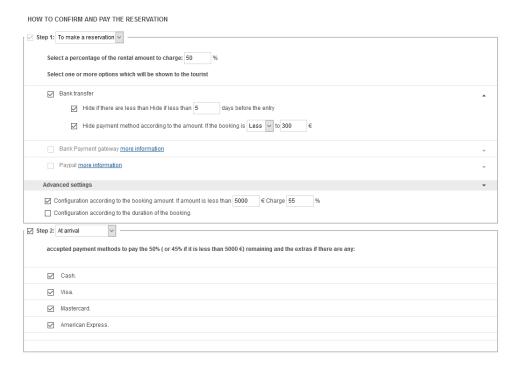# Booking conditions

## Description

This module allows you to set instructions on how the tourist will confirm and pay for bookings made through your website. You can also set the cancellation conditions e.g. if a booking is cancelled before check-in. This section of 'booking conditions' synchronises with several of the portals.

## Benefits

The 'booking conditions' module is particularly useful for:

- Specifying what percentage of the booking is to be paid by the tourist and when (if required)
- Choosing the payment methods accepted on your website. You can also change the method of payment depending on the days left until check-in or depending on the booking amount.
- Indicating who (company or person) will receive the payments, the tax information and account details.
- Specifying the cancellation conditions.
- Setting different payment and cancellation conditions for each property or group of properties.

## Payment Policy:



## Configuration

The system allows two options for managing the booking conditions:

1. You can set one rule for all of your properties with the same booking conditions/cancellation policy.
2. Assign an individual rule per property.

If you want a rule for all your accommodations, you will have to communicate it to Support in order to display this screen in the system.

> When you create or add a new property, it will be assigned the default rule.

**1. Establish a payment or cancellation rule - Assign a name that will help you identify it.**

- It establishes which steps the tourist must follow to confirm and pay for bookings. The first step will always be at the time of booking and is already registered in the system. After that you can specify one or more steps, e.g. "30 days prior to arrival", "on arrival", etc.
- In each step you can set an advance payment and which method of payment you accept. For example the tourist has to pay 20 % of the amount when booking. The second payment of 80 % is to be paid by postal order, bank transfer or POS bank transfer 30 days before arrival.

> In the first step of the payment condition 0% cannot be set. A % greater than 0 should always be set to work correctly.

> - If the reservation is made less than the deadline for the second payment, the tourist will pay 100% of the reservation.
> - The % of advance payment is calculated on the amount of the rental, without taking into account the added extras. The time of payment of the extras is defined individually in the extras/services configuration tab in the accommodation file (link to extras help).

**2. Additional configuration**:

Tick the 'specify % of payment according to the amount' box to set an exception to the main rule, e.g. if the booking amount is less than €100, the tourist must pay the full amount.

Once you have added the method of payment for each step, you can choose to hide them according to certain conditions. Tick 'Hide any of these options according to days left to the check-in' if you want to hide a specific payment method within a certain number of days before the check-in date e.g. if the booking is made less than 3 days before the check-in, you can hide the 'bank transfer' option so the tourist can only make the payment by card.

After the above steps have been configured, you can choose the bank and beneficiary details to be the default details or to be changed to another account. This will allow you to amend the account details per property.

Cancellation Conditions:

3. Finally, specify **the cancellation conditions**. By default, the system establishes that the tourist will lose 100% of the prepayment made. But you can set other rules that may be different depending on the time remaining before check-in.

During the configuration process remember that the periods are created from the day of check-in by moving away in the timeline for the cancellation.

In the following example the period is always created by combining from the 1st day (default check-in day) with the period marked on the top line and the initial line conditions. Example: if the cancellation takes place from 0 to 2 weeks before the check-in date, the cancellation fee will be 80% of the rental amount.

Edit mode configuration

**CANCELLATION CONDITIONS**

In case of cancellation

○ Not specify rules
○ The customer will ALWAYS lose a total amount of pre-payments
● The following rules will be applied

➕ add

- If the cancellation is produced with more than [6 week ▾] will be penalised with [percentage ▾] [0% ▾] from the [amount rent ▾] ✖

- If the cancellation is produced with more than [15 day ▾] will be penalised with [percentage ▾] [100% ▾] from the [prepayment ▾] ✖

- If the cancellation occurs after [1 day] will be penalised with [percentage ▾] [50 % ▾] from the [amount rent ▾]

☐ specify conditions according to hours.

In case of not coming (NO SHOW), the tourist will lose [percentage ▾] [100 % ▾] from the [prepayment ▾]

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Final configuration

**CANCELLATION CONDITIONS** edit

❯ **In case of cancellation,** the following conditions will be applied:
  - If cancellation is made more than **6 weeks** before check-in, the guest will lose **20 % of the prepayment of the rent.**
  - Between **14 days and 6 weeks** before check-in, the guest will lose **50 % of the amount of the rent.**
  - With less than **14 days** before check-in, the guest will lose **80 % of the amount of the rent.**
❯ **In case of no show** (NO SHOW), the guest will lose **100 % of the amount of the rent.**