A room for what’s next.

A creative-house service connecting room fit, booking, changes and arrival to the host’s preparation.

SERVICE DESIGN / PRODUCT / IDENTITY

Three spaces. One shared plan.



Independent concept, developed with AI assistance. Fictional interiors and illustrative access details; browser-local demo, with no real bookings or payments.

A booking is only the beginning.

Design hypothesis: understanding the room and the arrival can matter as much as choosing an available hour.

The visitor

A freelance maker or tutor needs a room that fits the group, equipment and access route, with one understandable price.

The host

The person preparing the house needs the current room, group size and session time. Changed plans must reset preparation.

The boundary

A fixed sample week and clock keep the browser-local prototype usable. No identity collection, payments or real venue are involved.

A / SEARCH FIRST

Too much marketplace for three rooms.

B / CALENDAR FIRST

Asks for a choice before understanding fit.

C / ROOM FIRST

Chosen: room facts before session time.

Make the next step visible.

Room name, rate and booking action come before the photograph on phones.



BEFORE / PHOTO FIRST



AFTER / ACTION FIRST

Native browser captures at 375 x 812. No participant study has been conducted.

FIT BEFORE TIME

The problem

On a 375px phone screen, the original booking action began about 909px down.

The decision

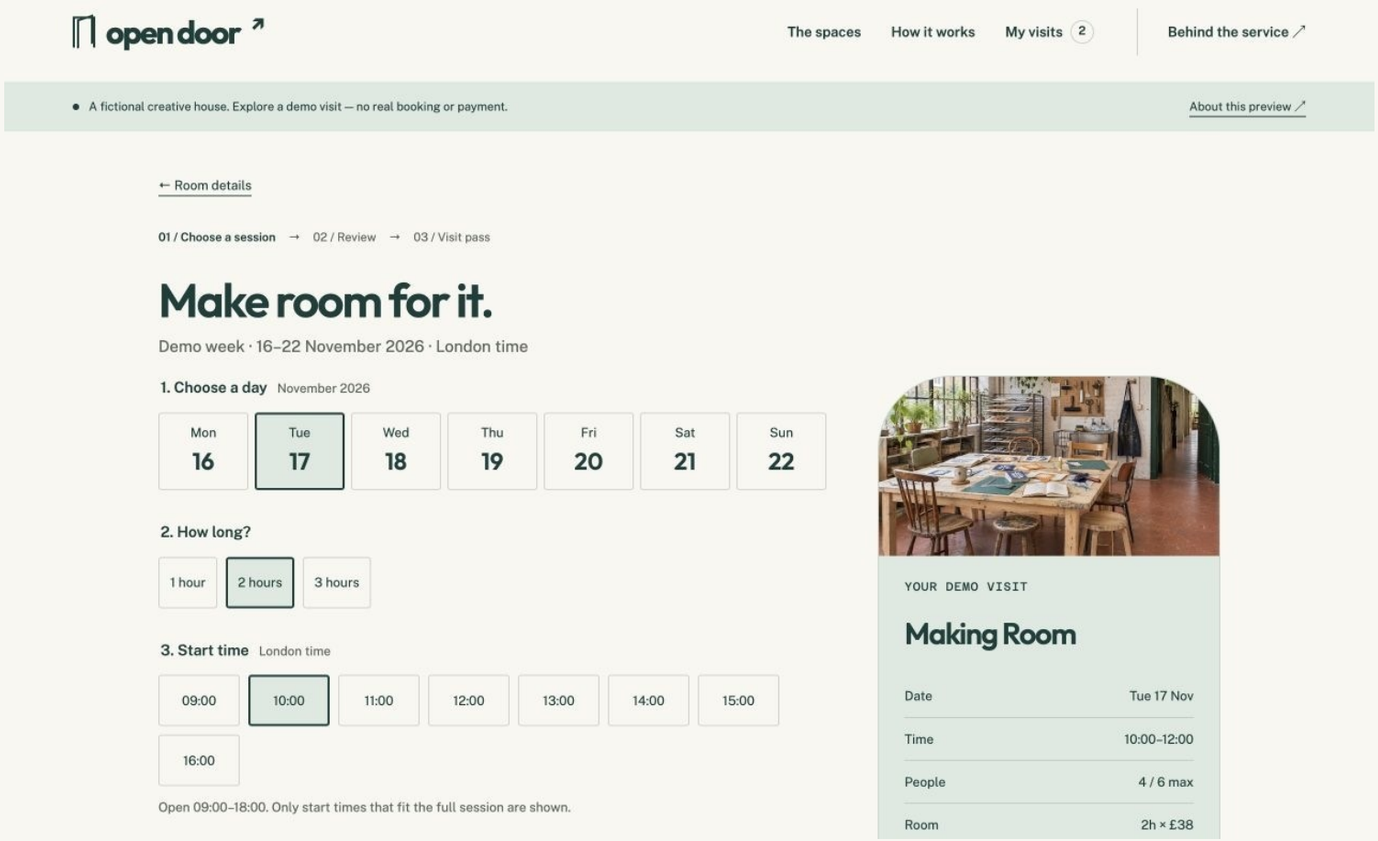
Move the name, purpose, rate and action above the image. Keep equipment and route detail below.

The working change

The revised action ends at about 394px and opens the selected room's booking flow. These are internal browser measurements.

One session. One clear total.

A short selection flow, an explicit review and a saved local pass. No account, card or personal details.



The selected session is two hours for four people in Making Room: 2 x £38 = £76. No added fee.

THE INTERACTION

Selection

Day, duration, start and group size. Only starts that fit the full session appear.

Review

Room, time, people, access and total are repeated before the demo visit is created.

Recovery

An occupied day offers another date. A stale review returns to the current selection.

One plan, on both sides of the door.

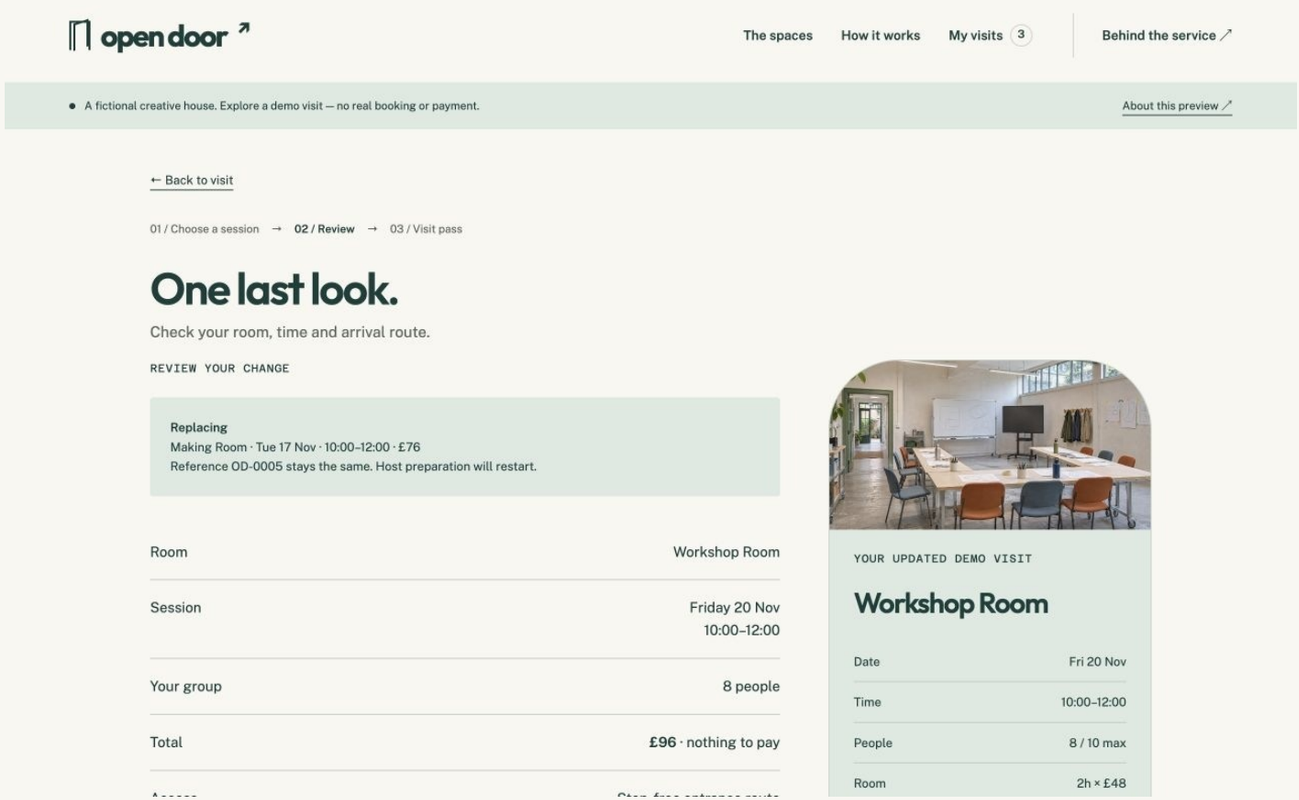
The visitor-facing journey and host work share the same room and visit details.

Touchpoint	Choose a room	Plan & confirm	Change a plan	Arrive & use
Visitor	Compare purpose, capacity, rate and access route.	Choose day, duration, start and group size. Review one total.	Compare old and new session. Keep the same reference.	Use the pass and room route. Check in with the host.
Frontstage	Three room profiles. Practical facts before booking.	Availability choices, price summary and demo visit pass.	Old/new comparison, updated pass and cancelled receipt.	Door-to-desk strip, route schematic and preparation status.
Host / backstage	Define room capacity, included kit and prep tasks.	New visit appears in the host preparation list.	Reset preparation after any change. Stop prep after cancellation.	Complete three checks, record arrival, then complete the visit.
Supporting rule	Room facts held once and reused across the service.	Validate hours, capacity, overlap and current revision.	24-hour cutoff. Recheck availability before saving.	Arrival requires completed prep. Completion requires arrival.
Evidence / recovery	Stairs-only Quiet Room links to ground-floor alternative.	No slots: another day, shorter session or another room.	Stable reference; refreshed calendar copy after a change.	No local pass: return to visits on this device.

Dashed boundary: visitor-facing touchpoints / host preparation. Authored concept blueprint; no venue operations observed.

A new plan needs new preparation.

Keep the reference. Show what changed. Recheck availability. Restart the host checklist.



Change review captured in the working prototype. Changes close 24 hours before the session or after arrival is recorded.

ONE CHANGE, END TO END

Before saving

Compare the original Making Room session with the proposed Workshop Room visit.

After saving

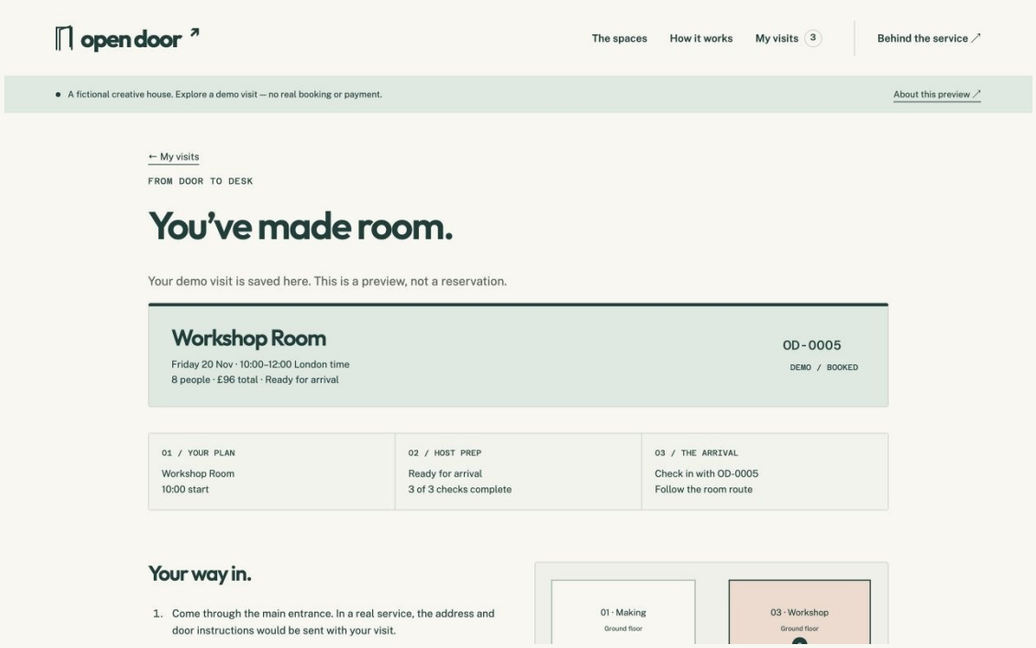
The visit reference stays the same. Room, time, price and arrival route update; all preparation resets.

When cancelling

Keep a cancelled receipt and release the local time slot. The visitor can still find the record in My visits.

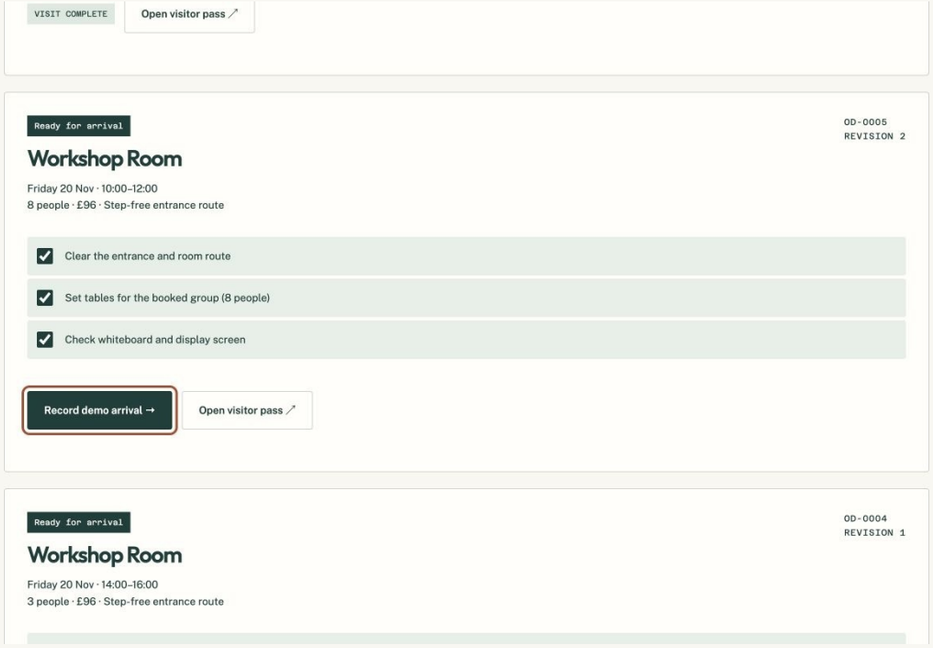
Ready before they arrive.

The visit pass and preparation view carry the same room, time, group size and reference.



Visitor / from door to desk

A pass with the current plan, preparation status and room route. Text and calendar downloads are marked DEMO. Downloaded copies need replacing after changes.



Host / prepare, arrive, complete

Room-specific tasks include the group size. All three checks unlock arrival. Completion follows arrival. A changed or cancelled plan cannot remain ready.

Working behaviour. Clear limits.

Internal checks

Eight model tests cover availability and capacity, stale reviews, booking changes, cancellation, host transitions and calendar exports.

Native browser checks cover the connected visitor/host journey, changing a prepared visit, recovery and phone layouts. The mobile room-page iteration is shown on page 3.

What to learn next

Participant study is pending. The five-task facilitator kit includes setup, local observer notes and exports. Next: observe room choice, changes after preparation, arrival and cancellation with makers, tutors and hosts.

Reader test kit

Try Open Door `clnt-originals.vercel.app/work/open-door/`

Desk sources / design applications

GOV.UK: Map and understand a user's whole problem

Connected the visitor journey to host preparation and arrival, rather than ending at confirmation.

W3C WAI: Multi-page forms

Grouped selection and review into explicit steps, retained choices when editing, and reflected progress in page titles.

Historic England: Venue accessibility checklist

Included route, door, floor and shared-facility facts. These fictional specifications are not an access audit.

Delivery & credits

Original art direction with AI-generated fictional interiors. Outfit / Public Sans / Azeret Mono (SIL OFL). Visitor and host source, native route diagrams, model tests and this PDF layout script are included in the source kit.