

# 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

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:

Double:

Triple:

Quad:

Extra:

Child:

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-

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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

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.

The screenshot shows a software interface for managing hotel rates and services. At the top, there are navigation tabs: Room Sections, Rate Categories, Customize Guest Reports, Reasons, and Market Segment. Below these are sub-tabs: Property, Room Inventory, Rates, Rooms, Confirmation Notes, Reg Card Notes, and Guest Folio Note. The 'Room Type' is set to 'CVK-'. A table lists several rate plans, with the selected one being '\*Best Available Rate / Hotel Website'. To the right of the table are buttons for 'Add Rate', 'Edit Rate', 'Delete Rate', 'Active', 'Inactive', 'Multi Rate', and 'Promos'. Below the table is a section for 'Online booking Guest Services' with a list of services, each with a checked checkbox. At the bottom of this section are 'Select All', 'Deselect All', and 'Update' buttons. The 'Update' button is highlighted with a red box.

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- Refrigerator
- Valet Parking
- Golf Green Fees
- Yacht Rentals
- Pet
- Transportation
- High Floor

## Booking Guest Services Online

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

**BOOK ONLINE**

1. Search

**2. Rates**

3. Guests

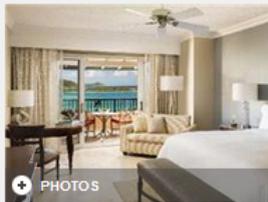
4. Done

## Rates

Check out available rooms and their rates below

Coupon Group Code Promo Code Check In  Check Out  # of Nights Adults  ▼Children  ▼Rate Categories  ▼Room Type  ▼

All Prices in: CAD

**\*Best Available Rate**

PHOTOS

### 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

\*Best Available Rate

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   
Request a room away from the elevator

**Boxed Lunch** 15.00   
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   
Daily Breakfast, served in your room. Per person, per day.

**Champagne** 150.00   
Request a bottle of Champagne, chilled and waiting in your room upon arrival.

**Golf Green Fees** 125.00   
Plan to play some golf? Pre-book your daily tee time. Charged per person, per day.

**High Floor** 0.00   
Request a room on a higher floor

**Horse Back Rides** 40.00   
Horseback Rides (hourly)

**Hypoallergenic Duvet** 0.00   
Request Hypoallergenic Duvet

**Hypoallergenic Pillows** 0.00   
Request Hypoallergenic Pillows