

MANAGING RATE PLANS

KWHotel 0.46 version has brought a modified room group rate management, which allowed a direct synchronization with Booking.com and eHoliday portals.

Single room configuration, used by hotels which do not manage any rooms groups, was not altered.

1. CREATING ROOM GROUPS

Room group encompasses the rooms that are of the similar parameters (i.e. number of people, price, equipment) so that it is easier to manage them. It is widely used in larger hotels where many rooms have an identical price or standard.

COMMENTS: If each room in your hotel is unique but you still want to synchronize with the Booking.com or eHoliday, please create one room group per room (to achieve a 1:1 room - room group ratio between the portal and KWHotel)

*ATTENTION! Synchronization with booking portals and channel managers is possible only if there are room groups created; **it is not possible to synchronize individual rooms.***

How to create a room group?



1. Enter the Rooms module and select the „Room groups” tab.
2. Click "Add a new room group"
3. Fill in the name of the group, i.e. "Double room", "Room with a bathroom" or "A bed in the 5 people room".

	Double room	Room with a bathroom	A bed in the 5 people room
Basic tab			
Group type	Room or apartment		Hostel bed
Number of beds	Maximum amount of single, double and extra beds		Single beds: 1
Fixed number of beds in the room group	Yes (number of beds does not change)	No (group refers to different rooms so the number of beds may vary)	Yes (1 bed)
Description	you should add it here if all rooms/beds in the given group contain the same description		
Prices	Fixed price per room or per person (description below)		Fixed price per bed
Equipment tab			
Additional room equipment	Room equipment can be added in the Rooms module, by selecting the Equipment tab and adding new entries there.		
Advanced tab			
Advanced	Do not display the room group in the calendar and online booking engine or exclude it from statistics		
	Assign the "Apartment" status to a given room group	-	
Once you have created the room group, visit it again to enable a new "Translation" tab where you can add descriptions in different languages (KWHotel online booking engine is required in such case)			
Translation			
Language	You need to select the language symbol: Language: i.e. EN (English), DE (German), PL (Polish), FR (French), ES (Spanish), IT (Italian), RU (Russian), CZ (Czech), UK (Ukrainian)		
Room group name	How will the room group be named in another language		
Description	How will the room group be described in another language		

Prices and how to settle rooms by default.

Here you can set prices that will be used by the online booking engine (KWHotel 0.44 version). You can also use this tab if rate plans (KWHotel 0.46) have not been set yet.

Room rate can be created using the following patterns:

Rate per room - it is not influenced by the amount of people that are booking it. Please type a room rate in the white field

Rate per person - it is influenced by the amount of people that are booking it. You need to fill in the "Minimal room rate" and age groups as well. If you are not planning to sell this room group to a smaller amount of people than intended, you can omit the „Minimal room rate" field and fill in the age groups only.



Comments: Minimal room rate is added to the age groups` rates. It allows you to sell a room to a smaller amount of people than it was originally intended but for a higher price.

Example: Double room

Minimal room rate = 30 EUR

Price per adult = 40 EUR

If one person books this room = 30 EUR + 40 EUR = 70 EUR

If two people book this room = 30 EUR + 40 EUR + 40 EUR = 110 EUR

2. ASSIGNING ROOMS TO ROOM GROUPS

1. Move to the Rooms list tab



2. Click "Add a new room"

3. Type the room number (it is done automatically but you can change it)

COMMENT #1

KWHotel will place room 11 before room 2 on the calendar. If you want your rooms to be sorted chronologically:

- add "0" or "Space" before the single digit room (02 and 11)

- add "00" or 2x "Space" before the single digit room and "0" or "Space" before the two digits room (i.e. 002 or 011)

COMMENT #2

If, for example, room 01 contains three beds, you should create their symbols in the following way:

01 - 1 (first bed in room 01)

01 - 2 (second bed in room 01)

01 - 3 (third bed in room 01)

4. Fill in the floor

5. Assign the room group - KWHotel will block you possibility to modify prices in this window.
Now all changes must be done in the room group tab.

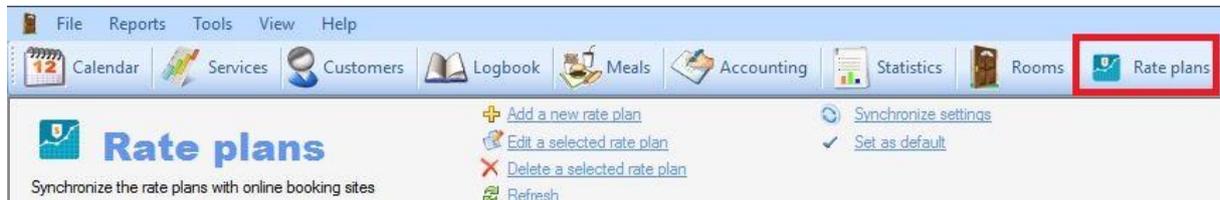
6. In the "Equipment" tab you can add additional equipment that will be a part of this particular room, not the whole room group.

7. In the "Advanced" tab it is possible to select an entry level room cleanliness status. You can also select which hotel includes this room (Usable only if you manage multiple hotels from the same program).

3. ROOM GROUPS - CREATING RATE PLANS

Rate plans are used to manage prices of the room groups.

COMMENTS: If your hotel is not synchronised with online booking portals or channel managers, it can (but it`s not obligatory) use just one rate plan, i.e. Standard. Every rate plan allows to modify prices for each day.



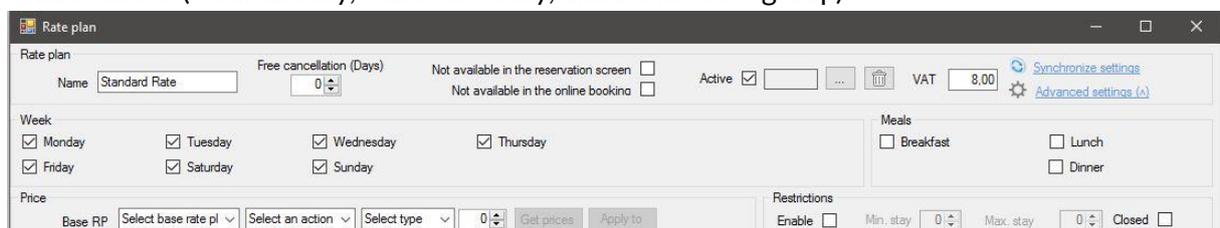
In order to create a rate plan for the given room group:

1. Click on the Rate plans icon and select "Add a new rate plan".

COMMENTS: When opened the new rate plan window and advanced options are not displayed, please click "Advanced configuration".

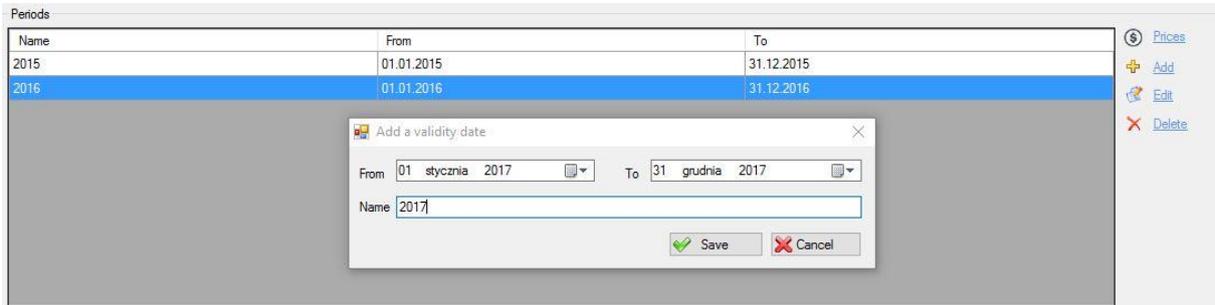
2. Fill in:

- Rate plan`s name (i.e. Standard, Weekend, Holidays, Christmas, Booking.com, etc.)
- Free cancellation - related to the Booking.com synchronization
- „Not available in the reservation screen” – select this option if this rate plan is not supposed to be used in the reservation screen
- "Not available in the online booking" - select this option if this rate plan is not supposed to be used in the online booking engine
- Select if the rate plan is active or not
- Color of the borders that will be displayed in the calendar
- Tax rate (The „VAT” field)
- Days when the rate plan is valid,
- Meals included in the rate plan`s price,
- Rates - copy rates from other rate plan (DESCRIPTION BELOW)
- Base rate plan - copy rates from other rate plan (DESCRIPTION BELOW)
- Restrictions (minimal stay, maximum stay, close the room group)

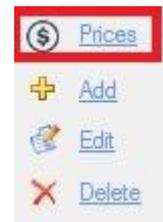


3. Add validity date (validity date of the rate plan or online booking portal`s synchronization) and click "Add". In order to change a term, select it on the list, click „Edit”, modify dates or name and click "Save".

Attention! In case of the direct synchronization with Booking.com, synchronization term should be set for at least a year; otherwise, the allotment will not synchronize and overbookings may happen.



4. Now click "Prices".



Room's group
Name
Double room
Quadruple room
Single room
Suite

5. On the left you will see a list of room groups.

Attention for those who synchronize with the channel managers and Booking.com!

Prices must be set for every room group. Even if the given room group is not included in this rate plan, you need to block it. If it won't be blocked, it may display in the online booking portal with a "0" rate.

6. Prices

One price period:	Multiple price periods
<ul style="list-style-type: none"> - select the price period and click "Edit" or double click it - change the prices. 	<ul style="list-style-type: none"> - Click "Fill in the prices, restrictions and allotment" - select the dates and type the prices in one of the price periods. <p>Example: <i>First price period: from 1/01/2016 to 31/12/2016</i> <i>Second price period: from 1/05/2015 to 03/05/2016</i></p> <p>The final result will look as follows: <i>From 01/01/2016 to 30/04/2016</i> <i>From 1/05/2016 to 03/05/2016</i> <i>From 04/05/2016 to 31/12/2016</i></p>
<p>You can adjust the prices dynamically (different price each day) in the "Prices by days" tab.</p>	

Filling in the price periods:

- room base price,

Example: Double room

Base price: 30 EUR

Price per person: 30 EUR

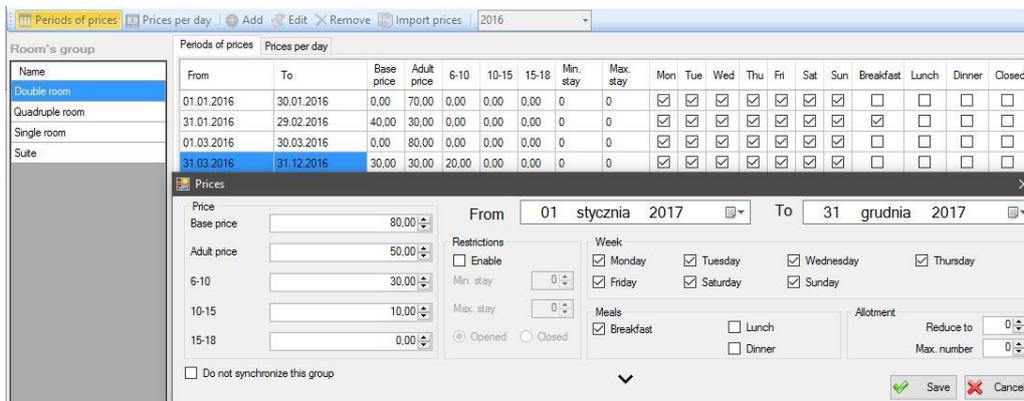
When booking this room for 1 person: 30 + 30 = 60

When booking this room for 2 persons: 30 + 30 + 30 = 90

- price per age group,

- restrictions (minimum and maximum stay, closing the room group)

- sending allotment to the online booking portals.



Attention! It is possible not to synchronize a room group in a specific rate plan with the channel managers and online booking portals. Just select an option "Do not synchronize this room group".

Note: Every price period can be closed by clicking the "Close" button.

TIP: If you click the arrow on the bottom part of the price period creator (please look at the screenshot above), you will be able to apply the same prices to all the room groups you select.

If you want to load a rate plan by default when creating a new reservation, select it in the Rate Plans module and then hit "Set as default".

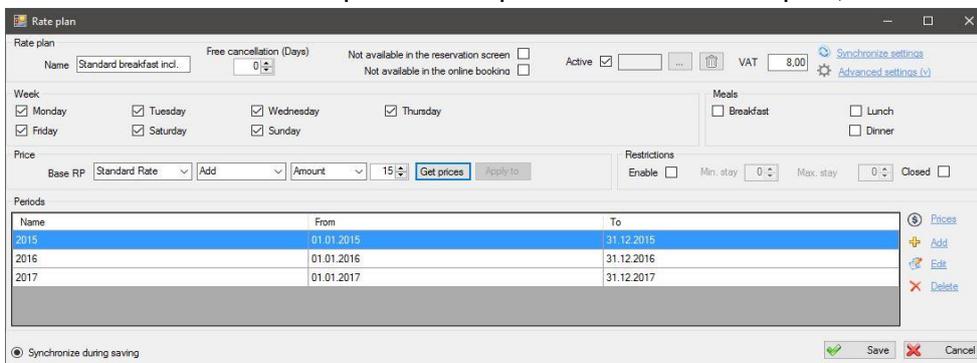
4. SHARING RATE PLANS

It is possible to share settings across multiple rate plans so that any change in the main rate plan will also be reflected in the other rate plans.

Such rate plans download data from the main rate plan and we can add/subtract the amount or percentage from it.

Example:

"Standard rate" is the lead rate plan. We can add a "Standard rate breakfast incl." rate plan which will add 15 EUR breakfast price to the price of the main rate plan,



Every price in the main rate plan will be increased by the amount we specified.

5. SYNCHRONIZATION WITH THE CHANNEL MANAGERS AND ONLINE BOOKING PORTALS

In order to send prices and allotment to the channel managers and online booking portals correctly, it is crucial to check all the configuration.

Attention! If you set a price "0" in any price period, this price will be sent to the online booking system. It is important then to check the prices and lock price periods prior to the synchronization.

Moreover, if the synchronization period is over, i.e. you synchronize a period from 1.01.2016 to 31.12.2016 while your guest will make a reservation for the 2017, he will see the prices that have been set directly in the online booking portal (for example in the Booking.com) that have been set there before the synchronization. Thus, it is advised to create very long synchronization periods.

If the synchronization term is over, your rooms will still be visible in the online booking portal but the price will be the one that was set in the online booking portal prior to the synchronization. It is crucial to check the synchronization periods in KWHotel.