

Managing Room Types, Rates and Seasons

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Overview

This document describes how to manage Room Types, Rates and Seasons. There are hyperlinks embedded in this document that will take you to specific sections of your Member's Area. The first time you click a link you will be asked to enter your Id and Password.

This document is intended for managers that already have an active Online Booking system. The intention is to refresh the basics of how Room Types, Rates and Seasons function and then to make updates. Please use the [Set Up Manual](#) if you are setting up a new booking system.

Room Type - a marketing package; it has a description, picture, maximum guest capacity and rate. A Room Type may be a common description for a number of Rooms, or it may represent a single room.

Rate - controls the price paid for each booking. Each time you create a new Room Type you must specify a 'Default Rate' that will determine pricing for that Room Type. (Please note that Agent Allocations allow you to set special rates for a specific sales channel).

Season - controls 'Pricing' and 'Minimum Stays' for Rates based on the date. A Season can be any number of days. There is no limit to the number of Seasons, but Seasons cannot overlap. It is not mandatory to use Seasons. To determine whether Seasons are enabled for your booking system, go

to [General Settings](#) in the Settings Section and tick the box Use seasonal pricing .

**Tip - this link opens a table to overview of your current settings - [View Current Rooms, Types, and Seasons](#).*

Maintaining your reservation system is easy. Every 3 to 6 months you should review your set up to see if Rates and Seasons are still accurate. Bookings can be made up to 18 months in advance so it is important to add new Seasons for popular holidays.

For most properties, a Default Rate applies to all dates except periods controlled by specific Seasons, i.e., peak periods such as Long Weekends, Festivals and Holidays. If that applies to your property, then you need only add Seasons for special dates. The Default Rate will manage pricing for all other dates.

Some markets have strong seasonal conditions that require more complex season/rate variations - low, shoulder and peak periods with special periods for school holidays, festivals, etc. In this case, you would create a series of seasons that cover every day of the year rather than relying on the Default rate to control the gaps.

Before you get started, we recommend that you take pen and paper to map out your seasons and price variations for each season/rate. Then, when you make new seasons everything is worked out in advance and easy to enter.

Remember all changes to the system are Live and you must Save Changes for them to take effect. Have fun.

Adjusting Room Types and their Rates

Every Room Type must have a Default Rate. To View your Room Types, go to ‘Availability and Rates’ and click [Types](#) (this label can be changed, i.e., Types, Suites, Units, etc.).

Suites						
Find records where	Room Description	has		Sort by Suite ID	up	Display
50	Records	<input type="button" value="Fetch"/>				
Suite ID	Room Description	Number of	Max Guests	Number of Beds	Room Description URL	
TWIIN	Deluxe Twin Room	4	2	2		
OVER	Network Overflow	0	0	0		
DBL	Double Room	4	2	2		
3 records found						
<input type="button" value="Add"/>						

To view Room Types Details, click the ID code (left column).

Suite Details			
Suite ID:	TWIIN	Description:	Deluxe Twin Room
Number of Suites:	4	Max Guests:	2
Number of Beds:	2	Rate ID:	TWIN
Extra Beds:	0		
Detail URL:			
Room Desc:	The Deluxe Twin Room with 2 really big beds (max 2 people)		
View Desc:	Over looks the River and Cricket Grounds. A Garden and Balcony are attached.		
<input type="button" value="Delete"/> <input type="button" value="Edit"/>			

To make changes to a Room Type, click Edit.

Suite Details

Suite ID:	TWIIIN	Description:	Deluxe Twin Room
Number of Suites:	4	Max Guests:	2
Number of Beds:	2	Rate ID:	TWIIIN
Extra Beds:	0		
Detail URL:			
Room Desc:	The Deluxe Twin Room with 2 really big beds (max 2 people)		
View Desc:	Over looks the River and Cricket Grounds. A Garden and Balcony are attached.		

When editing an Existing Room Type, you can change everything except the ID Code.

- **Description** – displayed to the guest when making a booking.
- **Number of Suites or Rooms** – sets the number of Rooms, or inventory, available for this room type.
- **Max Guests** – sets the capacity for a Room Type.
- **Number of Beds** – gives the guest *an indication* of the number of beds in a room type. Actual bed configurations may change from room to room and this should be noted in the Room Description.
- **Rate Id** – select from a list of Rates. If the Rate you need has not yet been created, exit Room Types and go to Rates now.
- **Extra Beds** – ignore.
- **Detail Url** – ignore. This can be used to link a website description, but this option is not acceptable to most agent affiliates.
- **Room Description** – a free-hand description of the qualities of the Rooms.
- **View Description** – Often used to describe the View or other interesting features of a Room Type.

Adjusting the Default Rate

The Room Type controls the maximum guests a room can hold, and Rates controls price. Each Room Type has a Default Rate. In some cases, you may use Agents to set special price rules for specific sales channels.

Flat Rate or Person Rate

There are 2 types of Rates:

- **Flat Rate** - a single price for all occupants up to the capacity of the room, i.e. \$92 per night no matter how many guests.
- **Per-Person** – applies a base rate for the first X guests plus an additional for each extra guest.
Example: the first 2 guests pay \$80 plus \$12 for each additional guest.
 - 1 Guest pays \$80
 - 2 Guests pay \$80
 - 3 Guests pay \$92, etc.

With each booking, the system asks how many guests. You have the option to adjust the system to ask How many Guests, or How many Adults, Children and/or Infants. If you differentiate, you have the option to set rates for extra adults, children and infants.

Weekday, Weekend and Weekly Rates

Every Rate has 3 Price conditions – Weekday, Weekend and Weekly (aka Extended Stays). This allows you to set different rates depending on the day of the week and the length of stay.

Weekends - To define a Weekend, go to [General Settings](#) – tick the box to include Fri, Sat and/or Sun as weekends. You must include a value in the Weekend price column. If you have the same rates for weekdays as weekends, then enter the same value in both columns.

Weekly or Extended Stay – this rate applies to stays equal to or greater than 7 nights. Enter the nightly value in this column. For example if you charge \$910 per week – the Extended Stay Rate is \$130.

Adult Day	\$150.00	Adult Weekend	\$165.00	Adult Week	\$130.00
Extra Day	\$30.00	Extra Weekend	\$30.00	Extra Week	\$30.00
Child Day	\$0.00	Child Weekend	\$0.00	Child Week	\$0.00
Infant Day	\$0.00	Infant Weekend	\$0.00	Infant Week	\$0.00

**You have the option to turn off Extended Stay rates. Then, bookings will be priced on the sum of the nightly values. Go to [General Settings](#) and tick “Use weekend prices even during weekly (“extended”) stays”. Useful when you require a weekend surcharge for all bookings..*

Adjusting Seasons

To view current Seasons go to ‘Availability and Rates’ and click [Seasons](#). You should see a table that displays all your seasons – both current and past.

Seasons				
Find records where Season Code has <input type="text"/> Sort by Season Code up Display				
50 Records <input type="button" value="Fetch"/>				
Season Code	Description	Start Date	End date	Notes
MELCUP07	Melbourne Cup	28-SEP-2007	02-OCT-2007	
9-10JUN	QB 07	09-JUN-2007	10-JUN-2007	
GOLF	Jack Newton Golf Weekend	05-JUN-2007	07-JUN-2007	
MAY07	Bendigo Race Day	04-MAY-2007	28-MAY-2007	
EAST07	Easter 2007	05-APR-2007	08-APR-2007	
2006	Regular rates	22-NOV-2006	01-APR-2007	
6 records found				
				<input type="button" value="Add"/>

Click the Season Code in the left column to see Season Details.

Season Details			
Season ID:	MELCUP07	Description	Melbourne Cup
From:	28-SEP-2007	To:	02-OCT-2007
Min Weekday Stay:	2	Min Wknd Stay:	2
May Not Start On:	No	May Not End On:	No
Sun:	No	Mon:	No
Tue:	No	Wed:	No
Thu:	No	Fri:	No
Sat:	No		
Notes:			
			<input type="button" value="Delete"/> <input type="button" value="Edit"/>

**Tip – you may want to create a short season for the week of Christmas and tick the box that bookings ‘May Not Start On’ and ‘May Not End On’ Christmas day.*

To Add New Seasons, click the Add button below the table in the lower right.

Season Details

Unused Date Ranges

Season ID:	<input type="text"/>	Description:	<input type="text"/>
From:	<input type="text" value="03-OCT-2007"/> <input type="button" value="x Click Here"/>	To:	<input type="text" value="DD-MMM-YYY"/> <input type="button" value="x Click Here"/>
Min Weekday Stay:	<input type="text" value="0"/>	Min Wknd Stay:	<input type="text" value="0"/>
May Not Start On:	<input type="checkbox"/>	May Not End On:	<input type="checkbox"/>
Sun:	<input type="checkbox"/>	Mon:	<input type="checkbox"/>
Tue:	<input type="checkbox"/>	Wed:	<input type="checkbox"/>
Thu:	<input type="checkbox"/>	Fri:	<input type="checkbox"/>
Sat:	<input type="checkbox"/>		
Notes:	<input type="text"/>		

- **Unused Date Ranges** – If you have already added a series of seasons that have gaps, you can select from the ‘unused’ dates to create new seasons.
- **Season ID** – ID’s must be unique. Only letters or numbers are allowed - no gaps or spaces.
- **Description** – helps you remember the season, not visible to customers.
- **From** – dates must have a specific format DD-MMM-YYYY (06-FEB-2007).
- **To** – dates cannot overlap.
- **Min Weekday Stay** – controls the minimum stay requirements for bookings that start on a Weekday.
- **Min Wknd Stay** - controls the minimum stay requirements for bookings that start on a Weekend Day. If you do not have Weekends specified, this field has not effect.
- **May Not Start on** – you can set days of the week that bookings may not begin. Can be useful for preventing guest arrivals of special dates such as Christmas Day. Warning, if you set the system to not allow bookings to start on a specific day this will apply for the entire season.
- **May Not End on** – same as above.
- **Notes** – only visible to the property manager.

Be sure to save your changes.

Adjusting Rates for specific Seasons

Each time you add a New Season, the system applies the Default Rate. To change the prices for a Rate in a specific Season, go to Availability and Rates and click [Rates](#).

You will see a table that displays all of your Rates. To view the specific details of a Rate, click the Rate Code (in blue).

Rates				
Find records where	Rate Code	has		Sort by Rate Code up Display
50	Records	Fetch		
Rate Code	Rate Description	Adult Day	Adult Weekend	Adult Week
DBL	Double Room	\$104.54	\$120.23	\$94.10
EXAPS	Honeymonn Suite	\$175.00	\$195.00	\$185.00
TRAAND	Traand's special rate	\$45.99	\$57.50	\$41.81
TWIN	Twin Room	\$146.35	\$156.82	\$130.69
4 records found				
Add				

In this example, we've clicked the rate code DBL. At the top of the screen, you'll see the Default Rate, which applies to all dates not covered by a Season. At the bottom of the screen, you'll see a table called Season Rates. *Warning, on many computers you won't see this table unless you scroll to the bottom of the page.*

Rate Details

Please note that all rates are designed to be entered as per day rates regardless of whether they are to be applied daily or weekly.

Rate ID:	DBL	Description:	Double Room
Number of Guests:	2	Rate Type:	Flat Rate
Minimum Stay:	0	Maximum Stay:	0
Closed to Arrival:	NNNNNNN		

Adult Day	\$104.54	Adult Weekend	\$120.23	Adult Week	\$94.10
Extra Day	\$0.00	Extra Weekend	\$0.00	Extra Week	\$0.00
Child Day	\$0.00	Child Weekend	\$0.00	Child Week	\$0.00
Infant Day	\$0.00	Infant Weekend	\$0.00	Infant Week	\$0.00

Seasonal Rates

Find records where Start Date ▼ has ▼ Sort by Start Date ▼ up ▼

Display Records

Rate	Season Description	Start Date	End Date	Adult Day	Adult Weekend	Adult Week
9-10JUN	QB 07	09-JUN-2007	10-JUN-2007	\$104.54	\$120.23	\$94.10
MELCUP07	Melbourne Cup	28-SEP-2007	02-OCT-2007	\$104.54	\$120.23	\$94.10

2 records found

Updating a Seasonal Rate

If we want to change the Default Rate for a specific Season, we click the Season/Rate Id in the Seasons Rates table (left column). For example, we click '[MELCUP07](#)'.

Seasonal Rate Details

Please note that all rates are designed to be entered as per day rates regardless of whether they are to be applied daily or weekly.

Rate ID:	DBL	Description	Double Room	Season ID:	163621
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Adult Day	\$104.54	Adult Weekend	\$120.23	Adult Week	\$94.10
Extra Day	\$0.00	Extra Weekend	\$0.00	Extra Week	\$0.00
Child Day	\$0.00	Child Weekend	\$0.00	Child Week	\$0.00
Infant Day	\$0.00	Infant Weekend	\$0.00	Infant Week	\$0.00

Click Edit to adjust prices for a Season/Rates.

Seasonal Rate Details
 Please note that all rates are designed to be entered as per day rates regardless of whether they are to be applied daily or weekly.

Rate ID:	DBL	Description	Double Room	Season ID:	163621
Adult Day	104.54	Adult Weekend	120.23	Adult Week	94.1
Extra Day	0	Extra Weekend	0	Extra Week	0
Child Day	0	Child Weekend	0	Child Week	0
Infant Day	0	Infant Weekend	0	Infant Week	0

Adjust all amounts by % \$

**Tip, if a rate type is a 'Per-person' rate then you have the option to adjust the First X guest rule by season. For example, a Room Type called Apartment holds 6 guests and uses the Rate UNIT. In high season you want larger groups to maximise income. In Low Season you are happy to get smaller bookings. So, in High season the First 4 people pay \$200 per night plus \$25 for each added guest. In a Low Season, the First 2 people pay \$150 per night plus \$25 for each added guest.*

Seasonal Rate Details
 Please note that all rates are designed to be entered as per day rates regardless of whether they are to be applied daily or weekly.

Rate ID:	UNIT	Description	Unit	Season ID:	149831
Number of Guests	2				
Adult Day	200.000	Adult Weekend	200.000	Adult Week	200.000
Extra Day	25.000	Extra Weekend	25.000	Extra Week	25.000
Child Day	0.000	Child Weekend	0	Child Week	0
Infant Day	0	Infant Weekend	0	Infant Week	0

Adjust all amounts by % \$

Agents

The Booking System is a powerful sales tool that helps you manage bookings from a wide variety of sales channels. Often, we refer to a sales channel as an Agent. Agent Codes are used to track booking history and commissions from a specific source; plus Agents can be used to apply special pricing and availability to specific sales channels.

The Online Booking system gives you centralized control over all sales channels. A booking made at one sales channel immediately update availability for all sales channels. An adjustment to inventory allocations will immediately update availability for all sales channels.

Agents are created centrally by your network provider. *Contact Web Reservations to discuss your options – (02) 66848101.*

[Agent Relationships](#) and [Agent Allocations](#)

Most properties give all Agents equal access to sell all rooms on a first come first serve basis. From time to time, there is need to provide special allocations. Examples:

- A wholesale agent that buys at an entirely different rate,
- Websites that are do not see all Room Types,
- Prices are adjusted up or down to reflect commissions

To view all Agents currently able to sell for your property, click [Agent Relationships](#). Click the Agent Id to view contact details for each Agent. Click Rooms Allocated to view the specific rooms this Agent can sell.

Agent Relationships					
Find records where Agent ID has		Sort by Agent ID down		Display	
50	Records	Fetch			
Agent ID	Agent Name	Rooms Allocated	Commission	Rate Loading	Action
WRS	WRS - Controls your website and Retail Bookings	8 of 8	3.00%	0	Change
WR	Global Booking Network	8 of 8	15.00%	2	Change
WEBSPIRIT	Demo - Webspirit	8 of 8	\$10.00 per-booking	-10	Change
USS	Ultimate Software Solutions	7 of 8	7.00%	0	Change
TRAAND	Demo - Tracey Anderssen	8 of 8	\$25.00 per-booking	0	Change
TAKEAB	Take a Break Away Pty Ltd	8 of 8	3.00%	0	Change

Adjusting Rates for Specific Agents

Most managers give agents the right to sell all room types at the default rate. If you require an exception to this practice, there are 2 options to adjust rates for a specific Agent:

1. **Rate Loading (or Network Loading)** - adjusts the price up, or down, by a percentage. For example, 10% rate loading will rise the prices paid by guests for bookings from a specific agent.
2. **Allocation Rate** – raising price by a percentage doesn't always accomplish your goals for special rates. If not, then you can create a unique Rate Id with completely different formula to adjust rates.

To adjust Room Type allocations for specific agents, go to [Agent Allocations](#).

Tip – The Booking System changes prices subtly so that Guests are not aware prices are changed.

Agent: WRS - Controls your website and Retail Bookings [WRS]
Type: Booking Portal
Commission Terms: 3%
Network Loading: % (was: 0%)
Tip: Use a negative loading value to decrease the price.

Suite	Suites	Default Rate	Allocated	Allocation Rate
Double Room [DBL]	4	Double Room [DBL]	4	Double Room [DBL]
Honeymoon Spa Suite [EXSPA]	1	Double Room [DBL]	1	Double Room [DBL]
Deluxe Twin Room [TWIIN]	4	Twin Room [TWIN]	4	Twin Room [TWIN]

Update All

Re Traand's special ... [TRAAND]
Twin Room [TWIN]

Adjusting Room Allocations for Specific Agents

It may be useful to withhold specific Room Types from sale through a sales channel. Allocations control what Room Types an agent can sell. A Partial Allocation allows agents to book rooms on a limited basis.

For Example, there are 4 Double Rooms, and you allocate 2 to Agent WRS - buyers booking can only book the first 2 available Double rooms on any given day. If you have 2 or 1 rooms available, the buyer will not see any available Double Rooms. The buyers who attempt to book these rooms through other agents that have greater allocation would be able to book these rooms.

Conclusion

If you require help, please contact web Reservation Systems. Thank you.