

# Getting Started with Bookerville: CREATING PROPERTIES

## TAB 3: GUEST OPTIONS

### Offering Special Add-Ons to Your Guests During Booking

Guest Options allow property owners to offer special custom add-ons to their guests. Guest Options can be tickets or discounts to local attractions, like golf courses, movie theaters, restaurants, water parks, etc. Other examples include Valentine champagne for two, Girls Weekend bottle of wine, birthday chocolates, or romantic massages for two, special upgraded linens, heat the pool, bring your pet.

Title:	Description:	Price:	
Extra Bed	Need more sleeping options? Choose this Guest Option and we'll include a hide-away bed for a very small fee.	\$100.00 (Flat Fee)	<input type="checkbox"/> Taxable <input type="checkbox"/> Mandatory Edit Delete

### A few notes about Guest Options:

- Guest Options are optional. Unless they are mandatory. See below.
- You can add, edit and delete your Guest Options at any time.
- Guest Options are presented to your guests during the time of booking (including description and price). Guests can select any or all of them.
- Options chosen by your guests are calculated and displayed into the total.
- You can optionally email to owner and guest after adding it to the Confirmation Email using the Email Template.
- Guest Option Text and price can be anything you want.
- You can enter as many Guest Options as you like, but anything more than five or six may deter potential customers

Now, let's get started on **Tab 3: Guest Options...**

#### Tab 3: Guest Options

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## Setting Up Your Guest Options

**Discounts:** If one of your options gives a discount to a guest (for example a Bring Your Own Linens Discount which would credit your guest if they brought their own linens) be sure to make the price or percent negative in the price box. This will subtract the amount from the guest's total if they choose this option.

**Taxable Items:** Check the 'This Guest Option is taxable.' check box if you'd like your tax rate to be applied to the option. If a guest chooses a taxable item, Bookerville will automatically calculate the tax and display to the guest during the booking process.

**Tax Exempt:** If you enter a Guest Option with the specific label of **Tax Exempt**, then if a guest chooses this option Bookerville will not charge any taxes. If you present this Guest Option to your guests, you should state something in the description about providing their tax number and documentation during contract signing, etc.

**Mandatory Guest Options:** I always giggle when I see this one. We offer Cancellation / Trip Insurance as well as Damage Protection Products from Rental Guardian. They are presented to the guest in the form of a guest option. In some cases, you the Property Manager want to make these options mandatory. Checking the "Mandatory" box will check the box during check out and the guest will be unable to un-check it.

### Guest Option Examples:

- **Champagne and Roses** - A chilled bottle of top-brand champagne, and a dozen fresh, beautiful roses will be in your room when you arrive. The perfect touch for a celebrational getaway! **\$75.00**
- **Miniature Golf Week Pass** - A family weeklong pass to the Tropical Miniature Golf Course. Go as many times as you like during your stay, up to 8 persons. Passes will be on the kitchen counter when you arrive. **\$65.00**
- **Heated Pool** - The outdoor pool will be heated to 80 degrees during your stay. **\$35.00 per night.**
- **Cancellation Insurance** - With this insurance policy, you may cancel your reservations any time up to the check-in date. **15% of the total rent due**

### Let's enter a Guest Option:

1. Enter a **title** for your Guest Option. Think of a catchy, short and sweet one. This may entice your guest to choose it.
2. Enter the **description**. Again, use some good, active, exciting language to really sell your option. By the choice of your wording, you really could make this irresistible to your guest. You can even test our different titles and descriptions to see which work better for your type of guests. Try out one for a month or two, take note of how many buy it. Tweak it and see if you can get that number up.

3. Enter the **Price**. If you want the Guest Option to offer a discount, enter a negative amount. It will be subtracted from the total if the guest chooses this.
4. Click **Save**.
5. Click the **Preview These Guest Options** button to see what they will look like to your guest.

## Copy Guest Options to Other Properties

**Copy Guest Options To Other Properties**

Copy or Delete Guest Options from **Cindys Test Property** To or From Other Properties

1 Check the Guest Options you want to copy (or delete):

- Extra Bed

Select All Deselect All

2 Select the properties you want to copy these Guest Options to (or delete from):

- April Eievnth
- April Eievnth - CLONE
- April Seventh!
- Be Happy Go to The Beach
- Beach House Bash
- Cindys Test Property - CLONE
- My Sweet Beach House
- Panama Apartment (Long Term Rentals)
- April Showers
- Around the World in a Day

Select All Deselect All

3 **Copy** - OR - **Delete**  Also delete from this property (Cindys Test Property)

Close

Got multiple properties? Be sure to use the “Copy Guest Options” to any and all properties that may use the same Guest Options. This works well when you have to edit or delete as Guest Option as well. Make the edit in one property, and then use Copy Guest Options to make the same edits or deletions to other properties.