued)

Buttons on each layout

Edit plan opens the editor. **Duplicate** makes a copy. **Name and address** changes the name and the address of the place. **Delete layout** works only for a layout without market days. Click a stall in the preview to change its displayed label or to set its permanent exhibitor.

Under **Layout by weekday** you choose which layout new market days get on each day of the week, then click **Save rule**.

Plan editor

- **Row of stalls**: drag across the plan and a whole row or block of stalls appears, numbered on from your last stall. Above the plan you set the stall size, the gap, the aisle and double rows.
- **Stall** and **Plan feature** (entrance, gate, passage, stage, stairs, playground, text label): click to place one, or drag to draw your own size.
- **Select**: click a stall, or drag a box across empty space to select several. Drag the selection to move it; it snaps to its neighbours. Ctrl/⌘ + D duplicates, Ctrl/⌘ + Z undoes, the Delete key removes.
- With several stalls selected, the panel on the right aligns them, spaces them evenly, rotates them and sets frontage, depth, power and **Outdoor area** for all at once.
- **Numbering**: choose the **Order** (by rows, zigzag, by columns or in the order you click), a prefix and a first number, then **Number stalls**, for the whole plan or only for the selection. Double-click a stall to type its number on the plan; Tab moves to the next stall.
- **Hall** and **Zone**: draw extra parts of the hall (an L or U shape) and named zones such as a pavilion. A stall can be **Round**, rotated by any angle or a **Corner stall (L-shaped)**.
- **Scale in metres**: enter the real width of the hall; sizes then show in metres and frontage and depth are filled in from the drawing. **Tracing image**: a photo or scan of your plan under the grid, visible only to you.

Click **Save plan** at the end. Renumbering keeps bookings and regular traders with their stalls, and a stall with bookings or requests cannot be removed. The keyboard icon above the plan lists all shortcuts.

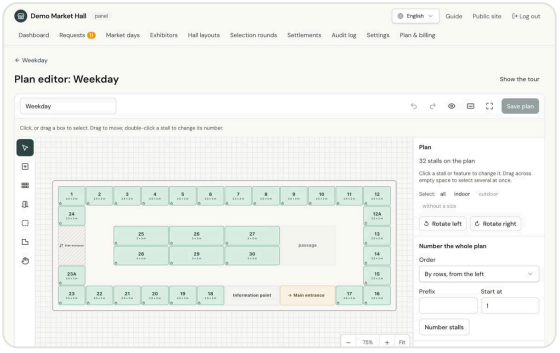


Fig. 7. The plan editor: tools on the left, the plan in the middle, settings of the selection on the right.

Stall prices

Set the price per day in **Settings**, section **Default price list**. You can set one price for each layout and for the outdoor area, or a price per metre of frontage (stall width × price). The price is saved when a stall is assigned. You can change the amount of a single booking on the day plan. Tick
Show prices to exhibitors before they apply to show the price on the plan and in the form.

5. Market days

In the **Market days** tab you add the dates of your markets and decide which dates traders can see.

1. **Add a day**: choose the **Date**, the **Hall layout** and, if you like, a public note (for example "Tasting day"). Click **Add**.
2. **Add a series of days**: choose **From**, **To** and the **Days of the week**, then **Create series**. All dates are created at once, for example every Saturday until December.
3. If you choose **automatic (by weekday)** as the layout, each day gets the layout from your weekday rule (chapter 4).
4. **Hide** and **Publish** change whether traders can see a day. Past days move to the archive (**Show archive**).

Until you add the first market day, your page for traders shows the plan and a note that market days will be published soon, and the dashboard suggests adding the first day.

The list shows the number of bookings and pending requests for each day. Click **Day plan** to manage the day (chapter 8).

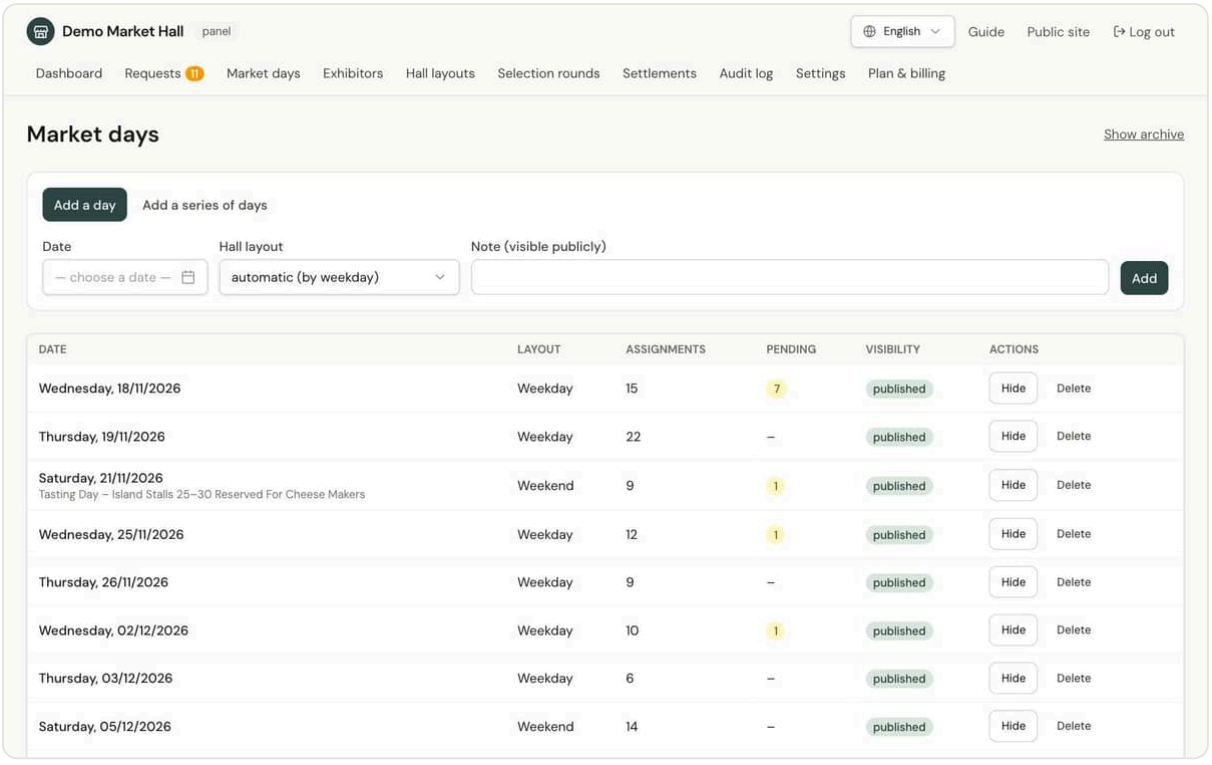


Fig. 8. Market days with bookings, pending requests and visibility.

Note. If you delete a day, its bookings and requests are deleted for ever. If a market is cancelled, it is usually better to hide the day.

6. How traders apply

1. The trader opens your page, chooses a day and clicks a free stall. They can filter stalls by frontage and power.
2. They fill in the form: business name, contact person, e-mail, phone, products, power needed, your extra questions and notes. No account is needed.
3. They can add more dates for the same stall in the same form.
4. They see the price (if you show prices) and the list of required documents. They accept your terms and click **Send request**.

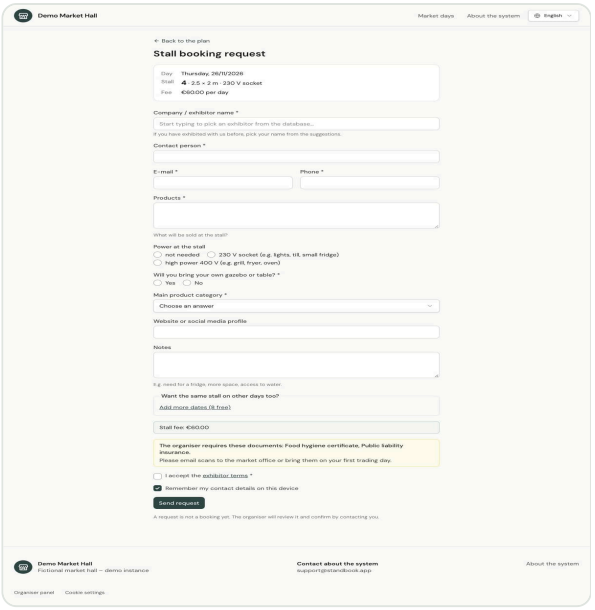


Fig. 9. Request form for stall 4 with power, extra questions and documents.

What the trader receives by e-mail

- a confirmation that the request arrived, with a link to the **request page**;
- your decision: booking confirmation or rejection;
- a reminder the day before the market.

E-mails are in the language the trader used on your page.

The request page

On this page the trader sees the status of the request. If you send a question, they reply here (**Send reply**). If online payments are on, they pay here with **Pay online**.

When a day is full

The trader clicks **Join the waiting list**. When a stall becomes free, the first person on the list gets an e-mail inviting them to apply.

> **Regular traders.** A trader who has traded with you before can pick their name from suggestions (an option in settings). They can also save their contact details on their device.

When you choose the stalls

In settings you can choose **The exhibitor applies for the day and the organiser assigns the stall**. The public plan is then for viewing only. Traders apply for the day and describe their products and needs, for example power. You choose the stall when you approve the request, or on the day plan (chapter 8).

7. Requests in the panel

The **Requests** tab shows all requests. Use the tabs **Pending**, **Approved**, **Rejected**, **Cancelled** and **All**, the search field and the **Market day** filter. The number next to the tab name shows pending requests.

- **Approve** or **Reject** each request. When you reject, you can give a reason; the trader sees it.
- For a request without a stall, choose the stall and click **Assign stall**.
- **Approve all visible without conflicts** approves every request on the list whose stall is still free. If two requests want the same stall, only the first one is approved.
- **Cancel booking** removes an approved trader from the stall. **Return to pending** lets you decide again.

The trader gets an e-mail about your decision automatically.

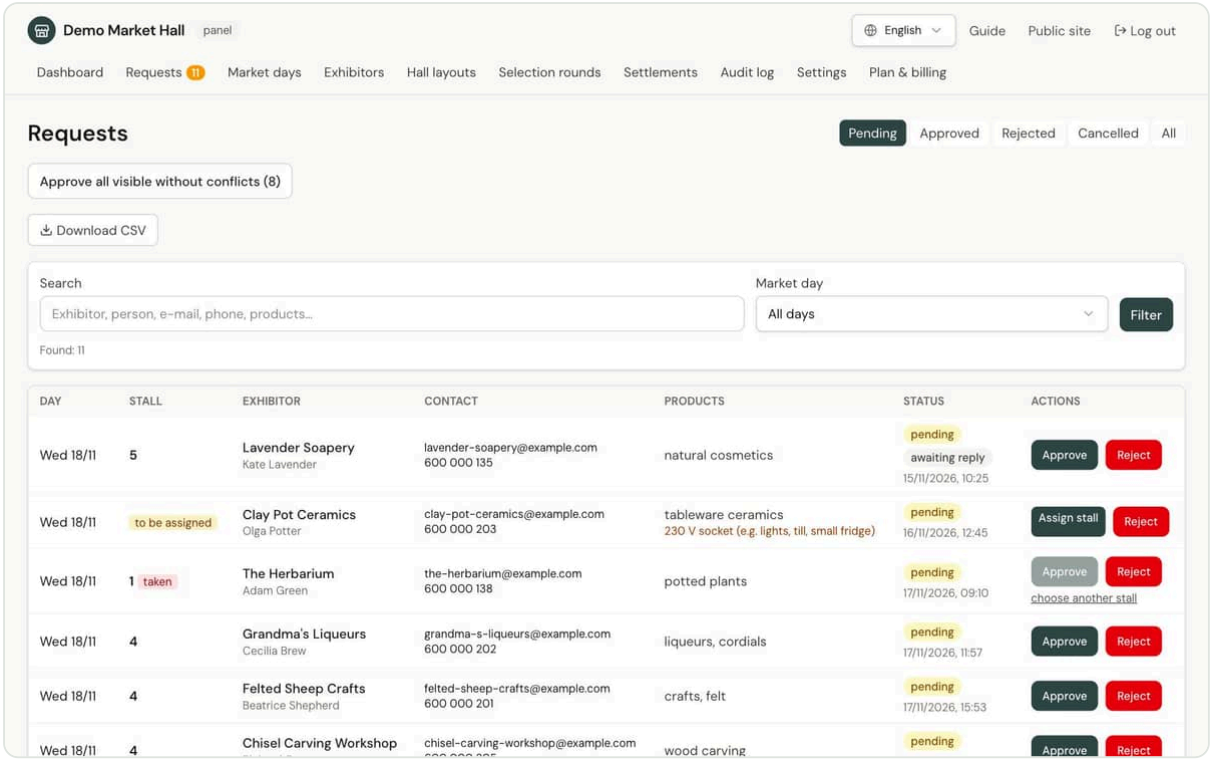


Fig. 10. Pending requests with power needs, status and decision.

Notifications. Enter your team's e-mail address in settings and you get an e-mail about every new request.

7. Requests in the panel (continued)

Request details

- Trader details, answers to your questions, notes and the status of documents.
- A warning when the chosen stall does not have the power the trader needs. Stalls with suitable power are at the top of the list.
- The stall's position on the plan. When you approve, you can choose a different free stall in the **Stall:** list.
- If the same trader asked for several dates, **Approve all** approves them together.

Arrangements with the exhibitor

If something is missing, write a question and click **Send question to the exhibitor**. The trader gets it by e-mail and answers on their request page. Their reply appears in the request, and you get an e-mail. In the list, the request shows **awaiting reply** or **exhibitor replied**. You can send questions before you decide.

Save internal note keeps a note that only your team sees, for example the result of a phone call.

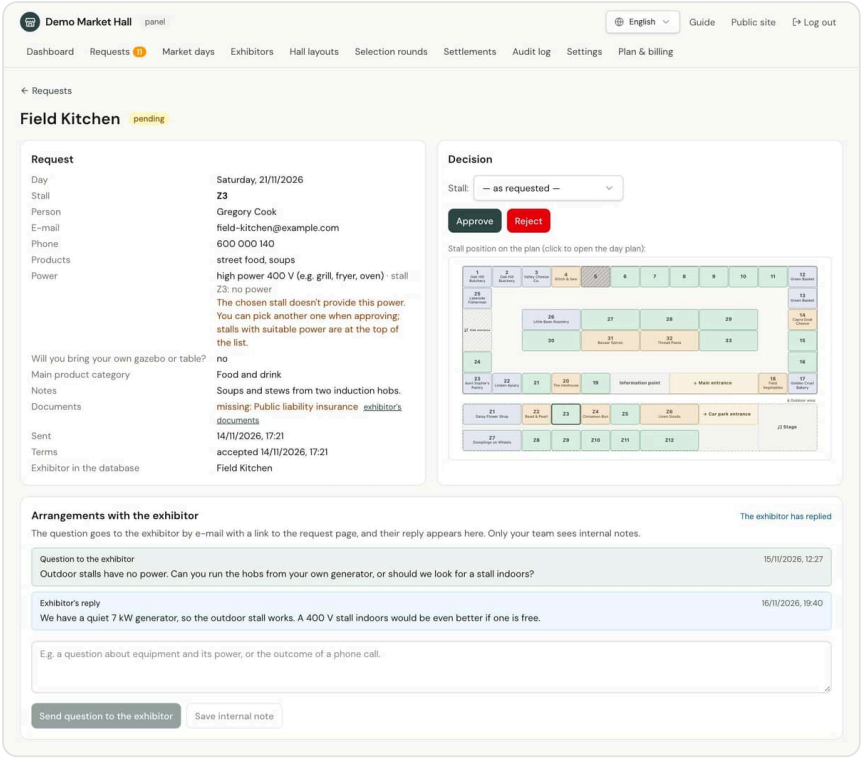


Fig. 11. A request with a power warning, a missing document and arrangements with the trader.

8. The day plan

Open the day plan from the list of market days, from the dashboard or from the occupancy chart. The top line shows free and taken stalls, permanent exhibitors, amounts due and paid, and attendance.

- **Click a stall** to assign a trader, free the stall, block it for the day, or mark a permanent exhibitor as absent (their stall is then free for that day). Here you also mark the payment and check the trader in.
- **Drag** a trader onto a free stall to move them.
- **Requests to assign**: choose a request, and the plan dims stalls without the power it needs. Then click a free stall.
- **Waiting list**: the traders waiting for this day. Mark them as **Resolved** or delete them.
- **Attendance**: a list for the phone. The market manager clicks **Check in** next to each trader who arrives.
- **PDF / Print**: the plan and list of stalls on A4 paper, with contact details.
- **CSV**: the day's line-up as a spreadsheet file, with answers to your questions.
- **E-mail to exhibitors**: one message to all traders of the day, for example about a change of hours. Traders do not see each other's addresses.
- **Copy line-up from another day**, **Save as template** and **Apply template** save time on similar days.
- **Hide day**, **Add a note** and **Public view** (the page as traders see it).

The e-mail to all traders is part of the Standard and Pro plans.

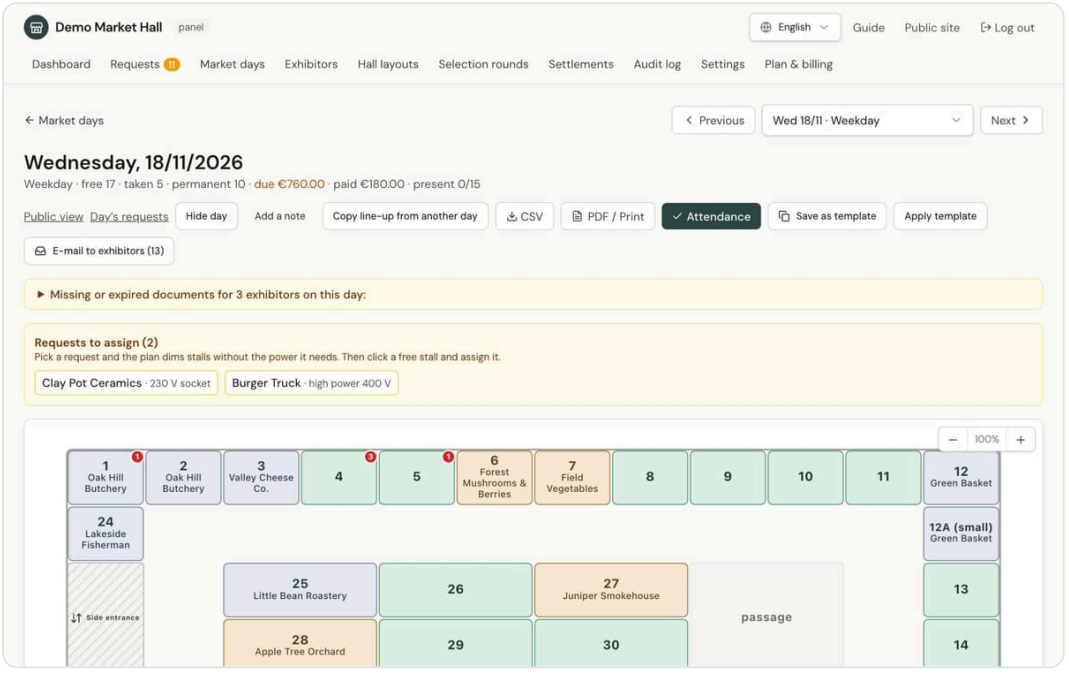


Fig. 12. The day plan: tools, missing documents, requests to assign and the stall line-up.

9. Exhibitors and documents

The **Exhibitors** tab is your trader database. It fills itself from approved requests. You can search, filter by type (for example **Permanent only**) and by tags (for example power, fridge, VIP), and sort the list.

- **+ New exhibitor** adds a trader by hand.
- **Import from spreadsheet** adds a list of traders from an Excel or CSV file. Choose the file and tell Standbook which column has the name, e-mail, phone and so on. Check the preview and import. Traders who are already in the database are not added twice (same e-mail or name). If the file has stall numbers, choose the hall layout and those traders become permanent exhibitors of those stalls.

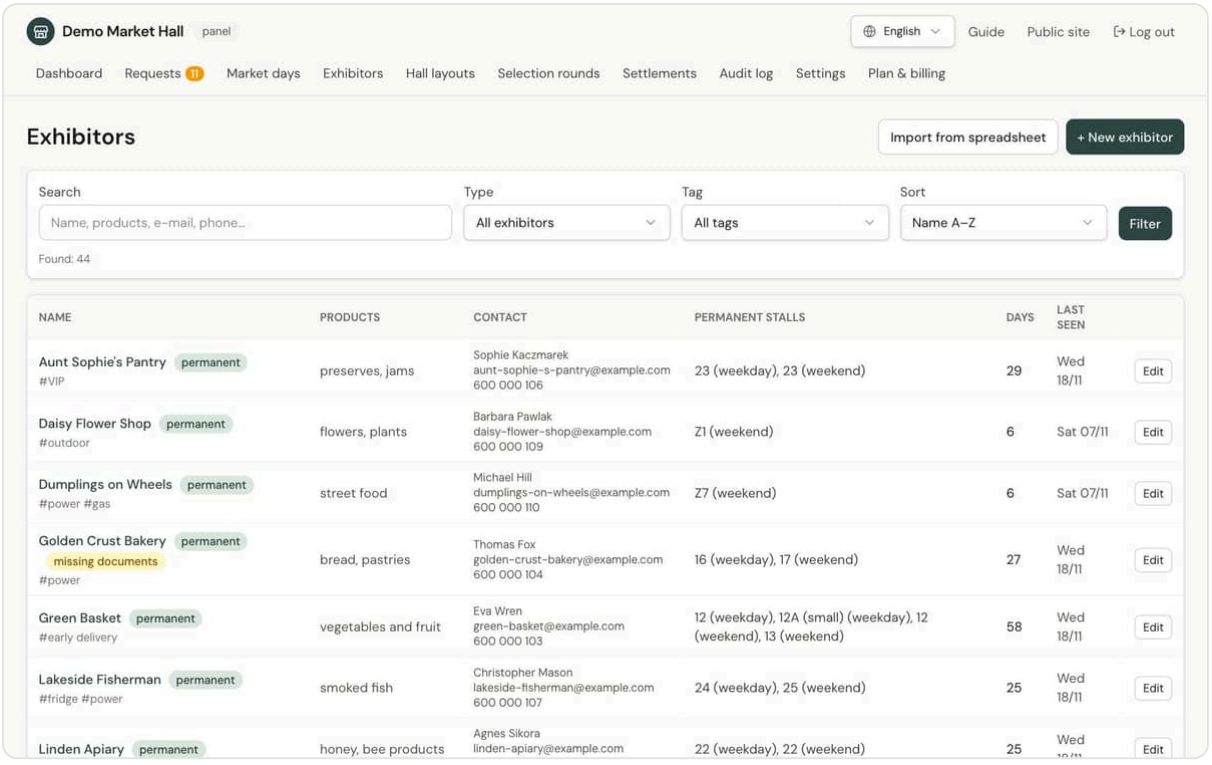


Fig. 13. The exhibitor database with permanent stalls, number of days and last market.

Permanent exhibitors

A permanent exhibitor has the same stall on every market day of a layout, without sending requests. Tick **Permanent exhibitor** on the trader's card and choose their stalls (**Save permanent stalls**). You can also set this by clicking a stall in **Hall layouts**. If they cannot come on a day, mark them absent on the day plan; their stall is free for that day.

9. Exhibitors and documents (continued)

Exhibitor card

- **Details**: name, contact, products, internal notes and tags.
- **Permanent stalls** in each layout.
- **Blocked**: requests from this e-mail address are rejected automatically.
- **Documents**, **Period fees**, pending requests and recent bookings.

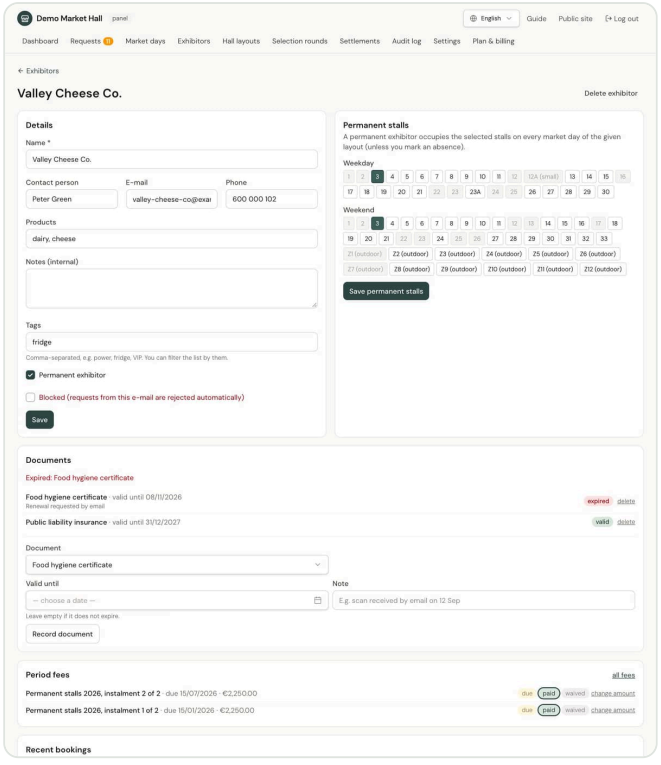


Fig. 14. Exhibitor card: details, permanent stalls, documents with expiry dates and period fees.

Required documents

In **Settings** you list the documents you need, for example a food hygiene certificate or public liability insurance (chapter 12). Traders see the list in the form and in the confirmation. They send you the documents the way you describe in settings, for example by e-mail; Standbook does not store the files.

When you receive a document, open the trader's card and click **Record document**. Enter the document and its **Valid until** date (leave it empty if it does not expire). The status is **valid**, **expiring soon** (within 30 days) or **expired**. You see missing and expired documents on the card, in the request and on the day plan.

Delete exhibitor anonymises the trader's details and requests. Use it when a trader asks you to delete their data.

10. Selection rounds and vacant stalls

The **Selection rounds** tab gives permanent stalls for a period, for example a year, and advertises vacant stalls. Only the owner and administrators can use it.

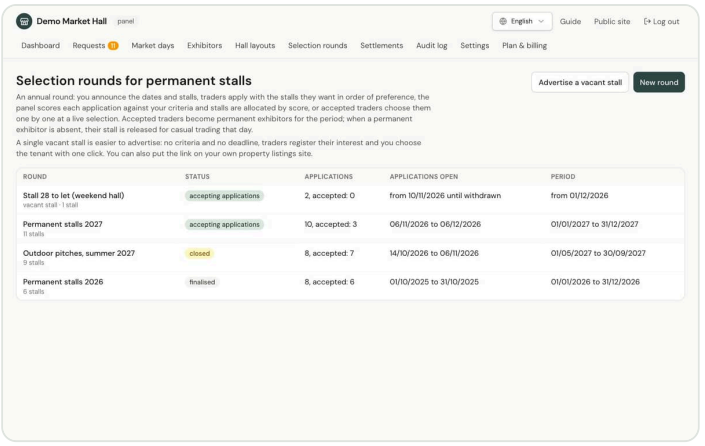


Fig. 15. Selection rounds and vacant stall adverts with their status.

A round for permanent stalls

1. Click **New round**. Enter the name, a description for traders, the dates when applications open and close, the period of the permanent stalls, the fee, the scoring criteria with points, and the stalls in the round. Click **Create round**.
2. Click **Announce round**. The round appears on your public page. Copy the link of the **Round page** into your advert and onto your website.
3. Traders apply on the round page. They describe their offer and list the stalls they want, in order of preference.
4. When the deadline has passed, click **Close applications**. Enter points for each criterion, then **Accept** or **Reject** each application. **Sort by score** helps.
5. **Allocate stalls by score**: the best application gets the first free stall from its list, then the next one.
6. **Finalise results**: accepted traders become permanent exhibitors from the start of the period. Stalls without a new trader become free. Every applicant gets an e-mail with the decision.

After that, **Issue fees to accepted** creates the period fees for the new permanent exhibitors (chapter 11).

10. Selection rounds (continued)

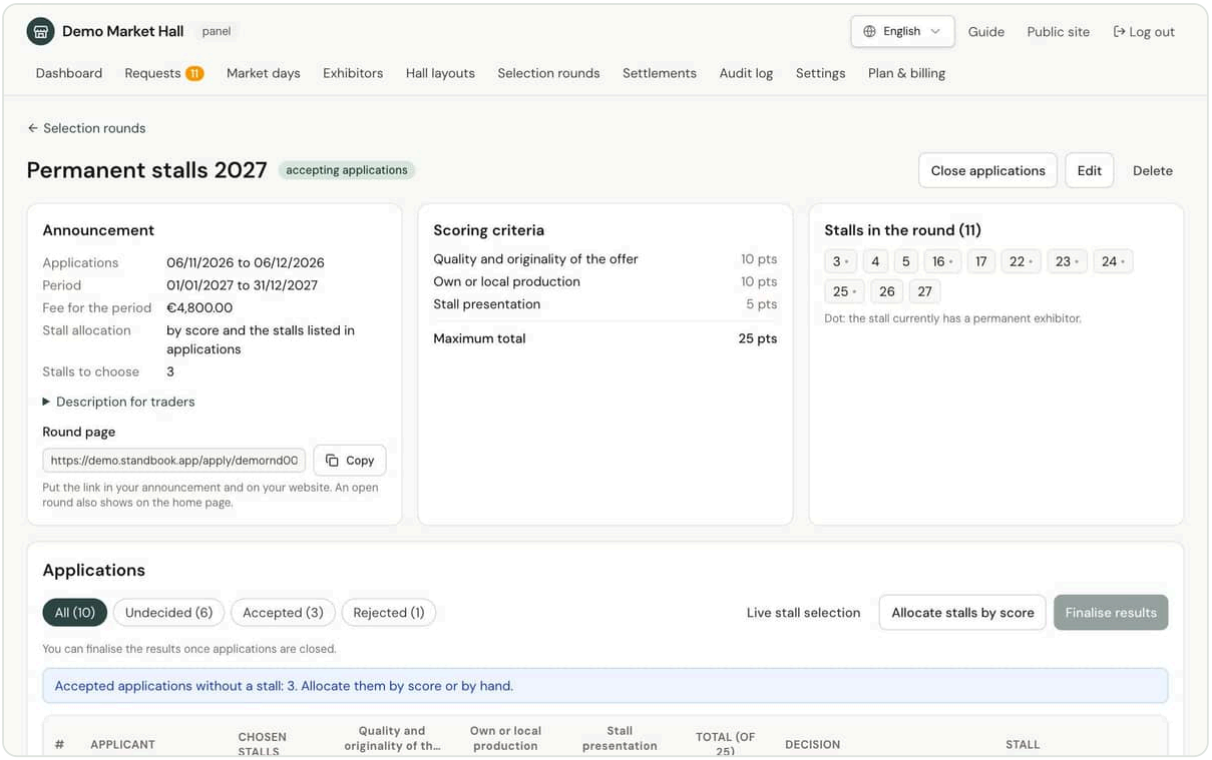


Fig. 16. A round for permanent stalls: advert, scoring criteria, stalls in the round and applications.

Live stall selection

Some markets let traders choose their stalls in person, for example at a meeting. Tick **Live stall selection in order of points** in the round. After you close applications and accept the traders, open **Live stall selection**. Traders choose one by one, highest score first, and you click the chosen stall on the plan. The screen shows who is choosing, the queue and the free stalls. It can run in **Full screen** on a projector.

If someone is not there, click **Absent, skip**. At the end, **Allocate the rest by preferences** gives the absent traders a stall from their list. Then finalise the results.

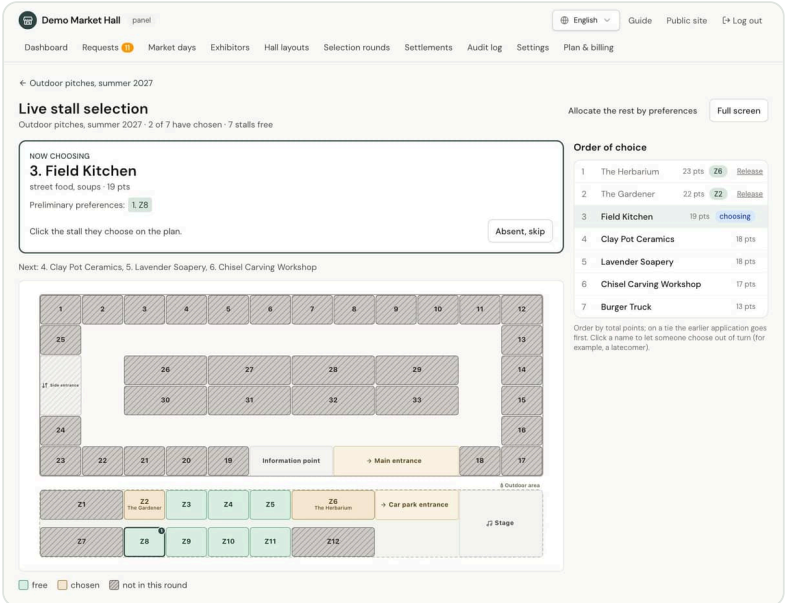


Fig. 17. Live stall selection: the person choosing, the queue by score and the plan with free stalls.

10. Selection rounds (continued)

Advertising a vacant stall

Advertise a vacant stall is the simple way to let one stall or unit. There are no criteria and no deadline. Choose the stall, describe the terms (size, power, start date, rent) and click **Create listing**.

Traders apply on the listing page. The listing is also shown on your public page. You choose the tenant with **Choose tenant**. The tenant becomes the permanent exhibitor of the stall from the date you set. The others get a thank-you e-mail and the listing closes.

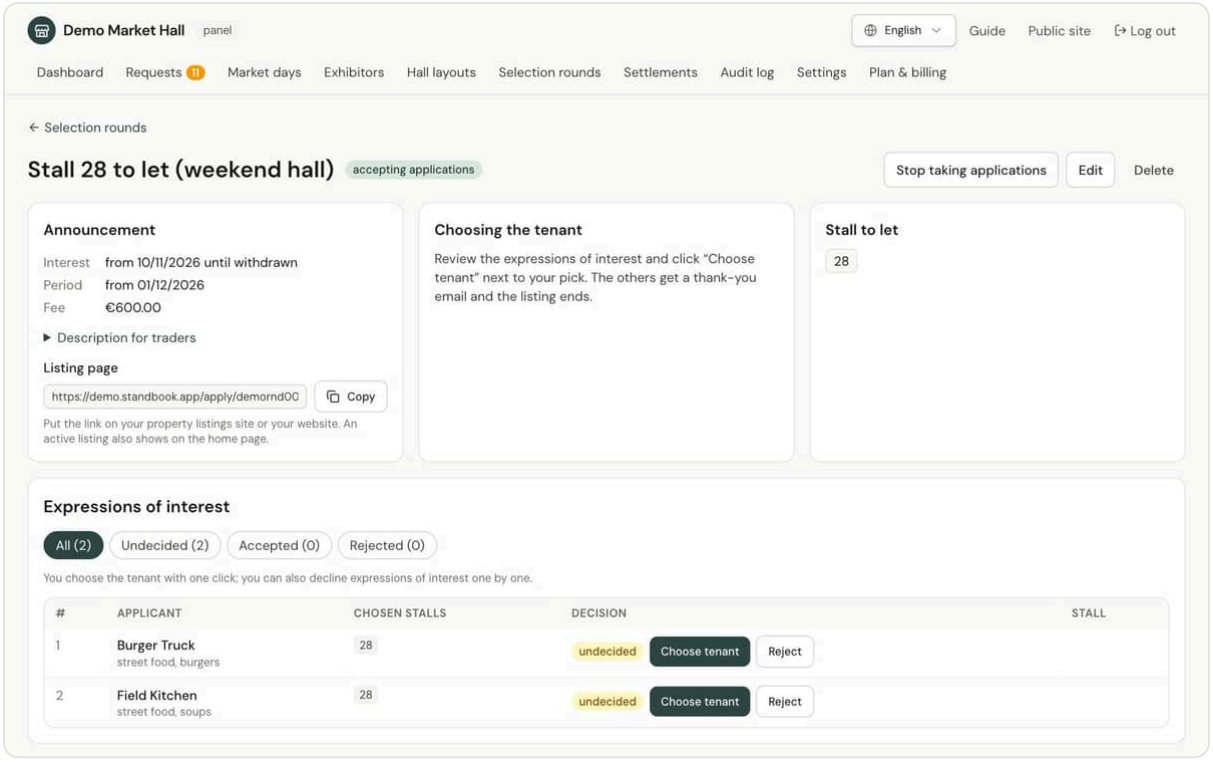


Fig. 18. A vacant stall advert: terms, link to the listing page and choice of tenant.

11. Settlements and payments

Market days

The **Settlements** tab, **Market days**, shows one month: stall-days and the amounts paid, due and waived for each trader. Set each item as due, paid or waived. With several markets, filter by **Location**.
CSV for accounting downloads the month as a spreadsheet file.

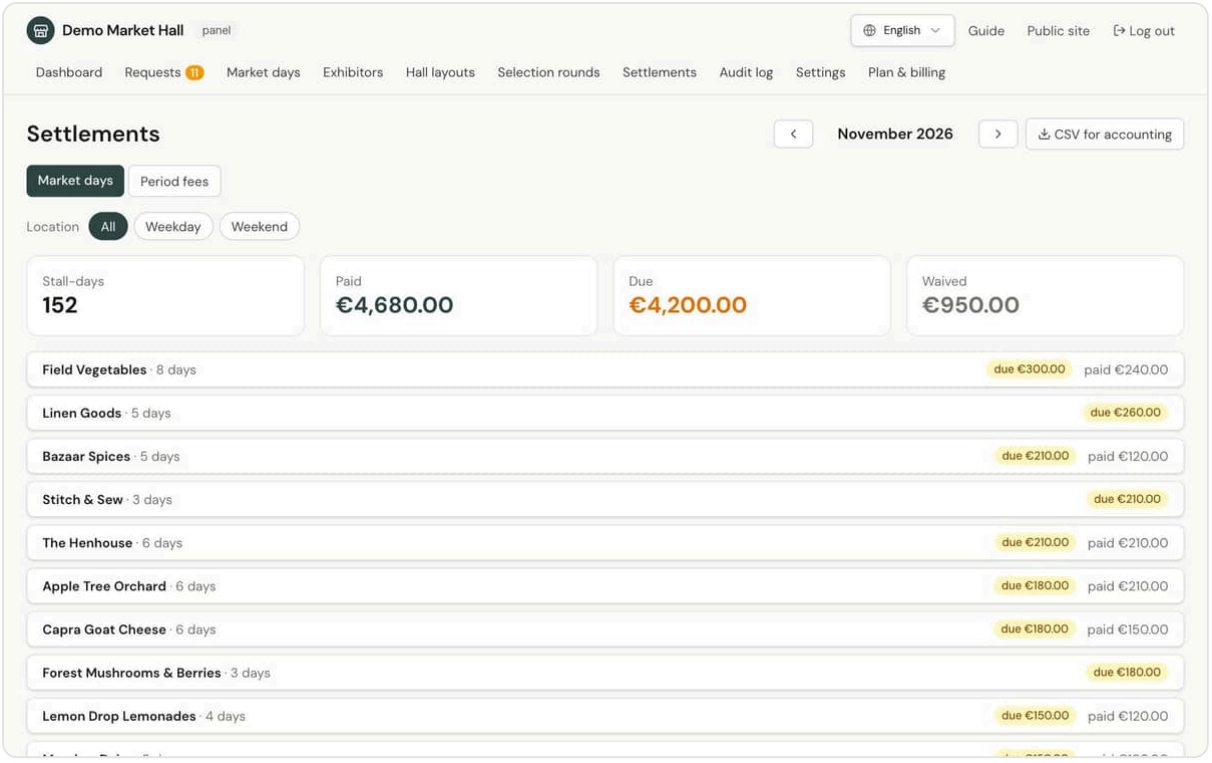


Fig. 19. Settlements for market days in November, with the location filter.

No online payments? Traders pay you by bank transfer or cash. Mark the payment as paid in the panel and download the file for your accountant at the end of the month.

11. Settlements and payments (continued)

Period fees

The **Period fees** tab is for regular traders, for example yearly rent or a service charge. Click **Issue fees**. Choose who pays (all permanent exhibitors, or the traders accepted in a round), the fee name, the period, the amount for the whole period and the number of instalments. Each instalment gets a due date. Every selected trader gets the same instalments; you can change the amount of one instalment later (for example for a discount).

Traders pay period fees outside Standbook, for example by bank transfer. You mark each instalment as paid or waived. The list shows what is overdue. **remind** opens a ready reminder e-mail in your own e-mail program.

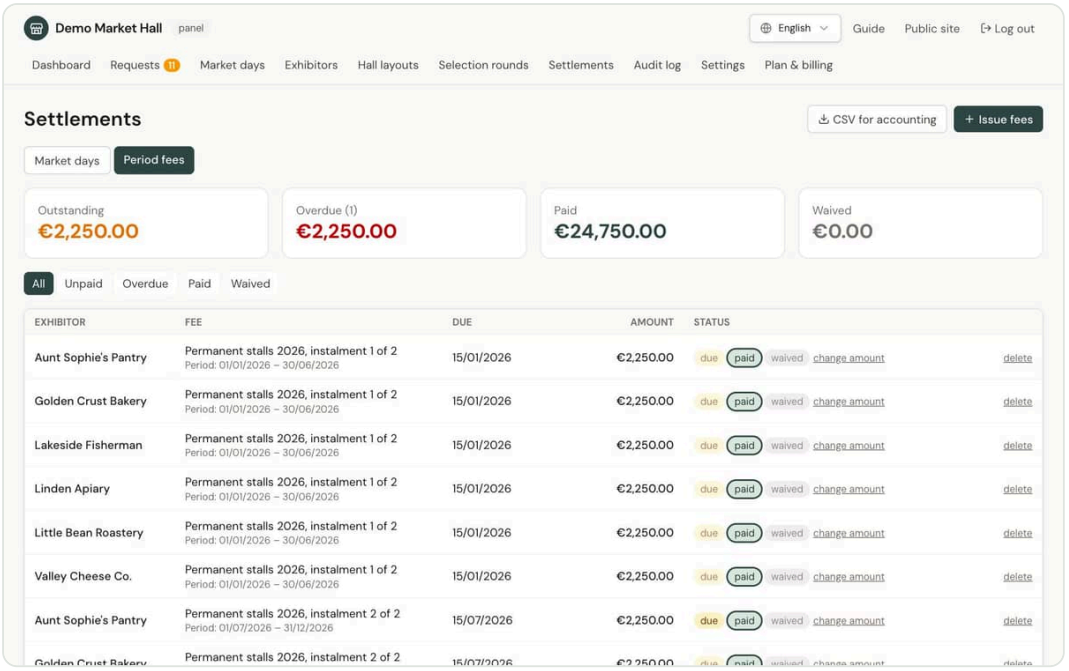


Fig. 20. Period fees: summary, filters, status of each instalment and amount changes.

11. Settlements and payments (continued)

Online payments from exhibitors

Online payments are optional and work for approved market-day bookings. They use Stripe, a payment company. The venue owner opens **Plan & billing** and clicks **Connect Stripe account**, finishes the setup in Stripe and clicks **Enable online payments**. Traders then see **Pay online** on their request page and pay by card or a local payment method. The money goes to your Stripe account, and the status in the panel changes to paid by itself.

Standbook charges 2% per payment. Stripe charges its own fees on your Stripe account. Refunds are made in the Stripe dashboard.

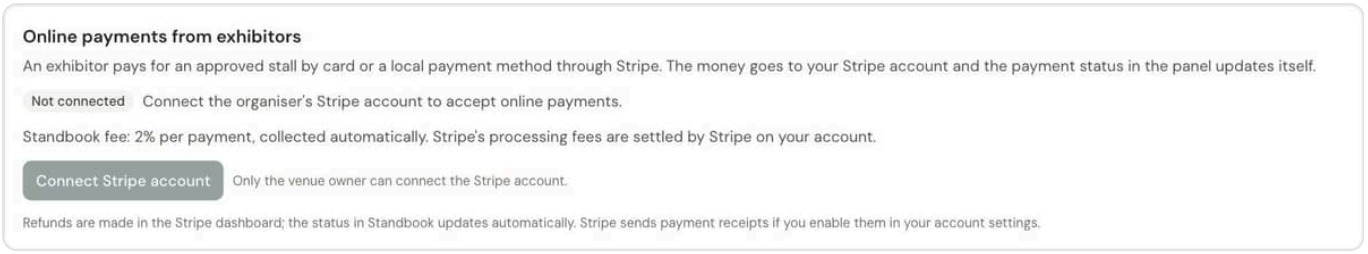


Fig. 21. Online payments from exhibitors. The venue owner connects the Stripe account.

12. Settings for requests and e-mails

In **Settings** you decide how requests work. Click **Save settings** at the end.

- **E-mail notifications**: the address where your team gets new requests, the **Sender name in e-mails** and the hour for reminders the day before the market.
- **Default price list** and **Show prices to exhibitors before they apply** (chapter 4).
- **Who chooses the stall**: the trader on the plan, or you when you approve.
- **Documents required from exhibitors** (one per line) and **How to submit documents**.
- **Extra questions in the request form**: up to 10 questions. The answer can be yes or no, a choice from a list, or short text. A question can be required. For each question you choose where it is asked: in a day request, a selection round or the waiting list. Answers appear in the request and in the day's CSV file.
- **Suggest exhibitor names in the request form**. Note: anyone who types two letters sees matching business names.
- **Exhibitor terms**: your rules for traders. They must accept them when they apply.

Under **Tools** you can send a test e-mail, or send tomorrow's reminders now.

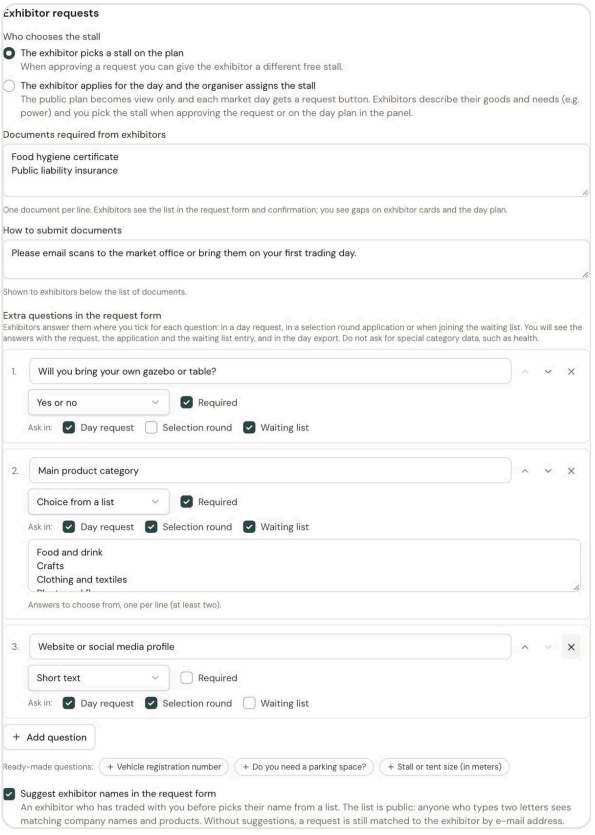


Fig. 22. Exhibitor request settings.

> **Important.** Do not use extra questions to ask for sensitive personal data, such as health.

13. Your website and your team

You can show your plan on your own website. In **Settings**, section **Plan and requests on your own website**, you find two ready pieces of code. Give the code to the person who looks after your website.

- **Button with a link**: a "Book a stall" button that opens your Standbook page in a new tab. It works on every website, also on council websites with strict rules.
- **Plan in a frame**: the calendar, plan and request form shown inside a page of your website. A short script sets the right height.

Choose the **Page language** and, if you have several markets, the **Location**. Then click **Copy code**. Requests from your website arrive in the panel like all other requests.

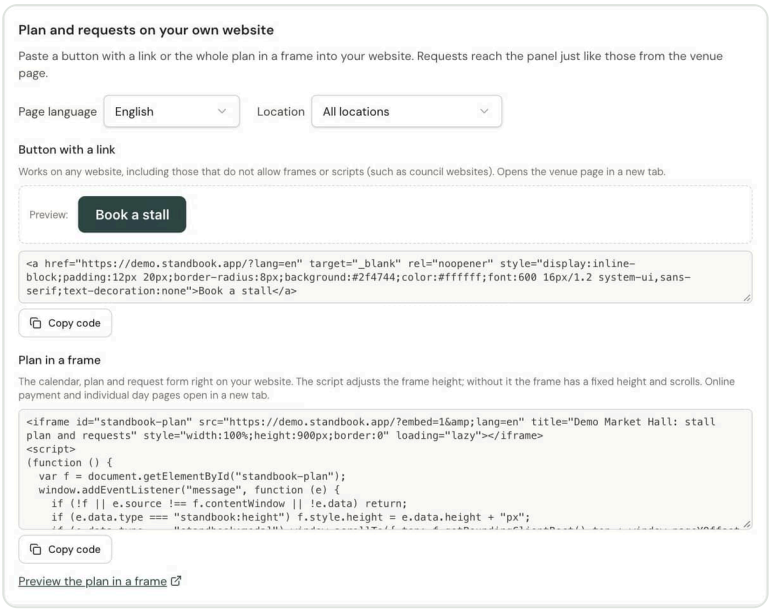


Fig. 23. Code to paste, with page language and location.

13. Your website and your team (continued)

Team

In **Settings**, section **Team**, click **Invite someone**. Enter the person's e-mail, choose the **Role** and click **Send invitation**. The invitation is valid for 7 days. You can later **Change role** or **Remove access**.

ROLE	WHAT THEY CAN DO
Owner	Everything, including the subscription and connecting Stripe.
Administrator	Everything except the subscription and Stripe.
Assistant	Requests, day plans, payments and attendance. Cannot change settings, hall plans or selection rounds, and cannot delete data.

Assistants are part of the Standard plan (up to 5) and Pro (no limit).

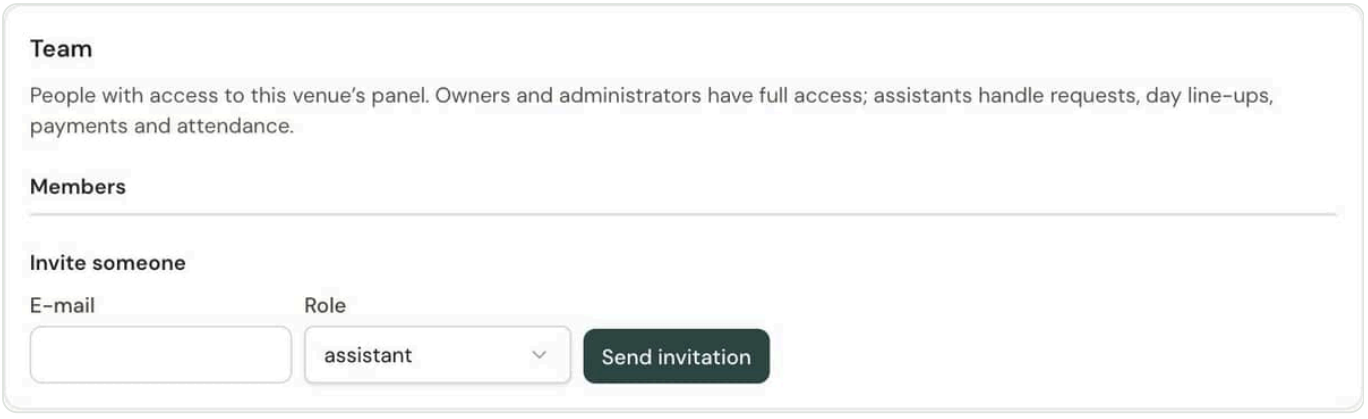


Fig. 24. Team: inviting a person with a role.

14. Subscription and invoices

The **Plan & billing** tab shows your plan. Only the venue owner can change it. All prices below are net amounts in EUR, excluding VAT. VAT is added on the invoice according to the buyer's country.

PLAN	MONTHLY	YEARLY	WHAT IS INCLUDED
Free	€0	€0	up to 20 stalls, 1 hall layout, requests and the day plan
Start	€29	€290	up to 30 stalls, 1 hall layout
Standard	€59	€590	up to 5 layouts of up to 100 stalls each (for example 5 markets), 5 assistants, e-mail to all traders of a day
Pro	€119	€1,190	unlimited stalls, layouts and assistants, your own web address (domain), which we set up for you on request

- **Trial**: the first 30 days are free, with all Pro features and no card. After that the venue continues on the free plan. Your page for traders keeps working.
- **Choosing a plan**: choose **Monthly** or **Yearly (2 months free)**, then click, for example, **Choose Standard** and pay by card. If you choose during the trial, the first payment is at the end of the trial.
- **Changing or cancelling**: **Manage payments and invoices** lets you change the card, see invoices and cancel. After you cancel, the venue moves to the free plan at the end of the paid period. Your data stays.
- **Single edition**: €79 for six months with up to 200 stands per plan and the other Standard limits, for markets or festivals that run a few weeks a year. Click **Buy an edition (6 months)**.

Yearly invoice by bank transfer

For organisations that do not pay by card, for example councils. Choose the yearly plan, enter the invoice details and a purchase order or contract number, and click **Order a yearly invoice**. We send the invoice with 14 days to pay and activate the plan at once.

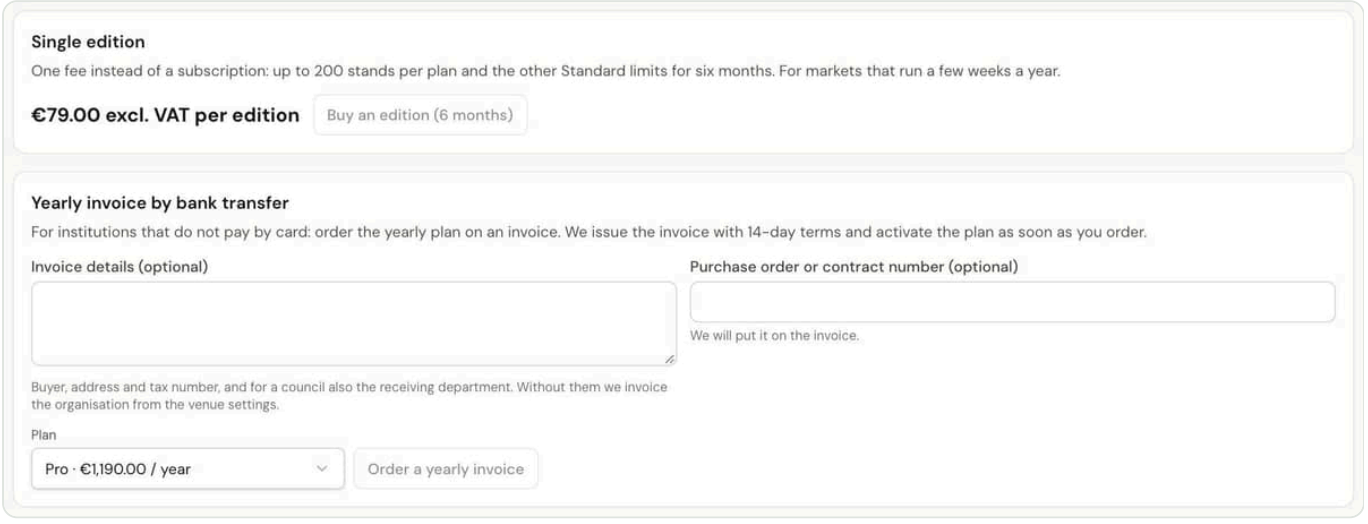


Fig. 25. Single edition and yearly invoice by bank transfer.

15. Your account, data protection and help

Your account and your venues

- When you are logged in on standbook.app, **Your venues** lists all venues you can open, with your role. **Panel** opens the panel; **Create a venue** adds another one.
- **Account**: your name, language and password. A password is optional (at least 10 characters); without it you log in with an e-mail link. **Log out on all devices** ends every session, for example after losing a phone.

Data protection

- The organiser is the controller of traders' data. Standbook processes it for the organiser under the data processing agreement in Annex 1 to the Terms of Service. Data is stored in the EU.
- Traders do not create accounts. When they apply, they accept your exhibitor terms.
- If a trader asks you to delete their data, delete the exhibitor. Their details and requests are anonymised.
- The **Audit log** tab shows who changed line-ups, requests, payments and settings, and when.

Help

- This guide: the **Guide** link in the panel header opens it in the panel language.
- A short tour of the panel: **Show the tour** on the dashboard, the day plan and in the plan editor.
- The demo with fictional data: demo.standbook.app/?lang=en. To open the organiser panel, click **Enter as administrator** on the login page.
- Questions and help with setting up: support@standbook.app. Every new organiser also gets a welcome e-mail with this help and a link to the guide.

Start with your own plans. The quickest way to judge Standbook is with your own markets. Send us your plans with the card below the wizard (**Hall layouts**, **Add layout**) or by e-mail to support@standbook.app, and we will set them up in your account within 2 working days.