

How do I add, Edit and Remove my booking extras?

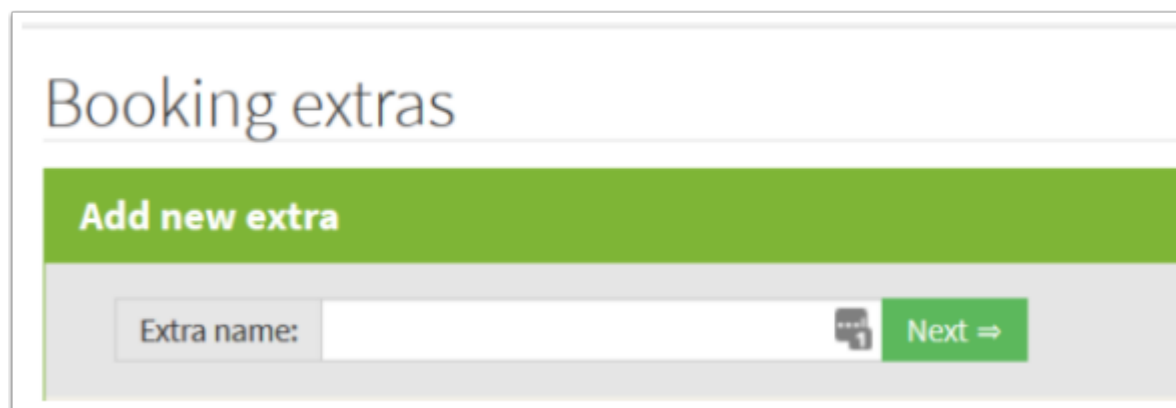
Booking extras are optional extras that can be charged to the customer, such as bed linen, dogs, or a hamper. These extras can be set up with an optional charge or you can set booking options up with no fee associated. Booking extras gives the guest the opportunity to purchase added extras to make their stay more enjoyable, and it gives you the chance to upsell by adding goods and services to a booking.

Adding Booking extras is a **two-stage process**- first, you add the extra itself, and then you specify the price and quantity available for each individual property.

How do I add my booking extras?

1: To add Booking extras, go to *Properties > Booking extras*. Type the option name into the box provided.

2: Click "Next" to fill in the Booking options summary screen.




The Booking extras summary screen shows the following:

Booking extra name	The name of the extra item.
Page order	This is the order in which you want the extras to show.
Default VAT %	Enter if applicable.
Show on housekeeper's reports	If you set this to "Yes" the extra will show on the housekeeper login area.

Show on owner's booking summary: (AGENCY only)	If you set this to "Yes" the extra will show on the owner's booking summary.
Show for online bookings	Select "Yes" if you would like this extra to display on your website booking process.
Show in guest login	To add Booking extras to My Stay Planner, the guest login, make sure that 'Show in guest login' is set to "Yes".
Default payment	Choose whether you want the extra paid with your Balance, Deposit or 50/50 Split.
Auto-remove [x] days prior to arrival	This enables you to stop offering booking extras so many days prior to arrival. Certain extras might require a few days notice to arrange, for example a food hamper, so removing the extra will give you time to prepare. If you want the extra to only be available at the time of booking, select "Cannot add after booking".
Auto-add when duration is	Allows you to automatically add when a booking exceeds a certain number of days. A good example of this is to automatically add fuel costs or additional housekeeping if the booking is greater than or equal to 14 days.
Auto-add when guest numbers are	Automatically add a value if the guest numbers are greater than a certain number. Add an extra cleaning fee if the number of adults + children exceeds six, for example.
Date restriction	Choose whether an extra should only be enabled by an exact date range or all year round. You can amend the exact date or month settings once the extra has been added.
Category	This allows you to group booking extra into applicable categories on the booking form and guest login. You might use a category if there are booking extras to do with activities, or food and drink. If you don't use categories, your booking options will be in a single list.
Owner payment date	The date when payment for the booking extra is due (AGENCY only).

Quantity available across all properties	Use this if you have a limited number of booking extras: for example, if you only have three cots but five properties.
Don't itemise to guests if a default option	Use this when the extra is included in the price. If this is ticked, and the extra is added by default, then the guest won't see it itemised in the booking. When the booking is saved the extra will still be itemised. It will just be hidden for the guest.
Show on channel only	Choose whether you want to send this to a specific channel only from the drop down menu. Please note that you can only send default booking extras to the channels.
Image	Here you can upload an image for the booking extra.

The extra, once created, will have a (0) next to it initially. When you have added prices and quantities to the extra in individual properties, the number of properties it is active for will be shown in brackets instead, as in the screenshot below.

99377	20	Dog Fee (5)		Optional Extras	20	No	Ye
104225	0	electric car (1)			0	No	Ye

How do I add prices for booking extras?

Go to *Properties > Booking extras* and click on an option name to add prices for your booking extra.

On the page for that booking extra, then select 'All properties'. A list of all your properties will appear.

All properties

Copy top value to all

Search

ID	Property	Customer price	Units	Owner rate / Commission %	VAT rate	Supplier	Max for this property	Dep/Bal	Default	Months
559354	Auchengate Cottage	0.00	Fixed amount	-	0	Owner, Test	0	Balance	0	Jan to Dec
584657	Buittle Castle Excl...	20.00	Fixed amount	-	20	Owner, Test	2	Balance	0	Jan to Dec
557321	Buittle Castle Factors...	20.00	Fixed amount	-	5	Owner, Test	2	Balance	0	Jan to Dec
559338	Buittle Gardener's Co...	20.00	Fixed amount	-	5	Owner, Test	1	Balance	0	Jan to Dec
559356	Buittle Villa	20.00	Fixed amount	-	5	Owner, Test	1	Balance	0	Jan to Dec
559352	Gamekeepers Cottage	0.00	Fixed amount	-	0	Owner, Test	0	Balance	0	Jan to Dec

- If the extra is a chargeable extra, add the price next to any property you wish to offer it for (Blue arrow)
 - You can set the price to calculate as a fixed amount, per night, per person – per week – percentage of rent, or per person per night (Green arrow)
 - Set the VAT rate, if applicable.
 - Agency users Only: You can assign an extra to pay to owner – this will only show money due to the owner if there is an owner rate added. You will also see a 'Supplier' Column.
 - Max for this property* – if 0 then the extra won't display for that property. If you want it to show there must be a max number entered. For example, if a property allows up to 2 dogs, then the max would be 2. (Red arrow)
 - Default* – set the number you want to show as the default quantity to add to bookings e.g. Booking fee = 1
- This means that 1 booking fee amount will automatically add to each booking, without requiring the guest to opt into it (Orange arrow). Note that default extras are the only ones that can be sent to third-party channels.
- Months* - from which month would you like the booking extra to show. If you wish to limit the extra by date, see the instructions below).

Please note that any changes will auto-save once made.

When the guest follows the booking process via your website, they will be presented with the various 'Extras' that they may choose as shown:

<<

Your booking

X

Builtle Villa

Fri 13 May 2022 to Fri 20 May 2022 (7 nights)

Adults:

3

▼

Property sleeps a total of 4

Children:

0

▼

Infants:

0

▼

under 5

Full rate:

£ 1,030.00

Extras

Zip Beds

0

▼

£ 5.00 each

£ 0.00

Optional Extras

Parking Space

0

▼

£ 0.00 each

£ 0.00

Dog Fee

0

▼

£ 20.00 each

£ 0.00

Housekeeping Extras

Extra Towels

0

▼

£ 3.00 each

£ 0.00

Deposit:

£ 0.00

Balance:

Due now

£ 1,030.00

Total:

£ 1,030.00

Security deposit excluded from total

£100.00

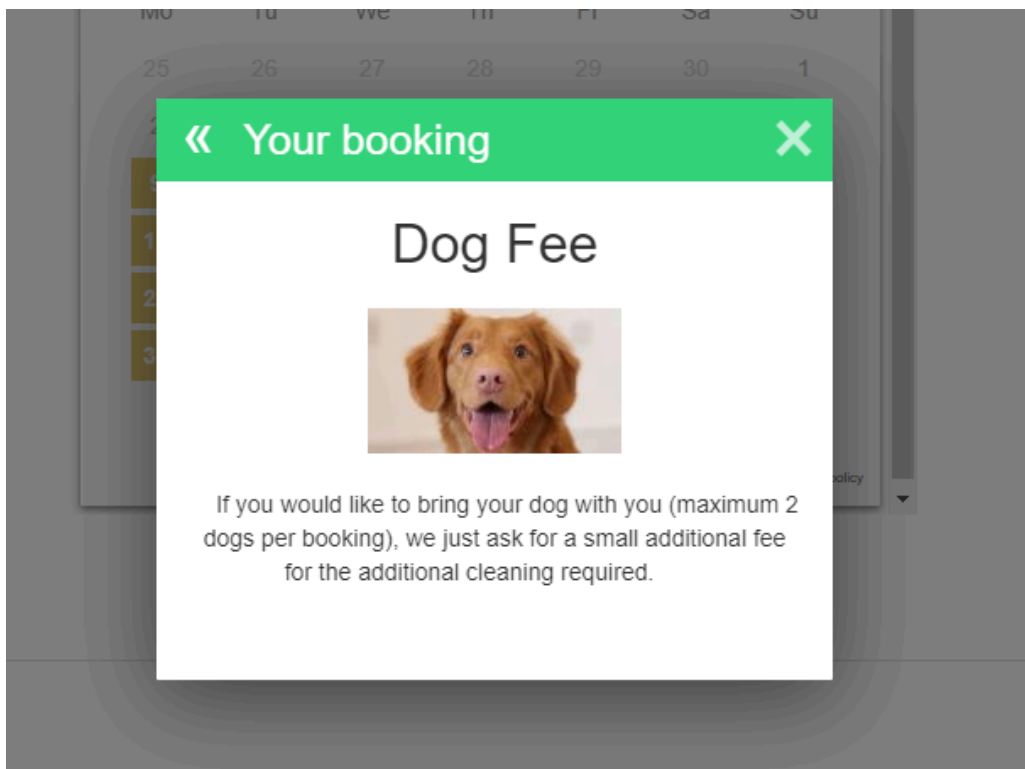
Individual bank details Here

Enter voucher code

Add voucher

CONTINUE

If you have added an Extra description and/or Photograph, these will be clickable, and will display in a further pop-up window:



How do I edit my booking extras?

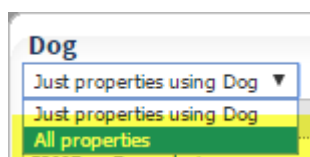
1. Go to *Properties > Booking extras*.
2. To amend the details of an option click "Edit", here you can update the main settings.
3. To update the price or how the extra is assigned to a property, click on the extra name:

9147	1	Welcome Hamper (2)
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4. Here you can update the price against any property, update the amount available and select months that the option is allowed:

Welcome Hamper											
Just properties using Welcome Hamper											
ID	Property	Customer price	Units	Owner rate	VAT rate	Accounting code	Supplier	Max for this property	Dep/Bal	Default	Months
53097	Example 1	20.00	Fixed amount	-	21	None	Pay to owner	1	Balance	0	Jan to Dec
415735	Finlays cottage	20.00	Fixed amount	0	GBP	21	None	Pay to owner	1	Balance	Jan to Dec

💡 If no properties display in this window it means you have no properties currently allocated to that option. To add properties select "All properties" from the top left and then you can start to add prices etc. Please note in order for an option to be enabled you need to enter a "Max for this property" (this is how many that property allows during a stay) eg. Property only allows only up to 2 dogs, so you would enter "2".



ID	Property	Customer price	Units	Owner rate	VAT rate	Accounting code	Supplier	Max for this property	Dep/Bal	Default	Months
53097	Example 1	10.00	Fixed amount	-	20	None	Pay to owner	2	Balance	0	Jan to Dec
415735	Finlays cottage	10.00	Fixed amount	0	GBP	20	None	1	Balance	0	Jan to Dec

📘 To edit your extra settings individually within each property, you can do this by going to *Properties > Edit > select property > Booking Extras > Go*.

How do I set a date restriction for a booking extra?

You may wish to offer certain booking extras on a seasonal or date-limited basis, for example, firewood, an outdoor pool or BBQ hire.

To do this, when first setting-up your booking extra, select either '*Standard- by month or no restriction*' or '*Advanced- by exact date*' depending on how specific your date window needs to be.

How many guests must be present: Greater than or equal to N/A

Date restriction: Standard - by month or no restriction

Category: Optional Extras [Add/Edit Categories](#)

Owner payment date: Default

Quantity available across all properties: ?

Then, in the 'Booking Extras of each individual property, you can either set a monthly restriction (highlighted in yellow in the image below), which is the span of months that you wish that extra to be offered (i.e. Sept to April), or, if you chose '*Advanced- by exact date*' when setting-up the extra, you can click the blue text to set your exact dates.

Click the 'disk' image at the right to Save.

Extra Person Supplement:	GBP	8	Per person per night (children)	5	61	Balance	Default	0	Sep	Apr	
Extra Towels:	GBP	3	Fixed amount	5	100	Balance	Default	0	Jan	Dec	
Parking Space:	GBP	0	Fixed amount	5	1	Balance	Default	0	Select dates		
Private Chef:	GBP	100	Fixed amount	5	1	Deposit	Default	0	Select dates		
Sneaky Hidden Booking Fee:	GBP	30	Fixed amount	0	1	Balance	Default	1	Jan	Dec	

How can I bulk update my booking extras settings?



1. Go to *Properties > Booking extras*
2. Click on your option name:


ID	Page Order	Extra name
97021	0	Booking Fee (2)


3. Within the pop-up window, change your setting you wish to bulk change on the **first property**:




Booking extras >> Booking Fee

Booking Extra

Just properties using Booking Fee  

 - Copy top value to all






ID 	Property 	 Customer price
540182	Hoose 1	<input type="text" value="15.00"/>


3. Within the pop-up window, change your setting you wish to bulk change on the **first property**:




Booking extras >> Booking Fee

Booking Extra

Just properties using Booking Fee  

 - Copy top value to all





ID 	Property 	 Customer price
540182	Hoose 1	<input type="text" value="15.00"/>
540204	Hoose 3	<input type="text" value="10.00"/>


5. Now you can see all properties have been updated to use the price setting from the first property.




Booking extras >> Booking Fee


Booking Extra

Just properties using Booking Fee 

 - Copy top value to all




ID 	Property 	 Customer price
540182	Hoose 1	<input type="text" value="15.00"/>
540204	Hoose 3	<input type="text" value="15.00"/>

-  If you are updating a booking extra globally then the changes will save automatically.
- If you are updating a booking extra within a property, don't forget to click the save button.

How do I remove booking extras?

1. Go to *Properties > Booking extras*.
2. If the extra you want to delete has not been associated with any bookings, click the "Delete" button.

No	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
No	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

-  If a booking extra has been associated with a booking you will not have the option to delete but you can easily remove the extra from showing.

3. To stop the booking extra from showing, click on the booking extra name and change the figure within the Max for this property section to "0" for all properties.




Max for this property

0

0

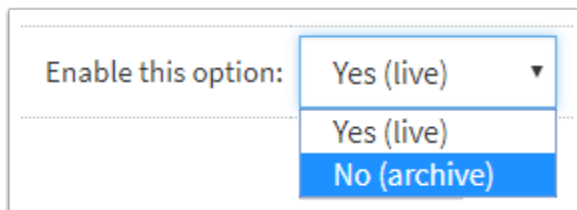
0

 Tip: To do this quickly enter 0 for the first property and then click the "Max for this property" heading. The settings will then copy across to all properties associated with that booking extra. These settings will automatically save for you.

4. Now the booking extra will no longer apply to any properties.

How do I archive any unused booking extras?

1. Go to *Properties > Booking extras*.
2. Click on Edit next to the booking extra you would like to archive.
3. Next to "Enable this option" select "No (archive)" and click Save.



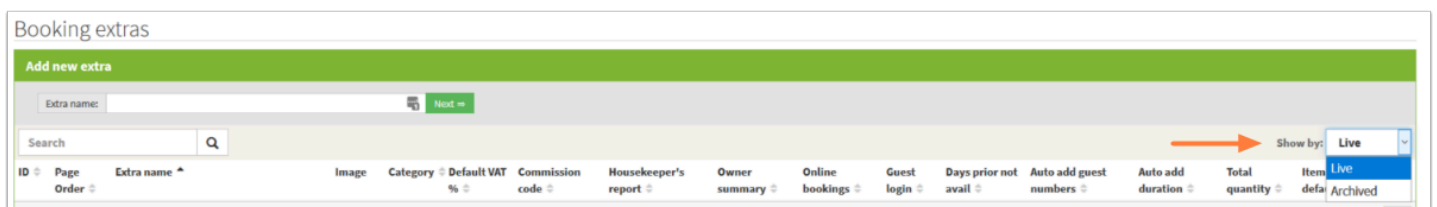
Enable this option:

Yes (live)

Yes (live)

No (archive)

4. You can also filter by live or archived status.



Booking extras

Add new extra

Extra name: Next

Search

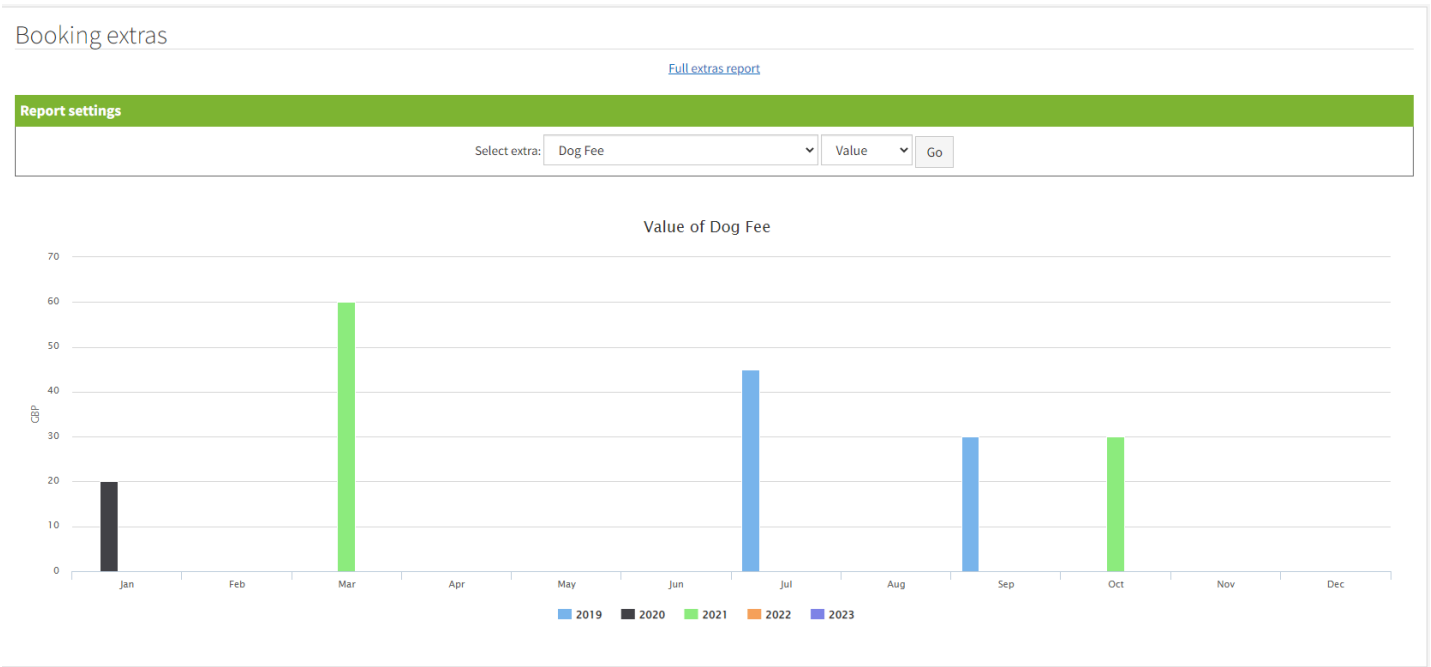
Show by: **Live**

ID	Page	Extra name	Image	Category	Default VAT	Commission code	Housekeeper's report	Owner summary	Online bookings	Guest login	Days prior not avail	Auto add guest numbers	Auto add duration	Total quantity	Item
	Order				%										Live
															Archived

Where can I see a report of my booking extra sales?

The **Booking Extras Report** allows you to see either the quantity or value of any particular booking extra you might offer, allowing you to intelligently assess which extras earn you significant extra income, and which might benefit from additional promotion. You can access this under *Statistics- Booking Extras*.

You can see a basic report on each booking extra by value or quantity, and, if required, a fuller report filtered by specific properties and dates.



If you click each column, you can see the details of the extra month by month.

Bookings option report: Dog Fee

Number	Option	Customer	Booking date	Arrival date	Due date	Property	Quantity	Total price	VAT	Net
4	Dog Fee	Mr John Smith	13 Jul 2019	16 Jul 2019	18 Jul 2019	557321 Buittle Castle Factors Lodge	1	15.00	2.50	12.50
5	Dog Fee	Mr Stephen Parker	13 Jul 2019	20 Jul 2019	27 Jul 2019	557321 Buittle Castle Factors Lodge	2	30.00	5.00	25.00
								45.00	7.50	37.50

If you wish to see a fuller report, click 'Full report' at the top of the page.

Booking extras

[Full extras report](#)



Report settings

Select extra: Dog Fee Value Go

Value of Dog Fee

70

60

You can then filter by extra, date, property and if required, export the data as a CSV file.

Booking extras report

Report options

Bookings arriving between 2020-05-01 to 2022-05-31

Bookings placed between: Clear dates

All options Filter options

All properties Filter properties

All groups

All types

Filter ☐ Show cancelled booking

Number	Option	Customer	Booking date	Booking status	Arrival date	Departure date	Date of first payment	Nights	Property	Quantity	Total price	VAT	Net	Owner rate
64	Champagne Package (booking 64)	Mr Test Booking	02 Mar 2021	Confirmed	25 Mar 2021	27 Mar 2021	02 Mar 2021	2	557321 Buittle Castle Factors Lodge	1	30.00	5.00	25.00	0.00
163	Child Supplement	Mr Test Booking	05 Jul 2021	Provisional	26 Jul 2021	28 Jul 2021		2	584657 Buittle Castle Exclusive Use	4	16.00	2.67	13.33	0.00
127	Dog Fee	Mr Test Booking	26 May 2021	Provisional	14 Oct 2021	21 Oct 2021		7	557321 Buittle Castle Factors Lodge	2	30.00	1.43	28.57	0.00
64	Dog Fee	Mr Test Booking	02 Mar 2021	Confirmed	25 Mar 2021	27 Mar 2021	02 Mar 2021	2	557321 Buittle Castle Factors Lodge	2	30.00	5.00	25.00	0.00
71	Dog Fee	Mr Test Booking	09 Mar 2021	Provisional	30 Mar 2021	02 Apr 2021		3	557321 Buittle Castle Factors Lodge	2	30.00	5.00	25.00	0.00
60	Extra Towels	Mr Test Booking	24 Feb 2021	Provisional	12 Mar 2021	15 Mar 2021		3	559356 Buittle Villa	1	3.00	0.50	2.50	0.00

Please [click here](#) to see how to set-up a booking fee if you are using our Agency package.