How to set up your booking form to accept online bookings

1.0 Overview

bookalet provides a high degree of flexibility to allow you to take enquiries or bookings. There are three main ways in which this can be done:

a. A simple Enquiry form enabling the holidaymaker to enquire about specific dates via an email form. You then respond to the guest in any way you see fit.

b. A combined Availability Calendar and Booking Request form that blocks out the required dates but requires your agreement prior to the booking being confirmed. This can also be combined with an online payment option with the use of PayPal or other payment gateways.

c. A combined Availability Calendar and Booking form that blocks out the required dates and automatically confirms the booking in real time. This can also be combined with an online payment option with the use of PayPal or other payment gateways.

2.0 Combined availability calendar and booking request form

In this example, we are going to explore option b) above. Start by logging into your account and clicking on the “Administration” tab on the left hand navigation panel and then click “Publish to website”. Then choose the “Availability and booking form” from the drop down box.
Now, copy the line of code generated and add it to your own website. If you don’t look after the site yourself, it’s a really easy job for your web designer and will only take a few minutes. When anybody visits your site, an Availability Calendar and Booking Request form will appear. It will look something like this:

2.1 The booking request form

![Fig 2]

The holidaymaker then selects the date on which the holiday is to start, chooses the length of the holiday and finally clicks the “Send Booking Request” button.

The following page is then displayed:

![Fig 3]
The holidaymaker then confirms he/she has agreed your terms and conditions and clicks the “Continue” button.

The Booking Request has now been made, the Availability Calendar has been updated and an email sent to both you and the holidaymaker. The following page is also displayed on your website:

Fig 4

<table>
<thead>
<tr>
<th>Stonewall Cottage (Sleeps 4) - Booking Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking reference: 06/01/13</td>
</tr>
<tr>
<td>Property name: Stonewall Cottage</td>
</tr>
<tr>
<td>Arrival date: 14 January 2012</td>
</tr>
<tr>
<td>Departure date: 21 January 2012</td>
</tr>
<tr>
<td>Check-in time:</td>
</tr>
<tr>
<td>Rent: £1.00</td>
</tr>
<tr>
<td>Breakage deposit: £0.00</td>
</tr>
<tr>
<td>Total: £1.00</td>
</tr>
<tr>
<td>Deposit: £0.20 (Due now)</td>
</tr>
<tr>
<td>Balance: £0.80 (Due now)</td>
</tr>
</tbody>
</table>

Your requirements have been noted and the property reserved on our system.

We will contact you shortly (usually within 24 hours) to confirm your booking. Your booking remains provisional until it has been confirmed by us and a deposit paid.

Kind regards, Stonewall Cottage

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3.0 Automated email notifications

When a holidaymaker makes a booking request using the bookalet system, a series of emails are generated. The notification email that bookalet sends to the property owner is shown below:

```
From: bookalet <bookalet@bookalet.co.uk>
To: ross@netsquared.com
Cc: 
Subject: bookalet - New booking request

A booking request has been made using the bookalet website.

Details are as follows:

Booking ref: 06/01/13
Property: Stonewall Cottage
Arrival date: 14 January 2012
Departure date: 21 January 2012
Est. arrival time: 1600

Adults in party: 4
Children in party: 0
Infants in party: 0

Rental amount: £1,09
Bookage deposit: £0.00
Booking deposit: £5.00 (Due 07 December 2011)
Booking balance: £0.80 (Due 07 December 2011)

Customer name: Mr Justin Brown
Customer address: Blair Cottage, Somerville, Wiltshire, SN3 8PP, United Kingdom
Customer email: justin@bnhsselect.com

Customer tel (day): 01234 756166
Customer tel (eve): 
Customer tel (mob): 

Enquiry source: Word of Mouth

Comments / requirements:

The booking request was made at 15:42 on 07/12/2011.
```

Fig 5
The notification email that bookalet sends to the holidaymaker is shown below:

![Stonewall Cottage Booking Request](image)

The default setup for bookalet is for you, the home owner, to approve any booking before they become confirmed bookings.

Consequently, the next step is for you to review the Booking Request and either approve it or reject it.
4.0 Managing your bookings

Log into your bookalet account and then click “Bookings” in the left hand navigation panel. You will then be presented with a page displaying all your Active bookings:

![Booking Details](Fig 7)

To review the full details of a particular booking, click anywhere on the line of the booking. In this case, we are interested in booking ref 06/01/13 made by Justin Brown. Clicking on this takes one through to the Booking Detail page shown below:

![Booking Details](Fig 8)
You can now use the “Manage Booking” box on the right hand side to either “Send a booking confirmation” or “Reject booking request”. This time we will accept the Booking Request which generates an email or word document which is subsequently sent to the holidaymaker:

Fig 9

You can now use the “Manage Booking” box on the right hand side toeither “Send a booking confirmation” or “Reject booking request”. This time we will accept the Booking Request which generates an email or word document which is subsequently sent to the holidaymaker:

---

From: booklet @booklet.co.uk
To: Justin Brown
Cc:
Subject: Stonewall Cottage Provisional Booking

Stonewall Cottage Confirmation of Provisional Booking

Booking Ref No: 06/01/13
Booking Date: 07 December 2011

Mr Justin Brown
Blaze Cottage
Somerville
Wiltshire
SN3 8PP
United Kingdom

Dear Justin,

I am delighted to confirm availability of your chosen dates and confirm your provisional booking of Stonewall Cottage.

The provisional booking details are as follows:

Stonewall Cottage
16 High St
Townsville
Countywide
PL35 0GH
United Kingdom

Arrival date: 14 January 2012
Departure date: 21 January 2012

Number of adults: 4
Number of children: 0
Number of infants: 0

Cost of holiday rental: £1.00

Total payment required: £1.00

Full payment of £1.00 is now due in order to secure the reservation.

If you have not yet made your payment please follow the link to our secure online facility to make a payment or record an alternative method of payment.

This Provisional Booking will be held open until 12 December 2011. If payment has not been received (or agreed) by this date, the booking will then be cancelled.

Thank you for choosing to holiday with us.

Kind regards,

Ross Test

Neverland
Island
Purple
y76 3rt
United Kingdom

01234 756166
The email details how payment of the deposit (and balance if due) should be made. In this case, the bookalet system has been set to allow payment by cheque or by PayPal/Credit Card.

When the holidaymaker clicks on the link “online facility” in the email, they are directed to the following page:

![Fig 10]

You can set the different payment types you are willing to accept in the Administration panel by clicking “Payment methods”. In this example, payment is to be made via PayPal. When the holidaymaker, clicks the “Pay Now” Button, they are directed to the following page:
They can then pay using PayPal or with a credit/debit card if they do not have a PayPal account:

Once payment has been made, a notification email is sent from PayPal to the property owner and to the holidaymaker with details of the payment.

Furthermore, the booklet system also sends an automated email informing the property owner of the payment:
Instead of giving the holidaymaker the option to pay by credit card/PayPal, you may have chosen just to accept payment by cheque or bank transfer. If this were the case, you would have needed to record the payment in the system once you have been satisfied the funds had been transferred to your account.

bookalet also sends the holidaymaker an email thanking them for their booking and informing them of payment receipt. If required, you may also attach a word document or .pdf file to this email giving directions and holiday information to the holidaymaker.

The email is detailed below:
Fig 14

The bookalet system automatically updates the booking status and changes the details in the Booking Details page. It also records all the booking payments and history associated with the booking:
### Booking details

- **Property name:** Stonewall Cottage
- **Booking reference:** 00001/13
- **Booking date:** 07 December 2011
- **Booking status:** Confirmed booking - paid in full
- **Base rental amount:** £1.00
- **Arrival date:** 14 January 2012
- **Departure date:** 21 January 2012
- **Arrival time:** Not specified (Estimated 1630)
- **Departure time:** Not specified
- **No. of adults in party:** 4
- **No. of children in party:** 0
- **No. of infants in party:** 0

### Customer details

- **Name:** Mr Justin Brown
- **Address:**
  - Blair Cottage
  - Somerville
  - Wiltshire
  - SN3 0TP
  - United Kingdom
- **Contact:**
  - justin@brbsselect.com
  - 01234 756169 (day)

### Payments

- **Rental amount:** £1.00
- **Total amount:** £1.00
- **Booking deposit:** £0.20  
  - Paid 07 December 2011
  - £0.20 paid on 07 December 2011
- **Balance:** £0.80  
  - Paid 07 December 2011
  - £0.80 paid on 07 December 2011

### Notes and correspondence

Record any correspondence with the client here:

You have 4000 characters remaining.

### Booking history

- **Booking added via website**
  - 07 December 2011 15:42
- **Booking request (automated) - email sent**
  - 07 December 2011 15:42
- **Provisional booking confirmed - email sent**
  - 07 December 2011 15:56
- **Payment received: £1.00 paid by Paypal (ref: TAV0481YF2200204C)**
  - 07 December 2011 16:13
- **Booking payment received - email sent**
  - 07 December 2011 16:13
Furthermore, the system can also send out a payment receipt or full invoice at any time. This is done through the “Manage Booking” box in the “Booking Detail” page.

Fig 16
Hopefully, this has given you a brief overview of how to add an Availability Calendar and Booking Form to your website and how bookalet helps you manage the whole booking process.

In part 2, we will explore how to take real time bookings and payments.
The Booking Process (part 2)

How to set up your booking form to accept real time online payments

1.0 Overview

The default setting for bookalet is for all bookings to be approved by the owner prior to them being confirmed. However, some owners will want to allow holidaymakers to book and pay for holidays immediately without any intervention from them (sometimes known as “in real time”).

We will now explore how to do this in bookalet using the WorldPay payment gateway provider as the way in which credit/debit cards are accepted. bookalet is configured to accept credit/debit card payments through the Worldpay, Sagepay and Secure Hosting gateways. However, owners will need to have set up an agreement with one of these providers if they wish to use this method. Owners will also need to have an online merchant services account to accept online credit card payments. Alternatively, PayPal can be used which negates the need for these two things. Please see the website for pros and cons (www.bookalet.co.uk/onlinepayments.aspx).

2.0 bookalet set up to allow real time bookings

To allow real time bookings, login to your bookalet account. Click on “Properties” in the left hand navigation bar. Click “Edit” and then scroll down to the bottom to the “Property status” section. Click the radio button to “Pre-authorise online bookings for this property”. Click “Save”.

![Property status](image)

You now have to publish the Availability Calendar and Booking Form to your website. Click on the “Administration” tab on the left hand navigation panel and then click “Publish to website”. Then choose the “Availability and booking form” from the drop down box:
Now, copy the line of code generated and add it to your own website.

### 3.0 The online booking and payment form

When a holidaymaker visits your site, an Availability Calendar and Booking form will appear. It will look something like this:

![Fig 3](image)

This is similar to the form displayed in Part 1 but instead of the button reading “Make Booking Request” the button now reads “Book”. Similarly, the box title is “Make a Booking” whereas in part 1 it read “Booking Request”.

When the holiday arrival date and length are chosen the holidaymaker clicks the “Book” button and the following page is displayed:
Fig 4

Clicking the “Book Accommodation” button then displays the following page:

Fig 5
For this property, both payment by PayPal and WorldPay have been activated but in this example we will take payment via the WorldPay channel. You can set the different payment types you are willing to accept in the Administration panel by clicking “Payment methods”.

Clicking the WorldPay “Pay Now” button takes the holidaymaker to the secure WorldPay payment site.

In this example, only the booking deposit is due:

![WorldPay Secure Payment Page](image-url)
The holidaymaker then chooses the type of card to be used and the following page is displayed:

Once payment has been made, the holidaymaker gets confirmation from WorldPay that a payment has been processed:
4.0 Automated email notifications

An email is sent from WorldPay to the holidaymaker with payment details:

![Fig 9](image1)

WorldPay also sends the Owner an email to inform them of the payment:

![Fig 10](image2)
As well as the WorldPay notifications, bookalet also sends out transaction notifications. The Owner first gets an email reporting that a Provisional Booking has been taken:

![Email: A provisional booking has been taken by the bookalet website.](Fig 11)

The Owner then gets an email to confirm payment of the deposit has been made and detailing the outstanding balance and when it is due:

![Email: An online payment has been made via the bookalet website.](Fig 12)
In addition, an email is automatically sent to the Holidaymaker, confirming the booking and receipt of the booking deposit. It also provides details of the balance amount, when it is due, as well as providing a link to an online payment page:

![Email content]

**Stonewall Cottage Booking Confirmation and Deposit Receipt**

**Booking Ref No:** 06/01/14  
**Date of Receipt:** 07 December 2011

Mr Brian Adams  
Green Cottage  
Bluestone  
Beds  
MI40 5XX  
United Kingdom

Dear Brian,

Please be advised we have received your booking deposit for the rental of the following holiday property:

Stonewall Cottage  
16 High St  
Townsville  
Countywide  
PL35 0GH  
United Kingdom

**Arrival date:** 21 January 2012 – Arrival after  
**Departure date:** 28 January 2012 - Departure before

**Number of adults:** 4  
**Number of children:** 0  
**Number of infants:** 0

**Cost of holiday rental:** £1.00  
**Total payment required:** £1.00  
**Requested deposit for the rental of Stonewall Cottage:** Booking deposit: £0.20  
£0.20 received with thanks.

The balance of £0.80 (including a breakage deposit) is due for payment by 10 December 2011. Please follow the link to our secure online facility to make a payment or record an alternative method of payment.

Once again, thank you for choosing to holiday with us.

Kind regards,

Ross Test

Neverland  
Island  
Purple  
yt6 3rt  
United Kingdom

01234 756166
The bookalet site then automatically updates the status of the booking to provisional, with balance outstanding:

![Fig 14](image)

The bookalet system can also send out payment due reminders, automatically record balance payments and send out payment receipts.

Hopefully, you now have a good understanding of how to configure the bookalet system to accept online bookings and payments. However, should you have any questions, please feel free to contact the support helpline:

email:  support@bookalet.co.uk

tel:  01234 756029