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A guide to the online booking system
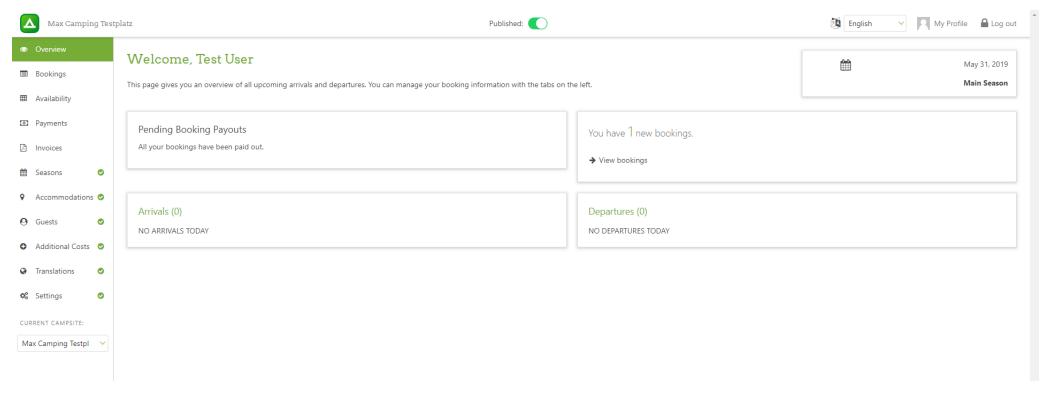
OVERVIEW

1

The overview page displays all new bookings as well as upcoming arrivals and departures.
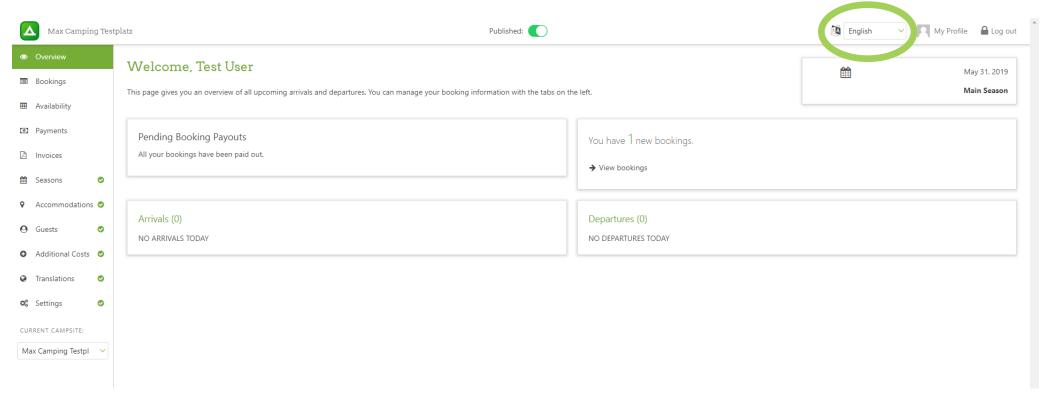
OVERVIEW

2

Our online booking system is available in multiple languages. To change the language of the management tool, select your preferred language from the drop-down list at the top of the page. To reach more customers, you can also provide translations of the texts you enter. You can add these by clicking on the menu item "Translations" on the right-hand side of the page.
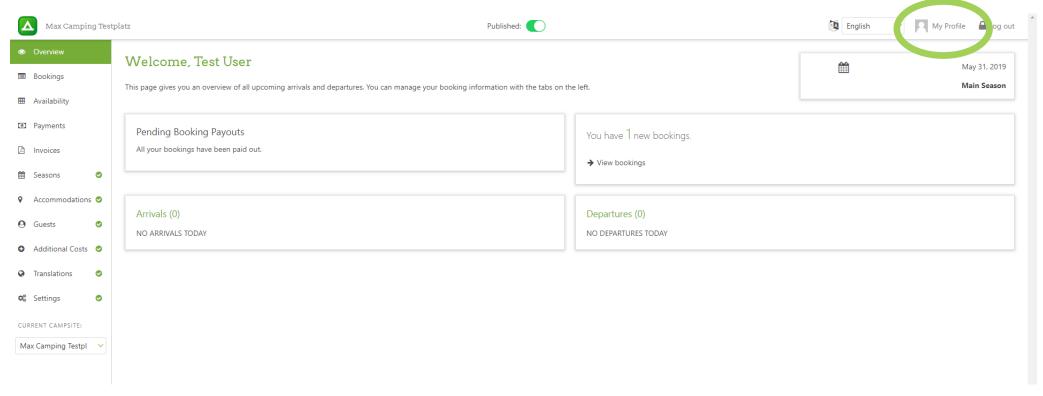
OVERVIEW

3

Select "My Profile" to edit and save important information, such as the email address you use to log in or to change your password.
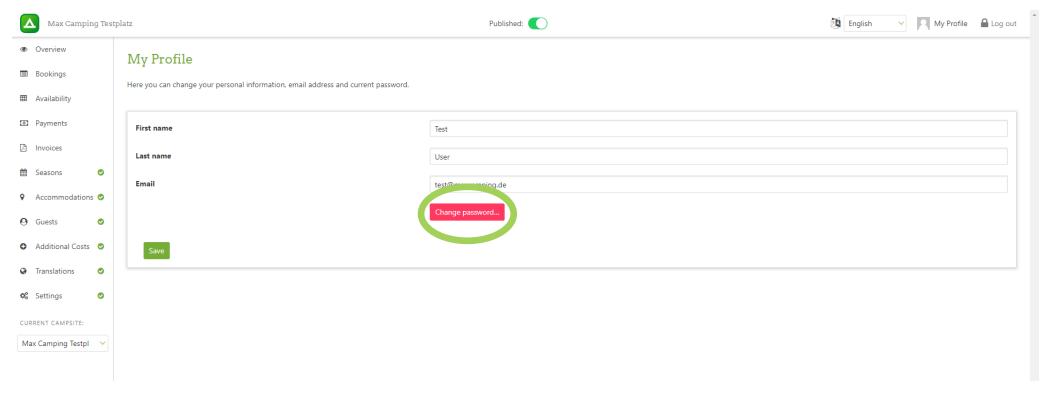
MY PROFILE

4

You can create and save a new password by clicking on the "Change password" button.
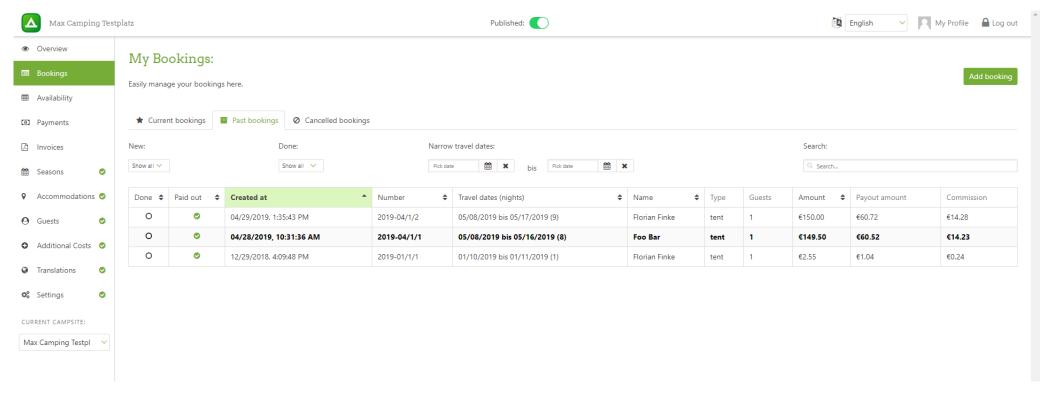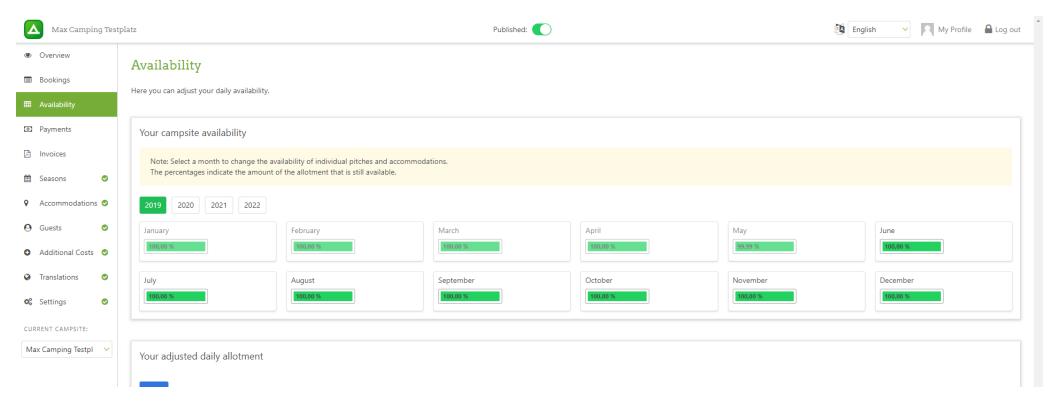
BOOKINGS

5

Under "Bookings", you will find all current, past and cancelled bookings. You can also search for particular bookings by narrowing travel dates, or by entering a name or email address into the search bar.
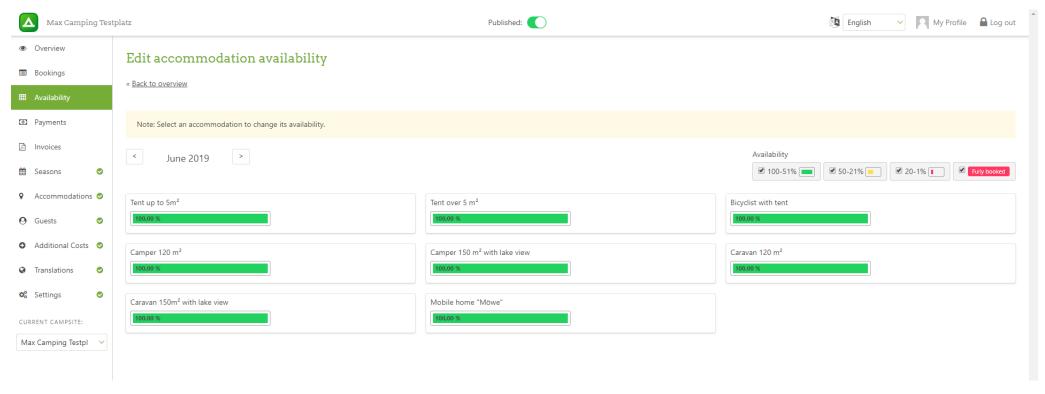
AVAILABILITY

6

Under "Availability", you can set the daily availability for each accommodation type. Select the desired month, then choose the type of pitch or rental accommodation. If you use an interface to your property management system, it will transfer your availability information automatically.
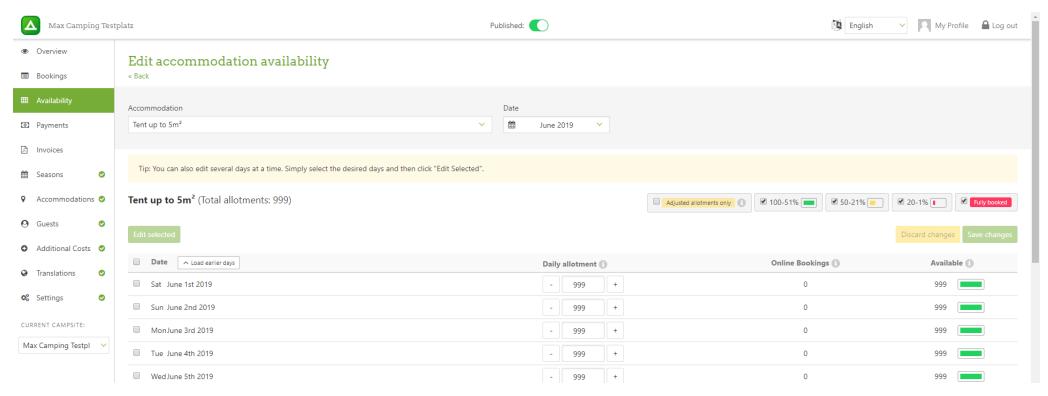
AVAILABILITY

7

The coloured bars let you see at a glance how many accommodations on your campsite are still available. When the bar is yellow, only 21–50% of your accommodations are unoccupied. The bar will turn red when 20% or fewer are still available.
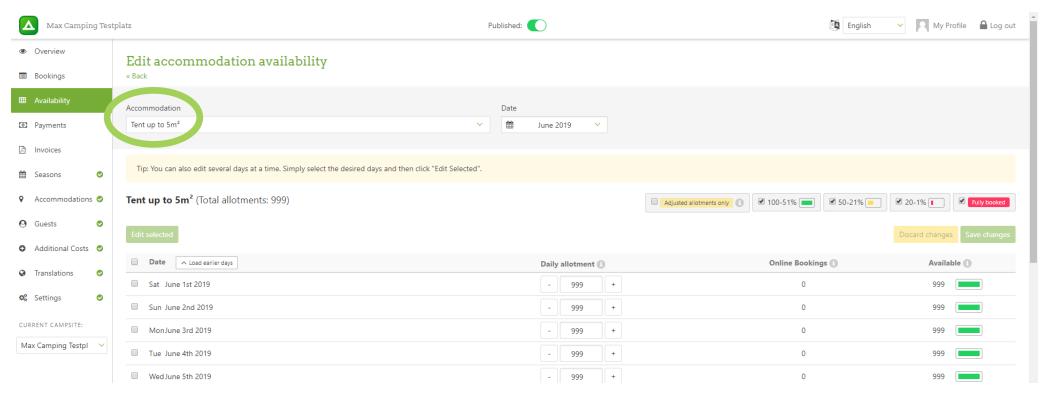
AVAILABILITY

8

Once you have selected a pitch or rental accommodation, you can edit its daily allotment. You will also be able to see how many online bookings you have already received. You cannot set the allotment lower than the current amount of bookings. If you would like to edit several days at a time, select the dates you would like to change and click "Edit selected". You will then be able to change the daily allotments for all the selected days simultaneously.

AVAILABILITY

9

Once you have saved your changes, you can easily switch to another accommodation type or a different date using the drop-down menus.
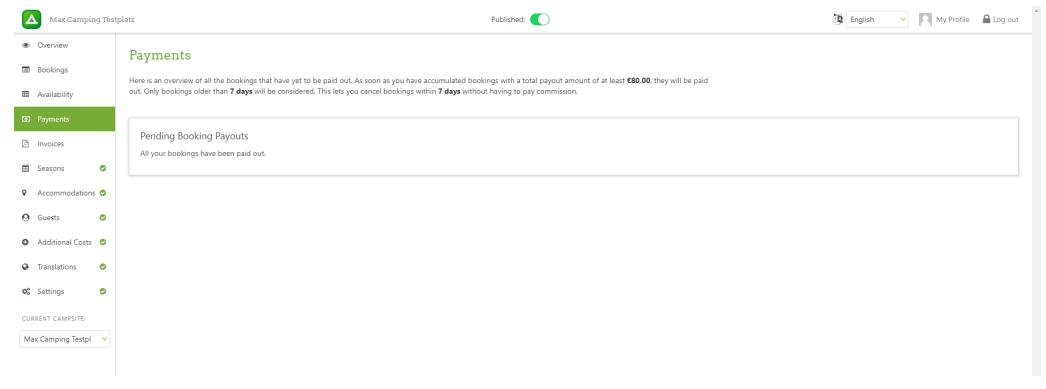
PAYMENTS

10

Under "Payments", you will see all the bookings that have not been paid out to you yet. Please note that we will disburse your payment once you have reached a payout amount of at least €80. Only bookings older than 7 days are included in the payout amount, as you will not have to pay commission on bookings cancelled at the customer's request or in consultation with the customer during this period.
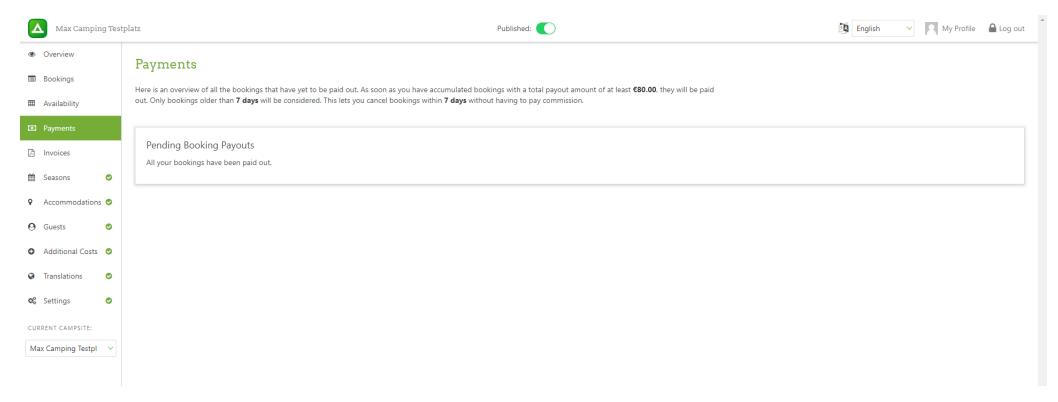
PAYMENTS

11

The amount you receive is the sales revenue obtained via the online booking system minus the commission. An invoice will be generated automatically with each payout. You can find them under "Invoices".
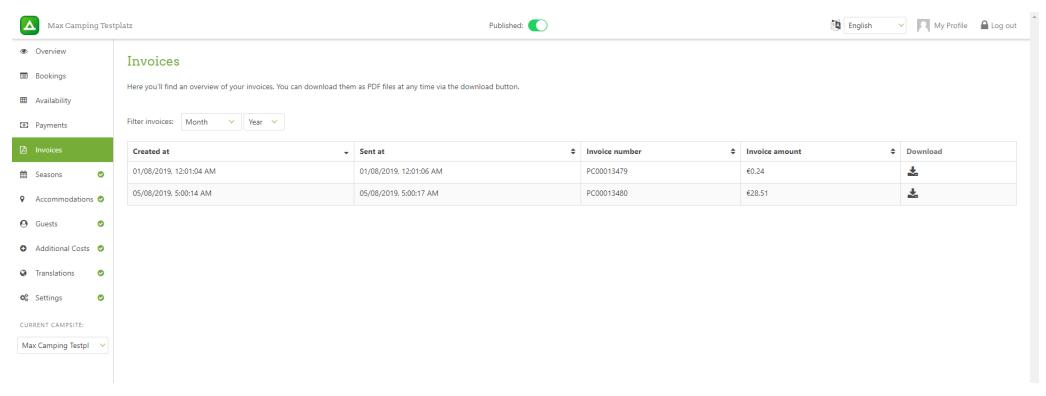

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INVOICES

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This is where you will find all the commission invoices that we have issued for you. You can download them here directly, but you will also receive each invoice once via email. It will be sent to your billing email address.
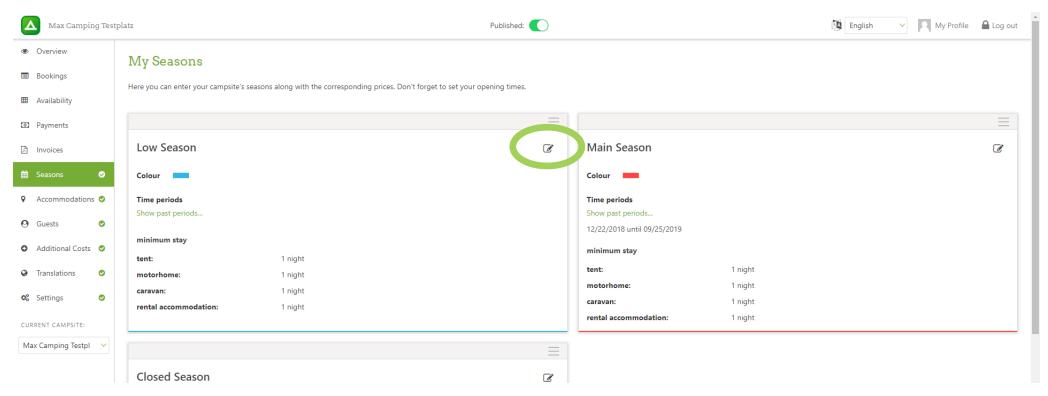
SEASONS

13

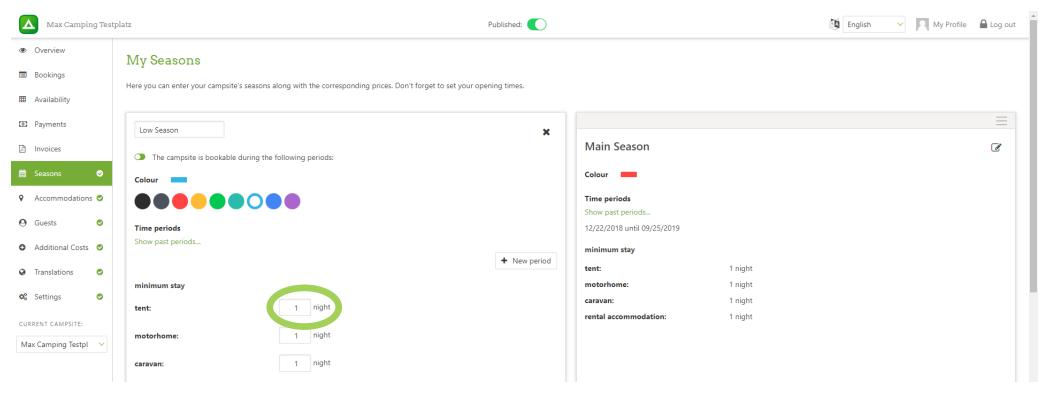Here you can enter, edit and delete your campsite's seasons.

SEASONS

14

You can set a minimum stay for each season and each type of accommodation. For example, you can require a longer minimum stay during peak season than low season.
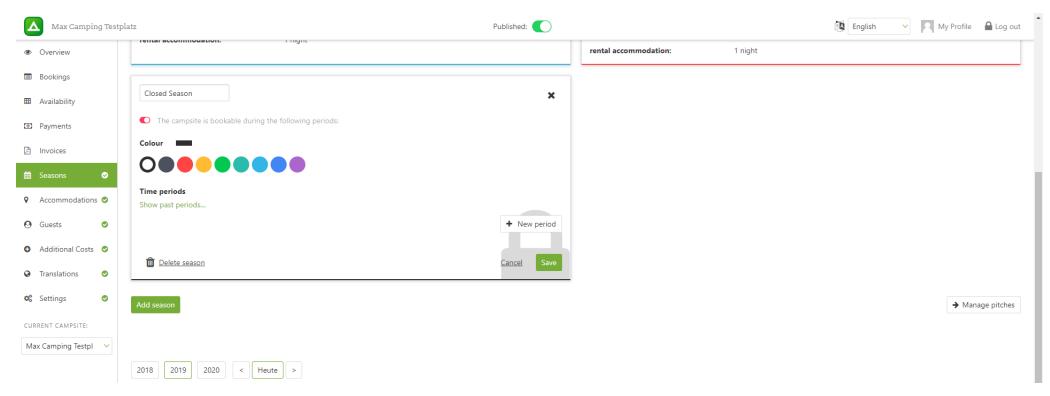
SEASONS

15

Under "Seasons", you can also create periods when your campsite cannot be booked. Activate the small toggle switch under the season name "The campsite is bookable during the following periods". When activated, the toggle switch will turn red, and a lock icon will appear in the background, indicating that the campsite cannot be booked during this period.
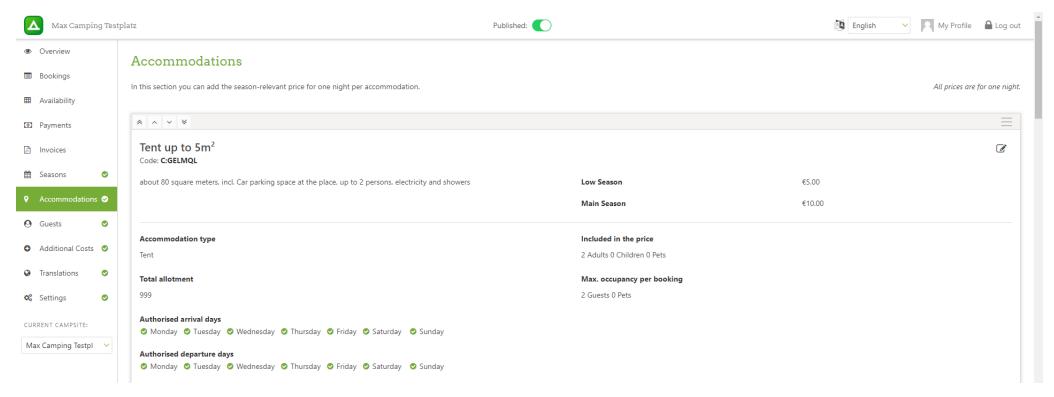
ACCOMMODATIONS

16

Under "Accommodations", you can add pitches and rental accommodations. Please note that you can give each type of accommodation a name and description; if there are any special rules or restrictions for specific accommodation types, you should mention these here.
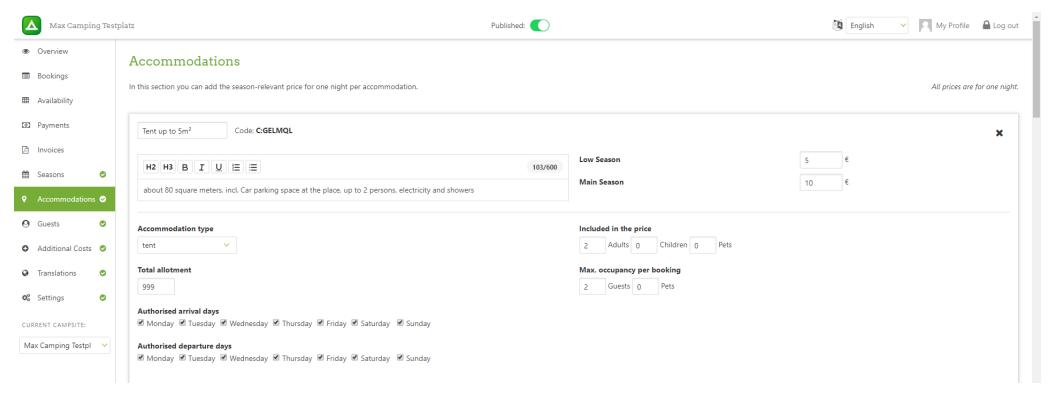

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ACCOMMODATIONS

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You can also enter the type of accommodation and total allotment here. We recommend reserving a small portion of your total allotment, rather than putting all of your pitches and accommodations online, so you have a better chance of providing every customer with a suitable spot. You should also indicate the number of people and pets that are included in the price as well as the accommodation's maximum occupancy.
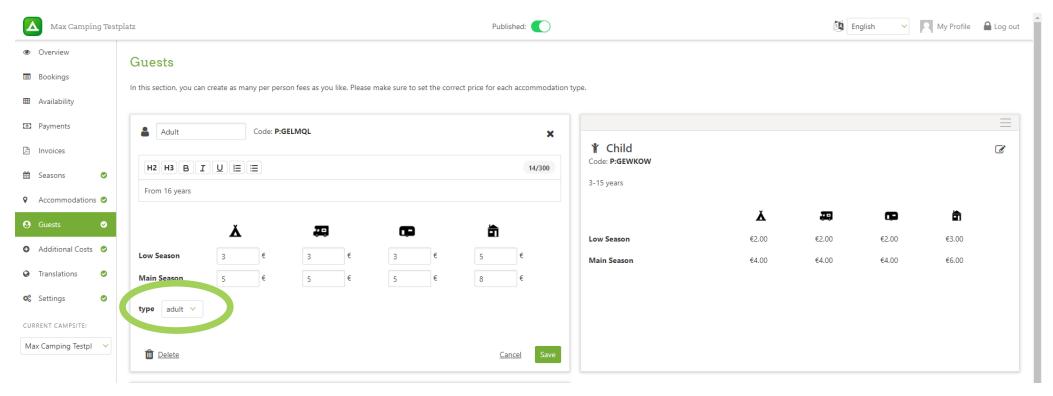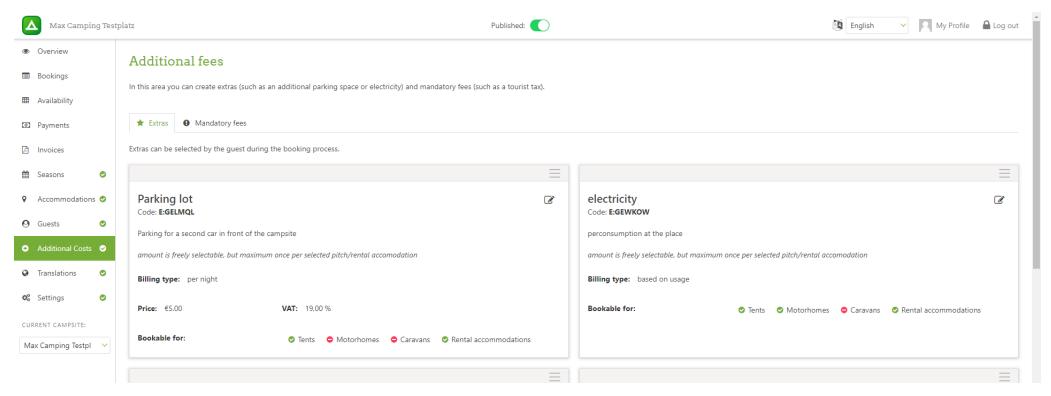
GUESTS

18

Under "Guests", you can create guest and pet categories, complete with relevant prices per accommodation type and season. Please classify each entry as either adult, child or pet.
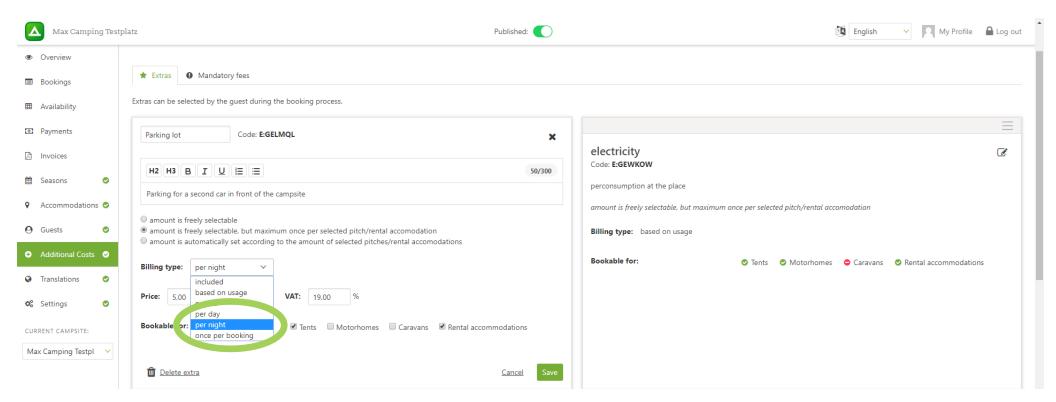
ADDITIONAL COSTS

19

Here you can enter extra costs that are not included in the accommodation fee. Please indicate which type(s) of accommodation can book the extra service. Please also be sure to include the correct VAT percentage.
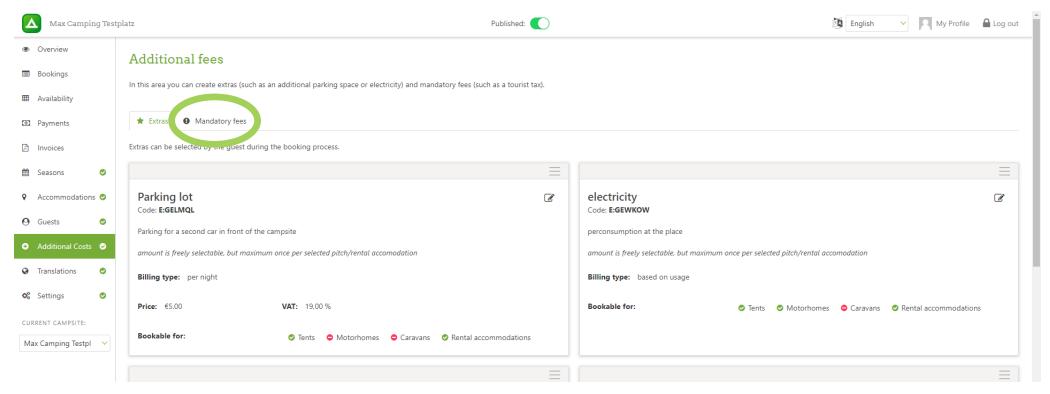
ADDITIONAL COSTS

20

Pay close attention when selecting the billing type of each extra.

ADDITIONAL COSTS

21
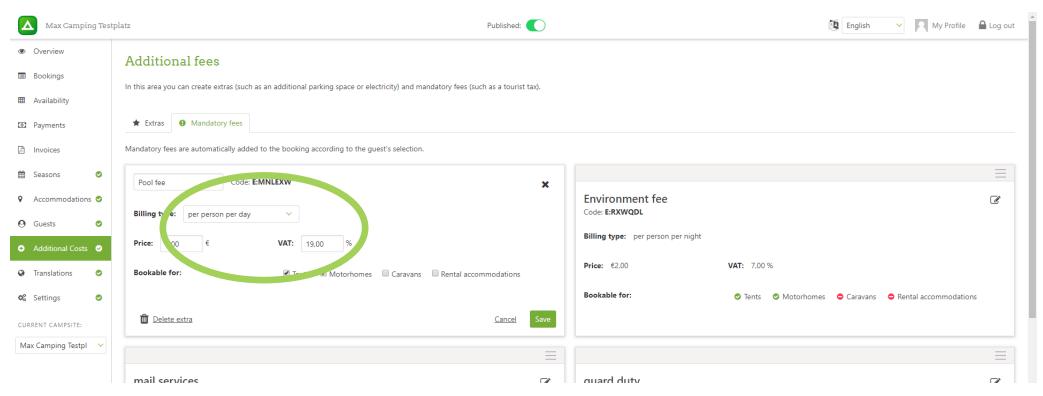
You can also include mandatory fees. These cannot be selected or deselected by the guest; they are added to the booking automatically.

ADDITIONAL COSTS

22

Please be sure to include the correct VAT percentage and to choose the billing type carefully here as well.
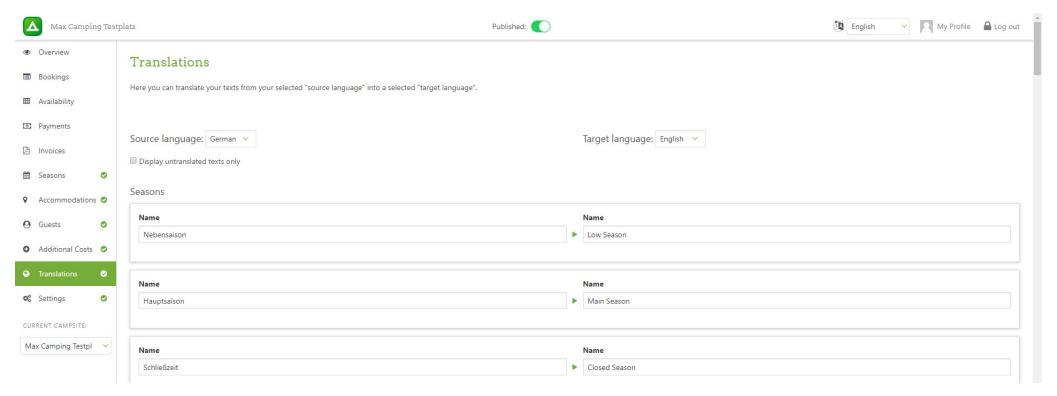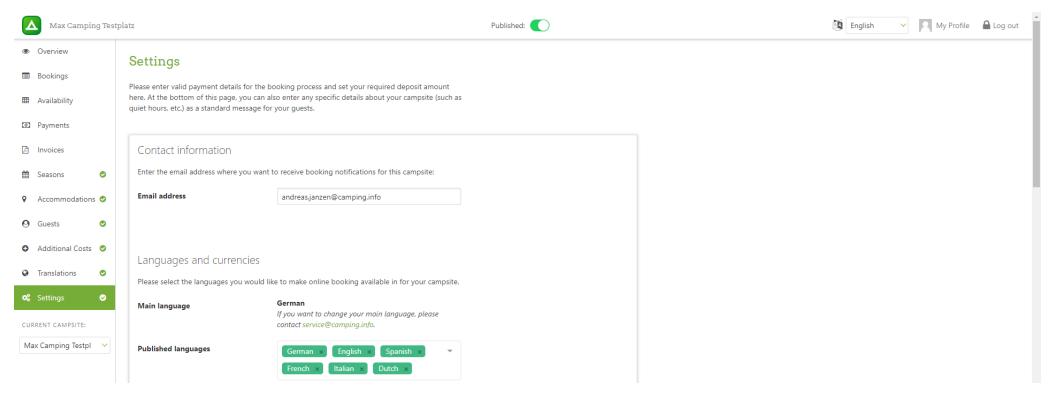
TRANSLATION

23

Here you can translate all free-form texts that you have entered. You can save your translations as many times as you wish. Once you have entered all the translations for a particular target language, you can add that language under "Settings / Published languages". The booking process will then be available online in that language. To check whether you have translated all text fields, you can choose to display only untranslated texts.
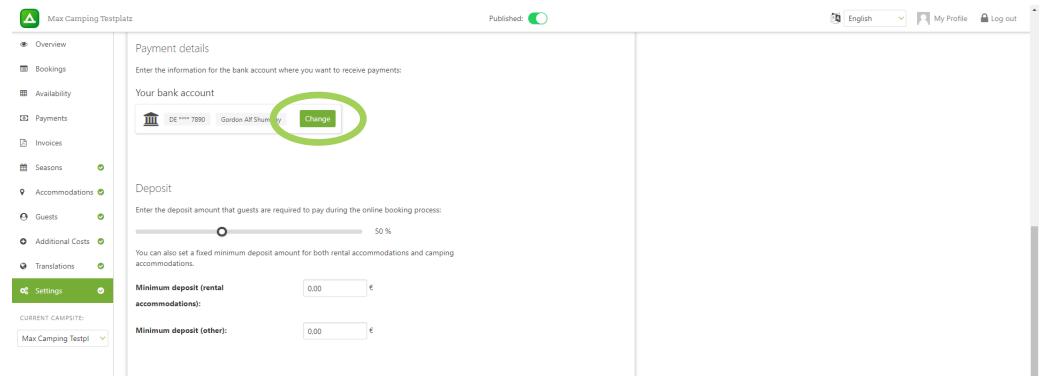
SETTINGS

24

It is extremely important that all the information under "Settings" is entered carefully and kept up-to-date. This is where you enter the email address where you would like to receive booking notifications and where you select your published languages. Please note that all texts must be translated into a particular language before you can select it as a published language.

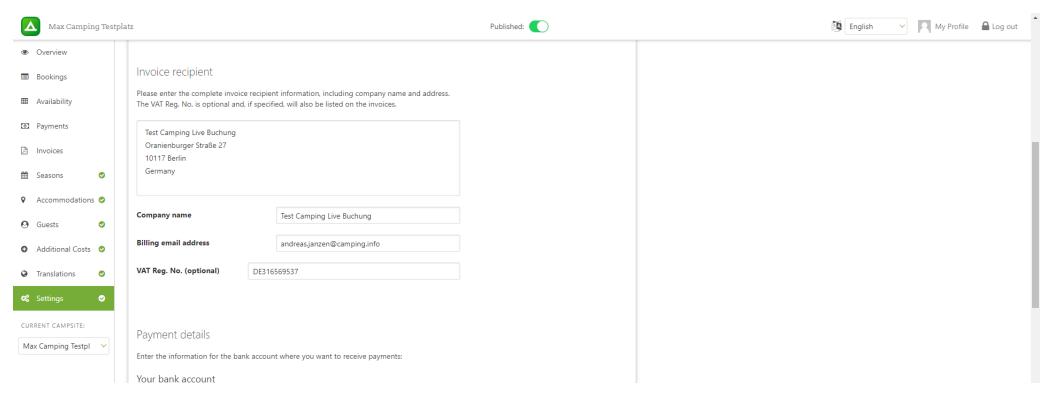# SETTINGS

25

Under "Payment details", please enter the information for the bank account where you want to receive payments.
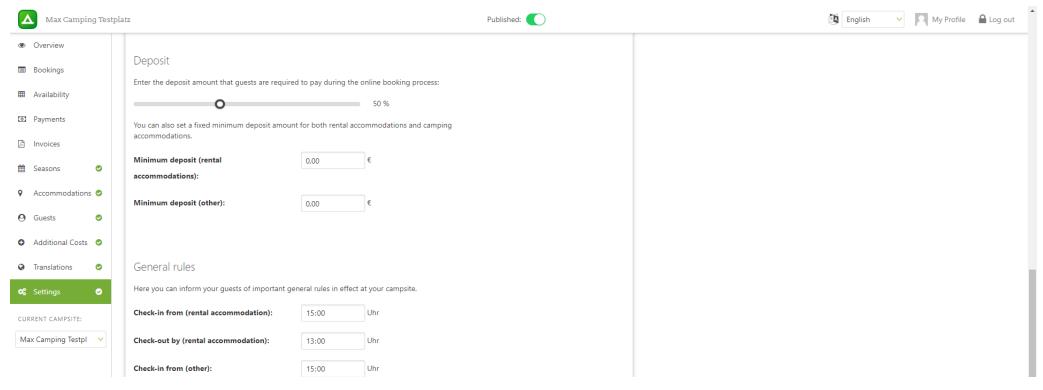
SETTINGS

26

Important: Enter the invoice recipient information in full, including company name and address. Please also make sure that you enter the billing email address correctly, as this is where we will send your electronic invoices. Including a VAT Reg. No. is optional, and if you enter it here, it will appear on the invoice.
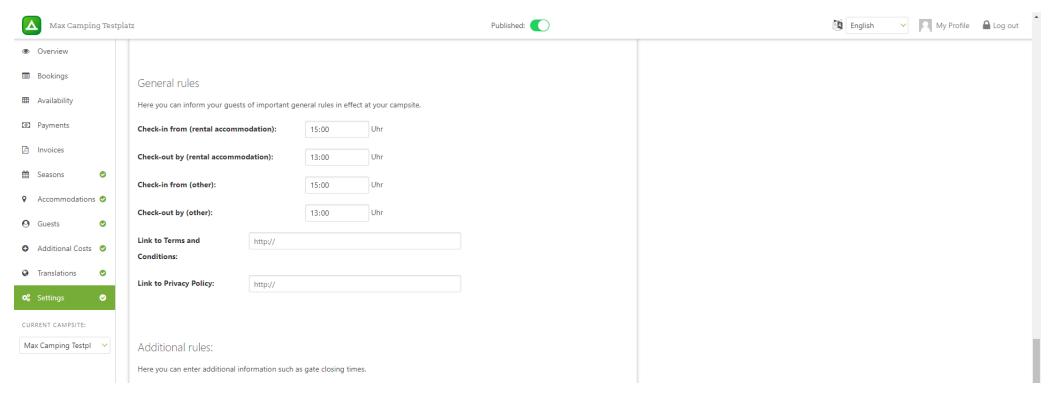
SETTINGS

27

Under "Deposit", you can enter your desired deposit amount. Please note that the minimum is 20%. Campers will pay the deposit amount directly when they complete a booking. As long as the camper does not cancel the booking within 7 days, your share will appear under "Payments". Once you have accumulated at least €80, the payout amount will be transferred to the bank account you have added under "Settings / Payment details", and you will receive an invoice.
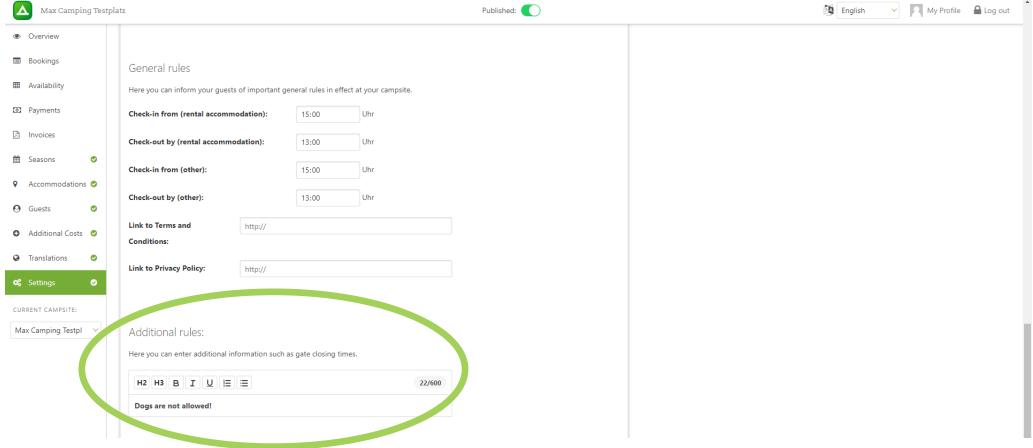
SETTINGS

28

Under "General rules", you can enter arrival and departure times. These will be included in the customer's booking confirmation. If you have Terms & Conditions or a Privacy Policy available online, you can include links to them here. The guest will have to read and accept these before they complete the booking.

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SETTINGS

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If you have any other important rules, you can include these here as well. These will also be included on the booking confirmation that the customer receives.
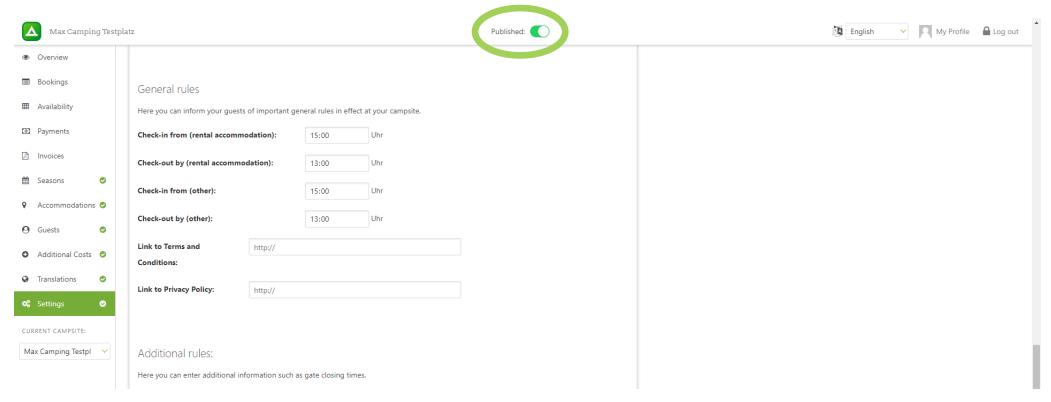
GENERAL

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Once you update and completely enter all the data, this toggle switch lets you publish your campsite. When your campsite is not published, you will not be able to receive any bookings.

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Should you have any
questions or feedback,
feel free to contact us:

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