

Attaching a Guest Service to a Rate Plan for eRes Mobile Online Booking Engine

The following article reviews how to attach Guest Service(s) to an eRes Rate Plan, so when the Rate Plan is booked on eRes Mobile Online Booking Engine, the Guest Service(s) will be available for the booker to add on to their reservation.

Proceed to **System Configuration > Rates**.

Name	Per	Date From	Date To	Scope
*Best Available Rate	day	11/14/2014	12/31/2018	Private
*Best Available Rate / CRS	day	3/9/2015	12/31/2018	Private
*Best Available Rate / GDS	day	11/17/2014	12/31/2018	Private
*Best Available Rate / Hotel Website	day	11/14/2014	12/31/2018	Private
10% Off Online Promo / Hotel Website	day	11/20/2014	12/31/2018	Private
3FOR2	day	12/2/2014	12/31/2018	Private

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Single:							
Double:							
Triple:							
Quad:							
Extra:							
Child:							

Select the desired **Room Type** from the drop down menu, and select the desired **Rate Plan** in the list below. When choosing the Rate Plan, be sure to choose the **Hotel Website** version, as this is the one that will be bookable online via the eRes Mobile Booking Engine.

Room Sections		Rate Categories		Customize Guest Reports		Reasons		Market Segment	
Property	Room Inventory	Rates	Rooms	Confirmation Notes	Reg Card Notes	Guest Folio Note			
Room Type		CVK-							
Name	Per	Date From	Date To	Scope					
*Best Available Rate	day	11/14/2014	12/31/2018	Private					
*Best Available Rate / CRS	day	3/9/2015	12/31/2018	Private					
*Best Available Rate / GDS	day	11/17/2014	12/31/2018	Private					
*Best Available Rate / Hotel Website	day	11/14/2014	12/31/2018	Private					
10% Off Online Promo / Hotel Website	day	11/20/2014	12/31/2018	Private					
3FOR2	day	12/2/2014	12/31/2018	Private					

Rate Adjustment Rate Calendar Adjustment History Policy Online booking Guest Services

From: 3/29/2016 Minimum Length of Stay: 0 ☐ Close To Arrival ☐ Close

To: 4/4/2016 Maximum Length of Stay: 0 ☐ Clear Closed to Arrival ☐ Open Closed Rate

Clear LOS ☐

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Single:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Triple:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quad:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extra:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add Rate

Edit Rate

Delete Rate

Active ☒ InActive ☐

Multi Rate

Promos

Print Rates

☐ Exclude Tiered Rates

Print Promos

GDS Linked Rates

Proceed to the **Online Booking Guest Services** tab. All Guest Services that have been set up for the property will be displayed here.

Room Sections		Rate Categories		Customize Guest Reports		Reasons		Market Segment	
Property	Room Inventory	Rates	Rooms	Confirmation Notes	Reg Card Notes	Guest Folio Note			
Room Type		CVK-							
Name	Per	Date From	Date To	Scope					
*Best Available Rate	day	11/14/2014	12/31/2018	Private					
*Best Available Rate / CRS	day	3/9/2015	12/31/2018	Private					
*Best Available Rate / GDS	day	11/17/2014	12/31/2018	Private					
*Best Available Rate / Hotel Website	day	11/14/2014	12/31/2018	Private					
10% Off Online Promo / Hotel Website	day	11/20/2014	12/31/2018	Private					
3FOR2	day	12/2/2014	12/31/2018	Private					

Rate Adjustment Rate Calendar Adjustment History Policy **Online booking Guest Services**

- ☐ WiFi Access
- ☐ Breakfast
- ☐ Kayak Rental
- ☐ Scooter Rentals
- ☐ Hypoallergenic Duvet
- ☐ Boxed Lunch
- ☐ Hypoallergenic Pillows
- ☐ Rollaway Bed
- ☐ Champagne
- ☐ Refrigerator
- ☐ Valet Parking
- ☐ Golf Green Fees
- ☐ Yacht Rentals
- ☐ Pet
- ☐ Transportation
- ☐ High Floor

Select All Deselect All Update

Add Rate

Edit Rate

Delete Rate

Active ☒ InActive ☐

Multi Rate

Promos

Print Rates

☐ Exclude Tiered Rates

Print Promos

GDS Linked Rates

Check the boxes next to the Guest Services to be offered online with the selected Rate Plan. Use the **Select All** button to add all services, or check off only the ones that apply. Once done, click **Update** to save the selection.

The selected Guest Services have now been added to the **CVK** Room Type on the **Best Available Rate / Hotel Website** Rate Plan.

Repeat the above steps for each **Room Type** on the **Rate Plan** that these Guest Services need to be applied to online.

Room Sections		Rate Categories		Customize Guest Reports		Reasons		Market Segment	
Property	Room Inventory	Rates	Rooms	Confirmation Notes	Reg Card Notes	Guest Folio Note			
Room Type		CVK-							
Name	Per	Date From	Date To	Scope					
*Best Available Rate	day	11/14/2014	12/31/2018	Private					
*Best Available Rate / CRS	day	3/9/2015	12/31/2018	Private					
*Best Available Rate / GDS	day	11/17/2014	12/31/2018	Private					
► *Best Available Rate / Hotel Website	day	11/14/2014	12/31/2018	Private					
10% Off Online Promo / Hotel Website	day	11/20/2014	12/31/2018	Private					
3FOR2	day	12/2/2014	12/31/2018	Private					

Rate Adjustment	Rate Calendar	Adjustment History	Policy	Online booking Guest Services
<input checked="" type="checkbox"/>				WiFi Access
<input checked="" type="checkbox"/>				Breakfast
<input checked="" type="checkbox"/>				Kayak Rental
<input checked="" type="checkbox"/>				Scooter Rentals
<input checked="" type="checkbox"/>				Hypoallergenic Duvet
<input checked="" type="checkbox"/>				Boxed Lunch
<input checked="" type="checkbox"/>				Hypoallergenic Pillows
<input checked="" type="checkbox"/>				Rollaway Bed
<input checked="" type="checkbox"/>				Champagne
<input checked="" type="checkbox"/>				Refridgerator
<input checked="" type="checkbox"/>				Valet Parking
<input checked="" type="checkbox"/>				Golf Green Fees
<input checked="" type="checkbox"/>				Yacht Rentals
<input checked="" type="checkbox"/>				Pet
<input checked="" type="checkbox"/>				Transportation
<input checked="" type="checkbox"/>				High Floor

Select All
Deselect All

Add Rate
Edit Rate
Delete Rate

☒ Active
☐ InActive

Multi Rate

Promos

Print Rates
☐ Exclude Tiered Rates

Print Promos
GDS Linked Rates

Update

Booking Guest Services Online

When booking on eRes Mobile Booking Engine, if the Best Available Rate is selected using the Book Now button:

[Modify/Cancel](#)
[Groups](#)

BOOK ONLINE
1. Search
2. Rates
3. Guests
4. Done

Rates

Check out available rooms and their rates below

Coupon ☐

Check In 31

Adults ▼

Group Code ☐

Check Out 31

Children ▼

Promo Code ☐

of Nights ▼

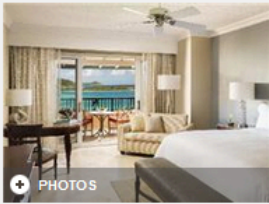
SEARCH AVAILABILITY

Rate Categories ▼

Room Type ▼

All Prices in: **CAD**

***Best Available Rate**
▲



Courtyard View King

Relax in this well appointed, spacious room with serene views of our tropical garden courtyard. Enjoy in-room comforts such as our soothing signature spa series

Our Courtyard View Rooms feature a

250.00

per Night

Book Now

*Best Available Rate

+ SHOW DETAILS
PHOTOS

A box with **Add-ons** will appear, allowing the booker to choose from a list of available guest services they can add to their reservation. Some may have associated charges, whereas others may simply be guest preference requests. The guest can place a check next the service they wish to add, and click **Add Add-on(s) to Booking** to proceed. If they choose to not add any Guest Services, they can simply click **Continue with Booking** to proceed without adding and services.

Add-ons: Check out these great offers and additional activities you can add to your hotel booking		
Away From Elevator	0.00	<input type="checkbox"/>
Request a room away from the elevator		
Boxed Lunch	15.00	<input type="checkbox"/>
Request a boxed lunch to take with you. Choose from a selection of premium deli sandwiches and gourmet salads. Per person, per day.		
Breakfast	30.00	<input type="checkbox"/>
Daily breakfast, served in your room. Per person, per day.		
Champagne	150.00	<input type="checkbox"/>
Request a bottle of Champagne, chilled and waiting in your room upon arrival.		
Golf Green Fees	125.00	<input type="checkbox"/>
Plan to play some golf? Pre-book your daily tee time. Charged per person, per day.		
High Floor	0.00	<input type="checkbox"/>
Request a room on a higher floor		
Horse Back Rides	40.00	<input type="checkbox"/>
Horseback Rides (hourly)		
Hypoallergenic Duvet	0.00	<input type="checkbox"/>
Request Hypoallergenic Duvet		
Hypoallergenic Pillows	0.00	<input type="checkbox"/>
Request Hypoallergenic Pillows		
Pet	50.00	<input type="checkbox"/>
Bringing a pet? We have a one time cleaning fee of \$50.00.		
Refrigerator	0.00	<input type="checkbox"/>
Request an in-room refrigerator for personal items.		
Rollaway Bed	30.00	<input type="checkbox"/>
Request a roll away bed		
Scooter Rentals	65.00	<input type="checkbox"/>
Scooter Rentals, per day, per person		
Transportation	100.00	<input type="checkbox"/>
Request pick-up from Airport or Cruise Terminal. We will contact you to confirm times and details.		
Valet Parking	25.00	<input type="checkbox"/>
Per night valet parking for 1 vehicle		
WiFi Access	18.00	<input type="checkbox"/>
Request in-room WiFi Access. Per room, per day.		
Yacht Rentals	350.00	<input type="checkbox"/>
Yacht rental, charged per day. We will contact you to confirm details.		