

# Key collection rules

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## Description

This module allows you to establish key collection and entry instructions for your properties.

## Benefits

You can communicate with and provide full information to the tourist by setting the rules on how to enter the property and the collection of the keys.

When creating the key collection rules, you should indicate:

- the customer service opening/available hours
- late check-in times
- opening and closing times
- languages spoken
- entry address/where to collect keys
- contact details for the day of arrival
- any additional notes

## Configuration

To create the key collection instructions, you must first add a name and select the properties in which the rule applies. This rule can be assigned to one or more properties.

**Arrival and key collection Information New instruction**

NEXT

CANCEL

Name / Reference\*

The name must correspond to a group of accommodations

Select properties:\*

Select

To create the instruction, perform the following steps:

1. Use the default rule and/or create several additional rules. Depending on whether you have one or more pickup points where the keys are collected from, we suggest that you use a single rule (the default one) or create several rules.

- Default key collection instruction: If you have a single office or one location where the keys are collected, it is sufficient to define the default rule by clicking on edit (pencil) option.
- Several key collection rules: If you have more than one office or the keys are collected from each rental property, you should then create a rule for each collection/property. To do so, click 'new instruction'.

2. Complete the information required.

- Enter the opening hours and customer service availability. You can enter several seasons for this, e.g. summer and winter time.
- Enter the check-in and check-out times. You can also add a penalty for late arrival.

## In this section

### Related content

## Content by label

There is no content with the specified labels

The [Booking.com](#) API Content connection only allows one season. E.g.: January - December, from 9 h to 18 h. If you have multiple seasons in the VRMS, you must add this one rule manually in the extranet of [Booking.com](#).

- Set the languages available when attending to tourists.
- Complete the exact location of where the keys should be picked up from.
- Add the contact and important contact information.
- Set up the additional notes and select different instructions. You can include the tourist tax in this section.

**Additional information**

You can include the 'How to get there' information for the Guest Area in this section if it is included in your plan. For more information [here](#).