

BOOKING CONDITIONS



The first step in offering your customers different rates than those detected by the HI comparator, is to configure your booking conditions.

You can configure identical conditions to those offered by your distributors or different conditions. réservation

- Click on **Add a booking condition** .
- Select the booking condition to configure: Non-refundable, Free cancellation, Conditional cancellation (Cancellation possible under certain conditions)

Non-refundable Free cancellation Conditional cancellation

Non-refundable: By default, there is a prepayment of 100% of the total amount of the reservation and a no-show fee of 100% of the total amount of the reservation.

You can change the rates and check "From the amount of the first night" or "From the total amount of the reservation".

Click on **Save** .

Non-refundable Free cancellation Conditional cancellation

PREPAYMENT AND NO SHOW POLICY

<input checked="" type="checkbox"/> Prepayment	<input type="text" value="100"/>	%	<input checked="" type="radio"/> Of the total amount of the reservation	<input type="radio"/> Of the total amount of the first night
<input checked="" type="checkbox"/> No show fees	<input type="text" value="100"/>	%	<input checked="" type="radio"/> Of the total amount of the reservation	<input type="radio"/> Of the total amount of the first night



Free Cancellation: By default, no prepayment is required and no no-show fee is charged. To change the setting, check "Prepayment" and or "No show at the hotel", Enter the rate and choose between "The amount of the first night" or "The total amount of the reservation".

Click on [Save](#) .

Non-refundable Free cancellation Conditional cancellation

PREPAYMENT AND NO SHOW POLICY

<input checked="" type="checkbox"/> Prepayment	<input type="text" value="0"/>	%	<input checked="" type="radio"/> Of the total amount of the reservation	<input type="radio"/> Of the total amount of the first night
<input checked="" type="checkbox"/> No show fees	<input type="text" value="0"/>	%	<input checked="" type="radio"/> Of the total amount of the reservation	<input type="radio"/> Of the total amount of the first night

Conditional cancellation: this condition is also called "flexible condition". Cancellation is subject to certain conditions.

Example: Free cancellation up to 15 days before the arrival date.

If the cancellation takes place between the 8th and 15th preceding the date of arrival, the cancellation fees is 100% of the total amount of the first night.

If the cancellation takes place within 7 days of the arrival date, the cancellation fees is 100% of the total reservation amount.

No prepayment needed.

The no-show fees is 100% of the total amount of the reservation.

When you select this condition, a form appears:

The first interval begins on the arrival day. Enter the number of days and the cancellation fees.

In our example:

- If the reservation is cancelled between the arrival date and 7 days, the cancellation fees is 100% of the total amount of the reservation.

Enter " 7 " then enter " 100 " then check Of the total amount of the reservation

If cancelled between		Check-in	And	Number of days before date of arrival	Cancellation fees	<input checked="" type="radio"/> Of the total amount of the reservation
				7	100	<input type="radio"/> Of the total amount of the first night

- If the cancellation is made between the 8th and the 15th before the arrival date, the cancellation fees is 100% of the total amount of the first night

Click on **+ Add** to display a new interval.

Enter " 15 " then enter " 100 " then check Of the total amount of the first night

If cancelled between		Number of days before date of arrival	And	Number of days before date of arrival	Cancellation fees	<input type="radio"/> Of the total amount of the reservation
		8		15	100	<input checked="" type="radio"/> Of the total amount of the first night





- If the reservation is canceled 16 days before the arrival date, the cancellation is free.

You only fill in the cancellation fees. If no charge is requested enter "0".

	Number of days before date of arrival	Cancellation fees	<input checked="" type="radio"/> Of the total amount of the reservation
If the reservation is canceled at least	<input type="text" value="16"/>	<input type="text" value="0"/> %	<input type="radio"/> Of the total amount of the first night

You can add more intervals by clicking on or delete intervals by clicking on .

- No prepayment needed

If no prepayment is needed at the time of the booking, do not check the prepayment box.

Otherwise, check "Prepayment", enter the rate and choose between "Of the amount of the first night" or "Of the total amount of the reservation".

<input checked="" type="checkbox"/> Prepayment	<input type="text" value="50"/> %	<input checked="" type="radio"/> Of the total amount of the reservation	<input type="radio"/> Of the total amount of the first night
--	-----------------------------------	---	--

- The no-show fees is 100% of the total amount of the reservation.

Check "No show fees", Enter the rate "100" % then check Of the total amount of the reservation .

If no no-show fees is applicable do not check the box No show fees .

- Click on .

You can change or delete a booking condition at any time.
In case of deletion, be sure to first modify the tariff lines using this condition.