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1 Add VAT or other Tax

1. REDIRECT Upsell_Items

2 Category:Agents

This page explains functions which can be used if you work with agents.

2.1 Special prices and booking page for agents

You can create a special booking page which can be used to sell your property at different prices. This can be used for example if you have agents selling your property.

By creating different rates with and without the agent channel activated you can show different prices depending on the URL which opens the booking page.

1. Create an agent page

Go to SETTINGS ->PROPERTIES->BOOKING RULES. Enter your "Agent Code". Then add the agency code in the format &agent=AGENT_CODE_SETTING to the URL of your booking page.

Example: Your booking page is: <https://www.beds24.com/booking2.php?propid=13208>

Your agency code is: Agent

Your agency URL is: <https://www.beds24.com/booking2.php?propid=13208&agent=Agent>

If you require to see the bookings created by this Agent, then add &referer to the URL

Your agency URL is: <https://www.beds24.com/booking2.php?propid=13208&agent=Agent&referer=Agent>

2. Create agent prices

- Using daily prices:

Go to SETTINGS->PROPERTIES->ROOMS->DAILY PRICES click on "Edit" and activate the daily price for www.beds24.com - agents. If you have created multiple agent codes enter the code or codes of the agents you want to apply the price to in the field "Agent Codes".

- Using Rates:

Go to RATES and open an existing rate you want to use or add a new rate. Enter the prices and conditions which apply to the agent in the tab "Summary". Change to the tab "Channels" untick "www.beds24.com" and tick www.beds24.com - agents" to apply this rate only to the agent. If you have created multiple agent codes enter the code or codes of the agents you want to apply the price to in the field "Agent Codes".

2.2 Login for agents

In SUB ACCOUNTS you can create log ins with full or restricted access for agents using the agent role.

A sub account with the role "Agent" has access to the CALENDAR only. They can view, add and manage their own bookings. Bookings from other sources only show as blocked dates with no details visible.

Agents can be given access to bookings from other sub accounts using the Account group setting in manage account, list the account id's here that the agent can access booking details.

Individual fields in the booking can be hidden from the agent account using the "hidesettings" menu for their sub account.

Sub accounts with the agent role can access API functions JSON getBookings and JSON setBooking to view, create or modify their own bookings with the same limitations as the control panel.

Agents can only access rooms in the control panel with a sell priority of 10 or higher

3 Category:Calendar

This page is about the menu CALENDAR

3.1 Contents

- 1 Overview
- 2 Diary and notes Function
- 3 Customise Display
- 4 Show Groups of Properties
- 5 Enhance Performance
- 6 Further Customisation using CSS

3.2 Overview

This view gives you a complete overview on your bookings, rates and occupation and inventory. By clicking on "Filter" then ticking the boxes you can select what you want to display.

- bookings are displayed in red (or your selected colour) - hover the mouse over individual bookings to show more information or click on them to open them in a pop up.
- rates in green for each room - hover the mouse over individual rates to show more information or click on them to open them in a popup.

Inventory: The number of rooms remaining to sell is also shown and they can be edited to quickly change your availability. (It is only possible to lower the number based on the value in SETTINGS -> PROPERTIES -> ROOMS-> SETUP "Quantity of this type" and any existing bookings) Click to open a popup and save the changes in your inventory.

Add Booking: To add a booking click on the person+ icon.

Daily Prices: You can enter the prices here. Click in on the day the rate starts to open a popup and set the price and date range and click SAVE. You may modify individual dates as required.

To remove a price set it to 0 (numeral zero)

Override Dates

- BLACKOUT will close the room so it is not available for booking
- NO CHECK IN - guests can not check in on this day but guests checking in before can stay on this day
- NO CHECK OUT - guests can not check out on this day but guests checking in before this date can stay on this day
- NO CHECK IN AND NO CHECK OUT - guests can not check in or check out on this day but guests checking in before can stay on this day
- EXCEPTION will apply the booking rule for the "Exceptional Period" set in SETTINGS -> PROPERTIES -> BOOKING RULES
- NONE - the booking strategy is as defined for the property

Min Stay: Set a minimum stay. (This can be used to **override** the Minimum stay in a **RATE or Daily Price** as long as the number is higher than that in the RATES/Daily Prices)

Max Stay: Set a maximum stay. If you have set different maximum stays in other places (room, daily prices, rates) the system will use the lowest value.

Price Multiplier: Adjust all rates/daily price by a percentage. (For an increase in price add a number in excess of 100 and for a lower price a number lower than 100). If you use rates you can deactivate the multiplier by setting "Allow Multiplier" = No in the Summary tab of the rate.

3.3 Diary and notes Function

You can add notes for a property a room or a specific unit. When you have added a note a note icon will display on which you can hover.

Click on a date to add a diary note for this day. When you have a diary note you will see a bubble in the date field of the CALENDAR. Click on the icon will show the diary note.

Diary notes will also display in the "Diary" on the DASHBOARD on the day.

This screenshot shows a hotel booking calendar for 'Sunny Hotel' with several callouts explaining key features:

- add a note access quick links**: Points to a menu on the left side of the calendar.
- click on the suitcase icon to add a booking manually directly into the room and date**: Points to a suitcase icon on the calendar grid.
- click on the date to add a note for the day**: Points to a date on the calendar grid.
- property occupancy on this day**: Points to the occupancy percentage shown for a specific date.
- inventory (number of rooms) left to sell on this day for this room type click to manually change the number**: Points to the room type selection dropdown.
- All bookings at a glance hover to see summary click to open**: Points to a booking bar on the calendar.
- set a status for a room and / or a note**: Points to a status dropdown menu.
- click to block rooms or apply an exceptional booking period**: Points to a 'Block' button.
- click to set or change a room price per day**: Points to a price dropdown menu.
- click to set a minimum stay**: Points to a 'Min Stay' dropdown menu.
- click to adjust all prices**: Points to a 'Price Multiplier' dropdown menu.
- All rates at a glance hover to see summary click to open**: Points to a rate bar on the calendar.

view large

3.4 Customise Display

This screenshot shows the search and filter options for the hotel booking calendar:

- set first date**: Points to the date selection field (Friday, 27 March, 2015).
- set period**: Points to the duration selection field (for 2 weeks).
- click on "Filter" and choose what you want to see**: Points to the 'Show' dropdown menu (Price Check Tool).

view large

To change the look of your Calendar and set your preferences, go to Settings > Account > Preferences

Set preferences

Control Panel

- Control Panel Language ?
- Control Panel Format ?
- Post Size ?
- Window Style ?

Control Panel Calendar

- Calendar Style ?
- Show Property Occupancy ?

Bookings

- Credit Card Security ?
- Add New Bookings ?
- Guest Database ?
- Show Booking End Date ?
- Booking Show Name ?
- Booking Hour Text ?
- Booking Flag Text Headers ?
- Next Invoice Number ?

Highlight Colours

- New Booking ?
- Reseal Booking ?
- Confirmed Booking ?
- Cancelled Booking ?
- Notes ?

view large

Customise room display:

Room Setup

Sunshine Hotel

Single

Setup

- Id Number ?
- Name ?
- Quantity of This Type ?
- Maximum Guests ?
- Maximum Adults ?
- Maximum Children ?
- Highlight Colour ?
- Control Panel Priority ?
- Unit Names ?

Availability

- Sell Priority ?
- Minimum Booking Length ?
- Maximum Booking Length ?
- Collect Number of Guests ?

Dependency

- Requires Availability in ?

view large

Customise rates display:

- In the "Summary" tab of the of the rate you can set a color for each rate.
- In SETTINGS->ACCOUNT->PREFERENCES you can set if the only the name is displayed in the calendar or the name and the prices.

Customise daily prices display:

In the settings for the daily prices you can set a background color

3.5 Show Groups of Properties

Properties can be opened as groups in the calendar. Use the SETTINGS-> BOOKING PAGE-> MULTIPLE PROPERTIES-> PROPERTY SETTINGS "Group Keywords "setting to assign keywords to each property. These keywords will appear in the property selector and show all properties having that keyword.

3.6 Enhance Performance

If you have many properties and/or slow internet you can do the following:

- Show less data e.g. a week only
- Turn off all rows which you are not using via the "Show" selector"
- Avoid opening all properties. Instead open individual properties or create property groups

3.7 Further Customisation using CSS

If you are comfortable working with CSS you can use custom CSS to customise the control panel further. Use Firebug or a similar tool to detect the classes you want to change.

Example: Give the inventory cell a different color if the inventory is 0.

```
.caltable .inv0{
background-color: #d43f3a;
}
.inv0 .dashgrid_inventory {
color: #fff;
}
.inv0 .lightgrey {
color: #fff;
}
```

Example: display roomname and icons in one line.

```
.dashgrid_rowroomname {
display: inline;
}

.editroomlink{
padding-left: 2px;
}
```

Example: Show past dates in a different color.

```
.pastdate {
background-color: #d9edf7;
}
```

Example: Show weekends in a different color.

```
.weekend2{
background-color: #cccccc;
}
```

4 Cleaning fees

1. REDIRECT [Prices_including_cleaning_fees](#)

5 Category:Daily Prices

This page is about the menu SETTINGS->PROPERTIES->ROOMS->DAILY PRICES

You can set up to 10 daily prices per room prices.

5.1 Limitations

Use rates instead of daily prices:

- to fill gaps when a minimum stay is required
- if you have children prices (these do not send to channels)
- for prices for extra guests or extra children (these do not send to channels)
- if you require the guest to book more than one day before Check-in
- if you want a price to be available only certain days in advance (e.g. Last Minute or Early Bird)
- if you want to allow guest to enquire when no price can be found but the room is not fully booked

5.2 Rules for Daily Prices

Click on "Edit".

The name you enter will be displayed in the CALENDAR. You can set the "Maximum Guests" the "Minimum Stay".

5.2.1 Offers

"Offer 1" is your standard offer to the guest which is always displayed. Only set "Offer" to 2, 3, 4 if you have activated additional offers.

5.2.2 Linking

Daily prices can be linked so changing a price in one daily price will update all the daily prices linked to it. The linking can be within the same room or between rooms and between properties.

When linked, the price cannot be entered directly, it will always be imported from the linked daily price.

Daily prices can only be linked to non linked daily prices, i.e. you cannot create a link to a linked daily price.

Linking only imports the prices, the daily price will still use it's own rules for number of people, minimum stay, channels etc.

A percentage or fixed offset amount can be specified for the imported price.

Examples:

- Offset amount = 0 will apply the original price.
- Offset amount = 10 will increase the original price by 10.
- Offset amount = -10 will lower the original price by 10.
- Offset percent = 0 will apply the original price.
- Offset percent = 10 will increase the original price by 10%.
- Offset percent = -10 will lower the original price by 10%.

5.2.3 Activate for booking page and/or channels

You need to define where a daily price is used. If you do not tick at least one tick box the daily price is inactive and not available in the CALENDAR.

5.2.4 Color

You can apply your custom color. The default color is #4aa41c

5.3 Add additional Daily Prices

Set "Number of Daily Prices " to the number you need.

5.4 Enter Prices

The prices are entered in the CALENDAR.

Go to the CALENDAR and enter prices

5.5 Additional restrictions

- In the CALENDAR you can limit the days on which check-in and/or check-out are allowed. You can also set minimum stays if these vary by season.
- A "Same Day Booking Cut off" can be set in SETTINGS->PROPERTIES->BOOKING RULES.

5.6 Delete Daily Prices

Daily prices which are not required can be deleted.

Unlink any linked daily prices before deleting.

5.7 Combination of Rates and Daily Prices

You can use

- Only daily prices
- Only rates

- A combination of daily prices and rate.

If you use a combination of daily prices and rate a daily price can adjust the prices for an individual date or date range.

The "Strategy" for your rates and daily prices will determine which will be used. By default the system will offer the lowest price which meets all the rate and daily price rules. You can define a price strategy for daily prices in SETTINGS -> BOOKING RULES. Under "Daily Price Strategy" you can set if daily prices can be undercut by rates ("Allow Lower Prices") or cannot be undercut by rates ("Do Not Allow Lower Prices") or you do not allow any other prices than daily prices.

If you have daily prices for different occupancies this setting needs to be set to "Allow lower prices".

Note: Rules in Rates have no effect on daily prices.

5.8 Prices for OTA channels and your own booking page

Prices are used for the channels and/or the Beds24 booking page according to what is ticked under "Enable" in the daily price settings.

See [this help page](#) for specific information on how to set prices for OTA channels.

5.9 Check Prices

The 'Price Check Tool' shows you which prices and rules apply for specific dates/selections and why a certain price or rule was applied or not applied. You can find links to the 'Price Check Tool' on the RATES, CALENDAR and SUPPORT pages.

6 Category:Discounts

This page explains how to set up discounts

6.1 Discounts for Individual Days or a Range of Days

The **Price Multiplier** in the CALENDAR let you quickly adjust all prices for a day or a date range. The price multiplier is the percentage of the normal price (100%). You can apply a multiplier between 50 (discount) and 250 (price increase) to all prices.

Example: Your normal price is 100. If you enter 80 all prices for this day will be change to 80% of the original value. The new price will be 80.

The multiplier will be applied to both your booking page and channel management prices.

6.2 Discounts in RATES

Opening a rate or creating a new rate in RATES opens a popup with three tabs. When you go to the tab "Discounts" you can set different types of discounts. Each rate has its own individual discount settings. Multiple rates can be used together to create sophisticated discount structures.

- *Min Nights* defines for when the discount applies.
- The *Percent* discount will be applied to the entire stay price. If more than one percentage discount are valid, only the single highest percentage value will be applied.
- The *Per Night* discount applies only to nights starting from the number of nights setting. For example a \$10 discount set for 4 nights means nights 1 to 3 are normal price and night 4 and later are reduced by \$10. Multiple per night discounts are added together so in the case of a second discount of \$5 set at 7 nights means the room price is reduced by \$15 (\$5 + \$10) from night 7 onwards.
- The *Once Off* discount is subtracted once from the total price if the number of nights or more are booked. If you have multiple Once Off discounts they will all be subtracted if their number of nights has been met.

Set unused value or percentage discounts to zero so they will not be used.

The percentage and per night rates are calculated based on the length of the booking regardless of whether it spans multiple rates.

The once off discount number of days threshold is calculated as the number of days in the booking that that rate is available for booking.

NOTE: If you are using multiple rates make the highest rate always available and sure you have is set to "Default" to allow lower prices.

6.2.1 Long Stay Discount

Long stay discounts can be defined using the setting *Min Nights* in the rate. The per night discount applies only to nights starting from the number of nights setting. For example a \$10 discount set for 4 nights means nights 1 to 3 are normal price and night 4 and later are reduced by \$10.

If you want to apply a lower price from the first night on you can do this using two rates.

Example 1: 1 night costs 120 but if a guest books 3 or more nights each nights costs 100.

Rate 1:

"Room Price"= 120

"Minimum Stay"=1

Rate 2:

"Room Price"= 100

"Minimum Stay"= 3

Example 2: One night costs 220 but if a guest books 5-6 nights each night costs 210. From seven night each night costs 205, from 8 nights each night costs 200.

Rate:

"Room Price"= 220

"Minimum Stay"=1

Discounts tab:

5 Nights: "Per Night" = 10 "Once Off" = 40

7 Nights: "Per Night" = 5 "Once Off" = 30

8 Nights: "Per Night" = 5 "Once Off" = 35

If a booking overlaps two rates and the total number of nights booked fulfils the long stay the discount will be applied but only to the nights falling under the rate where the discount is set.

Example 3: One night costs 220 but if a guest books 5 nights or more the 5th night is free

Rate:

"Room Price"= 220

"Minimum Stay"=1

Discounts tab:

5 Nights: "Once Off" = 220

6.2.2 Last Minute or Early Bird Discount

A last-minute-rate can be created using Max days until check-in in the rates.

The setting defines how many days in advance this rate is bookable. For example a setting of 0 will allow this rate to be booked for a stay tonight. A setting of 3 means this rate is only available at least 3 days before the first night of the booking.

The Min days until check-in setting can be used to create special early bird prices that are only available shortly before the booked night. It defines how many days in advance a rate bookable beginning in advance. For example a setting of 365 will allow this rate to be booked up to a year in advance. A setting of 7 means this rate is only available one week before the first night of the booking.

6.2.3 Referrer Discount

These discounts apply to bookings originating from a certain source e.g. website or link. To give discounts for bookings from Facebook enter the referrer code facebook.

1. Create a referrer discount in the "Discounts" tab of the rate and enter the name e.g. NameOfReferrer
2. Rates set for the &referer=NameOfReferrer parameter in the URL

Note if you use the channel manger: These discounts are not sent to the channels.

6.3 Discounts for Bookings from your own Web Site or an OTA

You can set a "Booking Page Price Multiplier" in SETTINGS->BOOKING PAGE ->PAGE DESIGN which will adjust the prices shown on your booking page by this factor

Another option is to set a multiplier or separate prices for a channel. For more information have a look [here](#).

6.4 Agent Prices

You have the option to create special prices for agents. [This help page explains how to use the agent functions.](#)

6.5 Voucher Codes

If you use discount codes or phrases, you may define them under PROPERTIES -> DISCOUNT CODES. If a guest enters the code at the time of booking the specified discount will be applied to their booking. Typical uses of discount codes or discount vouchers may be for purposes such as offering certain customers loyalty discounts or running a marketing campaign with bonus discounts for people in-the-know. Codes apply to each property. You can define phrases that discount the room price only, extra items only or everything being booked.

Discount Codes can be disabled for individual rates.

6.6 Packages, Different Prices

Another way do set discounts it to sell a room at different price e.g. lower not cancelable rate or package prices.

- Create a rate and assign the *Offer* in the "Rooms" tab of your rate to the number of the row you want to apply it to.
- Enable the display of the extra price rows in SETTINGS -> PROPERTIES -> OFFERS -> OFFER2-4.

6.7 Discounts Based on Available Rooms and Time to Check in

The [Yield_Optimiser|Yield optimiser] automatically adjusts prices based on availability and time before check-in.

6.8 Show Discounts on your Booking Page using a Marketing Column

You have the option to add an extra column to the price table on your booking page.

This feature is for the price table (when you use the responsive booking page the modules "Price Table" and "Price Calendar"). To activate the column go to SETTINGS -> BOOKING PAGE -> PAGE DESIGN and set *Show Extra Maketing Column* to *Yes*.

When you go to SETTINGS -> PROPERTIES -> ROOMS->SET UP and you will see a new setting MARKETING COLUMN. Here you can set the headline for your column and the content for the price row. Then go to SETTINGS -> PROPERTIES -> OFFERS (OFFER 2, OFFER 3, OFFER 4) and enter the content for each offer.

The responsive booking page will show the marketing column only on the "price table" and "price calendar".

7 Extras: Sell Extras like Activities or Car Rental

This page explains how to offer extras

7.1 Contents

- 1 Offer extra services with the accommodation booking
 - ◆ 1.1 Add ons
 - ◆ 1.2 Packages
- 2 Offer extras which are not related directly to the accommodation booking

7.2 Offer extra services with the accommodation booking

7.2.1 Add ons

Examples are half board, bicycle hire, a sightseeing trip, parking etc which are booked together with the accommodation.

Go to SETTINGS -> PROPERTIES -> UPSELL ITEMS. Select the property you want to set. If you have multiple properties each property can have its own rules so set up individually.

Select whether the item is optional or obligatory. Obligatory items will be automatically added to the booking and cannot be removed by the guest. An example would be an end of stay cleaning charge or a tax. Optional items can be selected by the guest with their booking.

In RATES optional Upsell items can be enabled/disabled for individual rates. When a booking is made only those optional Upsell items enabled for any rate involved in the booking will be offered to the guest.

If a combination of Daily Prices and Rates is offered then all Upsell items will be offered.

Compulsory Upsell items are always enabled and cannot be disabled by a rate.

7.2.2 Packages

If you package extras with accommodation you can show them as additional offers. An example is showing different meals options to the guest can choose for example between accommodation only and accommodation with half board. [For more information on how to activate additional offers click here.](#)

7.3 Offer extras which are not related directly to the accommodation booking

Examples are activities like tours, events, courses or car rental.

Go to SETTINGS -> PROPERTIES and click on ADD NEW PROPERTY. Click on EDIT and you will get to PROPERTIES -> DESCRIPTION. Enter the name (e.g. Daytrip, Car...) and the currency you accept. Set the "Type of Booking" to "Activity".

Go to SETTINGS -> PROPERTIES-> ROOMS ->SETUP

- enter the name (e.g. Day Trip, Car...)
- set the "Quantity" to the number places or items you have
- set *Unit Allocation* to "One per Guest".
- set *Collect Number of Guests* to *No*
- set *Maximum Guest* to the same number as *Quantity of this type*
- if you are setting up an event, class, tour etc. which is not booked by the day set *Maximum Stay* to *Single Day Activity* so the departure date is not collected and the wording of the booking form is changed to represent booking an event or day activity rather than an accommodation
- Enter in "Accommodation Type" what the guest books e.g. "Ticket", "Car"...

Go to SETTINGS -> GUEST MANAGEMENT -> CONFIRMATION MESSAGES and customise your messages. We suggest at least delete everything from the default that refers to accommodation. For example:

Go to RATES

- add a rate and set a "Single Price" and an "Extra Person" price.

8 Internal Prices

This page explains how to set up internal prices for manually added bookings

Internal prices are only available in the control panel but not for online bookings.

Internal prices use offers.

- Go to SETTINGS->PROPERTIES->OFFERS->OFFER 2-4 and set the offer you want to use for your internal price and set ?Show? = internal

Using Rates

Create a rate and set ?Offer? in the ?Rooms? tab to the offer number you set to ?internal?

Using Daily Prices

Go to SETTINGS->PROPERTIES->ROOMS->DAILY PRICES and set ?Offer? of the daily price you want to use internally to to offer number you have set to ?Internal?. When you go to the CALENDAR you will see a new daily price row where you can set the internal price.

After you have set this up you can select this offer when you add a new booking.

9 Minimum Stay and Maximum Stay

This page explains how to set minimum stays and/or maximum stays.

Minimum and maximum stays can be set and overridden at different levels:

Minimum Stay

- A the room level (SETTINGS->PROPERTIES->ROOMS-> SETUP) set the lowest allowed value of minimum stay at all time
- A the offer level (SETTINGS->PROPERTIES->OFFERS)
- Each RATE can have it's own value.
- Each Daily Price can have it's own value.
- Minimum stays can be overridden in the CALENDAR. This minimum stay value cannot be lower than that set for the room for an offer, a daily price or a rate.

Maximum Stay

- A the room level (SETTINGS->PROPERTIES->ROOMS-> SETUP) set the highest allowed value of maximum stay at all time
- Each RATE can have it's own value.
- Each Daily Price can have it's own value.
- Maximum stays can be overridden in the CALENDAR. This maximum stay value cannot be higher than that set for the room a daily price or a rate.

The **restriction strategy** which you can set in SETTINGS->PROPERTIES->ROOMS-> SETUP sets how the rates minimum and maximum stay settings are applied. In most cases the appropriate setting is "Stay Through".

- When set to "Stay Through", this rates minimum and maximum stay restrictions must be satisfied for each day of the stay where this rate applies. The value of all booked days applies.
- When set to "First Night Only", this rates minimum and maximum stay restrictions must only be satisfied for the arrival date of the booking. Only the value of the check-in day applies to the booking.

9.1 Change Minimum Stay on individual dates

In the CALENDAR go to the date you want to change the minimum stay for. Click in the field "Min Stay". In the pop up enter the number of nights you want to override your rates with. If the change applies to a range of date also set the end date.

If you normally require a minimum stay but allow shorter stays when you have gaps you can create a special [Gap Filler Rate](#)

Example: Weekdays have a 2 night minimum stay, Friday and Saturday have a minimum stay of 3 nights. A guest wants to arrive on Thursday and stay 2 nights. Stay Through: booking not possible because for Friday a 3 night minimum stay applies. First Night: Booking possible because on Thursday a minimum stay of 2 nights applies and the rule for Friday will be ignored.

Examples

9.2 Minimum Stay only on Weekends

Solution 1 override in the CALENDAR:

Go to the date you want to change the minimum stay for. Click in the field "Min Stay". In the pop up tick the weekend days and set the date range.

Solution 2 multiple rates:

By creating two rates you can specify a different minimum stay based on the day of the check-in. This example shows how to make a 2 night minimum for Friday arrivals while a 1 night minimum applies to arrivals on every other day.

Rate 1:

- Minimum stay = 1 night
- Rate Allowed = deselected for the Friday.

Make sure the check-in and check-out tick boxes are enabled on all days otherwise this rate will not be allowed for a booking that arrives or departs on a weekend but also includes weekdays.

Rate 2:

- Minimum stay = 2 nights.
- If the price is the same or higher than the first rate you can leave this rate available on all nights. If the 2 night weekend price is lower and not allowed on weekdays you can deselect the "Rate Allowed" tick boxes for the weekdays.

Again make sure the check-in and check-out tick boxes are selected for all nights so the two rates can be combined for bookings which overlap both.

9.3 Minimum Stay for a Season or Period

Example 1: The normal minimum stay is 1 night. For July you want a minimum stay of 3 nights.

Solution 1 override in the CALENDAR:

Go to the CALENDAR and go to July 1st. Click in the field "Min Stay" on July 1st. In the pop up enter 3 and set the date range to July 30.

Solution 2 multiple rates:

1. Normal rate:

- First night: today (or when it starts)
- Last night: June 30
- Minimum stay: 1 night

- Strategy: Do not allow lower prices

2. Create a high season rate with these settings:

- First night: July 1
- Last night: July 30
- Minimum stay: 3 nights
- Strategy: Do not allow lower prices

3. Normal rate:

- First night: August 1
- Last night: June 30 (next year)
- Minimum stay: 1 night
- Strategy: Do not allow lower prices

Example 2: The normal minimum stay is 2 nights. For check-ins between 27th Dec and 5th Jan you want a minimum stay of 5 nights and the price to be higher for the first 5 nights if check in is at any given date between these dates.

Solution 1: Create a holiday rate with these settings:

- First night: 27th Dec.
- Last night: 5th Jan (following year)
- Minimum stay: 5 nights
- Strategy: Do not allow lower prices

This solution will enforce the holiday price until the 5th of January but from the 6th onwards it will revert to your normal price.

Solution 2: Break your normal rate so it ends on the 26 of December and start a new one on January 8th

Create your holiday rate with these settings:

- First night: 27th Dec.
- Last night: 7th Jan (following year)
- Minimum stay: 5 nights
- Strategy: Allow lower prices

Create a filler rate for your normal price with these settings: (this rate allows people checking in on the 6th or 7th to pay the normal rate but people checking out on the 6th or 7th do not)

- First night: 6th Jan.
- Last night: 8th Jan
- Minimum stay: 2 nights
- Strategy: Allow lower prices
- Check-out: not allowed on the weekdays the 6th and the 7th fall on

This solution will force people booking up to the 6th (checkout on the 7th) to pay the holiday price but people checking in on the 6th or later will pay the normal price.

Example 3: The normal minimum stay is 4 nights, For stays between 27th Dec and 7th Jan (even if it starts before) you want at least a minimum stay of 7 nights.

Solution 1: Create a holiday rate with these settings:

- First night: 27th Dec.
- Last night: 7th Jan (following year)
- Minimum stay: 7 nights
- Strategy: Do not allow lower prices

- Open your Calendar and for dates between 27th December and 2nd January select 'No Check-out' in Override.

This solution will force the holiday price/minimum stay until the 7th January but with at least 7 night stay during your 2 dates.

9.4 Minimum Stay depending on when the booking was made

Example 1: The normal minimum stay is 2 nights. For last minute bookings bookings made up to 3 days in advance a one night minimum stay is accepted.

1. Normal rate:

- Minimum stay: 2
- Min days until Check-in: 3 nights
- Strategy: Do not allow lower prices

2. Last minute rate:

- Minimum stay: 1
- Min days until Check-in: 1
- Strategy: Do not allow lower prices

3. Normal rate:

- First night: August 1
- Last night: June 30 (next year)
- Minimum stay: 1 night
- Strategy: Do not allow lower prices

9.5 Minimum Stay for a certain Check-in day

Example: Minimum stay of 3 nights required for check-ins on Monday.

Solution 1 set minimum stay in the CALENDAR:

Go to the date you want to change the minimum stay for. Click in the field "Min Stay". In the pop up enter 2 and tick only Monday and set the date range.

Solution 2 multiple rates:

Normal rate:

- Minimum stay = 1
- Rate allowed = All days
- Check-in Allowed = All days except Monday
- Check-out Allowed = All days

Monday rate:

- Minimum stay = 3
- Rate allowed = All days
- Check-in Allowed = Only Monday
- Check-out Allowed = All days

9.6 Set Minimum Stays using Daily Prices

If you have room prices you can use daily prices.

1. Go to SETTINGS->PROPERTIES->ROOMS->DAILY PRICES and

- activate multiple daily prices
- set the "Minimum Stay" for each daily price

2. When you now go to the CALENDAR you will see a row for each daily price where you can enter the price.

9.7 Send Minimum Stays to Channels

We can send minimum stays to channels which support this. For an overview have a look [here](#) and refer to the specific channel for information.

10 Pricelabs.co

This page is about the integration with Pricelabs.

Pricelabs can automatically send daily prices to Beds24.

To use this integration you will need to sign up for an account with [Pricelabs](#) revenue management tools.

For Beds24 the normal channel manager fees apply.

10.1 Capabilities

Pricelabs reads historical bookings (no personal data) and daily prices from Beds24. They use this data to calculate prices for future dates and sends these as daily prices as Beds24.

Pricelabs sends one price per day and can send a minimum stay.

10.2 Limitations

10.3 Set Up

- Tick "Enable" for the rooms for which you want to receive prices from Pricelabs.
- Copy the "Pricelabs Key".
- Log into Pricelabs and use the API key to connect by pressing the blue connect button.

10.4 Seed

The Seed is optional and can be used to change the "Pricelabs key".

Enter a short phrase or word. After you press SAVE you will see that the Key has changed.

10.5 Common Problems

Minimum stay or Price from PriceLabs is not updating in Beds24

- Check the value you have set in SETTINGS -> PROPERTIES -> ROOMS-> SETUP
- Leave Minimum Stay = None and Minimum Price = 0.00 (or your minimum) PriceLabs can NOT cut/reduce these values.
- SETTINGS -> PROPERTIES -> ROOMS -> DAILY PRICES, set the details, rules.
- Leave Minimum Stay as None (or your minimum) PriceLabs can NOT cut/reduce these values.

10.6 Disconnect

Click on "Disconnect" to terminate the connection.

11 Prices including cleaning fees

This page explains how to set up cleaning fees

11.1 Contents

- 1 Display prices including cleaning fees on the first screen on your booking page
- 2 Display cleaning fee on the first page of the booking page
- 3 Add cleaning fee as obligatory extra
 - ◆ 3.1 Have different obligatory cleaning fees for different rooms
- 4 Send cleaning fees to OTAs

11.2 Display prices including cleaning fees on the first screen on your booking page

To do this, you use a rate that already contains the fees.

Only use this method if you want the prices displayed to the guest to include the cleaning fee. To add cleaning fees as obligatory extras go to SETTINGS -> PROPERTIES -> UPSELLING.

Example: The price per night is 100. + 50 cleaning fee apply regardless on how long the guest stays.

"Summary" tab of the rate:

- Room Price = 150

"Discounts" tab of the rate:

- Nights = 2
- Per night = 50

Note: Discounts set in the "Discounts" tab of the rate do not send to OTAs. Check the help page of the OTAs you are using for information on

11.3 Display cleaning fee on the first page of the booking page

You can use for example "Description 2" for the offer in SETTINGS -> PROPERTIES -> OFFERS. The text will display if the module "Offer Description 2" in SETTINGS -> BOOKING PAGE -> PAGE DESIGN-> LAYOUT is activated.

11.4 Add cleaning fee as obligatory extra

To add cleaning fees as obligatory extras go to SETTINGS -> PROPERTIES -> UPSELLING and choose 'Obligatory Cleaning' from the drop-down menu.

11.4.1 Have different obligatory cleaning fees for different rooms

Upsell items are created on property level. However, you can activate an upsell item for a rate, and the rate can be specific for a room.

Create your different upsell items/obligatory cleaning fees.

In the rate menu go to the upsell tab and activate/deactivate the cleaning fee you want for the room that is attached to the rate.

This doesn't work with daily rates and it doesn't work with channels because you can not export upsell items to channels.

Note: Obligatory extras do not send to all OTAs. Check the help page of the OTAs you are using for information on how fees are handled.

11.5 Send cleaning fees to OTAs

Check the help page of the OTAs you are using for information on how fees are handled.

12 Category:Rates

This page is about the menu RATES

You can set almost unlimited rate and discount combinations.

Rates have a start and end date so they apply to a range of dates. Rates contain many rules about the conditions which must apply to make them available. To create a rate go to RATES. A combination of daily prices and rates can be used for more complex pricing structures.

- When multiple rates exist for a given date the system default will calculate and offer the lowest price that matches your criteria.
- You can override this setting in the rate by changing "**Strategy**" to "Do not allow lower prices or shorter stays"

When creating multiple rates, you would generally set your highest price to always be available and create discounted price rates for longer stays, specific days of the week or date ranges as you require. This way you can create sophisticated rate models.

The *PRICE CHECKER TOOL* in **RATES** lets you see which rate applies to a certain booking situation.

12.1 Create a Rate

To add a new rate, click on the button *ADD RATE*

A popup with five tabs "Summary" "Rooms" "Discounts" "Upsell" and "Channels" opens.

12.1.1 Summary

You can set:

- **Name** - For your rate (this will not display on your booking page)
- **Color** - You can apply your custom color. The default color is #4aa41c
- **Price Per** - 'Night' is the default
- **Room Price** - The room rate will only be offered if the box is checked. You do not need to offer a room rate, you can offer one or more of single, double or room rates. The system will identify the appropriate rate based on the number of guests staying.
- **Room Price for** - This rate will be offered for the room up to the number of people you specify or the maximum occupancy you have specified in SETTINGS -> PROPERTIES -> ROOMS -> SETUP.

If you have limited the number of people the room price is valid for, extra guests will be charged the **Extra Person** or **Extra Child** price as applicable. The extra child price (if allowed) will be calculated first for any excess children and then the extra person price will be applied to the remaining excess guests.

If you also have single or double rates the system will identify the cheapest applicable rate and offer that.

- **Single Price** - This rate will be offered for single occupancy, i.e. one person staying. The rate will only be offered if the box is checked. You do not need to offer a single rate, you can offer one or more of single, double or room rates. The system will identify the appropriate rate based on the number of guests staying.
- **Double Price** - This rate will be offered for double occupancy, i.e. two people staying. If you do not define a single rate, this will also be offered for single occupancy.

The rate will only be offered if the box is checked. You do not need to offer a double rate, you can offer one or more of single, double or room rates. The system will identify the appropriate rate based on the number of guests staying.

- **Extra Person** - This price will be added per extra person to single or double rates when more people are staying.

For example if you allow 3 people to stay, the rate will be the double rate plus the extra person rate. If you only have a single rate and no double, the price for 3 people will be the single rate plus two extra person rates. If you also have a room price the system will determine the cheapest combination and offer that.

The rate will only be offered if the box is checked.

- **Extra Child** - This price functions as per the Extra Person Rate but only applies to children. The rate will only be offered if the box is checked. If the children price applies to a certain age group you can change the text on the selector of your booking page. Go to SETTINGS->BOOKING PAGE->DEVELOPERS "Custom Text" and exchange the default text for children:

Children|Children under 10 Child|Child under 10

- **First Night** the rate is valid
- **Last Night** the rate is valid
- **Slice by Date** - this divides the rate into individual rates with a different start date and end date
- **Strategy** - Set whether you allow the rate to be undercut with a lower rate.
 - ◆ Default (Allow lower prices) - this will always apply the lowest price for the guests selection
 - ◆ Do not allow lower prices or minimum stays- lower prices or shorter stays (if this rates minimum stay is greater than one) will not be allowed (Note for channel management: if you use multiple rate codes this blocks only this rate code)
 - ◆ Do not allow any other prices - all other prices will be overridden (Note for channel management: if you use multiple rate codes this blocks all other rate codes)
- **Minimum Stay** - this sets the minimum number of nights that must be stayed for this rate to apply.

For example: if you do not want to accept one night stays, set all your rates to a minimum stay of 2 or more.

This field can also be used to set a cheaper rate for longer stays. Create a second rate with this field set to the required stay period and your cheaper prices and it will be offered when the guest books to stay this period or longer.

- **Min days until check-in** - For example a setting of 365 will allow this rate to be booked up to a year in advance. A setting of 7 means this rate is only available one week before the first night of the booking. This setting can be used to create special early bird prices that are only available shortly before the booked night.
- **Max Days in Advance** - For example a setting of 0 will allow this rate to be booked for a stay tonight. A setting of 3 means this rate is only available at least 3 days before the first night of the booking. This setting can be used to create special last minute prices that are only available shortly before the booked night.
- **Booking Type** - you can define different booking styles for different periods or booking conditions.

For example: you could define two rates, one with a 1 night minimum stay as an "Request only" and the second as a 2 night minimum as "Automatic" booking allowed.

- **Rate Allowed** - Here you can set which nights of the week this rate applies. If it applies to all nights make sure all check boxes are ticked.

For example: if you wish to define a weekend special rate you could deselect Monday to Thursday and this rate will then only be available on Friday, Saturday and Sunday nights. If you deselect certain nights they will show as not available unless you have another rate set that includes those nights. This rate will only be offered if all dates of the stay fall on checked days.

- **Check-in Allowed** - This sets which night of the week a booking must start on. If you allow bookings to start on any night make sure all check boxes are checked. Only if for example you rent by the week and a rental must run Saturday to Saturday you could deselect all nights except Saturday.

This rate will only be offered if the arrival day is on a checked day.

- **Check-out Allowed** - This sets the days that a booking may end on (vacate day). This functions in a similar manner to the start allowed night but for the vacate day. If you allow departures on any day of the week please make sure all check boxes are checked. This rate will only be offered when the vacate day falls on a checked day.

12.1.1.1 Rooms, Offers and Linking

Select the room the rate applies to. You have the option to "link" a rate. This is a simple way to create rates for multiple rooms if they are similar to the originating rate. An "offset" raises or lowers the linked rate.

The screenshot shows the 'Rate 83782' configuration page with the 'Rooms' tab selected. The 'Rate Name' is 'Standard Rate'. The 'Property' is 'Demo - 13598', the 'Room' is 'Double - 33325', and the 'Offer' is '1'. Under the 'Link to Other Rooms ?' section, there are two rows: 'Superior' with 'used with per day offset' and a value of 10, and 'Single' with 'not used' and a value of 0. At the bottom, there are buttons for 'Update', 'Save as Copy', and 'Delete'.

[view large](#)

Your default offer which is always shown in "Offer 1" only change the offer number if you have activated additional offers.

12.1.1.2 Discounts

For information on discount option please go to [Discounts](#).

12.1.1.3 Upsell

Optional Upsell items can be enabled/disabled for individual rates. When a booking is made only those optional Upsell items enabled for any rate involved in the booking will be offered to the guest.

If a combination of Daily Prices and Rates is offered then all Upsell items will be offered.

Compulsory Upsell items are always enabled and cannot be disabled by a rate.

12.1.2 Copy a Rate

If you want to use the same rate for another room click on *SAVE AS A COPY*

12.1.3 Changing Rates

Click on the rate you want to change and enter your changes.

You can delete a rate setting and add new ones. You may re-use old rates that are still in the system by changing their start and end dates.

12.1.4 Bulk Changes

To bulk delete a number of rates go to SUB ACCOUNT (top right menu) then click on "Manage Account" then "Manage Property" then "Manage Room".

12.2 Booking Channels

If you use the Channel Manager, tick the booking channels the rate applies to. If you are using the Channel Manager you can set which channels the rate applies to. The rate will only be offered to the channels which are checked. This allows you to set different rates for different booking channels.

12.3 Customise display in the CALENDAR

- In the "Summary" tab of the booking you can set a color for each rate.
- In SETTINGS->ACCOUNT->PREFERENCES you can set if the only the name is displayed in the calendar or the name and the prices.

12.4 Rate Description

The template variable [RATEDESC] which is for example used in the host notification on new bookings shows following information:

-Bookings from your own booking page the "offer summary" from SETTINGS-> BOOKING PAGE- > ROOM CONTENT -> OFFER 1 / OFFER 2 / OFFER 3 / OFFER 4 -Bookings from OTAs the rate description the channel sends

12.5 Combination of Rates and Daily Prices

If you use rates you do not need to set up Daily Prices for every day. If required you can use a Daily Price to adjust the prices for an individual date or date range.

If you are using Daily Prices and Rates you can define your price strategy in SETTINGS -> BOOKING RULES click on "Daily Price Strategy" to open and select if your daily prices can be undercut by rates ("Default") or cannot be undercut by rates ("Do Not Allow Lower Prices").

12.6 Prices for OTA channels and your own booking page

Prices are used for the channels and/or the Beds24 booking page according to what is ticked in the "Channels" tab of a rate.

See [this help page](#) for specific information on how to set prices for OTA channels.

12.7 Check Prices

The 'Price Check Tool' shows you which prices and rules apply for specific dates/selections and why a certain price or rule was applied or not applied. You can find links to the 'Price Check Tool' on the RATES, CALENDAR and SUPPORT pages.

13 Seasonal Prices

This page explains how to set up seasonal prices

1. Using Daily Prices

Go to the CALENDAR and enter prices for each season.

2. Using Rates

If your prices vary by a percentage you can use the "Price Multiplier" in the CALENDAR to raise/lower rates by season.

If you have different rules for each season you can set seasonal rates by setting up an individual rate for each season. By default the system always uses the lowest price it can find. We recommend you make the highest rate always available and create lower rates for date ranges as you require.

Season 1:

- Depending on your strategy set up a rate per room or per person
- Set the first and the last night the rate is valid for.
- By default rates use the booking rule set under PROPERTIES -> BOOKING RULES. You can override the default you set there individual rates.
- Change to the tab "Rooms" and set "Room" to the room you want the rate to apply to.

Season 2:

- Open your Season 1 rate and click on "Save Copy"
- Change name, prices conditions (e.g. minimum or maximum stay).
- By default rates use the booking rule set under PROPERTIES -> BOOKING RULES. You can override the default you set there individual rates.

Set up as many rates as you need. When you go to the calendar view in the main RATES menu you can see which rate applies when.

14 Setting Prices for Booking Channels

This page explains how to set prices for booking channels

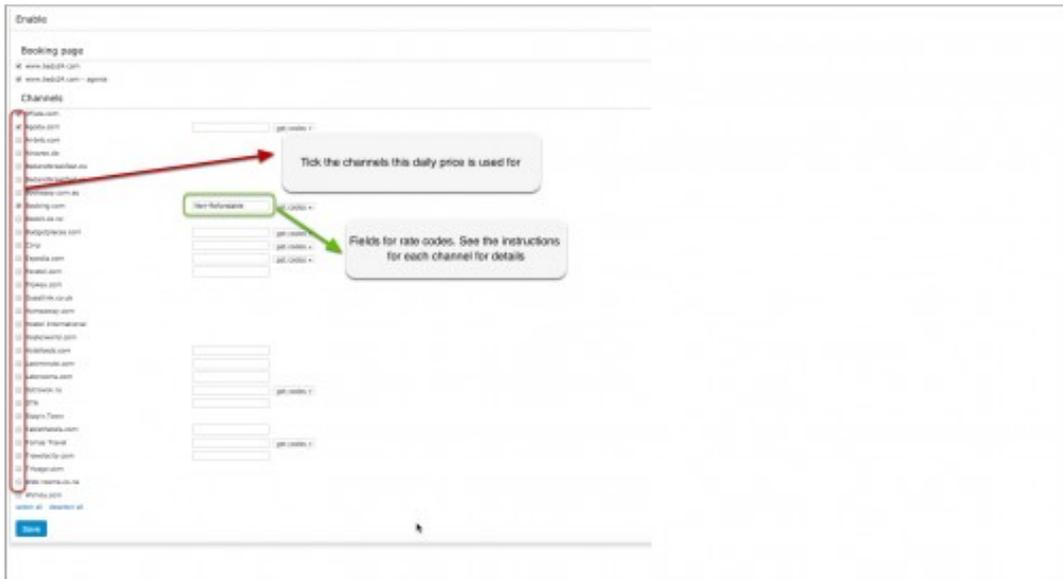
14.1 Contents

- 1 Daily Prices
- 2 Rates
- 3 Use Daily Prices in combination with rates
- 4 Mapping channel rate codes
 - ◊ 4.1 If you have multiple rate codes per room
 - ◊ 4.1.1 Multiple rate codes using Daily Prices
 - ◊ 4.1.2 Multiple rate codes using rates
 - ◊ 4.1.3 Multiple rate codes using offers
- 5 Price Multiplier

The system can send prices to many booking channels. For capabilities please check [this page](#).

14.2 Daily Prices

Each daily price can be used for any combination of channels and your booking page. Use the tick boxes at SETTINGS-> PROPERTIES-> ROOMS-> DAILY PRICES to specify which channels the price can be used for.



If you have multiple rate codes at a channel, you can map different Daily Prices to each by entering the rate code in each of the Daily Price settings.

Example: Create a Daily Price for your booking page and a different price for one or more channels.

1. Daily Price for your booking page

- Tick only "Beds24" under "Enable" in the Daily Price settings (SETTINGS->PROPERTIES->ROOMS->DAILY PRICES then click on "Edit")

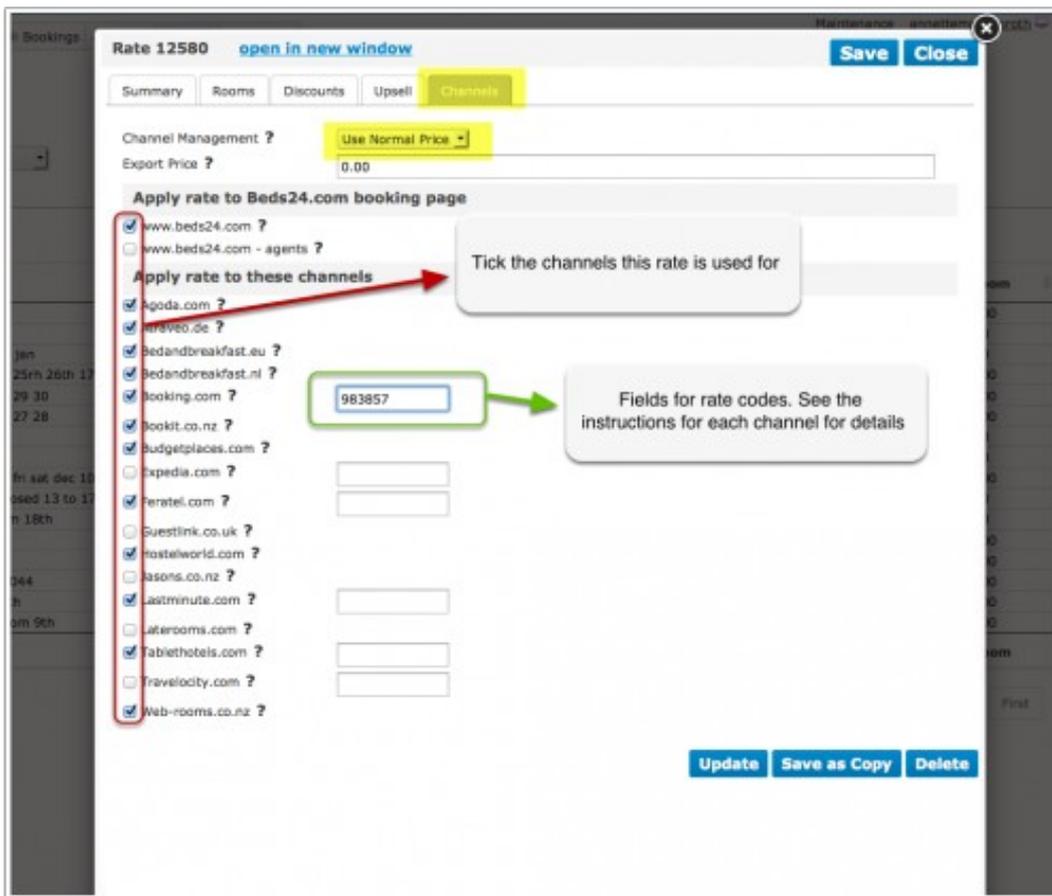
2. Daily Price for the channels

- Tick only the channels for which the price should be used under "Enable" in the Daily Price settings (SETTINGS->PROPERTIES->ROOMS->DAILY PRICES then click on "Edit")

14.3 Rates

Only prices per day can send. The setting for "Price per" needs to be set to "Day".

The "Channels" tab of the rate defines where a rate is used.



[view large](#)

- If you want to use a rate only on your own web site untick all channels.
- If you want to use a rate only for channel management untick "Beds24" and "Beds24 Agents".

You have the option to create a special rate for one or each channel and your web site.

1. Rate for your web site

- Create a rate clicking on "Add Rate" in the RATES menu
- Go to the "Channels" tab of the rate and make sure "Beds24" is ticked but not the channels you do not want to use the rate for

2. Rate for the booking channel

- Create a your rate clicking on "Add Rate" in the RATES menu
- Only per night prices can be sent to booking channels so make sure "Prices per" is set to "Night"
- Go to the "Channels" tab of the rate and make sure "Beds24" is unticked and the channels you want to send the rate to are ticked

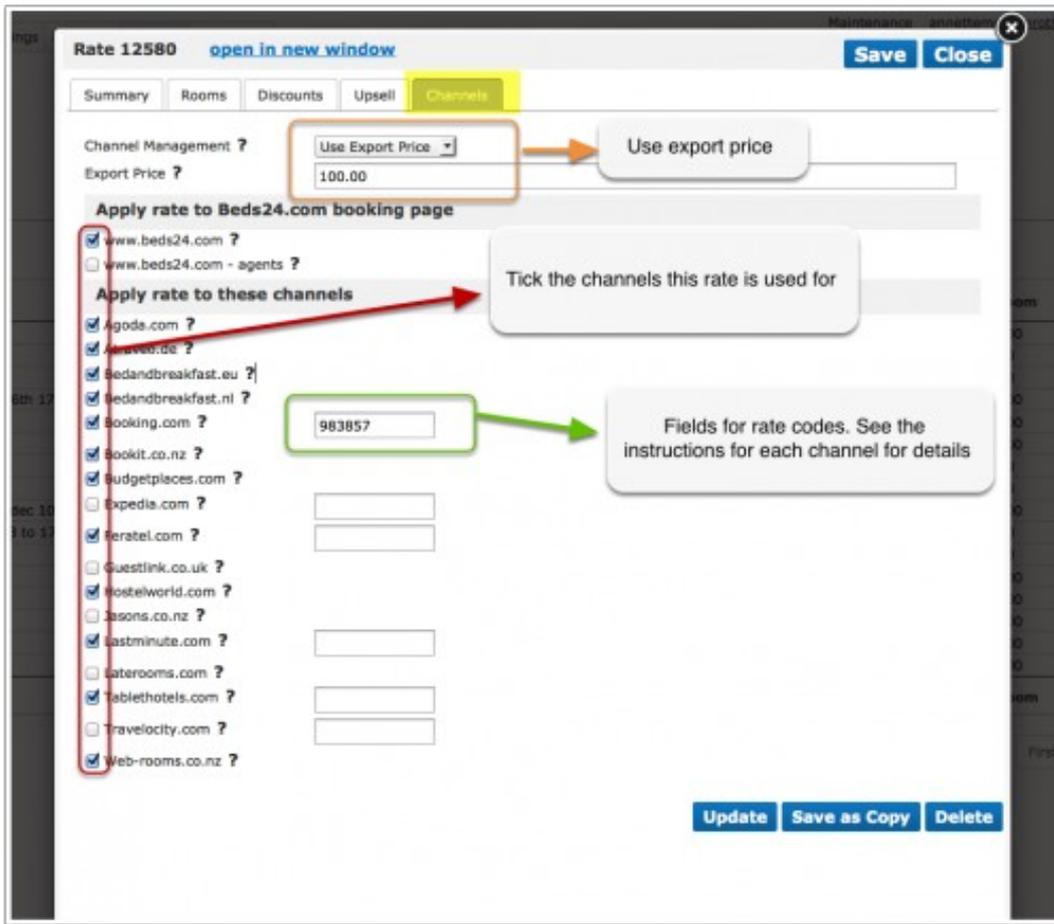
Rate Strategy: You can set three different values:

- Allow lower prices - this is the default and will always apply the lowest price for the guests selection
- Do not allow lower prices - if you use multiple rate codes this blocks only this rate code
- Do not allow any other prices - if you use multiple rate codes this blocks all other rate codes

Using the Export Price

The export price can be used to send a different price to channels than used on your booking page.

- Open the rate and go to the "Channels" tab
- Enter the price you want to send to the channels in the field "Export Price"
- Set "Channel Management" = "Use Export Price"



[view large](#)

When you go to RATES in the top menu you will see a list of all rates activated for channels.

NOTE: Only price "Per Day" can be sent to OTAs so make sure that "Price Per" is set to "Day" in all rates you want to send to OTAs.

14.4 Use Daily Prices in combination with rates

If you use Rates and Daily Prices together, the system will offer the lowest available price which meets all your rules.

14.5 Mapping channel rate codes

If a channel rate code is entered directly in a Daily Price or a Rate, it will be used with that price. If the rate code field is left empty in the Daily Price or Rate, the rate code entered in the Channel Manager settings for the channel will be used.

To map the rates the connection to the channel needs to be established. The set up instructions for each channel explain the procedure. When the connection is established you will be able to access your codes.

- Make sure your property and room codes for the channel are correctly saved.
- Click on the "Get Code" link next to the rate id setting and a list of rate ids will be retrieved from the channel for that room.
- Choose the rate id for this room and click on it. This will normally be the standard rate.
- When the correct rate id has copied to the rate id setting, click Save.

If you have additional offers activated you need to consider this in the mapping. The rate code field in the Channel Manager settings can take up to 4 rate codes, each separated by a colon (:). The first code is used for offer 1, the second for offer 2 etc.

Please also see the help the channel help page for specific information for the channel you are setting up.

14.5.1 If you have multiple rate codes per room

Some channels support more than one price per room for example to send prices for different occupancies, minimum stays, meal options or refundable and non-refundable prices.

The capabilities depend on the channel and are explained on the help page for each channel.

14.5.1.1 Multiple rate codes using Daily Prices

Each Daily Price can be mapped to any active channel rate code. Under "Enable" in the Daily Price settings (SETTINGS- >PROPERTIES- >ROOMS- >DAILY PRICES then click on "Edit") you can enter a channel rate code. If this setting is left blank, the rate code defined in the Beds24 channel manager settings for the channel will be used. If the Daily Price should be mapped to an alternative channel rate code, enter this rate code here.

14.5.1.2 Multiple rate codes using rates

Each Beds24 rate can be mapped to any active channel rate code. On the CHANNEL tab of each Beds24 rate is a setting to enter a channel rate code. If this setting is left blank, the rate code defined in the Beds24 channel manager settings for the channel will be used. If the Beds24 rate should be mapped to an alternative channel rate code, enter this rate code here.

If you have linked a rate to be used for other offers or rooms use the selector to choose the room you want to map.

14.5.1.3 Multiple rate codes using offers

Note: This method is obsolete. Use the method described under "Multiple rate codes using Daily Prices"

Beds24 supports up to four price "offers" for each room. Each of the four offers can be mapped to a different channel rate code.

To define the channel rate code for each offer, separate the rate ids with colons. For example the following Beds24 rate id setting will map offer 1 to rate id 11111, offer 2 to rate id 22222, offer 3 to rate id 33333 and offer 4 to rate id 44444:

11111:22222:33333:4444

If offer 1 is used only for the Beds24 booking page and only offers 2,3 and 4 are used for the channel leave the first rate id blank and start with a colon. For example :22222:33333:44444

The settings for Daily Prices allow each Daily Price row to be assigned to a specific offer and therefore mappable to different rate codes.

Same Price to Multiple Rate Ids

If a Beds24 price should be sent to multiple rate codes at a channel, the multiple rate ids can be entered with a comma separating them. For example 12345678,123456789

This can be used to allow a Daily Price set to "Do not allow lower prices" to override multiple rate codes at a channel. If the comma separated rate ids are defined in the channel manager rate id setting and each individual Beds24 rate contains it's specific channel rate code, each rate will be mapped to it's rate id and Daily Prices will be mapped to all the specified rate ids, over-riding the rate price when appropriate.

14.6 Price Multiplier

For many channels you can add multiplier to your prices, for example because the channel requires a different currency to your Beds24 currency.

For some channels we can also convert the prices of bookings imported back to the currency you use in Beds24.

Check the instructions for the channel if this feature is supported. If the instructions do not mention the option to add a multiplier please send us a support ticket (click on HELP in the top right in the channel page in the control panel) and we will see if we can add it.



The screenshot shows a web interface for configuring a channel. At the top, there is a link "View Setup Instructions" and a dropdown menu currently showing "My Bed and Breakfast - 24". Below this, the title "My Bed and Breakfast (Property id 24)" is displayed. Underneath, there is a prompt: "Get the Agoda.com Room and Rate Codes for this Hotel id". A text input field labeled "Hotel id" contains the value "123456*1.15", where the multiplier "1.15" is highlighted in yellow. To the right of the input field, there is a "view large" link.

Note:
The prices will only be sent to the channels you have activated in the channel manger settings.

15 Warning rate is less than minimum room price

This page explains the functionality of minimum prices

A minimum price set in SETTINGS->PROPERTIES->ROOMS->SET UP can not be undercut by a rate or daily price. If a rate or daily price is set to a lower value the system will automatically apply the minimum price. To fix the problem either lower the minimum price for the room in SETTINGS->PROPERTIES->ROOMS->SET UP or raise the price in the rate or daily price at least to the value set in SETTINGS->PROPERTIES->ROOMS->SET UP.

16 Weekend and Weekday Rates

This page explains how to create different prices weekdays and weekends

Using Daily Prices

Go to the CALENDAR and enter one set of prices for weekends and one set of prices for weekdays.

Using Rates

If you only want to have different prices for weekends you can use the "Price Multiplier" in the CALENDAR to adjust your prices for the days you consider weekends.

If you want to set different conditions for weekends and weekdays (e.g. minimum stays) you will need two rates.

1. Weekdays:

- Go to RATES click on "Add Rate" and set your prices minimum stay etc. for weekdays.
- In "Rate Allowed" deselect weekends.

2. Weekend:

- Go to RATES click on "Add Rate" and set your prices minimum stay etc. for weekdays.
- In "Rate Allowed" deselect weekdays.

17 Weekly Prices

This page explains how to set up weekly prices

17.1 Using Rates

1. Guests can only book on a weekly basis (7, 14, 21.. nights)

- Go to RATES and click on "ADD RATE"
- Set "Prices Per" = "Week"
- Enter your weekly prices. For display the system will divide these by seven but allow guests only to book seven or a multiple of seven nights.
- If you only allow check-in / check-out on certain days (e.g. you rent only from Sat to Sat.) deselect "Check-in Allowed" and "Check-out allowed" for all days except for the day guests can check-in/out.

Note: The channel manager can only send prices per day. Do not use this method for rates you want to use for channel management.

2. Guest needs to book at least seven nights (7, 8, 9, 10... nights)

Using daily prices:

Go to SETTINGS->PROPERTIES->ROOMS->DAILY PRICES click on "Edit" and set the "Minimum Stay" = 7

Using rates:

- Go to RATES and click on "ADD RATE"
- Set "Prices Per" = "Night"
- Set "Minimum Stay" = 7

Go to SETTINGS->BOOKING PAGE->PAGE DESIGN and set "Default Number of Nights"=7 and "Minimum Number of Nights" = 7

If you use weekly and nightly rates together the system will apply the weekly rate for the first seven nights and use then the nightly rate.

NOTE

*Instead of "Prices Per Week" you can also create "Prices Per 2-31 nights. For display the system will divide these by the number of nights b
*Any value other than per night will not apply any of these prices for channel management.

Go to SETTINGS->BOOKING PAGE->PAGE DESIGN and set "Default Number of Nights"=7 and "Minimum Number of Nights" = 7

18 Yield Optimiser

This page is about the menu **SETTINGS->YIELD OPTIMISER**

The idea of the yield optimizer is to automatically adjust prices based on demand shortly before check-in.

Prices can be adjusted up or down. Multiple rules can be created and will work together. Each rule can be assigned to one or more rooms. A rule will only adjust the price when its trigger condition is met and if the room multiplier is not manually over-ridden.

The multiplier will apply to all prices. If you use rates you can deactivate the multiplier by setting "Allow Multiplier" = No in the Summary tab of the rate.

18.1 Rule

Set the start and end dates when the rule is valid and the percentage value of your normal price to charge when the rule is triggered.

Examples: The regular price per night is ?100. 40% will lower the price to ?40. 150% will raise the price to ?150. 100% will leave the price unchanged.

The percentage to which a price is changed by the yield optimizer will show in the CALENDAR with a blue background. These automatic values can be manually over-ridden. Manual overrides will have a white background.

Thu 24	Fri 25	Sat 26	Sun 27
Auto - 100% = no change			
100%	110%	100%	40%
manual			

[view large](#)

The maximum value is 250%.

Note: The yield optimizer will NOT override manually entered multipliers.

18.2 Trigger

Set the condition when the prices should be changed. Rules will trigger on a per date basis so they will only trigger on dates which meet the trigger condition.

A rule can be applied to bookings with arrival up to 30 days in advance. It can be restricted to a shorter period or a time window.

A rule can be set to apply when a certain number of rooms is available on the night.

- If multiple rooms are selected the availability in these rooms will be added up. This sum is then the trigger which will apply the rule.
- If no rooms are ticked the rule will automatically use the availability in the room or rooms selected in the "Apply to" tab. In this case the availability of each individual room is used to trigger the rule on that room.

18.3 Apply to

The rule will be applied to the ticked rooms.

Multiple rules can apply at the same time and the changes will accumulate.

Example: Original price = 100?, Rule 1 = 120%, Rule 2 = 150%. After the application of both rules the price will come to 180?.

Explanation:

- 120% of 100? = 120?.
- 150% of 120? = 180?.

Note: The order of the rules does NOT matter, because:

- 150% of 100? = 150?.
- 120% of 150? = 180?.

Note: We recommend you check carefully that your rules work as expected.