

How do I add/edit my terms and conditions?

We highly recommend that you have properly drafted Terms and Conditions. Every self-catering business is slightly different and it just isn't possible to copy and paste someone else's. The most efficient way to do this is by joining the [Professional Association of Self-Caterers](#) which will give you a discounted rate with a specialist law firm.

Customers must accept your Terms & Conditions when booking online. The guest cannot submit their booking without ticking to accept your terms and conditions.

Adding Terms and Conditions

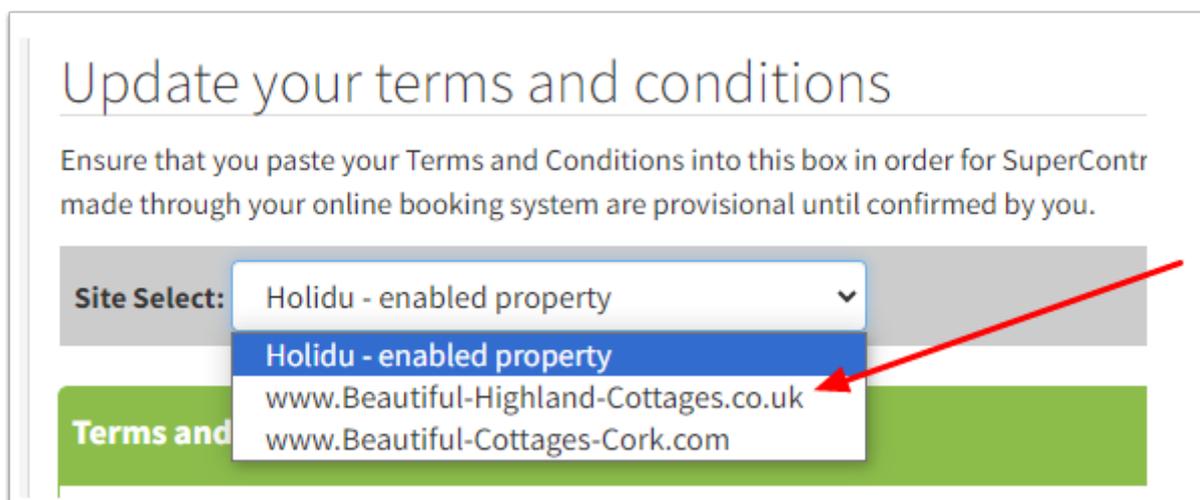
To add Terms and Conditions, go to **Admin > Terms & Conditions**. When you have added your Terms and Conditions ensure to press "Update" at the bottom of the page.

Please note:

You need to add a privacy policy under **Admin > Subscription options > Privacy policy**.

If none is added, your guest will see a blank page when clicking on the link on the booking page.

If you have more than website on which your properties are listed, you can enter site specific Terms and Conditions by selected the respective site in the drop-down menu next to Site Select:



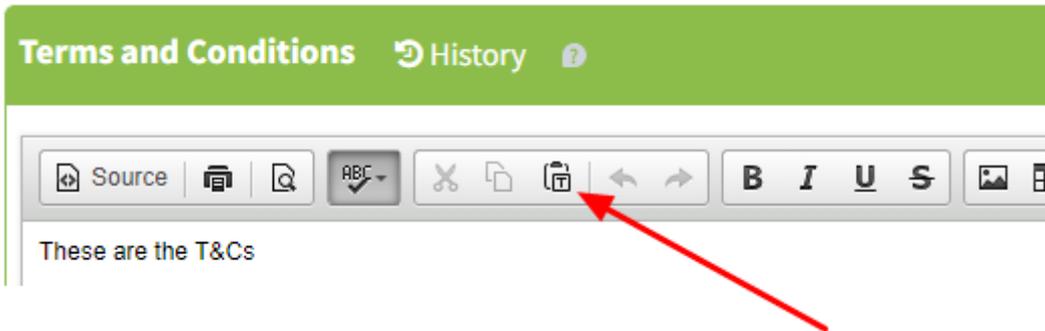
Update your terms and conditions

Ensure that you paste your Terms and Conditions into this box in order for SuperContr made through your online booking system are provisional until confirmed by you.

Site Select:

Terms and

💡 Note: If copying/pasting you should always use the "Paste as plain text" area. This will remove any bad coding that may be transferred from another program.



💡 It is important that you include a clause in your Terms and Conditions to clarify that bookings made through the online booking system are provisional until confirmed. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by email or post.

Where do my Terms & Conditions appear in the Booking Process?

Your Terms & Conditions will appear as a compulsory tick-box at the bottom of the Booking Form pop-up. The guest must tick to agree to them in order to place their booking via your website calendars.

The text 'Terms & Conditions' is clickable, and will, if clicked, open a tab with the full text of your T&Cs for the guest to read.

Payment Method

Select *

Terms & Conditions

I agree to the [Terms & Conditions of Booking and Privacy and Cookie Policy*](#)

Please send me news about Buittle Castle by email

COMPLETE BOOKING

If the guest fails to tick the box, they will be unable to proceed any further. This means that, if a guest places a booking via your website, you can be assured that they have agreed to your T&Cs.

Terms & Conditions

I agree to the [Terms & Conditions of Booking and Privacy and Cookie Policy*](#)

Please send me news about Buittle Castle by email

You have to accept Terms & Conditions

COMPLETE BOOKING

Cancellation policy

If you have a Cancellation Policy in your Terms and Conditions, make sure to cover what happens to any monies already taken. You should specify how and when the guest needs to contact you regarding loss of deposit, part or full payment.

If you are planning to use the Channel manager, please paste the Cancellation Policy and Privacy Policy into the section "plain text". SuperControl will use these plain text sections when it sends out the Privacy Policy or Cancellation Policy via the Channel manager.

[Cancellation Policy](#) [History](#) [?](#)



When you put a cancellation policy in place, this will show as an additional link on the booking page, so that, when a guest ticks to accept your terms, they clearly also accept the cancellation policy, if you have one in place. If there is no cancellation policy added then the Terms & Conditions link only will display.

Payment Method

Payment type: *

Select

We use a guest review service called UpFront Reviews, which is part of our booking system. We will share with them your email address so they can contact you to review your stay at our property. Maximum of two email requests will be sent, you will not be added to any mailing lists.

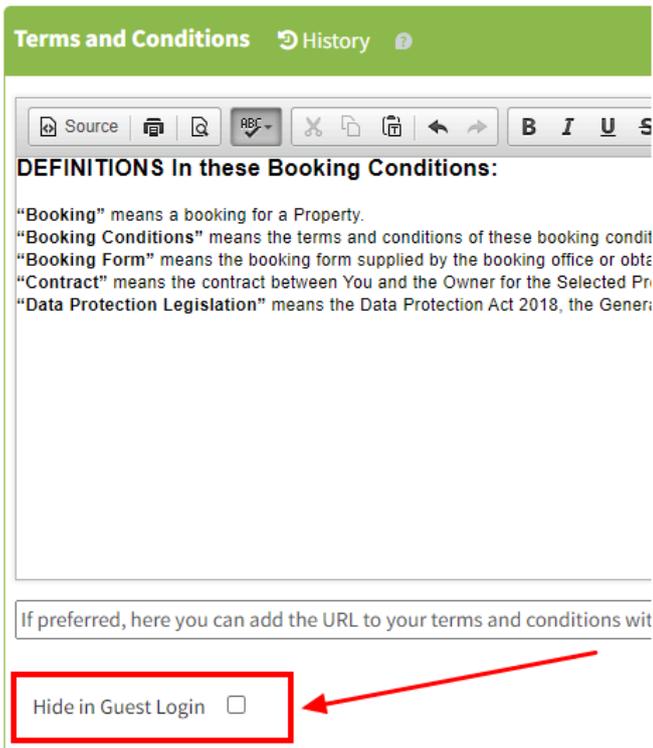
I agree to the [Terms & Conditions of Booking](#) and [Cancellation Policy](#)*

Please send me special offers by email

Please send me SMS discounts

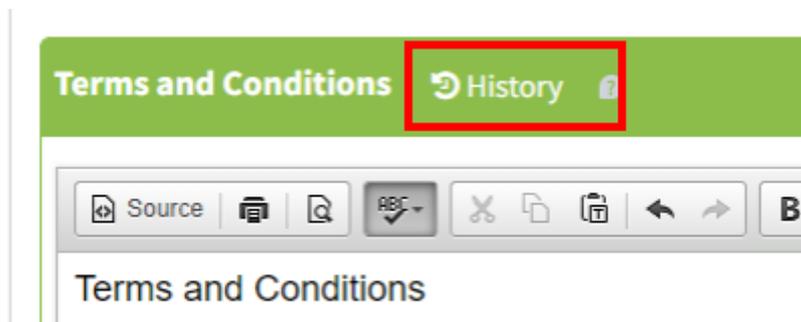
Can I hide my Terms & Conditions in the Guest Login?

Yes, you have the option to stop the Terms & Conditions from appearing in the Guest Login, using a check box under **Admin > Terms & Conditions**.



How to restore previous versions of terms and conditions

1. Go to **Admin > Terms & Conditions > History**



2. A pop-up window will open, which will give you a list of all previous versions. Go to the one you want to restore.

Terms of website use

This web page (together with the documents referred to on it) tells you the terms of use on which you may make use of Our website

3. Select the text in the field and copy it.
4. Close the pop-up and paste the previous information in the text field.

 **Please note:**

All text will be restored in lower case.

You will need to check the text and re-format as required.

How do I allow guests to accept my terms and conditions for ADMIN bookings?

We have created a guide on how to do this. [Click here to be directed to it.](#)