**USER MANUAL**

In addition to the full user manual below, helpful information can be found in your Administration Center at the top of every page using the Instructions pull down menu, as shown here:

For additional account support please contact us at: support@availabilityOnline.com or 802-774-1124

# QUICK VIDEOS ON HOW YOUR BOOKING ENGINE WORKS

How it works for your guests (60 sec.)

How it works for you

---

# TABLE OF CONTENTS KEY

= A premium plan feature. Upgrade Now.

= Instructions found in a short video.

= Additional step-by-step PDF instructions.

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## 1- HOW TO LOGIN TO YOUR AVAILABILITY ONLINE ACCOUNT

To login to your Availability Online account go to the Administration Center Login screen:
https://availabilityonline.com/admin/index.php
To save time in the future we recommend bookmarking this link into your Favorites list.

For full access to your account, including guest's credit card information, login to your Administration Center with your Availability Online username and Master Password.

You may choose to restrict the viewing of sensitive credit card information to certain staff and/or your web developer. Logging in with your Availability Online username and Developer Password will hide all of your guest's reservation information.

If you are unsure of your username and/or passwords please contact us: mailto:support@availabilityonline.com ,or, you can use the password retrieval tool. For login trouble shooting tips, please refer to our Login Troubleshooting page, or contact us.

## 2- PASSWORD MANAGEMENT

Your availability Online Booking Engine is secured by a unique username and two different passwords.

1- **Master Password:** Allows full access to your account including credit card information.

2- **Developer Password:** Restricts viewing of sensitive reservation information.

**To Change Your Master or Developer Password**:

- Login to your Availability Online Administration Center
- Click Password Administration > Change Developer Password or Change Master Password
- Follow the password changing instructions given on the page

**To Change Your Username**

Please contact us at mailto:support@availabilityonline.com or 802-774-1124 with the username you would like to change to. In rare cases additional fees to change your username may apply.

**Forgotten Password Retrieval**

If you have forgotten your password you can contact us: support@availabilityonline.com, or, you can use the password retrieval tool.

## 3- PREVIEWING YOUR BOOKING ENGINE

You can preview your full booking engine or just the booking form while in your Administration Center.

**To preview your full booking engine:**

- Login to your Availability Online Administration Center
- Click Quick Links > Preview 2 Week Calendar or Preview Search & Display

**To preview the reservation FORM only:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Preview

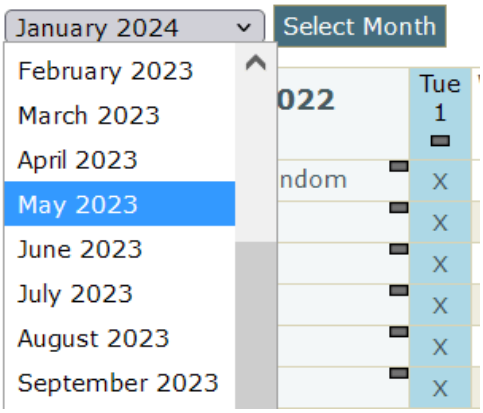
## 4- UPDATING YOUR UNIT AVAILABILITY

There are three ways you can update your room/unit availability:

**1- Manually:** Manually updating unit availability is for users who have not purchased any of our property management solution options. Manual updating is quick, and easy to do with only a few clicks of your mouse.

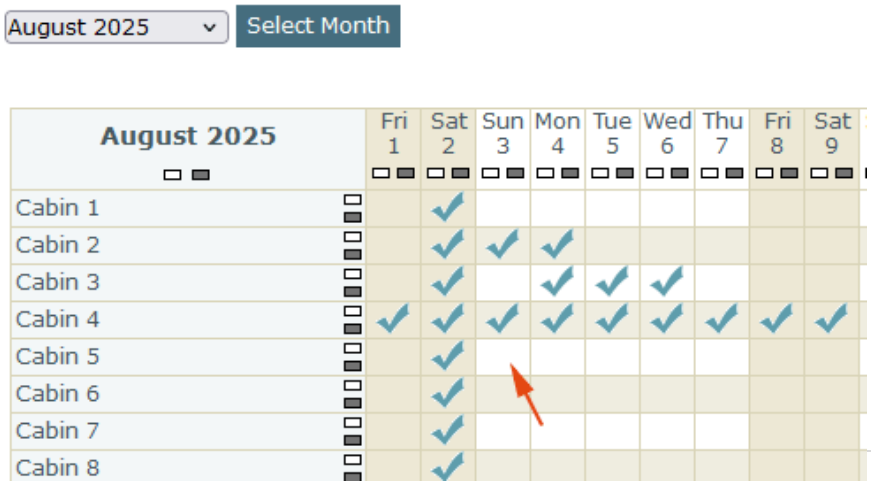
CLICK FOR VIDEO INSTRUCTIONS

- Login to your Availability Online Administration Center
- Click Quick Links > Update Availability
- Using the drop down menu provided choose a month to add bookings and click the Select Month button




**Update availability one date at a time:**

1- In the calendar grid click on the appropriate date/room to mark as 'booked'. The unit is booked when the check mark appears. You may un-click the check mark in the calendar grid to mark as 'vacant'.



2- Click the Save Changes button.

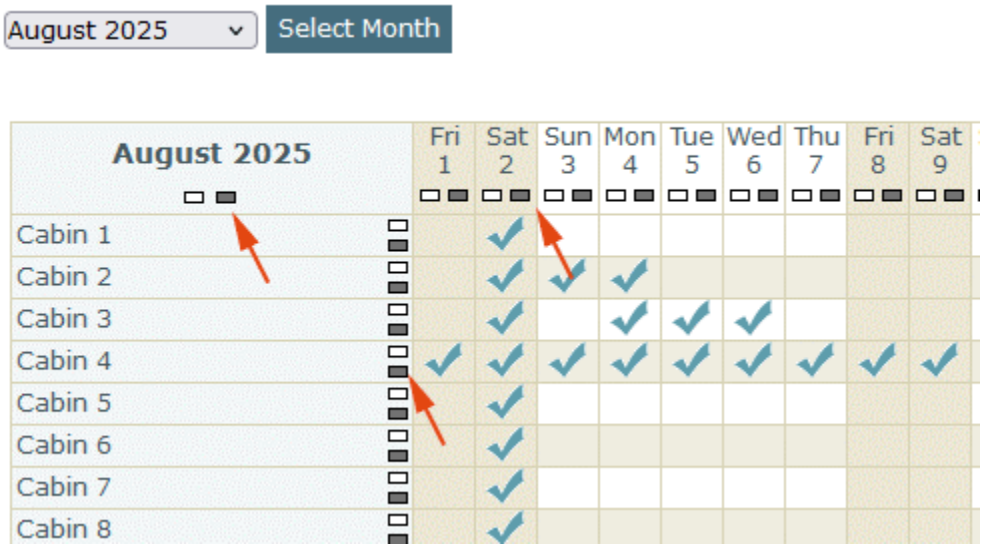
NOTES: *You may update only one month at a time. Be sure to click Save Changes before you select a new month. Otherwise all changes will be lost. Once Save Changes is clicked – your revised vacancy information is shown instantaneously in your live booking engine.*

**Update availability in bulk for Multiple Dates / Units:**

1- Option A: To BOOK / OPEN ALL UNITS FOR THE ENTIRE MONTH- click the small gray box in the calendar grid found under the Month/Year label in the calendar grid. Clicking the small white box under the Month/Year label will clear all bookings for the month.

   Option B: To BOOK / OPEN ALL UNITS FOR A SINGLE DATE- click the small gray box found under the date in the calendar grid. Clicking the small white box under the date will clear all bookings for this date.

   Option C: To BOOK / OPEN A SINGLE UNIT FOR THE ENTIRE MONTH- click on the small gray box found to the right of the Unit Name in the calendar grid. Clicking the small white box next to the unit name will clear all bookings for this unit/month.




2- Click the Save Changes button to save your changes

*NOTES: You may update only one month at a time. Be sure to click Save Changes before you select a new month. Otherwise all changes will be lost. Once Save Changes is clicked – your revised vacancy information is shown instantaneously in your live booking engine.*

## 2- Automatically Block Out Dates When Online Bookings Are Submitted:

You can activate a setting in your account to have bookings, *made with your Availability Online reservation form*, automatically taken out of your inventory. This setting is ON by default.

**To activate/de-activate this option:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > General Settings
- Scroll towards the bottom of the page to find 'Control Unit Availability After Online Booking'
- Check 'Immediately mark rooms as not-available when a room is booked'.
- Click the Save Changes button

NOTES: *The 'Control Unit Availability After Online Booking' option will only block out dates for bookings made using your Availability Online reservation form. You will need to manually block out dates for phone reservations, as well as open dates for any cancellations.*

PREMIUM

## 3- Fully Automatic Vacancy Control:

Fully automatic vacancy updating is for owners who use any of our property management solution options (see list of solutions below). Auto updating allows property owners to instantly update their unit vacancy from their property management add-on system.

MORE INFO: Availability Online is an award-winning, standalone booking engine. But, if you need a more robust solution, our premium level of service includes full property management features by connecting to your choice of several Property Management Software (PMS) systems. This feature will allow you to manage check-ins, housekeeping, invoices, personal guest information, view occupancy reports and so much more.

Updating your Availability Online Booking Engine can be made less time consuming using our property management add-on. With a click of a button in your property management system, your entire property's vacancy (* option to share nightly rates and min. night stay requirements as well) will instantly appear in your Availability Online Booking Engine.

In addition to uploading vacancy, nightly rate and min. night stay information, your Availability Online reservations can be automatically downloaded and inserted directly- per your approval, into your property management system. This saves you and your staff time from re-typing guest's reservation and credit card information.

We currently support the following property management solution add-on options:

Clubessential

eCamping Management Software**

GuestSuites Management Software** *(Mac friendly.)*

Guest Tracker for Campgrounds & Lodges**

iMagic Hotel Reservations

Reservations 7.0, 8.0 and 9.0

Sticky Guest

Vacation RentPro** *(Mac friendly with additional Parallels Software.)*

To get starting using our property management solution add-on or for support, please contact the above partners directly or Availability Online support. support@availabilityOnline.com or 802-774-1124

### 4- Changing the unit order found on manual update availability screen:

To make it easier to maintain your vacancy you can change the order in which your units are listed, in the Administration Center, on the manual update availability screen. *Changing the unit order not only changes the listing order on your Manual Update Availability page, but ALSO on the Manual Update Rates and Manual Update Min. Night Stay Requirements pages.*

**To change the unit order on the Manual Update Availability, Rates and Min. Stay Requirement Pages:**

- Login to your Availability Online Administration Center
- Click Calendar Management > Manual Update Order
- Follow the instructions given on the screen

## 5- RESERVATION FORM TYPE OPTIONS, STYLES & ACTIVATION

Availability Online offers two types of reservation forms. Confirmed Booking Form and Reservation Inquiry Form.

### 1- Confirmed Booking Form:

The Confirmed Booking Form has the ability to give your guests a complete reservation total and send them an auto reply confirmation email after the reservation has been submitted. After submitting the form, your guests are assuming they have just made a confirmed booking. Although your guest does receive an auto reply confirmation email, many property owners choose to send their guests a second confirmation email that may include more check-in info, directions and general details.

**To activate/de-activate the Confirmed Booking Form**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- Click both the 'Activate Reservation Requesting' and 'Activate Confirmed Reservation' check boxes
- Click the Save Changes button

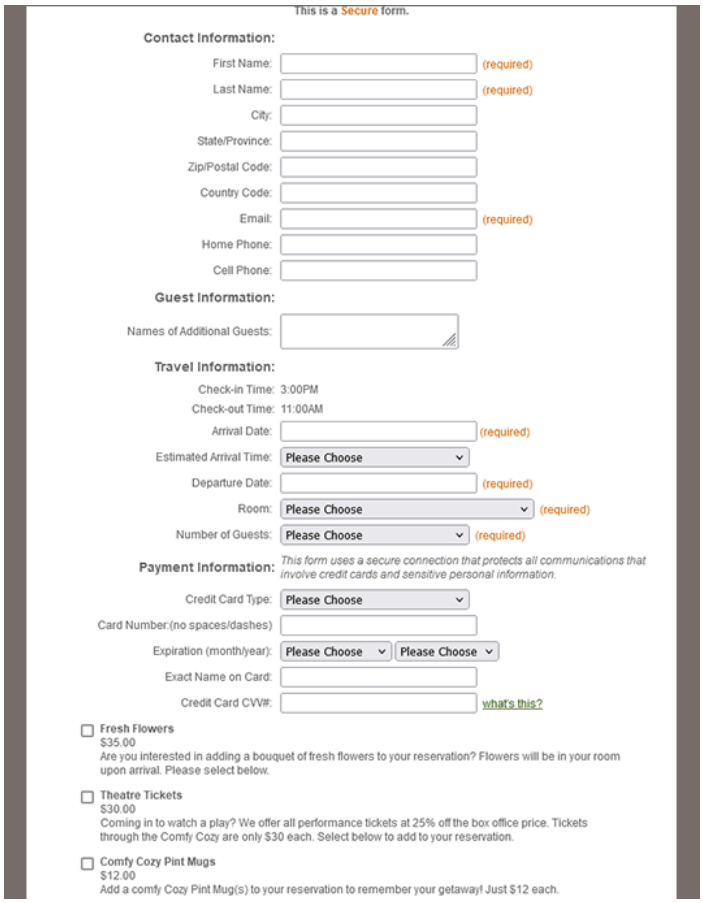
## 2- Reservation Inquiry / Request Form:

This setting is ON by default. A Reservation Inquiry/Request Form allows your guests to Request a reservation. Your guests will expect to hear from you with final confirmation. The reservation request form does have the ability to give your guests a complete reservation total if you choose to display one. After your guests submit a reservation request, they will receive an auto reply email which includes a copy of the reservation information they submitted. This is not a confirmation email.

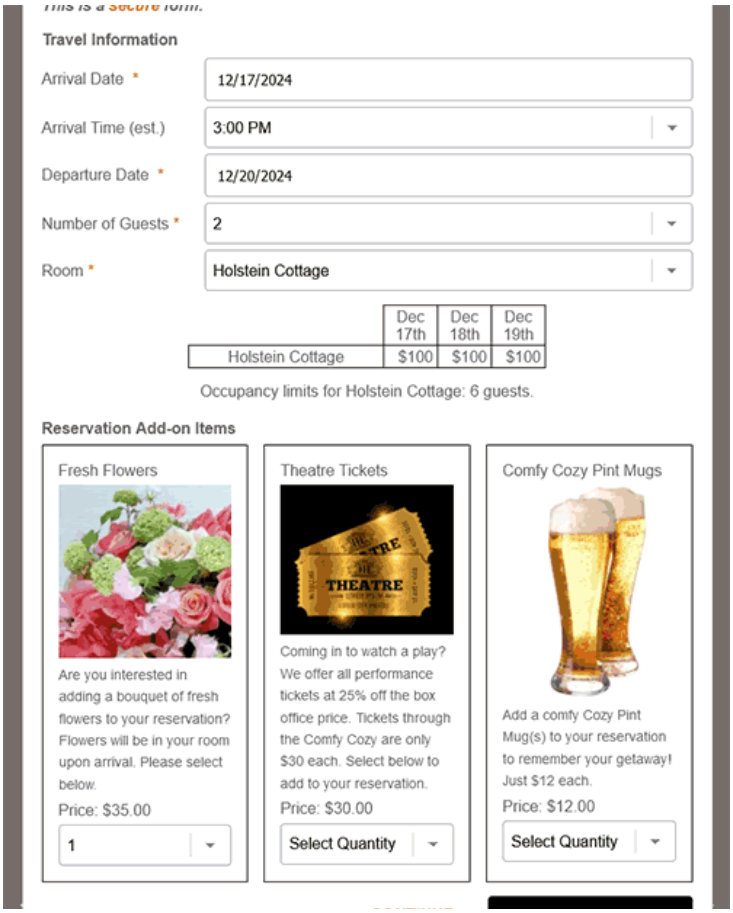
**To activate/de-activate the Reservation Inquiry/Request Form**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- Click the 'Activate Reservation Requesting' check box
- Click the Save Changes button

Availability Online also offers two display styles of reservation forms that can be used with either the Confirmed or Request form types.




*Classic Reservation Form Sample*




*Enhanced Reservation Form Sample*

## 1- Enhanced Reservation Form Style:

This setting is ON by default. The Enhanced Reservation Form Style is a more modern approach to online booking and gives the following functionalities:

- Guests select unit and arrival date before contact and payment info is added. This prevents guests from filling out the entire form THEN finding out their reservation does not meet certain requirements.
- Set your Maximum Occupancy settings for total guests, adults and/or children.
- Set the Occupancy Level to which the Base Nightly Rate is set at.
- Set Additional Person Fees (*this is a Premium Plan feature*).
- Set Under Occupancy Costs.

**To activate/de-activate the Enhanced Reservation Form style:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- In the Reservation Form Style section select 'Enhanced (With Occupancy & Rates on first page)'
- Click the Save Changes button

SPECIAL NOTE:

*The following options must be in place in your General Reservation Settings for Enhanced Reservations to function properly:*

- Room Choice 1 Selection must be enable
- Room Choice 2 Selection must be disabled
- Number of Adults must be enabled

## 2- Classic Reservation Form Style:

Our Classic Reservation Form Style is ideal for innkeepers looking for a straight forward and simple method to take reservation requests. As seen in the sample image below, guests are given a standard form to submit their contact and booking information. Guests are asked to confirm their information on the second page of the reservation process before submission.

**To activate/de-activate the Classic Reservation Form Style**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- In the Reservation Form Style section select 'Classic' and click the Save Changes button

SPECIAL NOTE:

- The Classic Reservation Form Style works best for those looking to take Reservation Requests/Inquiries, vs. Confirmed Bookings.
- The Classic Reservation Form Style will show your guests nightly rates and a reservation total if you choose. All rates are shown on the second page of the reservation form process.
- If you need to enforce minimum night stay requirements we recommend using the Enhanced Style Reservation Form.
- Additional person charges and/or occupancy settings are not available in the Classic Reservation Style mode.

## 6- RESERVATION FORM SETTINGS

**General Settings:**

Most of your reservation form fields and settings can be controlled from the Reservation Form's General Settings page of your Availability Online Administration Center.

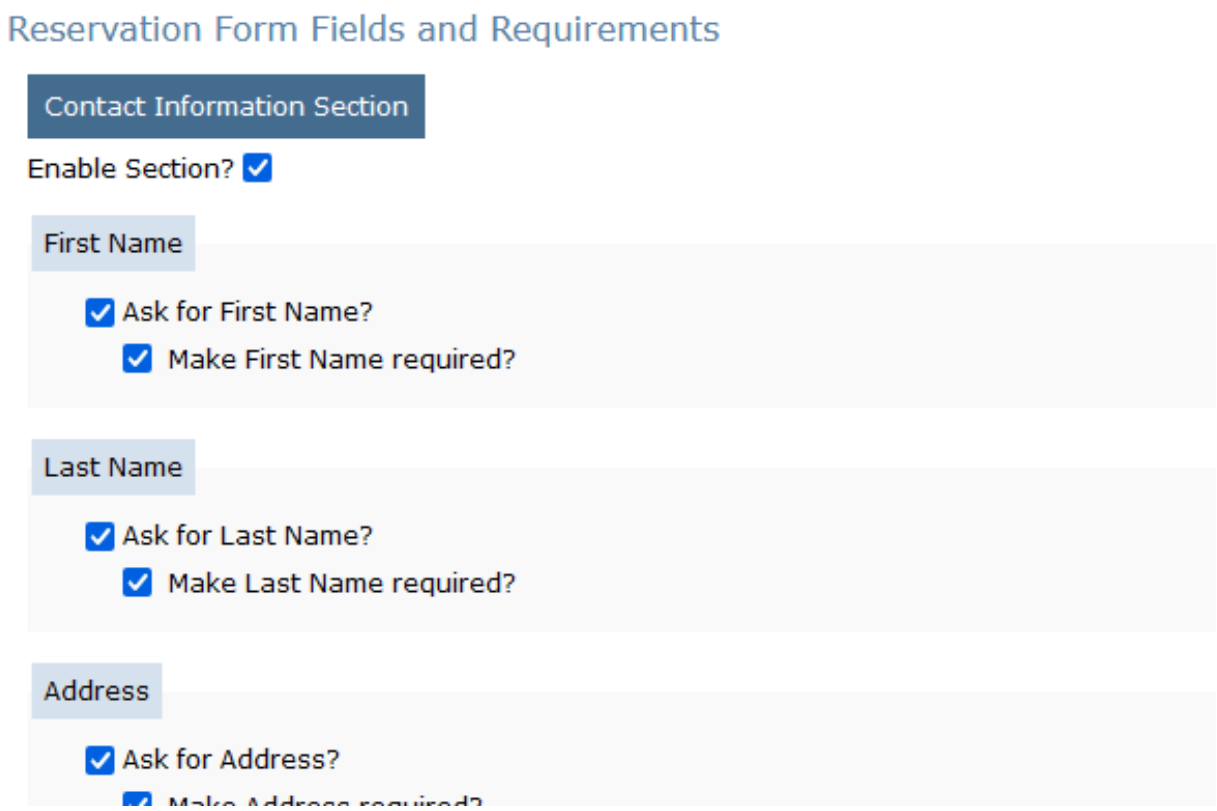
**To access your reservation form General Settings [ which includes all subtopics below ]**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > General Settings

- **Collecting Guest Contact Information**

  All guest contact fields (ie: Name, Address, Email, Phone, etc.) on your reservation form can be de-activated, made required or optional. Simply check / un-check the box associated with any field to activate / de-activate the contact fields you would like to appear on the reservation form used by your guests.

  If you are using our Classic Reservation Form Mode, contact fields are found on the first page of the reservation form process. If you are using our Enhanced Reservation Form Mode, contact fields are found on the second page of the reservation form process.




- **Collecting Additional Guest Names**

  Many smaller properties like to know the names of all guests in the reservation party. You can easily add a field to your reservation form asking for this information. When activated, an open text field will display on your reservation form, just below the contact information entry section.

- **Check-In / Check-Out Times**

  This setting allows you to display your check-in / check-out times. When activated, the times will be shown on your reservation form, just above the Arrival Date fields.

- **Arrival & Departure Date**

  These fields allow your guests to enter their chosen arrival and departure dates into the reservation form. You can choose to de-activate these fields. *IMPORTANT NOTE: Deactivating one or both of these fields will prevent your system from calculating nightly rates and minimum night stay requirements and may prevent your reservation form from functioning properly. Please contact Support for questions and assistance.*

- **First Bookable Day Modifier**

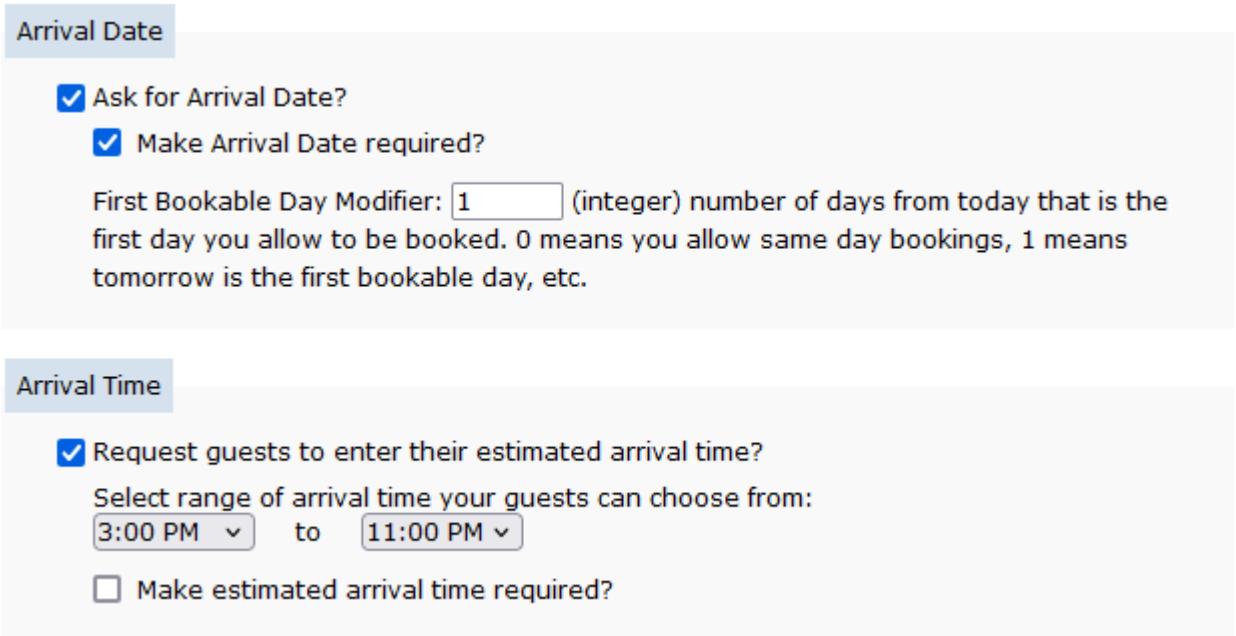
  Many property owners may not want to accept same-day online bookings. With the first bookable day modifier you can choose how many days out you want to accept online bookings. Entering ‘0’ in this field means you allow same day bookings. Entering ‘1’ means tomorrow is the first bookable day, etc. Your system is set by default to ‘1’. If the First Bookable Day Modifier is set to ‘1’ or more, your phone number is automatically displayed on the reservation, asking guests to call you directly to book.

- **Last Bookable Day Modifier**

  Many property owners may only want to take reservations one year in advance. Using the last bookable day modifier you can choose the number of days from today that is the last day you allow to be booked. Entering ‘365’ means you allow bookings up to one year in advance. Entering ‘180’ means you allow bookings up to 6 months in advance, etc. Your system is set by default at ‘365’.

- **Requesting Guest's Arrival Time**

  If you have strict arrival / check-in times you may want to request your guests to choose their estimated time of arrival. Using the drop down menus provided select your check-in range. When activated, your guests will be able to select from this time range when making their reservation. The Arrival Time field on your reservation form can be optional or required.




*Above: First Bookable Day Modifier and Arrival Time settings section of your Administration Center*

- **Unit Selection Field**

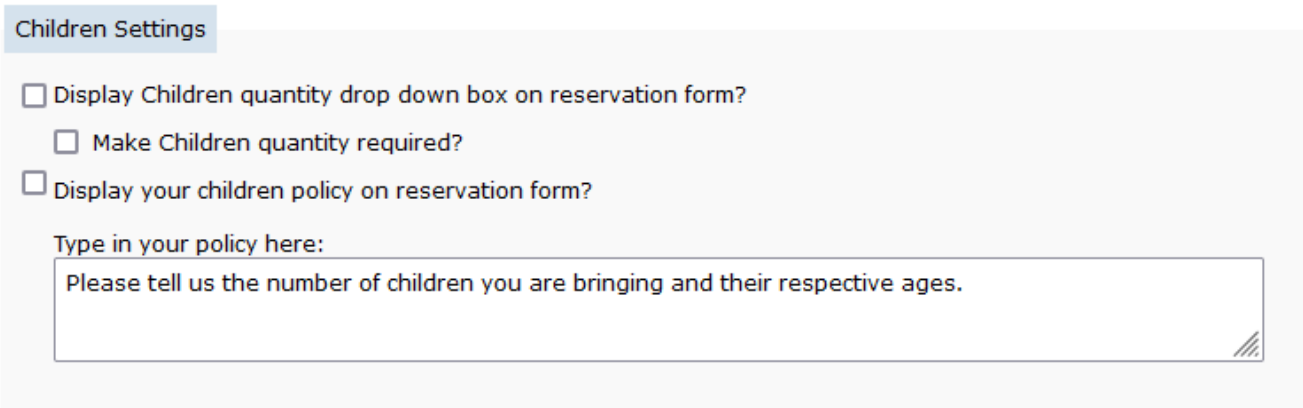
  This field allows guests to select which unit or unit type they want to reserve. You can choose to deactivate this field or make this field optional. *IMPORTANT NOTE: Deactivating or marking this field optional will prevent your system from calculating nightly rates and minimum night stay requirements and may prevent your reservation form from functioning properly. Please contact Support for questions and assistance.*

- **Number of Guests**

  This field allows guests to enter how many people are in their party. By default, this field is 'active'. You can choose to de-activate this field or make this field optional. *IMPORTANT NOTE: Deactivating or marking this field optional will prevent your system from calculating nightly rates and minimum night stay requirements and may prevent your reservation form from functioning properly. Please contact Support for questions and assistance.*

- **Children Settings**

  This field is set by default to be 'OFF'. When activated your reservation form will ask for the Number of Adults AND Number of Children. You can choose to require the Number of Children field on your reservation form and/or display your Children's Policy on the form as well. If you show a reservation total on your reservation form, and charge a different nightly rate for children, you can add this rate in the Room Management portion of your Administration Center.




- **Payment/Credit Card Settings**

  Your Availability Online reservation form can securely collect your guest's credit card information. This can include not only the credit card number, but the card's expiration date, CVV Number and mailing address associated with that card. Keep in mind that Availability Online does not process the credit card and does not have any direct interfaces to payment gateways. The reservation form

credit card fields are ‘ON’ and ‘Required’ by default. These fields can easily be adjusted from the General Settings portion of your Reservation Form Settings.

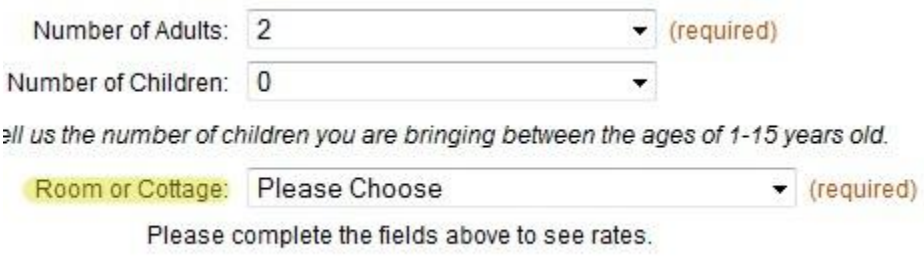
**To manage which cards you accept:** Click Reservation Form Settings > Credit Card Settings from your Administration Center.

- **Displaying Comments Box on your Reservation Form**

  By default, your reservation form displays an optional text field asking your guests if they have any additional Comments/Requests. This field can be turned off or made required. If you are using our Classic Reservation Form Mode, this field is found on the first page of the reservation form process. If you are using our Enhanced Reservation Form Mode, this field is found on the second page of the reservation form process.

- **Unit Type Labels**

  The Unit Selection Label section allows you to display text on your reservation form that describes what type of unit you are renting. The default unit label that appears on your reservation form is 'Room'. If you rent condos, you may want to change the unit label to ‘Condo’. If renting vacation rentals, you may want to change the label to ‘Rental’. Whatever text you choose will show throughout the reservation form, as in the highlighted example below:




*Above Highlighted: Unit Selection Label found on the Reservation Form seen by your guest*

- **Immediately mark rooms as not-available when a reservation is made**

  You can choose to immediately take a room out of your inventory (mark ‘booked’ on your availability calendar) after a reservation is submitted. This setting is best used with manual availability updating. If you use fully automated updating via one of our property management system add-ons, this feature will work but your software may quickly overwrite the room status depending on your settings. This setting is ‘ON’ by default.

- **Allowing Reservations for Booked Units**

  This setting allows a guest to book a unit even if your Availability Online system shows no vacancy for the unit/dates the guest selects. This setting is 'OFF' by default.

- **Hide Reservation ID# to guests**

  This is a unique number automatically generated by the Availability Online Booking Engine. When activated, this unique ID# will appear to guests on the final "thank you" page of the reservation booking process and in the notification/confirmation email sent to the customer.

  This number can be used as a confirmation number if you choose.

## Cancellation Policies & Disclaimers:

There are four different items you can change from the Policies & Disclaimers portion of your Administration Center: Cancellation/Deposit & Booking Policies, Subtotal Polices, Custom Thank You Page Message and Miscellaneous Messages.

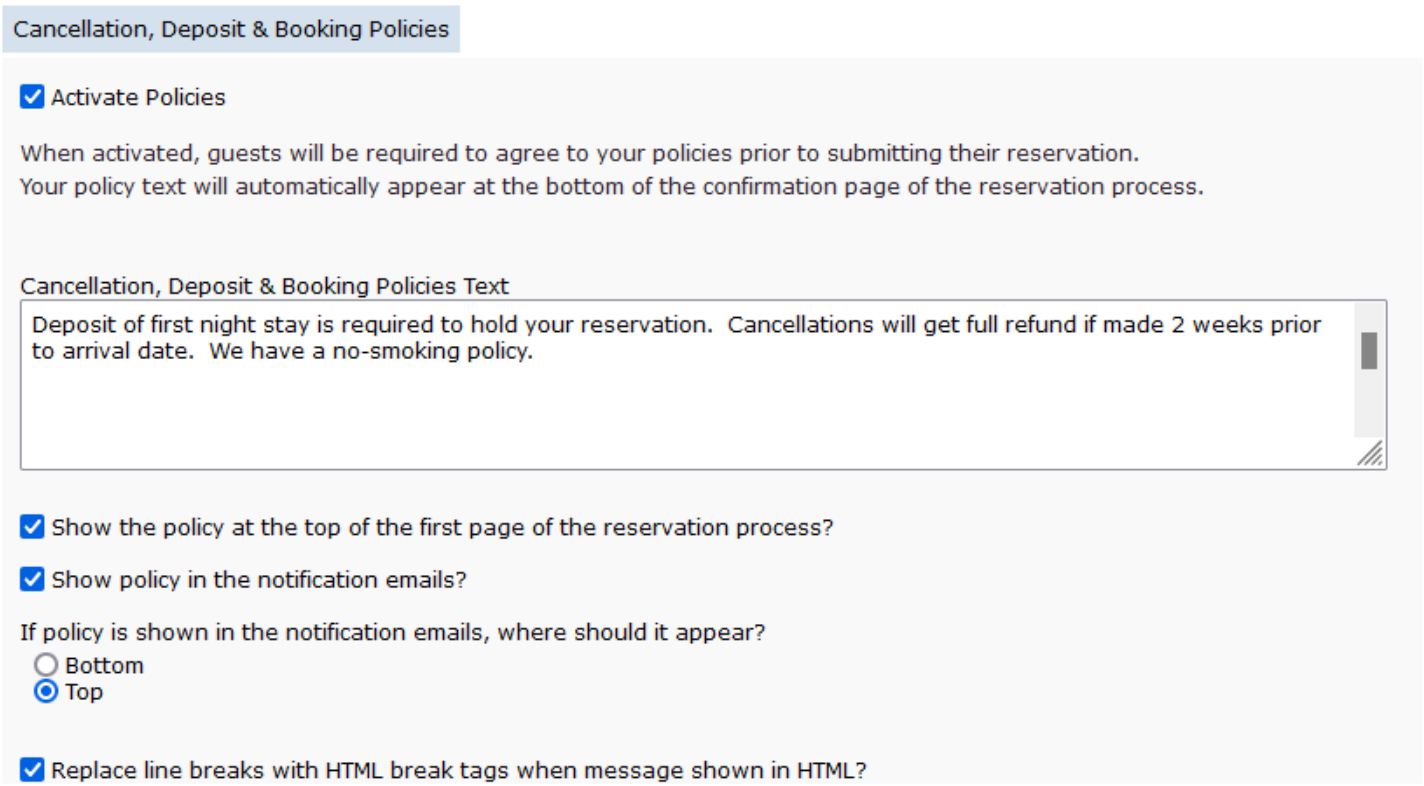
**To edit your Cancellation Policies and other Disclaimers that appear on your Reservation Form:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Policies & Disclaimers

  - **Cancellation, Deposit & Booking Policies**: Text you enter in the Cancellation, Deposit & Booking Policies Text field can display on one or all of the pages within the reservation process depending on your placement selection. However this text is ALWAYS shown towards the end of the form process where guests will be required to 'Agree' to your policy before they can submit the reservation. You can also choose to include this information in the auto reply email sent to the guest immediately after they submit the reservation form.

    You can add HTML within this text field if you choose (ask your web designer or Availability Online support if you need assistance). We recommend you use 'normal' text, in which case be sure the 'Automatically display line breaks' is selected to allow for proper text formatting.

*Below: Screenshot of Cancellation, Deposit & Booking Policies section of your Administration Center.*




- **Custom 'Thank You' Message**: Text entered in this field displays on the last page of the reservation form process.

- **Miscellaneous Message**: Text entered in this field displays at the bottom of the first page of the reservation form process.

- **Subtotal Policies**: Displays directly below the total shown to your guests on the reservation form. A Subtotal Policy is only necessary if you are displaying nightly rates. An example of your subtotal policy might be: "Subtotal does not AAA discount or other misc. charges."

## Reservation Notifications:

When a new reservation has been submitted by a guest you have the option to be notified two different ways:

1- Email. Multiple emails can be used

2- Text Message

*Text messages are not guaranteed with all makes/models of phones and phone carrier services. Email, by nature, is never 100% reliable due to various virus protection systems and spam filters. We always recommend setting up both notification methods and periodically checking the Pending Reservation page of your Administration Center for new reservations.*

To ensure proper delivery of our notification emails, add: reservation@availabilityonline.com to your address book, trusted sender list, or company white list.

**To edit your reservation notification methods:**

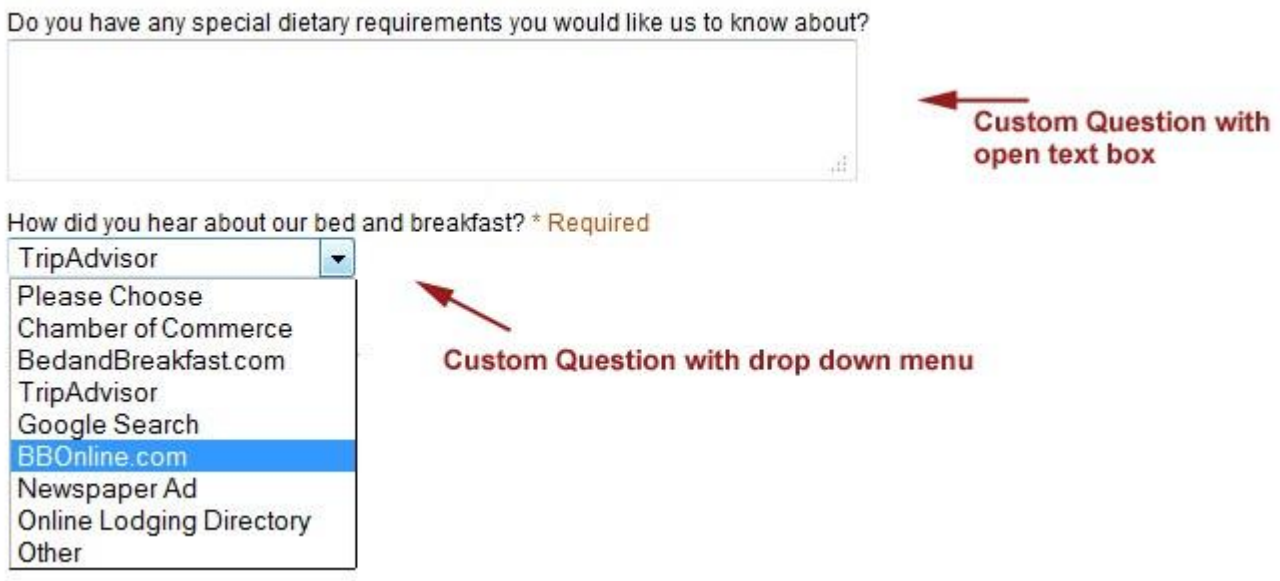
- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Notification Setup
- Follow the instructions on the page

## Reservation Form Custom Questions:

You can display up to four Custom Questions on your reservation form. Choose to display a Text Box or Drop Down Menu for your guests to answer your question. If displaying a drop down menu, you can enter up to 9 drop down menu options. You can also choose to require guests to answer your Custom Questions.

CLICK FOR VIDEO INSTRUCTIONS

*Example of Custom Questions:*



**To Edit / Add Custom Questions to your Reservation Form**

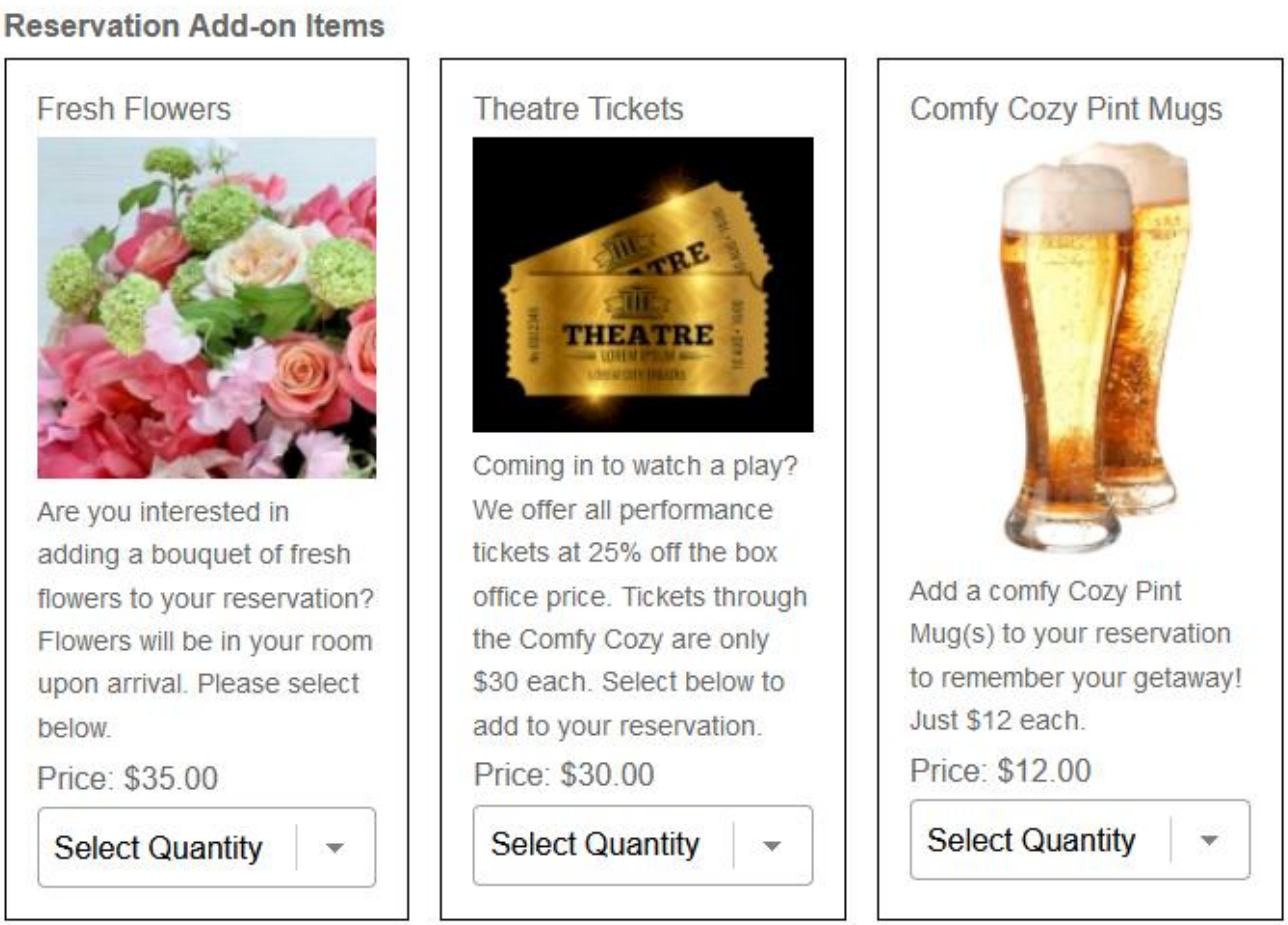
- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Custom Questions
- Follow the instructions on the page

## Up-Sell Items Setup:

Specialty items or services may be included on your reservation form allowing guests to add to their booking.

For example; you can choose to give guests the option to add a Pet, Bottle of Wine or maybe a Healthy Spa Package to their reservation. Photos, short descriptions and price can be added with each item – with a maximum of 10 items allowed within the booking form.

You can add a quantity maximum to order for each item. For example, you can limit guests to only add one pet to their reservation, or allow guests to add ten pint glasses.



**To Add Up-Sell Items to your Reservation Form**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Up-sell Items Setup
- Follow the instructions on the page

## Reservation Form Colors & Visual Settings:

You may alter the font type, text color, background color and foreground color of your reservation form to match your website design color scheme.

Premium Plan users may also add a static page header or logo to the top of their reservation form. Adding a header to the reservation form is a free service that needs to be done by the Availability Online support staff. Please email: support@availabilityonline.com for information.

**To Edit your Reservation Form Colors**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Colors & Visual Settings
- Follow the instructions on the page

Our staff is always happy to help you alter the colors of your Availability Online Booking Engine pages to match your website.

## Credit Cards You Accept for Payment:

By default, the credit card fields in your booking engine are 'on' with Visa, MasterCard and Discover as payment options your guests can choose from. To edit the specific credit cards you accept as payment use the instructions below. NOTE: Your Availability Online Booking Engine does not process payments, but securely collects your guest's payment information for you to process using your own payment processing method.

**To Edit your Credit Card Type Settings**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Credit Card Settings
- Follow the instructions on the page

## 7- SENDING RESERVATION CONFIRMATIONS

You have the option to send a reservation confirmation email to guests, who booked using your Availability Online Booking Engine, from your Administration Center. Prior to sending your first confirmation you need to setup the Confirmation Email Default information. This includes your wanted email addresses, confirmation email subject line and email body text. The information you setup as your defaults will be used in all confirmation emails you send.

Keep in mind, all of the default information you create CAN be changed, if you need, at the time of sending the confirmation email.

In addition, specific reservation information (arrival date, number of nights staying, reservation cost, etc.) will automatically appear in the Confirmation Email.

**To Setup your Default Confirmation Email Information:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Confirmation Setup
- Follow the instructions on the page

NOTE: In the Email Type section always select 'Plain Text' unless you plan on entering HTML code into the Email Body text field. The 'Plain Text' format is less likely to get flagged as spam. Select 'HTML' if you will be developing your email with HTML code.

Once your Confirmation Email Default information has been set, you can now send an email confirmation to your guests who booked using your Availability Online Booking Engine.

**To Send a Reservation Confirmation Email:**

- Login to your Availability Online Administration Center
- Locate the reservation you which to send a confirmation
- Click on the Reservation ID# of that reservation
- Scroll below the reservation details and click the Create Confirmation E-mail button
- Edit the email as needed and click the blue Send Confirmation Email button.

*Sample of reservation confirmation send screen:*

From: Comfy Cozy Inn & Vacation Rentals
reservation@availabilityonline.com

To: guest_email@gmail.com Required.

Reply To: youremail@comfycozyinn.com Optional.

CC: youremail@comfycozyinn.com Optional.

BCC: youremail@comfycozyinn.com Optional.

Subject: Reservation Confirmation from Comfy Cozy Inn & Vacation Rentals Required.

E-mail Type: HTML Plain Text

E-mail Body:

First Name: Jelly
Last Name: Roll

Arrival Date: 02/12/2025
Departure Date: 02/19/2025
Nights: 7
Room: Fall Breeze Room
# of Guests: 2

Total: $ 300.00

Dear Guest,
Thank you for your reservation. Your booking details can be found above.

50% of your total stay will be charged with this booking as a security deposit. The remaining balance is paid with cash or credit card upon your arrival. If you need to cancel your reservation a 14 day notice is required for a full refund of your deposit.

Check-in is from 3:00-9:00pm | Check-out is at 11am.

Directions: From I78 go West for 30 miles to London Bridge Road. Take first right to our Bed and Breakfast.

Should you have any questions please contact us at 888-888-8888

Sincerely,
Bob
Comfy Cozy Inn & Vacation Rentals
youremail@comfycozyinn.com

Send Acceptance Notification Email

## 8- DOWNLOAD RESERVATION HISTORY

Past reservations, made using your Availability Online Booking Engine, can be downloaded into an Excel spreadsheet. You can download all information entered by your guest (ie: email address, unit booked, contact info, reservation total, etc.) in their reservation minus their payment information. Reservations that are pending, archived or deleted can be downloaded.

**To Download past Reservations:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Download Reservations
- Follow the instructions on the page

## 9- AVAILABILITY DISPLAYS OPTIONS

The Availability Online Booking Engine has several options in which to show your vacancy information. Each vacancy display option has (if you choose to activate) a button to have guests submit their secure online reservation. In addition, colors can be customized in any display option to match the theme of your website.

PREMIUM Your Availability Online Booking Engine Premium Plan can be fully customized to match your website's design scheme, including navigation, logo, headers and page layout. Our staff is happy to visually customize your booking engine pages for you.

**Availability Search & Display:**

The Availability Search & Display shows only units available for the dates searched by your guests. This method includes the option to display unit photos, occupancy settings, nightly rates, unit descriptions and a button to book the unit online. Unit Names for each listing can be linked back to your website. You may choose to allow guests to search your availability up to 1 or 2 years in advance.

Images in the Availability Search & Display can be enlarged when a guest hovers over them.

*Sample of Availability Search & Display page of the booking engine.*

TO CHECK AVAILABILITY PLEASE SELECT YOUR ARRIVAL DATE AND THE NUMBER OF NIGHTS YOU'LL BE STAYING.

ARRIVAL DATE: DECEMBER 20 2025 NIGHTS: 3 Check Availability

## Blue Heron Suite

RESERVE

Our Guava suite is located on the bungalow next door to main building, small seating area, private entrance with terrace and view of the rainforest on our back yard. It has two queen beds, sleeps up to 4 people. A/C, mini-fridge, free Wi-Fi, hot water.

Occupancy limits: 4 adults, 3 children, 4 total. Rates based on 2 guests.

| 12/20 | 12/21 | 12/22 |
|---|---|---|
| $95 | $95 | $95 |

## Bluebird Suite

RESERVE

Our Mora Room is located in the main house, second floor, very bright and comfortable.
Queen size bed, private bathroom with shower. Large balcony with amazing views of Arenal Lake and Volcano as well as rainforest, shared with The Banana Suite.

Occupancy limits: 2 guests. Children are not allowed in this Suite/Room. Rates based on 2 guests.

| 12/20 | 12/21 | 12/22 |
|---|---|---|
| $90 | $90 | $90 |

## Red Tucan Suite

RESERVE

Our Mango suite is located on the bungalow next door to main building, private entrance with terrace and view of the rainforest on our back yard. It has two queen beds and 1 twin bed, sleeps up to 5 people. A/C, mini-fridge, free Wi-Fi, hot water.

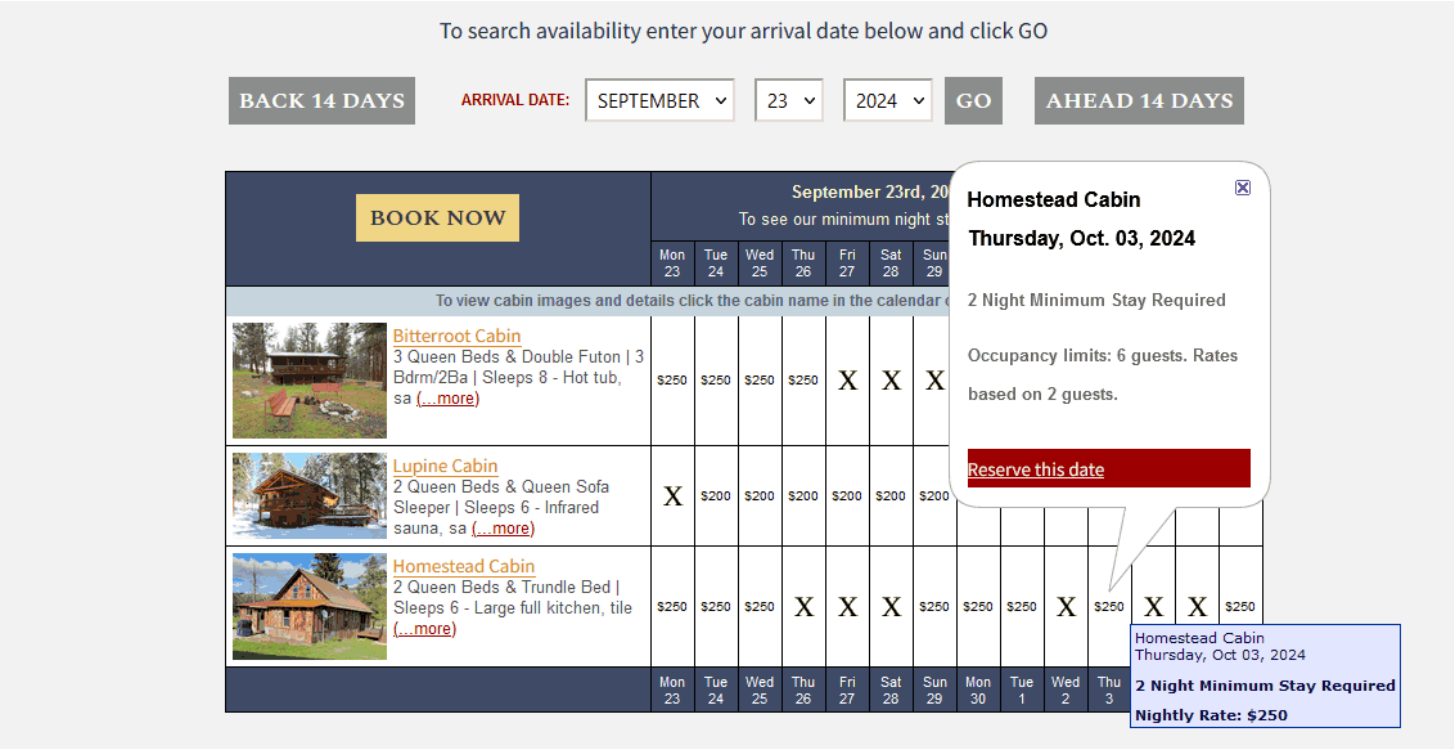
Occupancy limits: 5 adults, 4 children, 5 total. Rates based on 2 guests.

| 12/20 | 12/21 | 12/22 |
|---|---|---|
| $90 | $90 | $90 |

## Traditional Two Week Calendar Grid:

Our Traditional Two Week Calendar Grid vacancy display shows the availability of all units in your account in a traditional style calendar in two week intervals.  You may choose to allow guests to search your availability up to 1 or 2 years in advance. This method includes the option to display a single thumbnail image, occupancy settings ( in a hover-over pop-up balloon ), nightly rates, short unit descriptions and a button to book the unit online.  Unit Names for each listing can be linked back to your website. The thumbnail images in the calendar can be enlarged when a guest hovers over them.

The calendar grid colors and no-vacancy graphics can be customized to match the theme of your website. Our staff is happy to customize the calendar for you.




*Sample of Traditional Two-Week Display page of the booking engine.*

## Monthly Calendars:

There are two different monthly calendar display options. Multiple Static Calendars and Dynamic Calendars. Rates, occupancy and other unit details can be added in correspondence with the calendars as shown in the sample images below.  Monthly calendar are embedded into any webpage within your website using code we provide to you/your web designer.

Either of our monthly calendar displays can be used independently on your website, or in conjunction with other availability displays.(ie: the two-week calendar or search and display options). Contact us

**Monthly Calendar Option #1 : Static Calendars**

Shows your choice of anywhere between 1-24 months of availability. These monthly calendars can show availability for a single unit or your entire property.

**YEAR ROUND CABIN RENTAL**

3 Bedrooms / 2 Baths.

Fully equipped kitchen. A/C and heat. Large front deck overlooking the mountains. Bath has shower and tub. Includes use of snowshoes and cross country skis in the winter months and fishing poles in the summer months.

**Nightly Rate: $160 | Weekly Rate: $950**

*Sleeps 5 guests*

REQUEST A RESERVATION

EMAIL US

**SEPTEMBER 2024**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| X | X | X | X | X | X | X |
| 15 | 16 | 17 | 18 | X | X | X |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |

**OCTOBER 2024**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | X | X |
| X | X | 15 | X | X | X | X |
| X | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |

**NOVEMBER 2024**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

**DECEMBER 2024**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | X |
| X | X | X | X | X | X | X |
| 29 | 30 | 31 | | | | |

**JANUARY 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

**FEBRUARY 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | |

**MARCH 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

**APRIL 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |

**MAY 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

**JUNE 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |

**JULY 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |

**AUGUST 2025**

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

*Sample of static monthly calendars which can show anywhere from 1 – 24 months of vacancy information.*

**Monthly Calendar Option #2 : Dynamic Calendars**

Show a single monthly calendar on your web page(s) that will allow guests to view multiple months using a simple 'Next' link. These calendars can show availability for a single unit or your entire property.

**Nightly Rate: $160 | Weekly Rate: $950**

*Sleeps 5 guests*

<< Previous | Next >>

| JUNE 2025 | | | | | | |
|---|---|---|---|---|---|---|
| S | M | T | W | T | F | S |
| 1 | 2 | 3 | 4 | 5 | X | X |
| X | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | X |
| X | X | X | X | X | X | 28 |
| 29 | 30 | | | | | |

BOOK ONLINE NOW

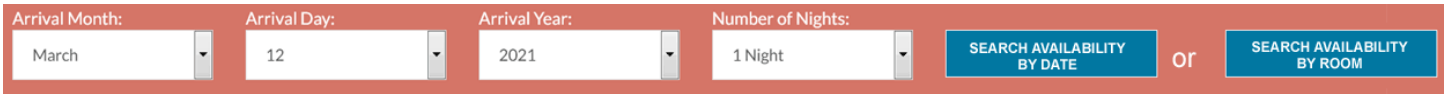
SEARCH MORE CABINS

*Sample of the dynamic monthly calendar which allows guests to click a Next link to view future months of vacancy information.*

**Date Select Tool Bar Widget:**

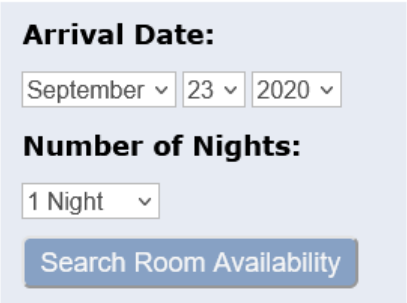
The Date Select Tool Bar allows your guests to choose how they would like to search for availability. In the sample below clicking the 'Search Availability by Date' button takes guests to the Availability Search & Display booking engine page.

Clicking the 'Search Availability by Room' button takes guests to the Traditional 2-Week Calendar booking engine page.




You may configure the date select tool bar to only point your guest to one availability display page, as shown in the sample image below. The Date Select Tool Bar widget is embedded into your website with code we

provide to you/your web designer. Your web designer can change the layout and colors of the Date Select Tool Bar so it can match the layout and design of your web pages.




**Show-Only Mode:**

Our Show-Only display mode gives you the ability to show availability for a single unit. This vacancy display option can be independently used on your website, or in conjunction with other availability displays.

Show-Only calendars can also show a group of specific units at one time. For example, lets say you have a total of 24 vacation rentals available. With a show-only calendar you could choose to display three different calendars: One showing rentals with 3 bedrooms, one showing rentals with 2 bedrooms, the other showing rentals with 1 bedroom.

You can choose to place a Show All Units button on each Show-Only calendar which would allow your guests to view all units.

The Show-Only method can be used within the Traditional 2-Week Calendar (example below) or the Availability Search formats.

## 10- UNIT RATES

Your Availability Online Booking Engine can simply just display guests your unit rates and/or can use rates to calculate a full total when a guest books online.

**Nightly Rates** (*Shown to guests and used to calculate a full reservation total.)*

**Display Only Rates** (*for Traditional 2-Week Calendar. Display only. Not used in reservation total.)*

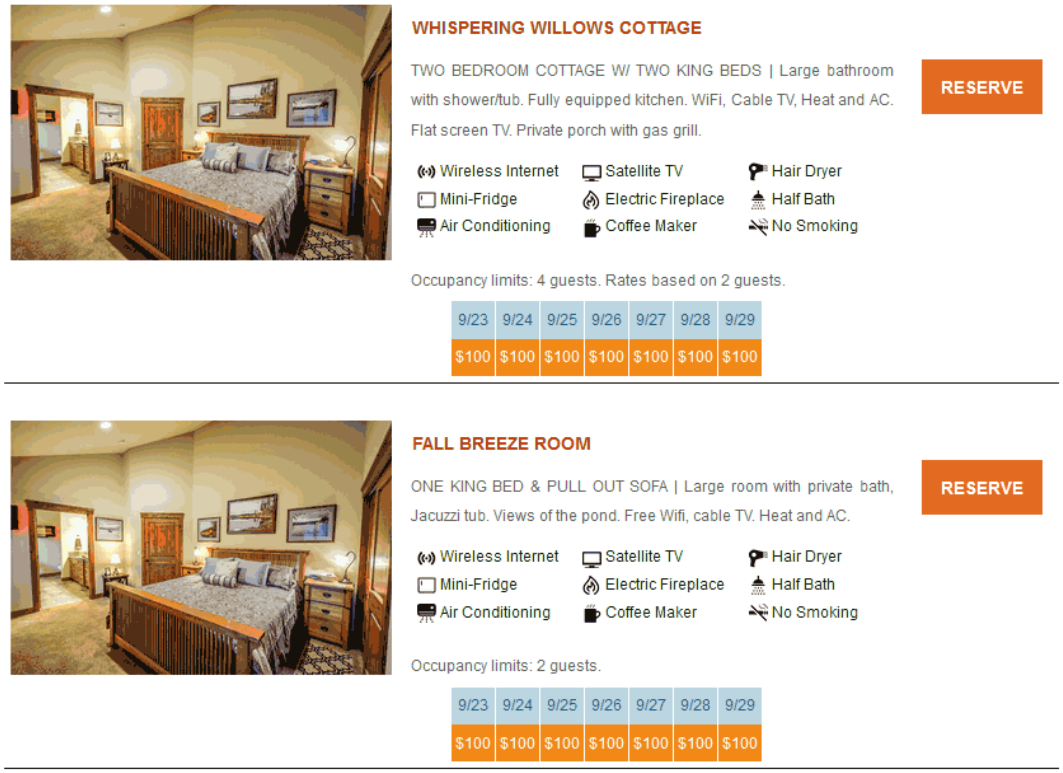
**Custom-Style Rates** (*for Availability Search Display only. Not used in reservation total*.)

**Nightly Rates for Full Booking Engine Use:**

When Nightly Rates are activated and applied to units in your account they will automatically display throughout your booking engine and used to calculate a total for your guests' reservations.

If your rates remain the same year-round, you can create Default Rates, which can be applied to all units/dates for up to 2 years in advance. Once Default Rates are assigned for the next two years, they will remain in place unless you change them. If you have a more complex rate structure, for instance rates change seasonally, you would not use the Default Rate option. Nightly rates can be changed on a per day basis making it easy to have weekend/holiday rates, seasonal rates, or changing a single day rate for a last minute special.

Above: *Nightly Rates shown in the Traditional Two-Week Calendar booking engine.*




Above: *Nightly Rates shown in the Availability Search & Display booking engine.*

SPECIAL NOTE:

**For users who have our property management solution add-on:** Nightly Rates can be sent automatically from your property management software—meaning you would not need to add rates into your Availability Online Administration center, but ONLY in the property management software. To do this you must have Activated nightly rates in your Availability Online account and be sure you have spoken with Availability Online support.

**To Activate Nightly Rates**

- Login to your Availability Online Administration Center
- Click Room Rates > Rate Activation & Settings
- From the 'Rate Display Type:' drop down menu choose Nightly
- Select the Currency Type you need and click the Save Changes button

**To Create and Assign Nightly Rates**

DETAILED PDF WRITTEN INSTRUCTIONS

CLICK FOR VIDEO INSTRUCTIONS

**Nightly Rates for DISPLAY ONLY on the Traditional 2-Week Calendar:**

Nightly rates can be just shown to your guests, vs. shown and used in the booking engine to calculate a reservation total. Display Only rates allow you to show a single nightly rate or rate range in the Traditional Two-Week Calendar booking engine. A rate range typically represents your low midweek nightly rate to your high weekend/holiday rate. These nightly rates can change each month (if Monthly is selected) or stay the same for an entire year (if Yearly is selected.) Rates entered in this section of your Administration Center show to guests for 2 years in advance.

**To Activate and Assign Display Only Nightly Rates**

- Login to your Availability Online Administration Center
- Click Room Rates > Rate Activation & Settings
- From the 'Rate Display Type:' drop down menu choose Monthly or Yearly (depending on how often you want the rate display to change)

- Click the currency of your choice and click the Save Changes button
- In the left-side navigation click Display Only Rates
- Click the Pencil (edit) icon next to the unit to assign a rate
- In the Rates section enter your single rate or rate range in the High and Low fields provided.
- If you only have a single rate enter this in the 'High' field.
- Click the Save Changes button - repeat for each unit.

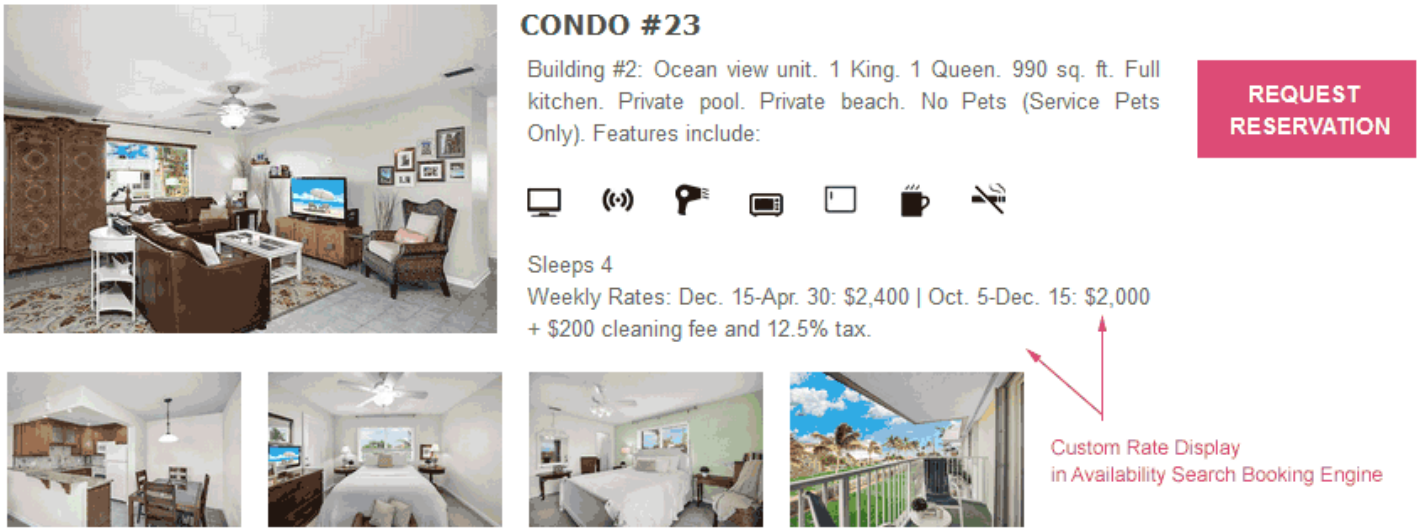
*Above: A single Display Only nightly rate shown in the Traditional 2-Week Calendar*

*Above: A rate range Display Only nightly rate shown in the Traditional 2-Week Calendar*

## Custom-Style Rates for DISPLAY ONLY on the Availability Search Booking Engine:

Custom style rates can easily be added to the Availability Search Booking Engine; for example, weekly or monthly rates. Custom style rates are only shown to your guests and are not used in the booking engine to calculate a reservation total.

To setup Custom Style rates please contact us to describe your needs. An examples of what a custom style rate display may look like is shown below.




*Custom style rate display – not used to create a reservation total in the booking engine.*

## 11- FEES, TAXES & DEPOSITS

The Fees, Taxes functions can be used to setup taxes, cleaning fees or any other misc. charge to be added into your reservation subtotal. You can also setup your deposit amount which will be calculated and shown to guests when they are booking online.

You can add an unlimited number of fees and/or taxes to your account. A percentage or static dollar amount can be added to your reservation subtotal on a per-unit or a per-stay basis.

Adding fees and/or taxes to your reservation subtotal may benefit you and your guests, as it can provide your guest with a final total of their stay.

**To Add and Manage Booking Form Fees & Taxes:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Fees & Taxes
- To create a new Fee or Tax, click the Add New Tax or Add New Fee button under the 'Reservation Taxes' or 'Reservation Fees' section. Follow the instructions on the page to setup the new tax or fee.

- If you have multiple taxes/fees you can click the Reorder button to arrange the listing of the taxes/fees as they appear on your reservation form.

- You can manage existing taxes/fees using the tools provided in the Actions column (shown in the sample image below) associated with each tax/fee. You can Edit, Temporarily Deactivate and Delete any of your taxes/fees at any time. See the Instructions on the Fees & Taxes page of your Administration Center for more information on Actions.

## Reservation Taxes

Add New Tax  Reorder Taxes

| Name | Applies To | Percentage | Behavior | Actions | | |
|---|---|---|---|---|---|---|
| Lodging Tax | Unit Subtotal | 6% | Display and include in total | | | |
| Sales Tax | Unit Subtotal | 4% | Display and include in total | | | |

*Above: Sample of the Taxes management section of your Administration Center*

*Below: Sample of how your Fees and Taxes will look to guests in the booking form*

| | Sep 24th | Sep 25th | Sep 26th |
|---|---|---|---|
| Fall Breeze Room | $100 | $100 | $100 |

Arrival Date: 2024-09-24
Departure Date: 2024-09-27
Room: Fall Breeze Room
Number of Guests: 2
Room Subtotal: $ 300.00

Manditory Cleaning Fee: $100.00
Subtotal: $ 400.00
Lodging Tax: $18.00
Sales Tax: $12.00
**Total:** $ 430.00

**To Show a Deposit Amount on Your Booking Form:**

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Fees & Taxes
- Click the Add New Fee button
- In the Fee Name field enter how you want to label the deposit on the reservation. The Fee Name in the example below is 'Deposit Due Today'
    - Make the below changes in the fields provided:

      **Activate**: select 'Yes'

      **Applied to**: Select *'Unit and Non-Unit Taxable Subtotal'*

      **Fee Type**: Select *Specified Units: Amount Per Stay* if you have a flat deposit amount for all reservations. Select '*Specified Units: Percentage of Unit Subtotal'*, if you charge a percentage of the reservation total for your deposit.

      **Fee Amount or %**: Type in the dollar amount or percentage of your deposit

      **Behavior**: Select *'Display Only (not included in Total)*'

      **Is Deposit:** Select 'Yes'

      **Taxable:** Select 'Taxable'

      **Hide Taxable Notation Text:** Select 'Yes'

      **Display Order:** Leave blank

      **PMS Code:** Leave blank

      **Applies to Rooms:** Select units associated with the deposit. Click the Save Changes button

| | Sep 24th |
|---|---|
| Summer Breeze Room | $100 |

| | |
|---|---|
| Arrival Date: | 2024-09-24 |
| Estimated Arrival Time: | |
| Departure Date: | 2024-09-25 |
| Room: | Summer Breeze Room |
| Number of Guests: | 2 |
| Room Subtotal: | $100.00 |
| Manditory Cleaning Fee: | $100.00 |
| Subtotal: | $ 200.00 |
| Lodging Tax: | $6.00 |
| Sales Tax: | $4.00 |
| **Total:** | $ 210.00 |
| Deposit Due Today: | $100.00 |

## 12- MINIMUM NIGHT STAY REQUIREMENTS

There are four modes you can choose from when deciding how to handle your minimum night stay requirements within your booking engine:

**1-** **Allow Mode**: Minimum night stay requirements you assign are displayed but not enforced. A guest can submit a reservation that does not meet your minimum night stay requirements.

**2-** **Alert Mode:** Minimum night stay requirements you assign are displayed and guests AND WARNED that their reservation does not meet requirements. A guest can still submit their reservation which does not meet your requirements, but they must agree using a checkbox it may not be accepted.

**3-** **Surcharge Mode:** Minimum night stay requirements you assign are displayed and guests are warned that their reservation does not meet requirements. The warning will notify guests that an additional surcharge (dollar amount which you control) will be added to their reservation if they proceed.

**4-** **Stop Mode:** Minimum night stay requirements are displayed and enforced. Guests will be alerted that they have not met your requirements and they will not be able to complete the reservation until changes are made**.**

**Activate Minimum Night Stay Requirements & Select Your Mode Option:**

**Step 1:** To Activate Nightly Rates

- Login to your Availability Online Administration Center
- Click Minimum Night Stays > Minimum Night Stay Settings
- Select 'Yes' in the Activate Minimum. Night Stay settings section

**Step 2:** Altering the Availability Search 'Nights' Start and End Values - Using the drop down menus provided assign an availability search Start and/or End value. This effects only users who are using the Availability Search & Display Booking Engine (not the Traditional 2-Week Calendar)

** YOU SHOULD KEEP THE DEFAULT SETTINGS IF YOU DO NOT HAVE THE SAME MIN. NIGHT STAY REQUIREMENT FOR ALL TIMES **

Altering the availability search 'Nights' Start and End Values will change the values found in the Nights drop down menu located on the Availability Search and Display booking engine.

The Availability Search 'Nights' Start and End Values can restrict guests from searching for availability for stays that don't meet your minimum night stay requirements. It can also prevent guests from searching for large multi-night stays in which you would rather book by phone.

For example (*see image below*), if you ALWAYS enforce a 3 night minimum, you can remove the 1 and 2 Nights options from the Availability Search tool bar by setting "Nights" Start Value to 3.

**Step 3:** Select Your Minimum Night Stay Mode

- Using the information on the page, select how you want the booking engine to handle your min. night stay requirements.
- Click the Save Changes button

**To Create and Assign Minimum Night Stay Requirements:**

DETAILED PDF WRITTEN INSTRUCTIONS

CLICK FOR VIDEO INSTRUCTIONS

SPECIAL NOTE: **For users who have our property management solution [PMS] add-on:** Minimum Stay requirements may be sent automatically from your PMS(from systems who have the ability)—meaning you would not need to add min. stay requirements into your Availability Online Admin. Center, but ONLY in the property management software. To do this you must have Activated min. stays in your Availability Online account and be sure you have spoken with Availability Online support.

## 13- UNIT OCCUPANCY SETTINGS & ADDITIONAL PERSON FEES

**To assign unit occupancy & additional person fees:**

*NOTE: The Enhanced Reservation Form style must be activated to access unit occupancy and additional person settings. If you are not using the Enhanced Reservation Form style, start with these instructions:*

- Login to your Availability Online Administration Center
- Click Reservation Management > Reservation Form Settings > Activate Form
- In the Reservation Form Style section select 'Enhanced'
- Click the Save Changes button

With the Enhanced Reservation Form style activated:

- Click Room Management > Manage Your Rooms
- Click the Pencil (edit) icon next to any unit
- In the 'Occupancy Settings' section use the fields provided to set your unit occupancy
- Click the symbol next to any field for explanations
- Click the Save Changes button

PREMIUM **Additional person fees** can also be added in this Occupancy Settings section. If you do not see the Additional Person Fee fields, this means that you have not yet activated Nightly Rates in your account. To activate nightly rates for access to your additional person fee settings:

- Login to your Availability Online Administration Center
- Click Room Rates > Rate Activation & Settings
- From the 'Rate Display Type:' drop down menu choose Nightly
- Select the Currency Type you need and click the Save Changes button

## 14- NO VACANCY GRAPHICS

Both basic and premium plan users can choose from over 80 no-vacancy graphics which will represent a booked room on the traditional 2-week calendar display. The default graphic symbolizing a booked room is a simple '**X**'. No-vacancy graphics do not apply to the monthly calendar or availability search displays. No-vacancy graphics can be changed seasonally, or whenever you'd like.

**To manage your no-vacancy graphics:**

- Login to your Availability Online Administration Center
- Click Calendar Management > No-Vacancy Graphics > Standard Graphics
- Select the no-vacancy graphic of your choice and click the Save Changes button

Premium plan users can choose to show a custom no-vacancy graphic on their availability calendar. To do this ask your web designer to create a custom graphic that is 25 x 25 pixels. Email the graphic to Availability Online Support support@availabilityonline.com and we'll upload the graphic to your account.

If you would like Availability Online to create a customized graphic for you please contact us. Additional fees for creating this image may apply. Once your custom no-vacancy graphic has been uploaded to your account, you can manage this graphic using the below instructions

**To manage your custom no-vacancy graphics:**

- Login to your Availability Online Administration Center
- Click Calendar Management > No-Vacancy Graphics > Custom Graphics
- Activate or Delete your custom no-vacancy graphic and click the Save Changes button

## 15- GENERAL POLICY & MONTHLY NOTES ON AVAILABILITY DISPLAYS

*The below information helps you add custom text to the pages of your booking engine which shows your vacancy information. To add custom text to the booking form, see the 'Cancellation Policies & Disclaimers' section of this user manual.*

Information you type into the General Policy & Monthly Notes section appears directly below the vacancy display of the traditional 2-week calendar and the availability search portion of your booking engine. Policies & Monthly Notes can be used any way you choose. Many use this section to explain cancellation policies, non-smoking rules, special off-season discounts or to announce special events in the area. See example below.

NOTE: HTML and CSS can be added into these text fields.

**To Activate Policies & Monthly Notes:**

- Login to your Availability Online Administration Center
- Click Calendar Management > Policies/Monthly Notes

- Text entered in the 'Policy #0' field will appear as ‘General Notes’ and shows for all vacancy searches.
- Text entered in the 'Policy #1-12' fields will appear as ‘Monthly Notes’ and shows only for the corresponding month in vacancy searches. For example; text added into the ‘Policy #10 – Oct’ field of your Administration Center Notes settings, will only appear in results for guests whose search includes an October check-in date.
- Click the Save Changes button when finished.

X = Not Available

**General Notes**

Checkout time is 11:00 AM. Check-in time is 3:00 PM. Please do not arrive prior to 3:00.

Office hours are 8:00 AM to 8:00 PM. Please call ahead if you will be arriving after 8:00 PM.

Cancellation can be made up to 1 week prior to your stay. Cancellation made within the week prior to your stay will be charged for 1 night.

General Notes text

Montly Notes text -
Different text can show for each month of an availability search.

**October Notes**

Join us for our annual Fall Festival with hayrides, bonfires, nature walks and bountiful harvest meals during the month of October.

## 16- RESERVATION RETREIVAL

When a new reservation has been submitted you are immediately sent an email notification (and text message if you choose) alerting you of the guest's submission.

All information the guest submitted in the form is included in this email notification MINUS the credit card information. This is for security purposes.

SPECIAL NOTE:

**For users who have our property management solution [PMS] add-on:** Online reservations can be automatically downloaded into your PMS software. This will save you and your staff time from re-typing your guests' information into the PMS and eliminates the need to use the Availability Online reservation pick-up page. Your PMS add-on system will automatically archive your reservations and give you the option to send confirmations. For questions please contact Availability Online support.

**To retrieve guest's credit card information and view reservations details:**

- Login to your Availability Online Administration Center with your Master password
- Click on the Reservation ID# to view details.

*In compliance with PCI security regulations, guest's credit card numbers found in your Administration Center will be automatically removed 7 days after their check out date.*

Below is a screenshot of your reservation and gift certificate pick-up page. Notice each reservation has an ID# number. Click the ID# to view all details of that particular reservation.

Pending Reservations (3)

Click on a Reservation ID # to view details
**You may view processed reservations by searching your** Archived Reservations.

25 records per page  Filter:

Click this button Submit to archive all reservations that have been checked in the "Archive" column.

| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |
|---|---|---|---|---|---|---|
| 09/17/2024 02:20:19 PM | 95297365 | Rabbit, Roger | 09/17/2024 | 09/18/2024 | Send Confirmation | ☐ |
| 09/17/2024 02:21:21 PM | 95297383 | Tuscadero, Pinky | 10/15/2024 | 10/18/2024 | Send Confirmation | ☐ |
| 09/17/2024 02:23:00 PM | 95297397 | Roll, Jelly | 02/12/2025 | 02/19/2025 | Send Confirmation | ☐ |
| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |

Showing 1 to 3 of 3 entries  Previous 1 Next

Pending Gift Certificates (1)

Click on a Certificate ID # to view details

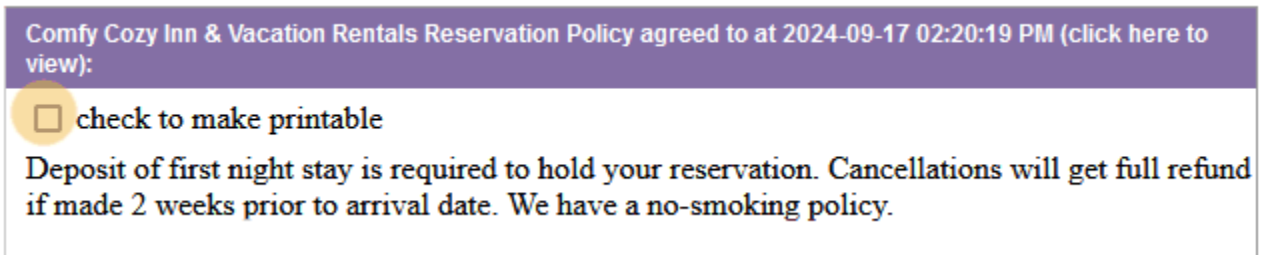
25 records per page  Filter:

| Date Purchased | Certificate ID # | Customer Name |
|---|---|---|
| 09/26/2024 04:32:03 PM | 437867 | Chicken Little |
| Date Purchased | Certificate ID # | Customer Name |

Showing 1 to 1 of 1 entries  Previous 1 Next

**View Proof of Policy Agreement:**

If you have any cancellation, deposit or reservation policy information in your booking form, guests must Agree to that policy. If a guest chooses to break the agreed upon policy, you may print a copy of the policy with the date and time stamp the guest agreed to it during the booking process. This proof of agreement is sometimes required by credit card companies if you need to charge a guests credit card for late cancellation, for example. To view proof of policy agreement simply click the purple bar found at the bottom of your reservation details page. Click the 'check to make printable' box and print the entire page from your web browser.




**Send Reservation Confirmations:** You have the option to email guests a confirmation from your pending reservations pick-up page. To do this, click the Send Confirmation option under the Status column. Once clicked you will be brought to the confirmation email form to configure and send the confirmation. For more information on how to configure and send confirmations see the Sending Reservation Confirmations section of this user manual.

**Archive Reservations:** After a guest has checked-out it is recommended that you Archive their reservation, removing it from the Pending Reservation list. Archived reservations can be accessed from your accounts Archives for 6 months from the Archived date for further viewing. 'Pending' reservations in your account that have a check-out date older than 6 months are automatically sent to your Archives.

*ALL reservations, including reservations that have been archived, removed from archived or deleted, can be downloaded at any time from the Reservation Download portion of your Administration Center.*

To archive reservations--

- Check the box associated with any reservation you wish to archive found under the Archive column
- Multiple reservations can be clicked and archived at one time
- Click the Submit button found above the pending reservations table

The following advanced sorting and filtering options can also be done from your pending reservations pick-up page:

**Sorting Options:** Reservations found on your pick-up page can be sorted by Date Taken, numerically by the Reservation ID#, Customer Name, Arrival Date, Departure Date or Status, by clicking on the up/down arrow found in each column header.

Click this button Submit to archive all reservations that have been checked in the "Archive" column.

| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |
|---|---|---|---|---|---|---|
| 09/17/2024 02:20:19 PM | 95297365 | Rabbit, Roger | 09/17/2024 | 09/18/2024 | Send Confirmation | ☐ |
| 09/17/2024 02:21:21 PM | 95297383 | Tuscadero, Pinky | 10/15/2024 | 10/18/2024 | Send Confirmation | ☐ |
| 09/17/2024 02:23:00 PM | 95297397 | Roll, Jelly | 02/12/2025 | 02/19/2025 | Send Confirmation | ☐ |
| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |

## Filters and Adjusting Reservation List Length:

Use the 'Filter' text box option (as shown highlighted in the sample below) to search for a specific guest name, reservation number or date. Just begin typing any information in the Filter text box to narrow your page results.

You can also decide to list more or less reservations on the page by adjusting the 'records per page' drop down menu. Use the Previous and Next page options below the pending reservations table to view additional reservations if needed.

Pending Reservations (85)

Click on a Reservation ID # to view details
**You may view processed reservations by searching your** Archived Reservations.

10 records per page ← User this drop down to choose how many reservations to view at one time

Filter:

Click this button Submit to archive all reservations that have been checked in the "Archive" column.

| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |
|---|---|---|---|---|---|---|
| 12/16/2023 05:56:25 AM | 89957674 | Reznick, Justin | 10/11/2024 | 10/13/2024 | Confirmed: 12/16/2023 09:04:31 AM | ☐ |
| 01/28/2024 04:34:17 PM | 90491739 | Cabrera, Peter | 10/04/2024 | 10/09/2024 | Confirmed: 01/28/2024 05:21:25 PM (2) | ☐ |
| 01/28/2024 07:51:56 PM | 90493587 | Kennedy, Rhonda | 10/04/2024 | 10/09/2024 | Confirmed: 01/28/2024 08:19:36 PM | ☐ |
| 01/30/2024 09:43:45 AM | 90516326 | Davies, Robert | 10/03/2024 | 10/08/2024 | Confirmed: 01/30/2024 10:15:06 AM | ☐ |
| 01/31/2024 03:21:54 PM | 90532894 | Lapow, Carrie | 10/03/2024 | 10/09/2024 | Confirmed: 01/31/2024 03:31:05 PM | ☐ |
| 02/06/2024 11:16:13 AM | 90621270 | GLIDDEN, KENNETH | 10/04/2024 | 10/07/2024 | Confirmed: 02/06/2024 02:40:01 PM | ☐ |
| 02/07/2024 09:39:23 AM | 90635741 | BUSCH, BARBARA | 08/16/2024 | 08/18/2024 | Confirmed: 02/07/2024 10:14:55 AM | ☐ |
| 02/27/2024 12:38:37 AM | 90912915 | Mueller, Mark | 10/02/2024 | 10/05/2024 | Confirmed: 02/27/2024 07:30:56 AM | ☐ |
| 02/29/2024 02:29:25 AM | 90943290 | Haskins, Adam | 08/31/2024 | 09/04/2024 | Confirmed: 02/29/2024 07:45:41 AM | ☐ |
| 03/02/2024 12:59:17 PM | 90991217 | Cramer, Douglas | 08/08/2024 | 08/10/2024 | Confirmed: 03/02/2024 01:35:52 PM | ☐ |
| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |

Showing 1 to 10 of 85 entries

Click to view additional pages / reservations if needed → Previous 1 2 3 4 5 ... 9 Next

## 17- ARCHIVED RESERVATIONS

Archived reservations are reservations that have been moved from your Pending Reservation page, either manually by you, automatically (if the check-out date is older than 6 months past) or automatically by your property management solution add-on software.

Once archived, reservations are saved for 6 months from the archived date for further viewing. After that time archived reservations are automatically removed from the Archived Reservations portion of your Administration Center.

*ALL reservations, including reservations that have been archived, removed from archived or deleted, can be downloaded at any time from the Reservation Download portion of your Administration Center.*

**To view Archived Reservations:**

- Login to your Availability Online Administration Center using your Master Password.
- Click Reservation Management > Reservation Pick Up > Archived Reservations
- Choose one of the four search methods provided to find the archive reservation. Once found, click on the reservation ID# to view the reservation details.
- You may permanently delete a reservation from your Archives by clicking the Remove Record Permanently button at the bottom of the reservation.

The Archived Reservations portion of your Administration Center has the same advanced filtering and sorting capabilities as the Pending Reservations screen. See the Sorting and Filtering options in the Pending Reservations section of this user manual for more details.

SPECIAL NOTE:

**For users who have our property management solution [PMS] add-on:** Your PMS add-on system will automatically archive your reservations.

## 18- BOOKING ENGINE: COLOR & LAYOUT CUSTOMIZATION

The color scheme of the availability display pages found within your booking engine can be changed to match the color scheme of your website design. Page background color and every element that makes up the portion of the page which shows your vacancy can be easily altered. Premium Plan users can also fully customize the booking engine so it completely matches the other pages of your website.

### Traditional 2-Week Calendar & Availability Search Displays

**Basic Visual Settings & Colors:**

To change the color scheme of the Traditional 2-Week Calendar and/or the Availability Search page:

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Traditional Calendar Display or Search & Display
- Using the drop down menu provided, choose the portion of the page you would like to edit and click the Edit Visual Settings button
- Using the color pickers provided edit the colors as needed
- Click the Submit button to save your changes
- You can view your changes by clicking Quick Links > Preview 2-Week Calendar or Preview Search & Display from the navigation menu

**Full Page Header & Footer Customization:**

Full customization not only uses your website's color scheme, but will also make your booking engine match the layout of the other pages of your website. ie: page headers, footers, logos, navigation, etc. Full page customization requires knowledge of HTML/CSS. Please contact us if you need assistance fully customizing your booking engine. These visual changes are usually done at no charge to you. Alternatively, your web designer can make these changes using the following instructions:

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Traditional Calendar Display or Search & Display
- Choose Premium Header & Footer and click the Edit Visual Settings button
- Edit the HTML in the Custom Header / Footer fields and click the Submit button to save changes.

SPECIAL NOTE:

*When adjusting the Custom Header / Footer fields be sure to keep the Availability Online style sheets intact. These style sheets are clearly noted in the Header and Footer fields.*

## Monthly Calendars

The color of each section within a monthly calendar can be easily changed to match the color scheme of your website. Please contact us if you need assistance customizing your monthly calendars. These visual changes are usually done at no charge to you. Alternatively, your web designer can make these changes using the following instructions:

**To change colors of the Monthly Calendars:**

- Login to your Availability Online Administration Center
- Click Calendar Management > Visual Settings > Monthly Calendars
- Using the color pickers provided edit the colors as needed
- Click the Submit button to save your changes

## 19- UNIT MANAGEMENT

As you come to the Unit Management section of your Administration Center you will see several editing options. These options include adding, deleting or temporarily deactivating units. You can also edit most unit information from here including thumbnail images, descriptions, occupancy settings, additional person fees, webpage links, display order, etc.

Finally, if you do not want to list each individual unit in your booking engine, you can create Unit Types ( aka: Groups) for guests to book. Unit Management is where you would setup Unit Types/Groups and assign individual units to those Unit Types. For example, lets say you have ten, 2-bedroom cabins that are essentially the same. Instead of allowing your guests to choose from one of those individual ten cabins, you could have them book a Unit Type- ie: '2 Bedroom Cabin'. The front-end of the booking engine used by the guest only shows '2-Bedroom Cabin', while the back-end Administration Center managed by you, still lists all ten individual cabins.

SPECIAL NOTE:

**Vacation RentPro [PMS] add-on users:** Unit names, website inks, thumbnail images and descriptions can be automatically sent from your Vacation RentPro software to your booking engine. This eliminates the need to add this information into your Availability Online Administration Center. Contact Vacation RentPro support for set up instructions.

*Quick action icons can be clicked to easily manage your units:*

= Room is Active and Displaying on calendar

= Room is Activate, but does Not Display on calendar

= Room is Inactivate and does not display on calendar

= Edit Name, URL of Rooms, Groups or Labels

= Delete Room, Group or Label

= Assign Rooms to Groups

## Editing Existing Units

Use this section to edit the following unit information- name as it appears in your booking engine, webpage link, description, thumbnail image, occupancy settings, additional person fees.

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Click the Pencil (edit) icon next to the unit you need to edit.
- Follow the instructions on the page

## Labels

Labels can be added to any traditional 2-week calendar display and are typically used to divide the calendar grid into labeled sections. The example below shows two labels separating B&B Rooms from Private Cottages. Labels can also be used to display other misc. text.

**To add Labels to your traditional 2-week calendar**:

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Add Label button and follow the instructions given on the page

After you have created your labels, you can then re-order the units/labels to the correct location on the calendar grid using the Reorder Chart button. See *Unit & Label Order* below for more information.

| MAKE A RESERVATION | October 8th, 2024 - October 21st, 2024 | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Tue 8 | Wed 9 | Thu 10 | Fri 11 | Sat 12 | Sun 13 | Mon 14 | Tue 15 | Wed 16 | Thu 17 | Fri 18 | Sat 19 | Sun 20 | Mon 21 |
| PRIVATE COTTAGES | | | | | | | | | | | | | | |
| **HOLSTEIN COTTAGE** Two bedroom cottage with Queen bed and two twins. Large bathroom (...more) | $120 | $120 | $120 | $120 | $120 | $120 | $120 | $120 | X | X | X | $120 | $120 | $120 |
| **WHISPERING WILLOWS COTTAGE** One bedroom cottage with Queen bed. Large bathroom with shower/tu (...more) | $120 | X | X | X | X | X | X | X | X | $120 | $120 | $120 | $120 | $120 |
| B&B ROOMS | | | | | | | | | | | | | | |
| **FALL BREEZE ROOM** Large room with private bath, Jacuzzi tub. One king bed and pull (...more) | $155 | $155 | $155 | X | X | X | $155 | $155 | $155 | $155 | $155 | X | X | X |
| **WINTER CHILL ROOM** Room with king bed. In-room gas fireplace. Private bath. Views of (...more) | $155 | $155 | $155 | X | X | $155 | $155 | $155 | $155 | $155 | $155 | $155 | $155 | X |
| | Tue 8 | Wed 9 | Thu 10 | Fri 11 | Sat 12 | Sun 13 | Mon 14 | Tue 15 | Wed 16 | Thu 17 | Fri 18 | Sat 19 | Sun 20 | Mon 21 |

Labels

## Groups & Unit Types

Groups are made up of any number of individual units of a single type.

For example: You may have 15 identical rooms with 2 Double Beds. Instead of listing all 15 rooms individually in your booking engine, you may combine all 15 rooms into a single Group. Only the single group will appear to your guests.

**To Create a Group:**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Add Group tab

- Add the Group's name (ex: Rooms w/ 2 Double Beds) and other appropriate info associated with that group such as description, thumbnail image, etc. Click the Save Changes button
- Select the individual units that should be included in the group and click the Save Group button

After a new group is created, you can change which units are associated with a group at any point using the blue Assign Groups icon shown in the Actions column.

## Unit, Group & Label Display Order

The order your units appear in your booking engine's availability display (viewed by your guests) can be changed as needed. There are two sorting options. 1. Manual Sort. 2. Random Sort, which automatically changes every day.

Manual Sort is when you need a strict display order of your units. For example you want to list your units numerically, alphabetically, by category, etc. Random Sort is used if you want the order of your units to automatically change on a daily basis. Random Sort is often used by Property Managers who list rentals from different homeowners. The Random Sort will prevent one homeowner from having an unfair advantage to always being listed at the top of the booking engine.

**Manual Sort Display Order:**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Reorder Chart tab

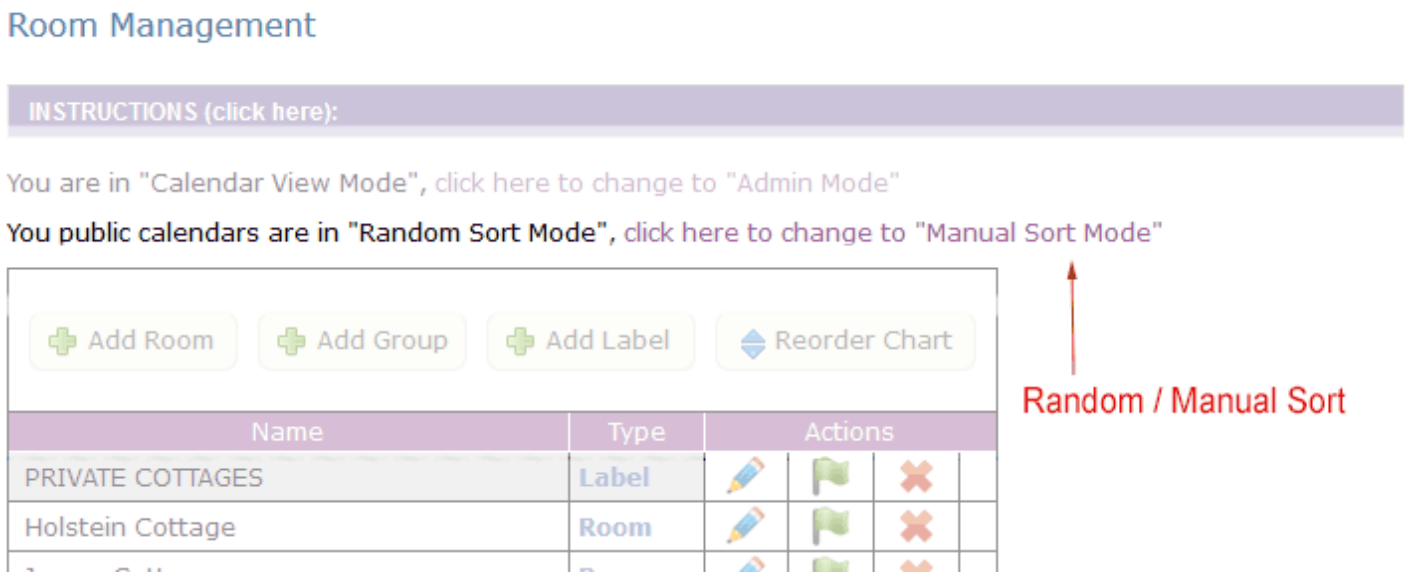
- Follow the instructions given on the page to reorder the unit listings - Click the Save Order button
- Make sure you have '*Your public calendars are in "Manual Sort Mode*"' selected.

**Random Sort Display Order:**

For randomly changing the booking engine unit order automatically each day. See detailed description above.

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Under the INSTRUCTIONS tab click 'Random Sort Mode' so you see :

*Your public calendars are in "Random Sort Mode" displayed on the page.*




## Adding a New Unit

You can add a new unit to your booking engine at any point. If you use any of our Property Management Add-On solutions, please review the SPECIAL NOTE below.

SPECIAL NOTE:

**For users who have our property management solution [PMS] add-on:** Adding a new unit is Not done through your Availability Online Administration Center but from your PMS add-on. Adding a new unit into your PMS software will automatically include it to your booking engine after you send an update. Once the new unit is found in your booking engine you can then add rates, stay requirements, unit details and re-order the listing as needed.

*The exception to this is for Club Essential users. Club Essential users must add the new unit to both their Availability Online Administration Center AND CE software, making sure the unit name in both is exactly the same.*

**To add a new unit to your booking engine:**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Select the Add Room button
- Enter the appropriate room information and click the Save Changes button

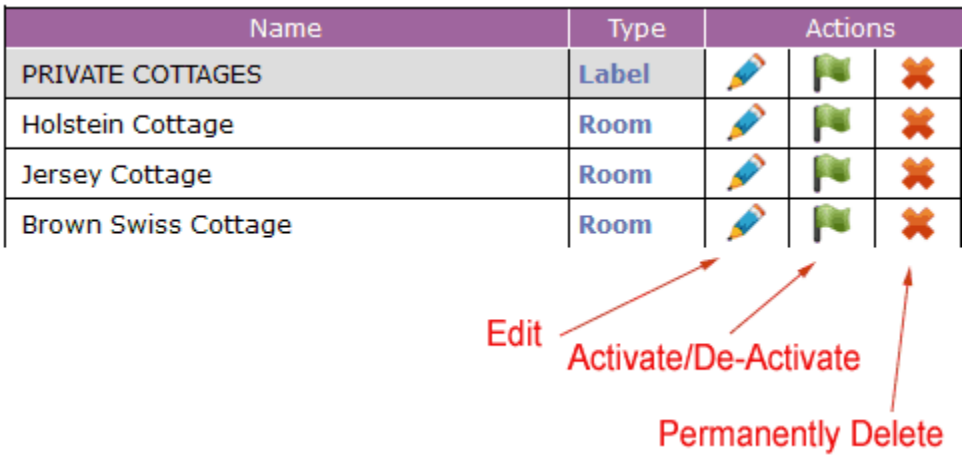
## Permanently Deleting a Unit, Group or Label

SPECIAL NOTE:

**For users who have our property management solution [PMS] add-on:** You MUST delete units, which you no longer want to have available for booking, from your PMS software. OR, you must stop including the unit in your PMS update to Availability Online. If you do not do this, the unit you delete from your Availability Online Administration Center, will automatically be added back by your PMS software.

**To permanently delete a unit, group or label from your booking engine:**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Click the red 'X' in the Actions column next to the unit/group/label you need to delete




**Temporarily De-Activating a Unit, Group or Label**

- Login to your Availability Online Administration Center
- Click Room Management > Manage Your Rooms
- Click the green flag found in the Actions column until the flag turns red or orange

= Room is Active and Displaying on calendar

= Room is Activate, but does Not Display on calendar

= Room is Inactivate and does not display on calendar

= Edit Name, URL of Rooms, Groups or Labels

= Delete Room, Group or Label

= Assign Rooms to Groups

## 20- GIFT CERTIFICATE / CARD ORDER FORMS

Your Availability Online Gift Certificate Order form will securely collect orders directly from your own website. You will be responsible for any correspondence with the buyer and/or guest using the certificate. You are also responsible for mailing/e-mailing the actual certificate or gift card. Credit cards used for purchasing gift certificates will be processed using your current processing method.

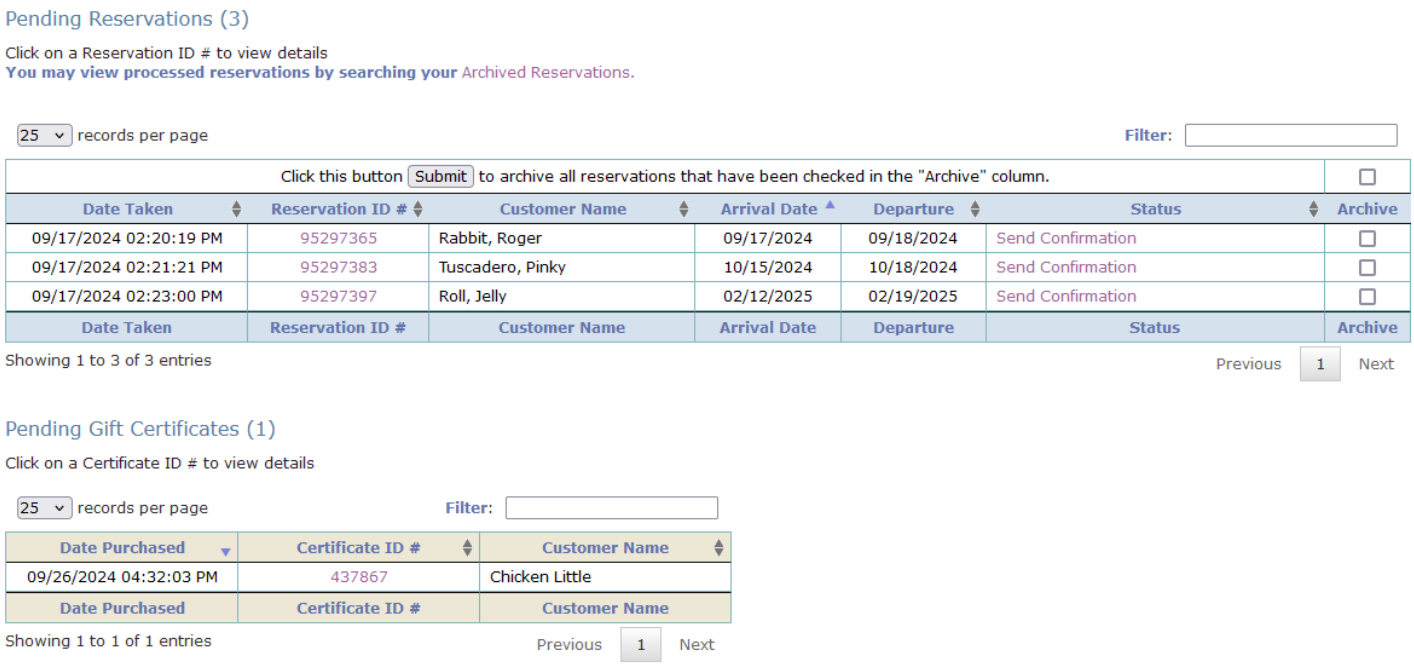
## Gift Certificate Order Retrieval

When a new gift certificate order has been made you are immediately sent an e-mail notification. All order information is included in the notification email minus the credit card number. This is for security purposes. Credit card numbers can be retrieved using these instructions:

**To retrieve credit card information and view gift certificate order details:**

- Login to your Availability Online Administration Center with your Master password
- Click on the Certificate ID# to view details.

Below is a screenshot of your reservation and gift certificate pick-up page. Notice Gift Certificate orders are found below Pending Reservations. Each order has its own ID#. Click the Certificate ID# to view all details, including credit card information, for that particular order.



Pending Reservations (3)

Click on a Reservation ID # to view details
**You may view processed reservations by searching your** Archived Reservations.

25 records per page  Filter:

Click this button Submit to archive all reservations that have been checked in the "Archive" column.

| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |
|---|---|---|---|---|---|---|
| 09/17/2024 02:20:19 PM | 95297365 | Rabbit, Roger | 09/17/2024 | 09/18/2024 | Send Confirmation | ☐ |
| 09/17/2024 02:21:21 PM | 95297383 | Tuscadero, Pinky | 10/15/2024 | 10/18/2024 | Send Confirmation | ☐ |
| 09/17/2024 02:23:00 PM | 95297397 | Roll, Jelly | 02/12/2025 | 02/19/2025 | Send Confirmation | ☐ |
| Date Taken | Reservation ID # | Customer Name | Arrival Date | Departure | Status | Archive |

Showing 1 to 3 of 3 entries  Previous 1 Next

Pending Gift Certificates (1)

Click on a Certificate ID # to view details

25 records per page  Filter:

| Date Purchased | Certificate ID # | Customer Name |
|---|---|---|
| 09/26/2024 04:32:03 PM | 437867 | Chicken Little |
| Date Purchased | Certificate ID # | Customer Name |

Showing 1 to 1 of 1 entries  Previous 1 Next

## Gift Certificate Order Form Activation & Setup

Your gift certificate order form has several options to help make the form better fit your needs. This includes having the form to sell ‘Certificates’ or ‘Cards, adding special gift card use policies, certificate distribution options, etc.

**To activate the gift certificate order form and manage form setup:**

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > General Settings

## Gift Certificate Order Form Colors & Visual Settings

You may alter the font type, text color, background color and foreground color of your gift certificate order form. You may also add a static page header or logo to the top of your order form. Adding a header to the gift certificate order form is a free service that needs to be done by the Availability Online support staff. Please email: support@availabilityonline.com for information.

**To Edit your Gift Certificate Order Form Colors:**

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > Colors & Visual Settings

Our staff is always happy to help you alter the color scheme of any portion of your Availability Online account to match your website.

## Gift Certificate Order Notifications:

When a new gift certificate order has been submitted you have the option to be notified two different ways:

1- Email. Multiple emails can be used
2- Text Message

*Text messages are not guaranteed with all makes/models of phones and phone carrier services. Email, by nature, is never 100% reliable due to various virus protection systems and spam filters. We always recommend setting up both notification methods and periodically checking the Pending Gift Certificate Order page of your Administration Center for new orders.*

To ensure proper delivery of our notification emails, add: reservation@availabilityonline.com to your address book, trusted sender list, or company white list.

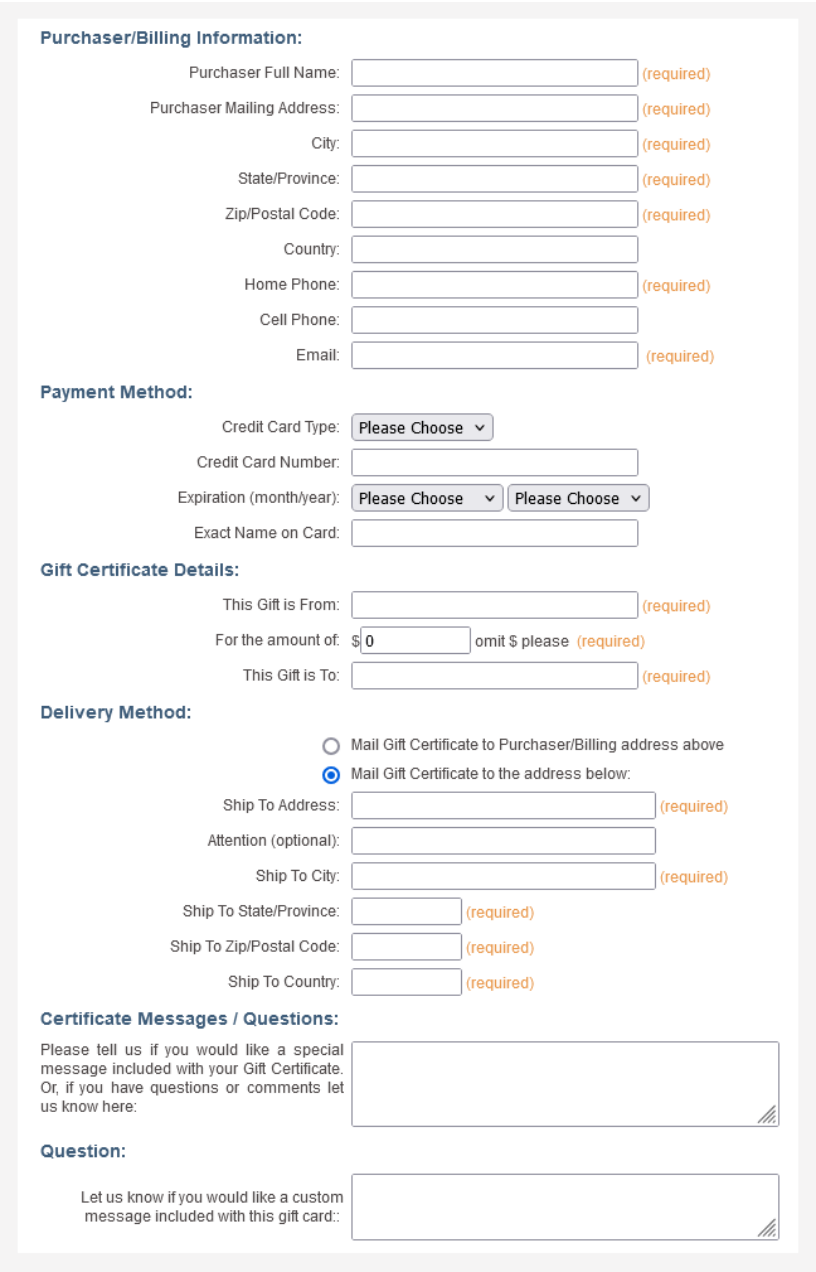
**To edit your Gift Certificate Order Notification Methods:**

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > Notification Setup

## Gift Certificate Order Form Preview

Below is a sample image of what your secure gift certificate order form will look like. Once activated you can easily preview your form using these instructions:

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Preview



**Purchaser/Billing Information:**

Purchaser Full Name: (required)
Purchaser Mailing Address: (required)
City: (required)
State/Province: (required)
Zip/Postal Code: (required)
Country:
Home Phone: (required)
Cell Phone:
Email: (required)

**Payment Method:**

Credit Card Type: Please Choose
Credit Card Number:
Expiration (month/year): Please Choose Please Choose
Exact Name on Card:

**Gift Certificate Details:**

This Gift is From: (required)
For the amount of: $ 0 omit $ please (required)
This Gift is To: (required)

**Delivery Method:**

Mail Gift Certificate to Purchaser/Billing address above
Mail Gift Certificate to the address below:
Ship To Address: (required)
Attention (optional):
Ship To City: (required)
Ship To State/Province: (required)
Ship To Zip/Postal Code: (required)
Ship To Country: (required)

**Certificate Messages / Questions:**

Please tell us if you would like a special message included with your Gift Certificate. Or, if you have questions or comments let us know here:

**Question:**

Let us know if you would like a custom message included with this gift card::

### Adding the Gift Certificate Order Form to your Website

Adding the gift certificate order form to your website needs to be done by your web designer. If you do not have a web designer and need assistance, please contact us.

**Adding your gift certificate order form you your website:**

- Login to your Availability Online Administration Center
- Click Booking Engine Integration > Gift Certificate Order Form
- Follow the instructions on the page

### Credit Cards You Accept for Payment

By default, the credit card fields in your booking engine are 'on' with Visa, MasterCard and Discover as payment options your customers can choose from. To edit the specific credit cards you accept as payment use the instructions below. NOTE: Your Availability Online Booking Engine does not process payments, but securely collects your customer's payment information for you to process using your own payment processing method.

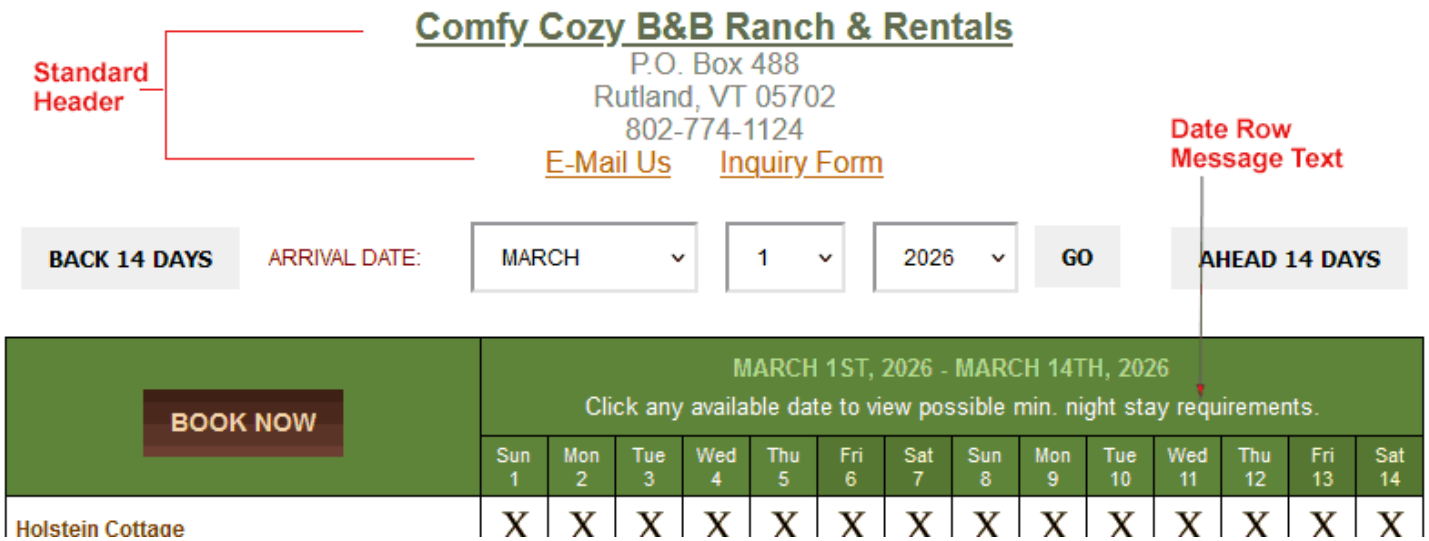
**To Edit your Credit Card Type Settings:**

- Login to your Availability Online Administration Center
- Click Gift Certif. Management > Gift Certificate Form Settings > Credit Card Settings
- Follow the instructions on the page

## 21- GENERAL PROPERTY INFORMATION

The Property Information section of your Administration Center allows you to change your property name, website address, physical address, contact information and the information which appears throughout your booking engine and within the Standard Header of a Basic Plan booking engine display.

Also in this section is where you would add miscellaneous message text which is shown in the Date Row portion of the traditional 2-week availability calendar.




**To Edit your General Property Information:**

- Login to your Availability Online Administration Center
- Click General Information > Property Information
- Edit your property information in the fields provided and click the Save Changes button

**To Edit your Date Row Message Text:**

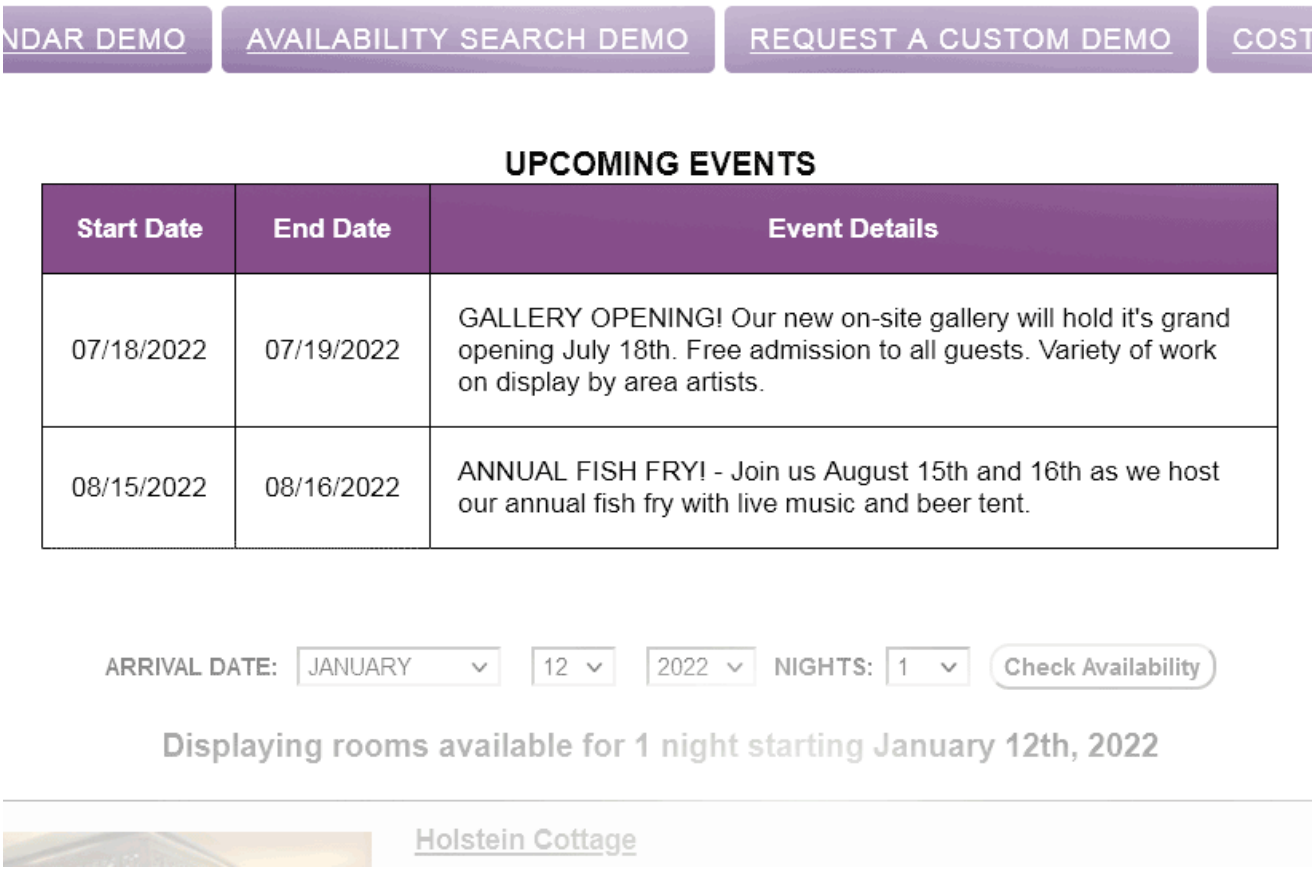
- Login to your Availability Online Administration Center
- Click General Information > Property Information
- Click the 'Check to enable the Date Row Message.' Activation box
- Enter text in the Date Row Message Text field and click the Save Changes button

## 22- EVENT MANAGEMENT

Special events can be shown in your booking engine as guests are searching for vacancy. Events are placed at the top of your booking engine availability display page. The Events display can be used to show coming events in your area or at your property. It can also be used to announce any specials or packages you may be running.

You can list as many events as you'd like.

*Below: Events display appearing during the booking engine vacancy search*



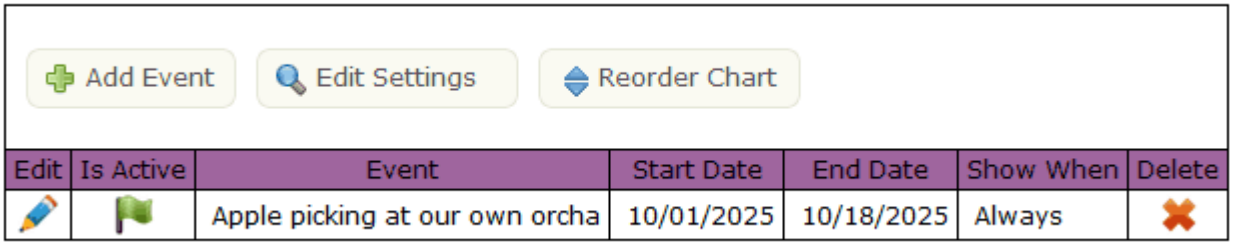

You have the ability to choose when to display each event. For example, you can show an event :

- Only during a specific date range assigned by you
- At all times, until the Event has expired
- Or, to always show event with no date restrictions

**To Access Your Event Management Center**:

- Login to your Availability Online Administration Center

- Click Calendar Management > Event Management




- Click the Add Event tab to create a new event

- Click the Edit Settings tab to change the Label text associated with your Events display
- Click the Reorder Chart tab to change the order in which your events are listed/shown to your guests

Finally you can of course edit, pause or permanently delete an event at any time using the Pencil, Flag or Red X icons found on your Event Management page.

## 23- BOOKING SITE INTERFACES

Your Availability Online Booking Engine can be linked to and/or share vacancy information with several different 3rd party booking sites. All booking site interfaces are included at no additional cost with our Premium Plan. There is no charge from the 3rd party booking sites, with the exception of the Trip Advisor interface.(explained below) Your booking site interfaces are broken down into three different options:

1- Trip Advisor‘s Trip Connect Pay Per Click
2- Google Hotel associated with your Google Business Profile
3- iCal Feeds with sites such as AirBnB, VRBO or any site who accepts an iCal feed

### Trip Advisor’s Trip Connect PPC

Trip Advisor’s TripConnect program offers two online booking options to add to your existing Trip Advisor listing. 1. Cost Per Click. 2. Instant Booking. At this time, your Availability Online Booking Engine works with their Cost Per Click booking option.

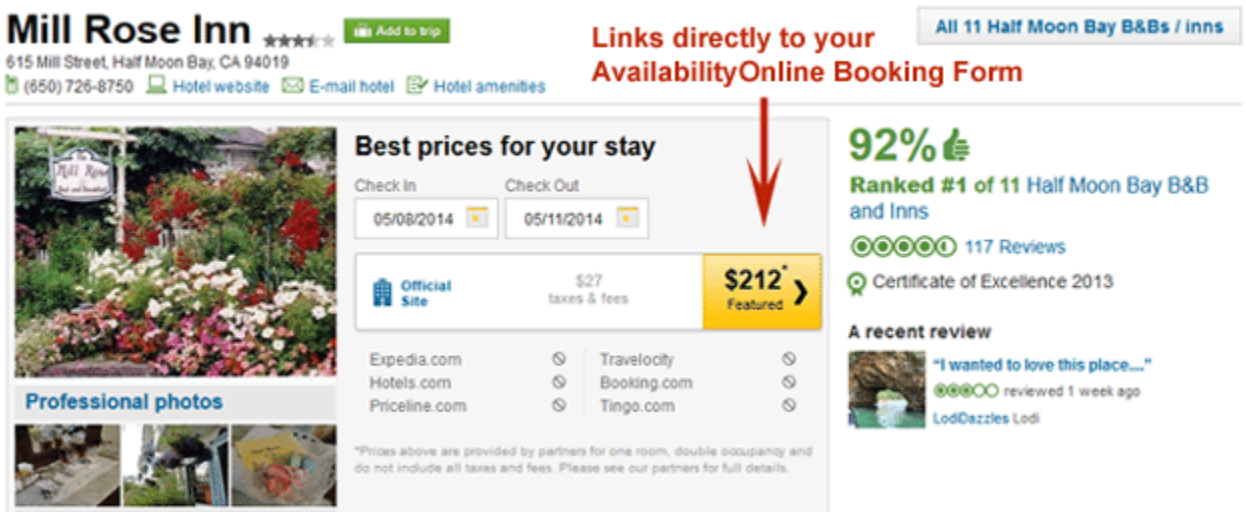
When TripConnect is activated in your Trip Advisor account, guests will be able to see your rates, vacancy information and the option to book directly with your Availability Online Booking Engine.

There is no additional Availability Online fee [Premium Plan Required] to use the Trip Advisor TripConnect booking. TripConnect works on a Pay Per Click basis, so you pay TripAdvisor when a guest clicks to your Availability Online Booking Engine.

To be eligible, TripConnect requires you to have the following features activated in your Availability Online Booking Engine account:

- Nightly Rates
- Taxes
- Use of our Enhanced Confirmed Booking Form
- Occupancy Settings Specified

*Sample Trip Advisor listings with Trip Connect activated*




**To get started with TripAdvisor's Trip Connect Program**

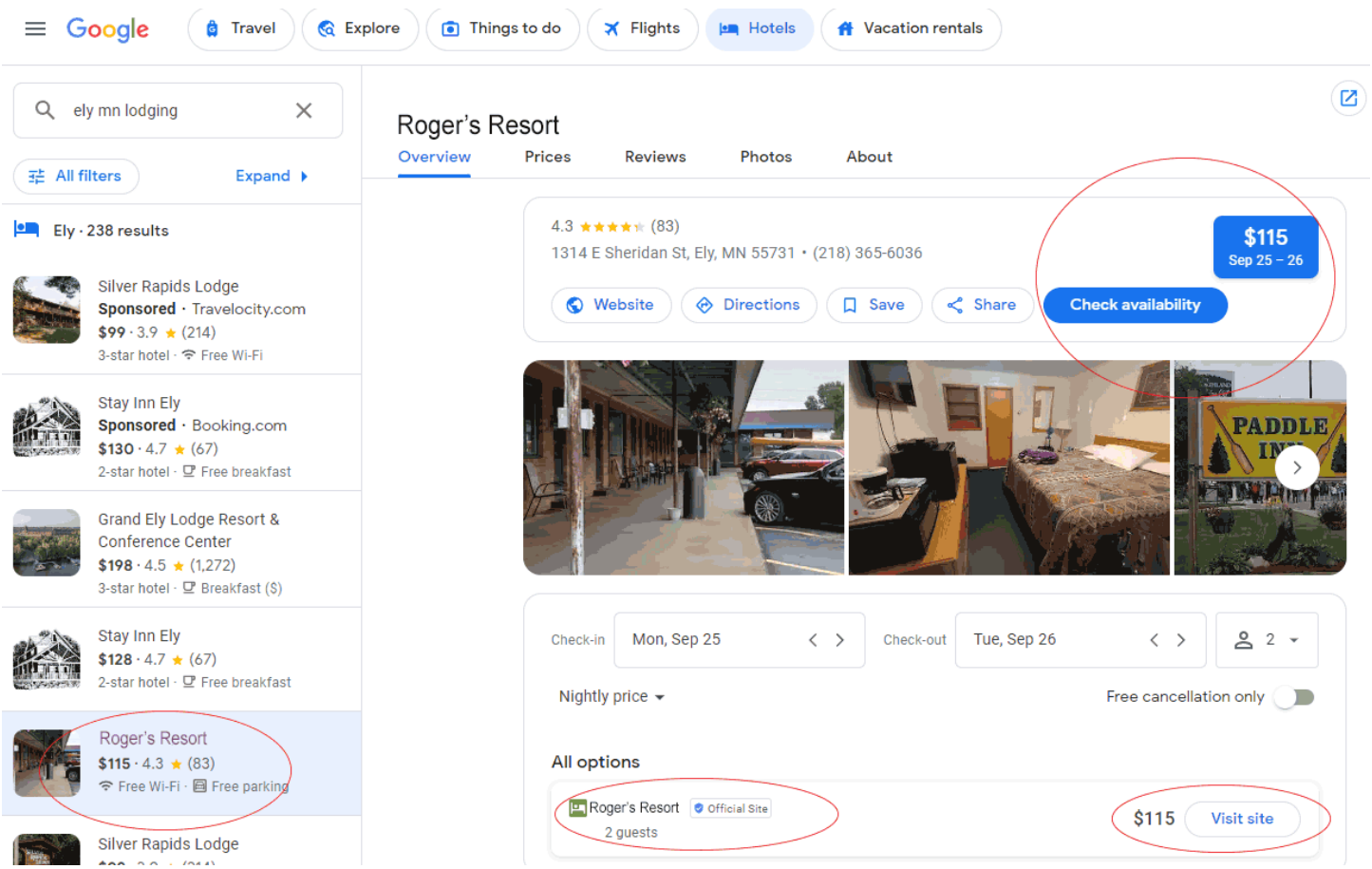
- Contact Availability Online support to make sure your Trip Advisor ID# is found in our system and TripConnect is turned 'on' for your account. Both of these steps need to be done by our support team.

- Login to your Availability Online Booking Engine Administration Center
- Make sure all Trip Advisor requirements (mentioned above) are activated
- Assuming you already have a TripAdvisor listing, click for TripConnect setup instructions:
- If you do not have a Trip Advisor listing, click to create an account:

## Google Hotel

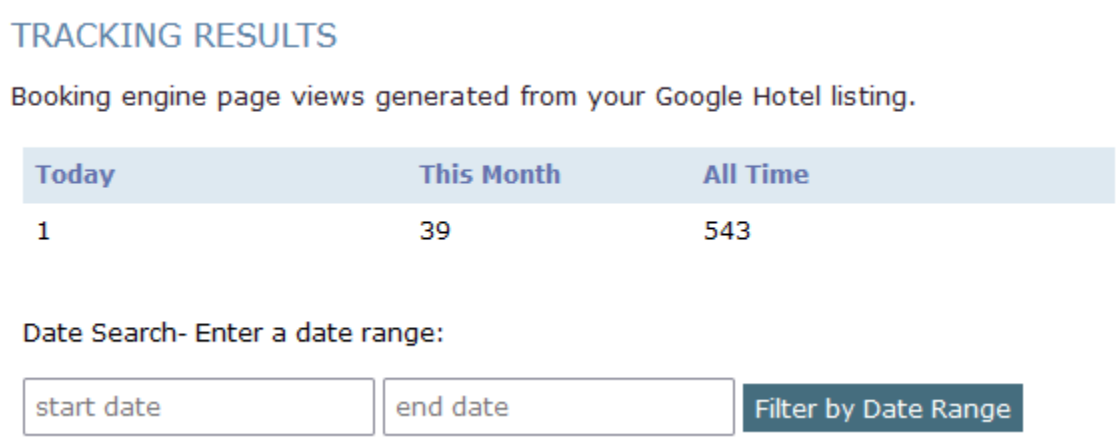
Google Hotel is an enhancement to your Google Business Profile listing, allowing potential guests to view your vacancy, rates, stay requirements and to have the option to book directly using your Availability Online Booking Engine.

Below is a sample of how your enhanced Google Business listing will look, in part, with Google Hotel activated:




There is no charge from Google or Availability Online [Premium Plan Required] to be included in Google Hotel. If you decide you'd like even more exposure in Google, you can optionally choose to participate in their Paid Ad program.

Additionally, you can track how many times your Availability Online Booking Engine was accessed from your Google Business listing by viewing the Tracking Results found in your Availability Online Administration Center:



You must add your Availability Online Booking Engine link into your Google Business Profile. Your rates, vacancy information and any min. stay requirements must also be added from your Google Business Profile account.

**To activate Google Hotel in your Google Business Profile listing:**

- Login to your Availability Online Administration Center
- Click Booking Site Interfaces > Google Hotel
- Follow the instructions on the page

## iCal Feeds

You can share vacancy information found in your Availability Online Booking Engine with any 3rd party booking site who accepts an iCal Feed. Examples of such sites are:

AirBnB, Booking.com, Expedia, VRBO and all HomeAway sites, FlipKey, Glamping Hub, Pitchup.com and many more.

The Availability Online iCal feature only Exports your availability information to other 3rd party booking sites. *We do not Import availability/bookings at this time.* This means that if a reservation is made in AirBnB, for example, you would need to manually block out those reservation dates in your Availability Online Administration Center. *iCal feeds are not synced in real time*. Typically 3rd party booking sites sync iCal feeds about every 30 minutes.

Sharing availability using an iCal feed is very simple as you only need to copy a link from your Availability Online Administration Center, then paste that link into your established 3rd party booking site account.

**To share vacancy information with 3rd party booking sites via iCal Feeds:**

- Login to your Availability Online Administration Center
- Click Booking Site Interfaces > iCal Feeds
- Follow the 2-Step Instructions on the page

## 24- ADDING THE BOOKING ENGINE TO YOUR WEBSITE

Your Availability Online Booking Engine will need to be implemented into your site by your web designer.

If you do not have a designer, our in-house web designer can add Availability Online to your website for a one-time hourly fee. Please contact us if you need assistance adding the booking engine to your website.

Instructions on how to add Availability Online to your website vary slightly depending on which booking engine display option you choose.

**To add the Traditional 2-Week Calendar Grid to your website**

- Login to your Availability Online Administration Center
- Click Booking Engine Integration > Full Booking Engine
- Follow the instructions on the page

**To add the Availability Search & Display to your website**

- Login to your Availability Online Administration Center
- Click Booking Engine Integration > Full Booking Engine
- Follow the instructions on the page

**To add the Date Search Tool Bar Widget to your website**

- Login to your Availability Online Administration Center
- Click Booking Engine Integration > Full Booking Engine
- Follow the instructions on the page

PREMIUM

**To add the Monthly Calendars to your website**

- Login to your Availability Online Administration Center
- Click Booking Engine Integration > Monthly Calendars
- Follow the instructions on the page

PREMIUM

**To add the Show-Only Mode Calendars to your website**

- Login to your Availability Online Administration Center
- Click Booking Engine Integration > Show-Only Mode Displays
- Follow the instructions on the page

**To add the Reservation Form ONLY (NO vacancy display) to your website**

- Login to your Availability Online Administration Center
- Click Booking Engine Integration > Reservation Form Only
- Follow the instructions on the page

## 25- PROPERTY MANAGEMENT SOLUTIONS

Availability Online is an award-winning, stand-alone booking engine. But, if you need a more robust solution, our premium level of service includes full property management features by connecting to your choice of several Property Management Software (PMS) systems. This feature will allow you to manage check-ins, housekeeping, invoices, personal guest information, view occupancy reports and so much more.

Vacancy information in your PMS is instantly & automatically syncs to your Availability Online Booking Engine used by your guests. Online reservations made using your booking engine are instantly & automatically downloaded directly into your PMS. An easy to use, full circle booking process to save you and your staff time and headaches.

Our PMS feature is supported by the following software systems.
*(Software vendors marked with an asterisk** have the added ability to sync room rates and min. night stay requirement, in addition to vacancy information, to your Availability Online Booking Engine.)*

- Clubessential
- eCamping Management Software**
- GuestSuites Management Software** *(Mac friendly.)*
- Guest Tracker for Campgrounds & Lodges**
- iMagic Hotel Reservations
- Reservations 7.0, 8.0 and 9.0
- Sticky Guest
- Vacation RentPro** *(Mac friendly with additional Parallels Software.)*

To get started or for help deciding with PMS solution is right for please contact our support staff.

## 26- CONVERSION TRACKING

The Availability Online Booking Engine allows for tracking script to be added to any and all pages of the booking process. This includes script for Google Ads, Google Analytics or any custom tracking software you may be utilizing.

Availability Online does not provide Google Ads, Google Analytics or custom tracking software setup support. To setup tracking please contact your web designer or online marketing professional. Your web designer or marketing professional can access these tips for assistance if needed:

Conversion / eCommerce Tracking PDF

We offer the following variables you can choose to use within your tracking code:

<transaction_id> : Will insert your Availability Online reservation Id#
<transaction_total> : Will insert the reservation total
<transaction_tax> : Will insert the total of the tax added to the reservation
<transaction_items> : Specific to GA4. This will generate XML for a single "item" that represents the reservation/unit with a quantity of 1.
<transaction_products> : Specific to GA3 / Universal Analytics. This will generate XML for a single "product" that represents the reservation/unit with a quantity of 1.

To add tracking code to your booking engine please provide the below instructions to your designer / marketing professional. Or, contact our support team.

* Most booking engine users will want to utilize #1 and #2 below to implement their tracking code. Doing so will ensure that tracking code is in place on every single page within the online booking process.

**1- To add tracking code anywhere within the <BODY> and/or <HEAD> tags of ALL pages of the Enhanced reservation form process (not unit vacancy display):**

**For those using the Enhanced Reservation Form*

- Login to your Availability Online Administration Center
- Click Conversation Tracking > All Pages: Enhanced Booking

**2- To add tracking code anywhere within the <BODY> and/or <HEAD> tags of the unit vacancy display page:**

- Login to your Availability Online Administration Center

- Click Calendar Management > Visual Settings > Traditional Calendar Display
- Choose Premium Header & Footer from the drop down menu provided and click the Edit Visual Settings button.
- Add tracking code in the appropriate location in the Header and/or Footer fields and click the Save Changes button.

**To add tracking code within the <HEAD> and/or just before the closing <BODY> tags of ONLY the last page of the reservation form process (ie: Thank You page):**

**For those using the Classic or Enhanced Reservation Form*

- Login to your Availability Online Administration Center
- Click Conversation Tracking > Last Page Only: Classic & Enhanced Booking

**To add tracking code just before the closing <BODY> tags of ALL pages of the classic reservation form process:**

**For those using the Classic Reservation Form*

- Login to your Availability Online Administration Center
- Click Conversation Tracking > All Pages: Classic Booking

## 27- ADMINISTRATION CENTER LOGIN HISTORY

The Login History portion of your account shows who has accessed your Administration Center and when. When viewing your login history you will see a table containing a list of IP Addresses* that logged into your account. If you do not recognize the dates and times or the IP Address of these logins we recommend that you change your Availability Online password or email our support team.

Keep in mind that each device you use to login has its own IP Address, so you may see several different IP Addresses listed.

**To view your Administration Center's Login History:**

- Login to your Availability Online Administration Center
- Click Login History > Login History

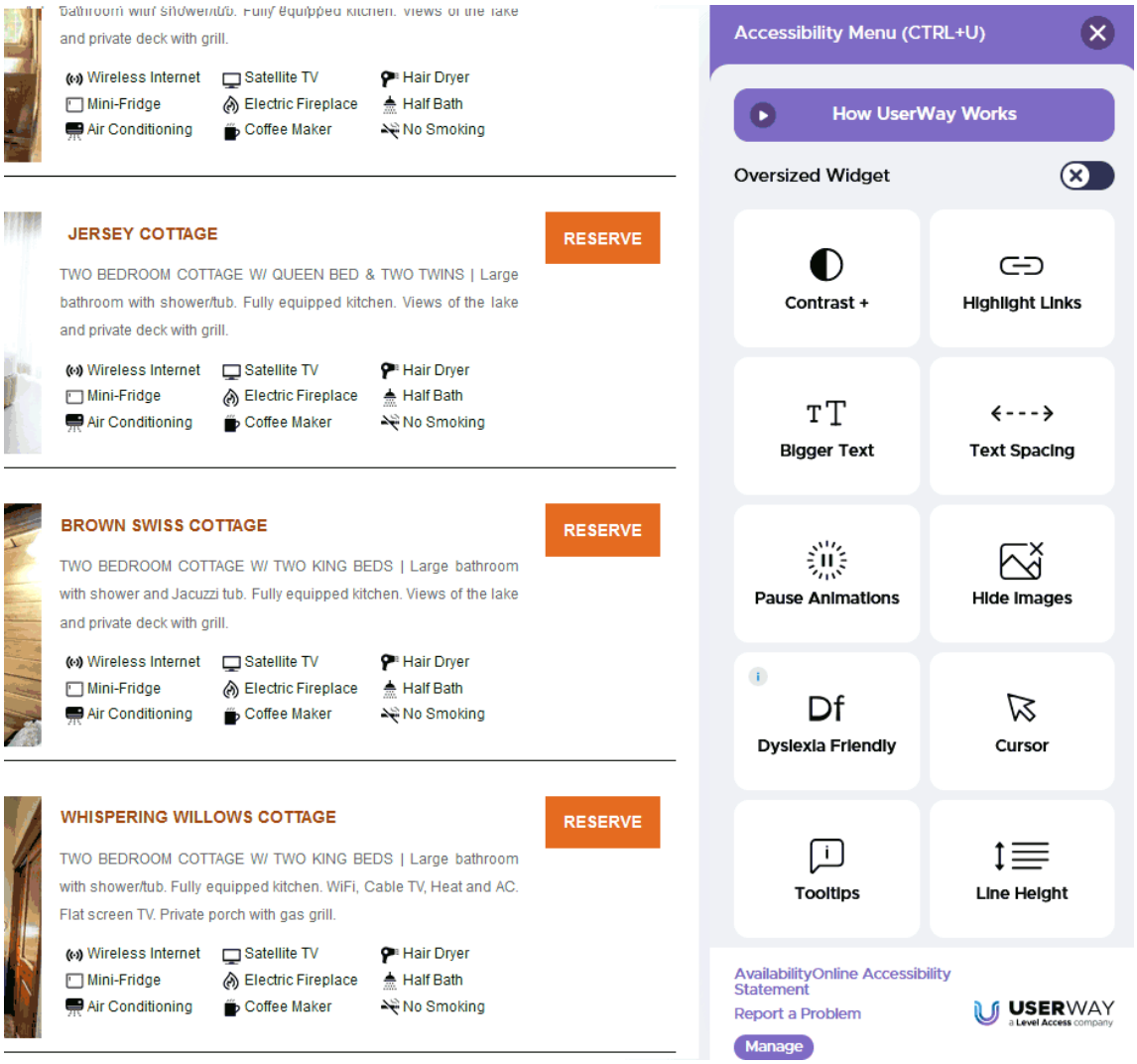
** What is an IP Address?*

*An IP Address (Internet Protocol address) is a numerical label used to identify computers on the Internet. Every computer/device connected to the internet has an IP address which may change from time to time depending on your internet provider. You can visit [WhatIsMyIP.com](WhatIsMyIP.com) on any device to view the IP Address assigned to it.*

## 28- ADA WEB ACCESSIBILITY

Your Availability Online Booking Engine includes an accessibility widget powered by the leading web accessibility company, UserWay. The widget contains several accessibility tools to make your booking engine easier to use for those who may need visual assistance. The web accessibility icon is located in the upper right of your main booking engine page.

When clicked, the web accessibility menu options drop down as shown below:



## 29- PAYING YOUR BILL

Your Availability Online Booking Engine is billed annually.  You will automatically receive an invoice in the mail (US based properties), or email (outside of US properties).  Once your invoice is received you can mail a check in US funds, made out to Availability Online, to:

Availability Online

PO Box 488

Rutland, VT  05702

Or, pay online using our secure online bill pay option.