My Bookings

This tab allows you to view and manage your reservations from Booking Website or Booking Button.

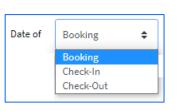## SUMMARY

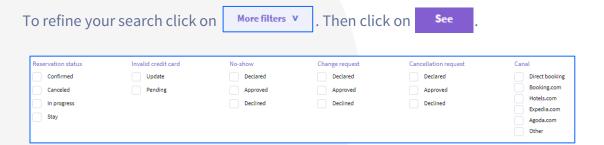# 1. Summury of bookings

This tab allows you to view and manage your bookings from the Booking Website or Booking Button.

To refine your search click on **More filters ∨** . Then click on **See** .

Date of: Booking — Booking / Check-In / Check-Out

Period: 2020/10/08 / 2020/10/09

	Oct 2020						Nov 2020					
	Mo	Tu	We	Th	Fr	Sa Su	Mo	Tu	We	Th	Fr	Sa Su
	28	29	30	1	2	3 4	26	27	28	29	30	31 1
	5	6	7	8	9	10 11	2	3	4	5	6	7 8
	12	13	14	15	16	17 18	9	10	11	12	13	14 15
	19	20	21	22	23	24 25	16	17	18	19	20	21 22
	26	27	28	29	30	31 1	23	24	25	26	27	28 29
	2	3	4	5	6	7 8	30	1	2	3	4	5 6

2020/10/08 - 2020/10/09   Cancel   Apply

Reservation status	Invalid credit card	No-show	Change request	Cancellation request	Canal
☐ Confirmed	☐ Update	☐ Declared	☐ Declared	☐ Declared	☐ Direct booking
☐ Canceled	☐ Pending	☐ Approved	☐ Approved	☐ Approved	☐ Booking.com
☐ In progress		☐ Declined	☐ Declined	☐ Declined	☐ Hotels.com
☐ Stay					☐ Expedia.com
					☐ Agoda.com
					☐ Other

For more information about the booking click on "See the Details".

Customer name	Check-in	Check-out	Accommodation	Booked on	Status	ACTION	Rate	Commi.	Channel	Booking number
2 People	2020/11/11	2020/11/13	✓ Double Room With Mountain View	2020/10/08	Confirmed		BRL 351.00	BRL 33.43	Direct Booking	11075-1071 See the details
2 People	2020/11/10	2020/11/11	✓ Double Room With Mountain View	2020/10/08	Confirmed		BRL 176.00	BRL 16.76	Direct Booking	11075-1069 See the details
4 People	2020/10/28	2020/10/29	✓ Double Room With Mountain View ✓ Penthouse	2020/10/07	Confirmed		BRL 381.00	BRL 36.29	Direct Booking	11075-1067 See the details
2 People	2020/10/08	2020/10/10	⊘ Penthouse	2020/10/07	Canceled	Cancellation Request Approved	BRL 0.00	BRL 0.00	Direct Booking	11075-1065 See the details
2 People	2020/10/08	2020/10/08	✓ Penthouse	2020/10/07	In Progress		BRL 205.00	BRL 19.52	Direct Booking	11075-1063 See the details
4 People	2020/10/08	2020/10/09	✓ Penthouse ✓ Basic - Single Room	2020/10/06	In Progress	Card : Pending	BRL 915.00	BRL 87.14	Direct Booking	11075-1061 See the details

2. Add a booking

You can add a reservation that is not from the "Rate match". It will not be subject to commission. This option allows you to view all of the day's arrivals or departures on a single platform.

- Click on **Add a booking** .

| Date of | Booking ⇕ | Period : | 2020/10/09 / 2020/10/10 ⇕ | More filters ∨ | See | | Add a booking |

- Fill in the form then click on **Save** .

Add a booking :

Please enter the new date of stay

| 2020/10/09 / 2020/10/10 | ⇕ |

Room 1

Please fill in the changes to be made to the reservation

| Room | Rate line |

| Price for the stay   BRL | Additional taxes   BRL |

| Guest | Customer Name |

Add Room   **Delete the room**

Customer Name

First name

Last name

Email address

Phone number

Origin : Booking.Com ⌄

Save

3. Credit cards details

You can check the credit card details provided by the customer, at the time of the booking or when making a change request, up to 3 times and up to 5 days after the customer's departure date.

In case of cancellation, the credit card details can be viewed up to 5 days after the date of cancellation.

To view the credit card details, click on **Credit card details** .

4. Invalid credit card

You can declare the customer's credit card as Invalid by clicking on **Invalid credit card (...)** .

The customer will receive a secure e-mail allowing him to modify his card details in complete security within 24 hours. Once the card has been modified you will receive a notification of the modification. You can consult the new card by clicking on **Credit card details** .

If the customer does not change the card details you can either renew the operation or make a cancellation request by clicking on **Cancellation request (...)** specifying the reason for the request (e.g. Invalid credit card).

Concerning last-minute bookings, i.e. those received no more than 1 day before the date of arrival, the customer must reply to the email requesting a new card within a maximum of 2 hours.
If the customer does not change his/her card, you have the possibility to cancel the reservation by clicking on "Cancel Reservation".

Invalid credit card (...)   **Cancel the reservation**

You and the customer will receive a confirmation of the cancellation of the reservation.

In both cases, if no action is taken after the credit card change request, the reservation remains confirmed.

4. Report as a no-show

You can declare a no-show within a maximum of **48 hours** after the customer's arrival date by clicking on Report as a no-show (...) .

You can declare a no-show with or without fees.

The customer receives a secure email asking him to confirm his no-show.

If the client confirms the no-show, the reservation is cancelled. You and the guest will receive a confirmation of the cancellation including the charges applied as specified on the confirmation of the reservation or free of charge (depending on the option chosen at the time of the no-show declaration).

If the guest confirms having stayed at your establishment, an email notification is sent to the hotel. The reservation remains "Confirmed".

If the guest does not reply to the email received within 48 hours, the reservation is cancelled. You and the guest will receive a confirmation of the cancellation including the charges applied as specified on the confirmation of the reservation or free of charge (depending on the option chosen at the time of the no-show declaration).

5. Cancellation request

You can declare a request for cancellation of a reservation by clicking on Cancellation request (...) .

You can declare a no-show with or without fees.

It is imperative to specify the reason for the request (Invalid credit card, Cancellation requested by the client....) so that your request can be processed and accepted.

If the request is accepted, the reservation is cancelled. You and the guest will receive a confirmation of the cancellation including the charges applied as specified on the confirmation of the reservation or free of charge (depending on the option chosen at the time of the no-show declaration).

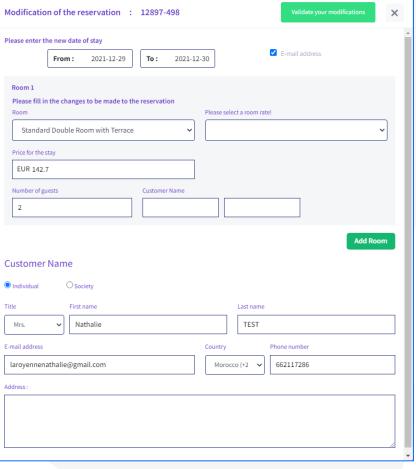If the request is rejected, the status will change to "Cancellation Request Declined"

6. Booking modification

You can make a modification for a reservation by clicking on **Modification of the reservation (...)** .

Fill in the form: New date of stay, Room and price line, new rate of stay per room, occupants...

Once the request has been accepted, both you and the customer will receive a "reservation modification" with the new stay information.

7. Invoice

You can edit and print an invoice for your customers. The invoice includes the information entered in "Billing details" (CF p 66).

- Click on "Invoice"
- Insert the invoice number then click on **Edit invoice** .

Invoice   ✕

Invoice No.

Edit invoice