

Make your properties more visible with

Booking.com

&



Step by step instructions to onboard your properties onto Booking.com



Hello New Partner,

The following presentation will assist you in the process of listing your properties on Booking.com.

The step by step instructions will facilitate the onboarding process by offering some insights and tips to build your properties and set them up for success!

Happy building!





Registration

To start the registration process:

Copy and paste the URL below into your web address bar:


<https://join.booking.com/build-group/partner.html?aid=834325>

B.

Step 1: Registration

Fill the following information based on your business.


Make sure the information is accurate since this cannot be updated after registration is submitted

Booking.com 

1. Fill in some general info

Contact Details of the Legal Representative

Name of legal representative
This person has been authorized to sign on behalf of the company.

Phone number (in case Booking.com has questions about your registration) Country: 

Email

Company Info

Company Name

Legal company name
This is the name used when registering your company with a government institution (e.g. tax authority). Use the property owner's full name if you don't have a legal company name.

Country/Region City

Address Zip Code

Website (optional)

How many properties (at different addresses) do you want to list?

Do you use a channel manager or XML provider? [What's a channel manager?](#)

Yes No

Channel Manager Name

Channel managers help you manage your property when you use multiple accommodation platforms.



- **Phone Number must receive direct calls or text messages. (This will be used for account verification)**
- **Do you use a channel manager or XML provider?
Select “DerbySoft Home”.**

Step 2: Registration

Select all the countries where your property inventory is located.



Select the country(s) where your properties are located. Missing countries in this step will not allow you to add properties later on in countries that were not selected in this stage.

1. Fill in some general info ✓

2. Tell us where your properties are located

United States of America

Save & continue

Step 3: Registration

After reviewing our Open Accommodation Agreement, select the options that apply to your business. Then, agree to our clauses by clicking “*Agree & Continue*”



Your Accommodation Agreement with Booking.com

Between:

Booking.com B.V., Herengracht 597, 1017CE Amsterdam, The Netherlands
Commercial Register of the Chamber of Commerce and Industries Amsterdam,
File number: 31047344, VAT number: NL805734958801, Registration number
Dutch Data Protection Authority: 1288246

And you (the “Partner” or “Accommodations”):

Company name:
Eduardo Vacation Rentals EVR TEST

Legal representative:
Eduardo Quinones

Legal Entity:
EVR LLC TEST

Address (Legal entity):
144 Road 1, 32826, Orlando, United States of America

Have agreed as follows:

For all properties which will be registered on Booking.com by, listed in the name of, or under the name of the Partner, the following local commission percentages apply:

- United States of America: 15%

Execution and performance

The Agreement is only effective after approval and confirmation by Booking.com B.V.

General delivery terms

This Agreement is subject to and governed by the General Delivery Terms (the “GDTs”). The Partner declares that they have read and hereby accept the GDTs.

Additional properties

Every additional property which will be registered on Booking.com and listed in the name of or under the name of the Partner will automatically fall under the scope of this Agreement and will be subject to and governed by the GDTs. All reservations made prior to the acquisition of the property will be honored by the Partner in accordance with (a) the terms of this Agreement (and GDTs) and (b) the relevant reservation conditions and commission percentage as applicable on the date of reservation.

The Partner must fulfill at least one of the two clauses below:

- The Partner represents and warrants that it has the sole and exclusive right to market, promote, distribute and make the Accommodations available by itself or its distribution partners.
- The Partner is responsible for (and shall duly and diligently perform, render and provide) on-site property management services such as key-handling, on-site customer service, linens/towel services (if applicable) or cleaning.

Please check all boxes below:

- The Partner certifies that this is a legitimate accommodations business with all necessary licenses and permits, which can be shown upon first request. Booking.com B.V. reserves the right to verify and investigate any detail the Partner provides in this registration.
- The Partner has read, accepted and agreed to:
 - General delivery terms for United States of America
 - XML Service Schedule

Date: Apr 18, 2022

Agree & continue

- To partner with Booking.com, you must select at least one of the two clauses located under “*The Partner must fulfill at least one of the two clauses below*”.
- If the two options apply, then select both.

It's time to build your properties!

Thank you!

You've submitted all the necessary details to start working with Booking.com.

We sent an email to [redacted]@gmail.com confirming your registration.

What's the next step?

Start adding each individual property you have to Booking.com

[Add your first property](#)



- Click on “Add your first property”
- An email has been sent with the information to Log in to our extranet
- The website is

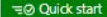
admin.booking.com





Step 1: Self Build

To start the building process, you need to select the type of property that best fits your inventory, However, depending on the current channel manager integration this may vary. (See notes below for more information on this)

List your property on Booking.com and start welcoming guests in no time!

To get started, select the type of property you want to list on Booking.com

 Quick start

 Apartment Furnished and self-catering accommodations where guests rent the entire place. List your property	 Homes Properties like apartments, vacation homes, villas, etc. List your property	 Hotel, B&Bs & More Properties like hotels, B&Bs, guest houses, hostels, condo hotels, etc. List your property	 Alternative Places Properties like boats, campgrounds, luxury tents, etc. List your property
---	---	---	--

Apartment Furnished, independent accommodations available for short- and long-term rental	Vacation home Freestanding home with private, external entrance and rented specifically for vacation	Villa Private, freestanding and independent home with a luxury feel
Condo hotel Independent apartments with some hotel facilities like a front desk	Chalet Freestanding home characterized by a sloping roof and rented specifically for vacations	Resort village Private independent residences located on shared grounds with shared facilities or recreational activities




- To be able to build and connect your properties successfully with this channel manager, you need to select “Homes”
- Click on “*List your property*” under Homes. (**Disregard the other property types regardless of your accommodation**)
- After you click on “*List your property*” under homes. Select “*Vacation Home*”
- As mentioned above, those selections are very important to be able to accurately build the properties on our platform


Step 2: Self Build

Click on “*Entire Place*” to move forward.

What can guests book?



Entire place
Guests have access to the entire place and don't have to share it with the host or other guests.



A private room
Guests rent a room within the property. There are common areas that are shared with either the host or other guests.

<

Continue



- Click on “**Entire Place**” and continue.

Step 3: Self Build

Select “Multiple Vacation Homes” and answer “Yes, these vacation homes are at the same address or building” and add the number of properties.

How many vacation home are you listing?

One vacation home

Multiple vacation homes

Are these properties at the same address or building?

Yes, these vacation homes are at the same address or building

No, these vacation homes are at different addresses or buildings

Number of properties




- This selection will be done when there are multiple properties with the same amenities, same decor, located at the same address or have the same check-in area (also know as a cluster). Since there will be one check-in area for CampSpot groups, it has been decided that properties will be clustered. Add the number of properties you have.
- If the the properties have different amenities, decor and located at a different address, check with your channel manager on the best way the connection can be supported.

Step 4: Self Build

Click “Continue” to move forward with the building process. Assuming this is the correct setup based on what was mentioned before in the previous slide.

You're listing:



Multiple vacation homes in the same location where guests can book an entire home

Does this sound like your property?

[Continue](#)

[No, I need to make a change](#)

Step 5: Self Build

Write the exact physical address of your property and make sure is pinned Accurately in the map.

Where is the property you're listing?

Country/region
United States of America

Find Your Address
Start typing your address

< Continue

What needs to be included in my address?

- Include both your street name and number for the entire property
- The floor number in address line 2 if relevant
- Individual apartment or floor numbers can be shared later
- Provide the zip code
- Spell the street name correctly
- Use the physical address of the property, not your office or home address

Why do I need to add my address?

Once a guest books your property, this is the address that will be shared with them. It's important that it's correct so guests can easily find your property.

Pin the location of your property

This is the location we'll show to guests on our site. Drag the map so the pin matches the exact location of your place.

Map Satellite

IMT Lake Hc Sw

Gyu-Kaku

The Riato Luxury Apartments

Ruth's Chris Steak House

American Social Orlando

Chick-fil Fast Food

Flippers Pizzeria

Sand Lake Rd W Sand Lake Rd

Bank of Ame ATM (Drive-thru)

Eddie V's Prime Seafood

McDonald's Fast Food

do's Tacos

Tquila Bar

Google Keyboard shortcuts Map data ©2022 Google Terms of Use Report a map error

< Continue

Step 6: Self Build

Select all the options available to the guest at the property and also answer the following questions providing accurate information.

What can guests use at your place?

- Bar
- Sauna
- Garden
- Terrace
- Hot tub/Jacuzzi
- Heating
- Free WiFi
- Air conditioning
- Swimming pool

What if I don't see a facility I offer?

The facilities listed here are the ones guests search for most. After you complete your registration, you can add more facilities from a larger list on the Extranet, the platform you'll use to manage your property.

The ones selected here will apply to all of your vacation homes.

Do you serve guests breakfast?

- Yes
- No

Is parking available to guests?

- Yes, free
- Yes, paid
- No

Do guests need to reserve a parking spot?

- Reservation needed
- No reservation needed

Where is the parking located?

- On site
- Off site

What type of parking is it?

- Private
- Public



Continue

Step 7: Self Build

Select the languages your staff speak and the House Rules. Also, the write “Check in” and “Check out” times.

What languages do you or your staff speak?

Select languages

- English
- Spanish
- Chinese
- French
- Portuguese

[Add additional languages](#)

House Rules

- Smoking allowed
- Pets allowed
- Children allowed
- Parties/events allowed

Check-in

From

4:00 PM

Until

12:00 AM

Check-out

From

1:00 AM

Until

11:00 AM



- **Select the languages spoken at the property and the timeframe for guests to “check in” and “check out”.**

Step 8: Self Build

Select the Host Profile Info if you would like to fill it now or select “None of the above / I’ll add these later” to fill later in the extranet. Also, Write the name of your property in the listing.



Host profile

Help your listing stand out by telling potential guests a little more about yourself, your property, and your neighborhood. This info will appear on your property page.

The property

The host

The neighborhood

None of the above / I'll add these later

What's the name of your place?

Property Name

Eduardos Honeymoon PPlace

- Write a property name up to 80 characters including spaces. Keep in mind, “*The longer the name, the weaker the ad.*”

Step 9: Self Build

(Payments by Booking will be available for property managers in the US in June 2022. Exact date is currently unknown)

Answer “Yes” the following question (See notes)



Guest payment options

Can you charge credit cards at your property?

Yes

No












Continue

- The Answer is **“Yes”**.
- Why? We currently do not have payment solution for Multi Property Partners (Answering **“No”** will not be the correct payment setup for your properties at this time).
- By answering **“Yes”** to this question, you will process credit card payments with your payment processor. You will collect all the monies and we will send you an invoice of our commission on the 5th of each month for the reservations that checked out on the previous month.
- **Booking.com will not be the Merchant of Record.**

Step 10: Self Build

Select the Credit Cards that you will be accepting in our platform.

Which cards can you charge at your property?

-  American Express
-  Visa
-  Euro/Mastercard
-  Diners Club
-  JCB
-  Maestro
-  Discover
-  Carte Blanche
-  UnionPay credit card



- **Check with your Payment Processor which credit cards are accepted and make sure they are selected here.**
- **Booking.com will pass the credit card information directly to you (the partner) to be processed on your end.**
- **Make sure you are aware of the payment processor settings and processes to accept payments.**

Booking.com is not the Merchant of Record.

Step 11: Self Build

Since you will be connecting to a channel manager, Answer the question “Yes”, I’ll connect with a channel manager. (See notes)

Availability

Your property will be automatically available for bookings for the next 18 months – excluding days you import marked as unavailable. You can update your calendar after registration.

Want to sync your availability with another website?

Yes, I'll connect with a Channel Manager ⓘ

You can connect with a Channel Manager after your registration is complete – continue to the next step.

No, I won't sync my availability



Continue



- Answering “Yes” will allow you to connect the property to a channel manager that pushes rates and availability.
- **Property should go LIVE once it is connected to a channel manager (DerbySoft Home) and all the other steps are taking care of, Not before.**
- Partners are fully responsible of opening the properties and need to make sure properties are set up for success.
- Steps and explanation on how to connect to a channel manager will be given later on this presentation.

Search for a provider

Enter the name of your connectivity provider in the following box, or choose a recommended provider from the list below. If your provider isn't listed here, please contact them for assistance.

derbysoft

DerbySoft Home

Premier

99% Connection Quality

[More details](#)

Available connection types

DerbySoft Home offers the following connection types, which can be grouped or mandatory depending on the provider. By selecting a connection type, you allow this provider to perform the corresponding actions on your behalf.

Rates and availability Manage the rates and availability for your property

Reservations Manage your existing and future reservations

Connect

Step 12: Self Build

Fill the property details and also add the square footage.

You can add more vacation homes or duplicate this one when you finish filling in the details.

[<](#) [Continue](#)

Property Details

Where can people sleep?

Bedroom 1
1 full bed

Living room
0 beds

Other spaces
0 beds

[+ Add bedroom](#)

How many guests can stay?

- 2 +

How many bathrooms are there?

- 1 +

How big is this vacation home?

Vacation Home size - optional

square feet

[<](#) [Continue](#)

Step 13: Self Build

Select the amenities your property have and upload the pictures.

What amenities does this home have?

- Air conditioning
- Kitchenette
- Kitchen
- Balcony
- View
- Flat-screen TV
- Private pool
- Terrace
- Washing machine


< Continue

What does your place look like?

Add at least one photo now. You can always add more later.

Drag and drop your photos here

or



< Continue



- **Pictures should be a High resolution for better clarity for guests and a higher content score (1290 x 900 pixels)**

Step 14: Self Build

Add the **total** number of campsites/cabins at this location

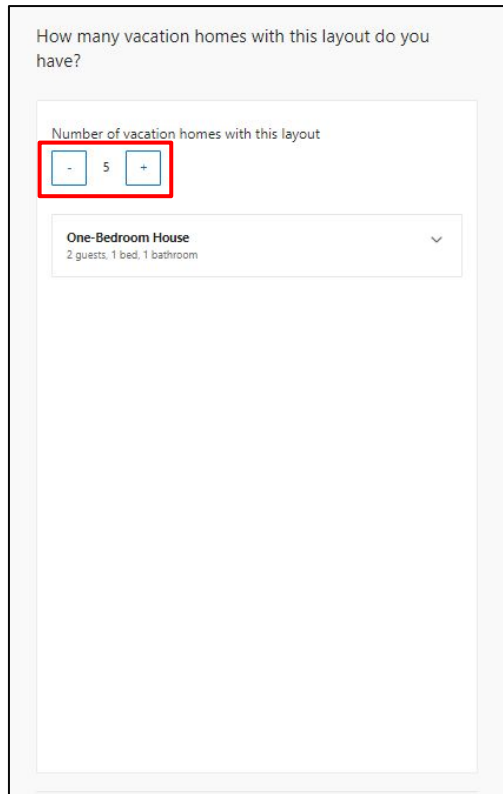
*****It's important this number is correct to ensure accurate performance analytics*****

How many vacation homes with this layout do you have?

Number of vacation homes with this layout

- 5 +

One-Bedroom House ▼
2 guests, 1 bed, 1 bathroom



Step 15: Self Build

Since your properties will be connecting to a channel manager, you should not worry about this part “Price guests pay” (This will be Overwritten). Rates and availability will come from the channel manager. (See notes)



- On **“How much do you want to charge per night?”**. We suggest adding your highest rate of the year. This is just to move forward with the on-boarding process, Properties will not open until connection with channel Manager is done.
- **“Want to lower your price by 20% for your first guests?” Answer “NO”**

Price per night

How much do you want to charge per night?

Price guests pay

US\$ 500.00

Including taxes, commission, and fees

Want to lower your price by 20% for your first guests?

Get your first bookings quicker and reach the three reviews needed to display a guest review score. You can raise your price anytime.

Yes No

Step 16: Self Build

On Standard rate plan click on “Edit”, and then click on enable to disable.
Select the cancellation policy that you would like for your properties.

Rate plans

To attract a wider range of guests, we suggest setting up multiple rate plans. The recommended prices and policies for each plan are based on data from properties like yours, but they can be edited now or after you complete registration.

Standard rate plan

Price per group size ⓘ Edit

Occupancy	Guests pay
👤 × 2	US\$ 500.00
👤 × 1	US\$ 450.00

Cancellation policy ⓘ Edit

This policy is set at the property level – any changes made will apply to all units.

- ✔️ Guests can cancel their bookings for free up to 1 day before their arrival
- ✔️ Guests who cancel within 24 hours will have their cancellation fee waived

Price per group size

Offering lower rates for groups of less than 2 makes your property more attractive to potential guests.

The recommended discounts are based on data from properties like yours. These can be updated at any time.

Disabled

Cancellation policies

How many days before arrival can guests **cancel their booking for free?**

Recommended

1 day | 5 days | 14 days | 30 days

ⓘ Guests love flexibility – free cancellation rates are generally the most booked rates on our site. Get your first booking sooner by allowing guests to cancel up to 5 days before check-in.

Protection against accidental bookings

On

To avoid having to deal with accidental bookings, we automatically waive cancellation fees for guests who cancel within 24 hours of booking.



- **The creation of a Standard rate is necessary for the channel manager to map rates and availability later on. The “disabled” option is for Pricing per group size.**
- **Select a “Cancellation Policy”, more options will be available in the extranet just select the best one that suits your properties.**
- **Protection against accidental bookings is recommended but optional.**

Step 17: Self Build

Click on Edit for the “Non Refundable rate plan” and “Weekly rate plan” and select to disable both like shown below.

Non-refundable rate plan

Price and cancellation policy ⓘ [Edit](#)

- ✓ Guests will pay 10% less than the standard rate for a non-refundable rate
- ✓ Guests can't cancel their bookings for free anytime

Weekly rate plan

Price and cancellation policy ⓘ [Edit](#)

- ✓ Guests will pay 15% less than the standard rate when they book for at least 7 nights
- ✓ Guests can cancel their bookings for free up to 1 day before arrival (based on the standard rate cancellation policy)

< [Continue](#)

Set up a non-refundable rate plan

In addition to the standard rate plan you created for your property, you can add a non-refundable rate plan.

With this, you set a discounted price but your **revenue for these bookings is guaranteed** because guests won't receive a refund if they cancel or no-show.

Set up a non-refundable rate plan

Set up a weekly rate

In addition to the standard rate plan you created for your property, you can add a weekly rate plan.

For this, you set a discounted price and use the same cancellation policy as the standard rate plan. Guests who stay for at least a week are interested in discounts since they'll be spending more on their overall booking.

Set up a weekly rate plan



- Since rates and availability will come from the channel manager, you do not need to set up additional rates. The standard rate is the only needed to map the properties later on.


Step 18: Self Build

Complete the registration by clicking on the button below.

Eduardos Honeymoon PLace ¹

7380 West Sand Lake Road, Orlando, FL, 32819, United States of America

General details



One-Bedroom House
5 vacation homes with this layout

Bedroom	Guests	Price	
1	2	US\$500	Duplicate Edit

Add vacation home

[Complete registration](#)



- If everything looks good and nothing needs to be updated, please click on “Complete Registration”.

Congratulations!

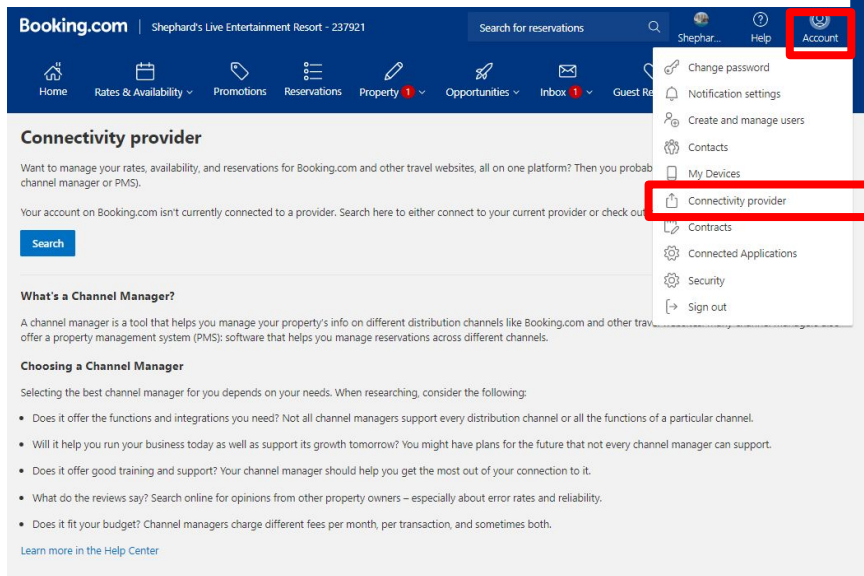
Your property is built!
Next step is to connect to
your channel manager

[Booking.com](https://www.booking.com)



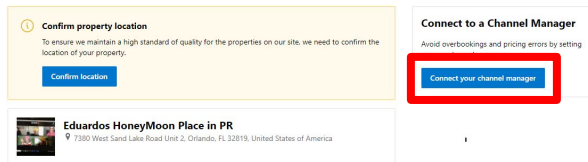
How to connect to a channel manager?

1. Log in to the [Extranet](#)
2. Click **Account** and select **Connectivity provider** from the drop-down menu



The screenshot shows the Booking.com Extranet interface for 'Shepherd's Live Entertainment Resort - 237921'. The top navigation bar includes 'Home', 'Rates & Availability', 'Promotions', 'Reservations', 'Property', 'Opportunities', 'Inbox', and 'Guest Reservations'. The 'Account' menu is open, showing options like 'Change password', 'Notification settings', 'Create and manage users', 'Contacts', 'My Devices', 'Connectivity provider', 'Contracts', 'Connected Applications', 'Security', and 'Sign out'. The 'Connectivity provider' option is highlighted with a red box.

Or, Click on “Connect your channel manager”. As seen below,



The screenshot shows two steps in the channel manager connection process. The first step is 'Confirm property location', which includes a 'Confirm location' button. The second step is 'Connect to a Channel Manager', which includes a 'Connect your channel manager' button highlighted with a red box. Below these steps, there is a property listing for 'Eduardos HoneyMoon Place in PR' with the address '7380 West Sand Lake Road Unit 2, Orlando, FL 32819, United States of America'.

How to connect to a channel manager?

Click **Search** and then type in the name of your channel manager, "**DerbySoft Home**".

Connectivity provider

Want to manage your rates, availability, and reservations for Booking.com and other travel websites, all on one channel manager or PMS).

Your account on Booking.com isn't currently connected to a provider. Search here to either connect to your

Search

What's a Channel Manager?

A channel manager is a tool that helps you manage your property's info on different distribution channels like offer a property management system (PMS): software that helps you manage reservations across different c

Choosing a Channel Manager

Selecting the best channel manager for you depends on your needs. When researching, consider the follow

- Does it offer the functions and integrations you need? Not all channel managers support every distribut
- Will it help you run your business today as well as support its growth tomorrow? You might have plans fo
- Does it offer good training and support? Your channel manager should help you get the most out of you
- What do the reviews say? Search online for opinions from other property owners – especially about error
- Does it fit your budget? Channel managers charge different fees per month, per transaction, and sometin

[Learn more in the Help Center](#)

Search for a provider

Enter your connectivity provider's name in the following box,

Enter a provider name

How to connect to a channel manager?

Click “connect” to add your channel manager.

DerbySoft Home
Premier
[More details](#)

Available connection types
DerbySoft Home offers the following connection types, which can be grouped or mandatory depending on the provider. By selecting a connection type, you allow this provider to perform the corresponding actions on your behalf.

<input checked="" type="checkbox"/>	Rates and availability	Manage the rates and availability for your property
<input checked="" type="checkbox"/>	Reservations	Manage your existing and future reservations
<input checked="" type="checkbox"/>	Content	Create and update property content

Connect

Status of the connection request: Waiting for provider confirmation

We're waiting for One by DerbySoft China to confirm and activate the connection with you. One by DerbySoft China should map all rooms and rates before the connection gets activated.

Summary of your pending request:

- One by DerbySoft China is the connectivity provider handling your connection
- Requested type of connection: Rates & Availability, Reservations, Guest Reviews, Reporting, Content, Photos
- This connection request was submitted on 2022-05-06 at 22:53:16

Next steps:

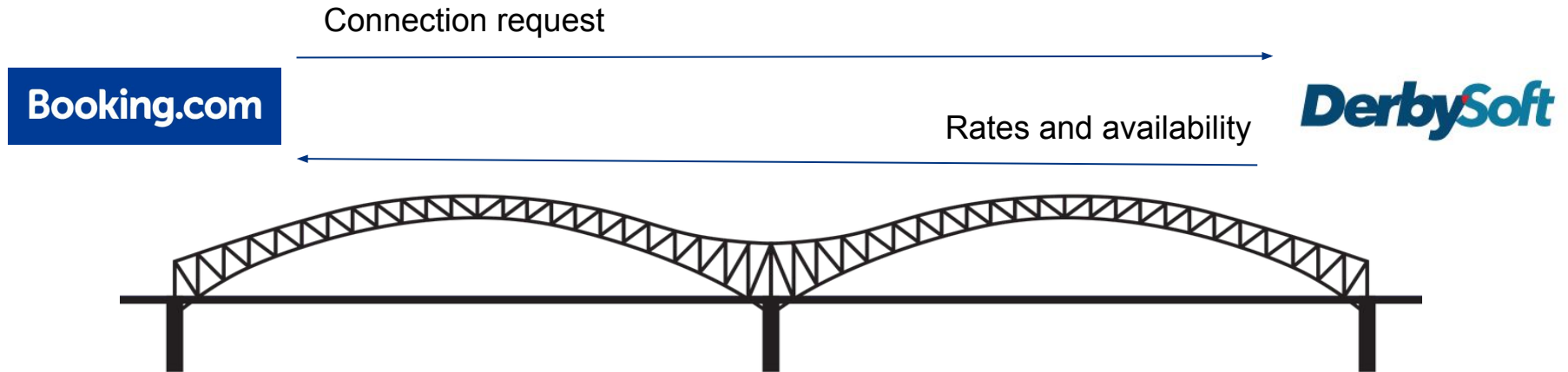
- One by DerbySoft China will map all your rooms and rates in their system
- Once One by DerbySoft China confirms that the mapping is complete, your connection will be activated.

Note: Your calendar should be automatically imported when your connection gets activated.

i Make sure your property is bookable again on Booking.com as soon as possible. If your rates, availability, or restrictions aren't imported to your new connectivity provider calendar after the connection is activated, contact One by DerbySoft China for assistance.

Your channel manager will be sent a connection request.

How to connect to a channel manager?



1. A connection request has been sent to the channel manager and will need to be approved on their end.

2. Once the channel manager approves the connection, they will be able to see our properties and map them with the partner's guidance.

3. When properties are successfully mapped we will see rates and availability coming through our extranet.

Still a bit more to do.... Do not Open your property yet!

Once you've built the shell of your property and connect it successfully to the channel manager you will need to possibly add a couple of things that were not asked during self build or might need to be updated. Things like....

- Additional Fees: **(Not asked during self-build process)**
- Additional Photos
- Cancellation and Prepayment Policy: **(Not all options available during self-build)**
- Children
- Internet: **(Not asked during self-build process)**
- House Rules: Pets **(If you allow pets and charge a fee, make sure "Charges may apply" is selected.)**
- Key Pick up: **(Not asked during self-build process)**

To do this, click on the Property tab at the top of the page



Adding Additional Fees



Click on the Property tab, next click on Policies

Scroll down to Additional fees & charges, Click Edit

Property Page Score

General Info

VAT/Tax/Charges

Photos **1**

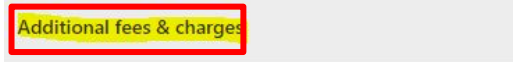
Policies

Facilities & Services

Room Details

Room Amenities

Add any additional fees then click save



You charge guests additional fees:

- Cleaning fee of 100US\$/stay – not included in price



Additional Fees & Charges

Alongside the room/apartment rate(s), will guests need to pay any other fees for their reservation?

Yes No

Type of fee
Cleaning fee

Is this already part of the room/apartment rate?
 Yes No

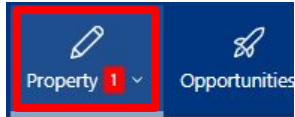
Payment type
US\$/stay

Amount
US\$ 100.00

Add another fee

Save Cancel

Adding Photos



Click on the Property tab, next click on Photos

Here you can upload photos or import them from existing Airbnb or VRBO links



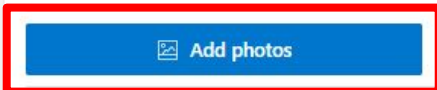
Property Photos

All photos **89** Low-quality photos **0** Units with missing photos **0** Photos with missing tags **31**

Import photos from your Airbnb or VRBO listing

Guests rely on photos to help them decide where to stay. If you have great shots of your property on Airbnb or VRBO, you can also use them on Booking.com.

Main gallery (88 photos)



Select all

Deselect all

Hide from gallery

Double Check Cancellation and Prepayment Policy



Property Page Score

General Info

VAT/Tax/Charges

Photos **1**

Policies

Facilities & Services

Room Details

Room Amenities

Click on the Property tab, next click on Policies, the first box on the top left will show your policy. To update it, click edit, update here, then click Save

Cancellation & Prepayment Policies

Flexible - 3 days (General)

- The guest can cancel free of charge until 3 days before arrival. The guest will be charged the cost of the first night if they cancel in the 3 days before arrival.
- The guest will be charged a prepayment of the cost of the first night after reservation.

Edit

Flexible - 14 days

Cancellation Preference

Is there a period when the guest can cancel free of charge?

Yes No

Specify Conditions

How long before arrival can the guest cancel free of charge?

until 14 days before arrival

How much is the guest charged for cancellation in the 14 days before arrival?

100% of the total price

How much is the guest charged for a no-show?

Same as the cancellation fee

Policy Summary

The guest can cancel free of charge until 14 days before arrival. The guest will be charged the total price of the reservation if they cancel in the 14 days before arrival.

Prepayment

Do you want to charge guests before they arrive?

No Yes

When do you want to collect prepayment?

Before free cancellation ends After free cancellation ends

Manage guest expectations and help them prepare for their stay!

How will you receive the prepayment? Credit card

In the case of cancellation, how long will a refund take? Within 7 days

Prepayment Summary

The guest will be charged a prepayment of the total price of the reservation anytime. You can collect this prepayment from the guest anytime after the reservation is made.

Save **Cancel**

Children, Pets, Internet and House Rules

Click on the Property tab, next click on Policies, the first box on the top left will show your policy. To update it, click edit, update here, then click Save



Property Page Score

General Info

VAT/Tax/Charges

Photos **1**

Policies

Facilities & Services

Room Details

Room Amenities

Children policies

Child policies

- Children of all ages are allowed.

Children rates

- You don't have child rates set

Edit

House Rules

You set the following house rules for your guests:

- Smoking is not allowed.
- Pets are not allowed.
- Parties/events are not allowed.
- There are no set quiet hours.

Edit

House Rules

You set the following house rules for your guests:

Do you allow smoking?

Yes

No

Are parties/events allowed?

Yes

No

Does your property have set quiet hours?

Yes

No

Do you allow pets?

Yes

No

Upon request

Are there any additional charges for pets?

Charges may apply

Save


Cancel

Internet and parking

Internet

- WiFi is available in all areas and is free of charge.

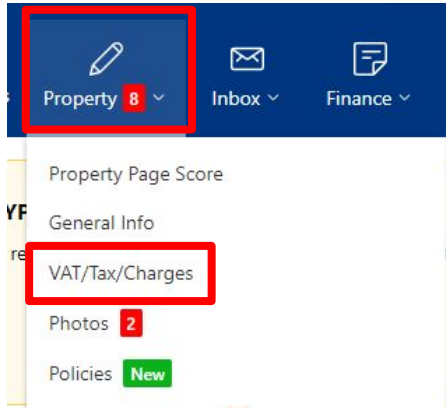
Parking

 Parking info can now be found on the [facilities & services page](#)

Edit

Taxes

Taxes are added by default based on the area of where the property is located and cannot be manually updated. To verify if the taxes are correct, click on the “Property” tab and then go to “VAT/TAX/Charges” to verify if the tax amount is correct. See below...



VAT/Tax/Charges

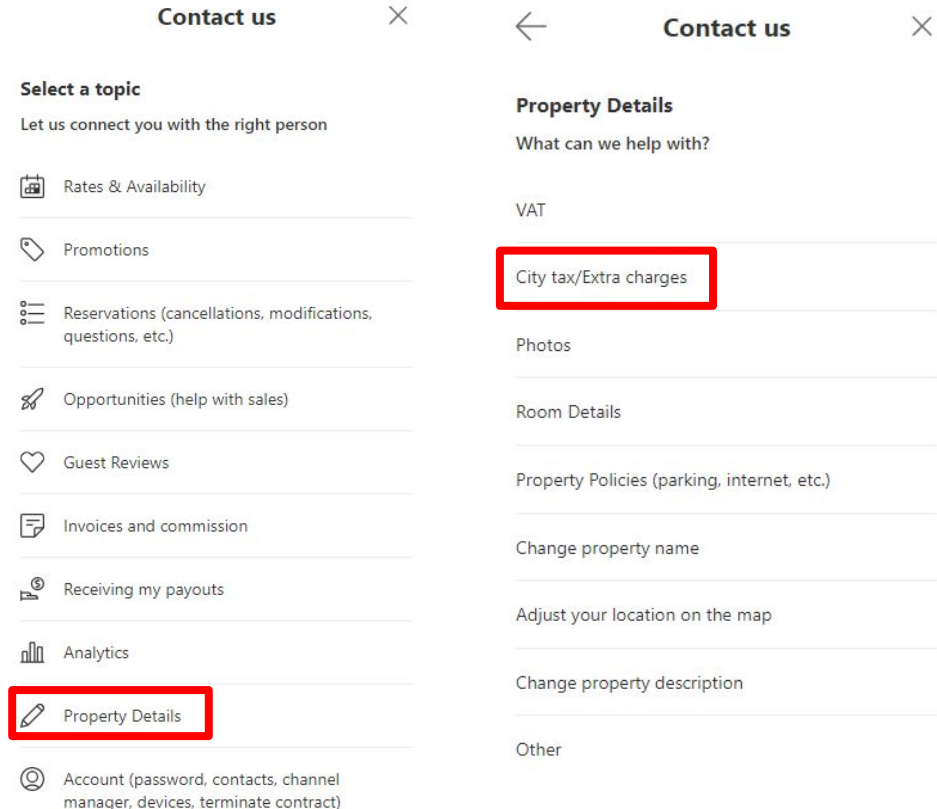
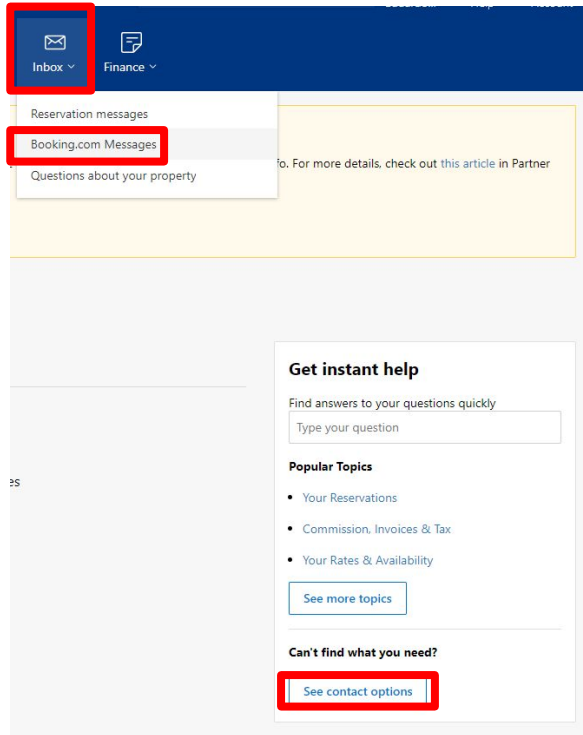
	Now	Most popular in Orlando
Tax	Tax of 14.50% isn't included	13.5% isn't included
City tax	City tax is not applicable	not applicable is not included

(*) The most common value (VAT, City Tax, Service Charge) out of a total of 2039 open hotel(s) in Orlando.

- If the tax amount is correct, there is nothing to be done on your end.
- If the tax amount is incorrect, it will need to be updated by our COO team by submitting a ticket via the inbox. (See next slide to see how submit a ticket)
- If taxes are splitted in other categories. A service ticket will need to be submitted through the inbox to add them all up under TAX.
- To be able to charge taxes on additional fees, the total amount of taxes need to be added up under TAX.

How to submit a Tax update via the inbox?

Go to one property ID in the extranet and click in the “Inbox”, then click on “Booking.com messages” and on “See contact options”. The on “Property Details” go to “City tax/Extra charges”.



How to submit a Tax update via the inbox?

Click at the bottom where it says: "Still need help? See all contact options" and the click on message. Use the template in the blue rectangle to update the taxes on your properties.

← **Contact us** ×

City tax/Extra charges

A help article might have the info you need.


- How do I handle VAT and local taxes?
- How do I set up policies and payment methods before accepting res
- 4 tips for seamless pre-stay communication
- How can I make changes to my property's settings?
- How do I make changes to service charges and cleaning fees?


Still need help? [See all contact options.](#)

← **Contact us** ×

City tax/Extra charges

Our Partner Support team can help you with this topic. Here's how you can contact them:

Call 

Message 

← **Contact us** ×


Message us

Let us know how we can help

Your message:

Please explain your question in detail

Attachment (optional)

 Browse

Send message



- Use the below template to submit the tax update of your properties to our COO team.
- Make sure you add up the total tax amount for each property.
- Let us know if taxes will be charged to the additional fees.

The following properties have to update the taxes:

Booking.com ID	Tax
1234567	_____ %

- Taxes will be charged to additional fees on the above properties:

Yes or No

Important

Do **not** make your property live yet!

There's key information that will need to be provided by you to Campspot to map your property. (See next slide)



After finalizing all the topics discussed and verifying your connection with your channel manager, you can get your properties LIVE!!





Mid-Century Modern Desert Escape

Go live on Booking.com

You're about to go live to the world! But before you do, connect your channel manager using the feature on the right of this page.

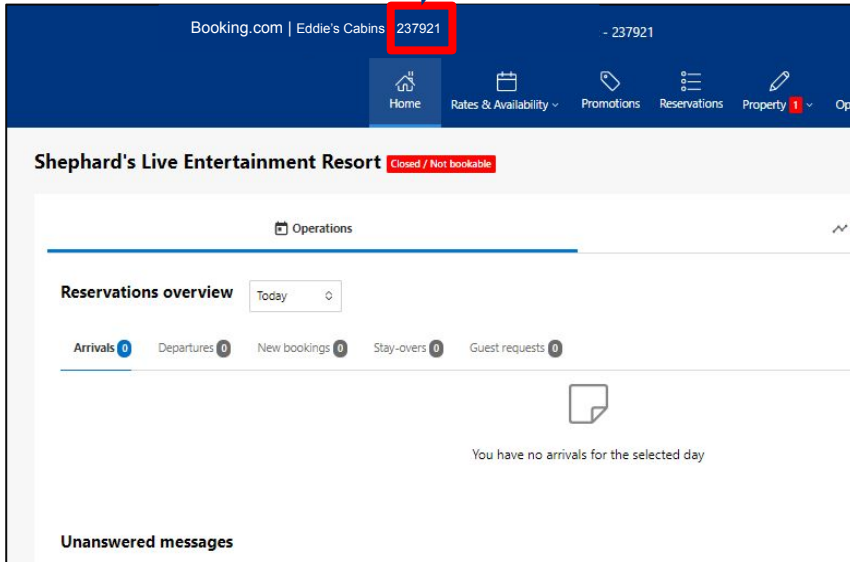
Once you've done that and you're ready for bookings, click the button below to go live!

Make live

Key Information that needs to be provided to Campspot

For Campspot to successfully map your property, they will need your Property ID, Room ID and Rate Code (See below on where to get this information)

Property ID



Booking.com | Eddie's Cabins **237921** - 237921

Home Rates & Availability Promotions Reservations Property

Shephard's Live Entertainment Resort **Closed / Not bookable**

Operations

Reservations overview Today

Arrivals 0 Departures 0 New bookings 0 Stay-overs 0 Guest requests 0

You have no arrivals for the selected day

Unanswered messages



- Property ID will be located at the top of the extranet.

Key Information that needs to be provided to Campspot

To successfully map your property, they will need your Property ID, Room ID and Rate Code
(See below on where to get this information)

Room ID

Booking.com | Eddie's Cabins - 237921

Search for reservations

Home Rates & Availability Promotions Reservations Property Opportunities Inbox Guest reviews Finance

Calendar

All rooms

15 Jun 2022 - 15 Jul 2022 Restrictions Policies

Jun 2022 Jul 2022

Wed 15	Thu 16	Fri 17	Sat 18	Sun 19	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24	Sat 25	Sun 26	Mon 27	Tue 28	Wed 29	Thu 30	Fri 01	Sat 02	Sun 03	Mon 04	Tue 05	Wed 06	Thu 07
Eddie's King Suite (Room ID: 23792104)																						
Room status Multiple blockers																						
Rooms to sell Bulk edit																						
Net booked																						
Standard Rate 2 Edit																						
Breakfast Included for 4 people 2 Edit																						

Room ID



- Click on “Rates and availability and in the drop down select “Calendar”. Once you select Calendar you will see the Room ID.

Key Information that needs to be provided to Campspot

To successfully map your property, they will need your Property ID, Room ID and Rate Code
(See below on where to get this information)



The screenshot shows the Campspot dashboard navigation bar with 'Rates & Availability' selected. The dropdown menu is open, and 'Rate Plans' is highlighted with a red box. Other menu items include Calendar, Copy Yearly Rates, Open/Close Rooms, Availability Optimization, Pricing per guest (New), Country rates (New), and Mobile rates.

- Click on “Rates and availability” and in the drop down select “Rate plans”. Once you select “Rate plans” you will see the Rate code/Rate ID for Standard Rate.

The screenshot shows the 'Rate Plans' page with a table of rate plans. The 'Standard Rate' entry is expanded, and its ID '807992' is highlighted with a red box.

Rate plan name	Cancellation policy
Standard Rate ID 807992	Flexible - 3 days

Rate Code/Rate ID →

Campspot Setup

Campspot requires partners to fill the following form.
Click or Copy/Paste the link in your browser.



Campspot Booking.com Setup Form Link

<https://signup.campspot.com/campspots-booking-setup-form>



Some of the information that you should have handy to fill the form:

- Campspot Park ID number for this Property.
- Booking.com Property ID.
- Booking.com Room ID (Number of sites available for each ID).
- Rate Code/Rate ID for Standard Rate.



Thank you

We look forward to great partnership!