



Rental Reserve

User Guide

For Property Managers/Owners

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Joining Let In Edinburgh Process

1

Stage 1 – Sending your Request to join Let In Edinburgh

1. Complete the 'Add Your Property' Form, see
<http://www.rentalreserve.co.uk/tour/add-your-property/>
2. You will then receive an automated email confirming that we've received your message and we'll get back to you as soon as possible.
3. We will then call you to discuss your property and the ways in which Let In Edinburgh can work with you to effectively Market your property.

Stage 2 – Set-Up and Demonstration

1. We will send you email explaining how to start the activation process.
Follow the link to where you register and then the instructions to complete your username and password.
2. On completion of this process you will receive an automated email.
Open the email and Click the link to confirm your email address.
3. Whilst you are completing this process, we will set you up a new 'Template' property, including all the information you have provided so far.
4. Once you have confirmed you have registered, you will receive an automated email to expect a call from one of our team.
5. We will call you to ensure you get adequate support to set up a comprehensive listing, which we can publish on our website.
This call is a bespoke online guide to using our software, enabling you to maximise the number of bookings we can achieve for your property.
The process will take about 20 minutes dependant on level and amount of questions you may have.
6. Enter all of your property's details in your own time and email us when are done.

Stage 3 – Completion

1. When we receive your email confirmation we will check everything is set-up correctly and activate your online booking, ready for you to receive your first bookings.
2. We will set a reminder to contact you in 3 months for a review of your property listing and the bookings you have received.

Log-In and Administration page

2

Log-In to Let In Edinburgh



Log in

Username:

Password:

Passwords are case sensitive

New to Let in Edinburgh? [Register](#) as a new user.

[Forgotten your password?](#)

1. See <http://www.letinedinburgh.co.uk/directory/users/>
2. Enter username and password, supplied in confirmation email.

Booking Console

The Booking Console allows you to update your property's booking information:

- Add and update your Availability Calendar
- Add and update your Rates
- Add and update your Extras and Discounts
- Add and update your Property Settings

Entry Console: 'Your Property'

The Entry Console allows you to change your property's description on the Let In Edinburgh Website. This is where you can change:

- Your property's address
- Your property's description and its facilities
- Add your property's pictures

User Profile Page

Your User Profile Page allows you to change your personal details. This allows you to change:

- Your name and address
- Your password
- Your communication and mailing list options

Property Entry Checklist

3

Find below our suggested checklist to ensure you have all the information that a customer may wish to know, so they are happy to book.



WARNING: Remember to click 'Save Change' to publish your changes.

Any changes made may take up to 5 minutes to appear on the live websites booking system.

'More Details' section

Try to ensure you include all of the following information in your description:

- Small paragraph introduction (approx 2 sentences) selling unique features of property. This is the paragraph that will show on the property search listing page.
- Enter a full description of the property:
 - How many rooms, what are they, what furniture/storage do they contain
 - Include the general set up of the bedrooms and beds (double, twin, zip/link)
 - If the property can accommodate extra guest beds, include a description of the guest beds, i.e. sofa bed/blow up bed/camp bed, whether or not you add an additional charge.
- Parking Arrangement:
 - Is private/secure parking available? Cost? Access? How many spaces can be offered?
 - What other parking options are close by? How much to park near apartment, restrictions and other options etc.
- Arrival/departure times, including how to pick up keys.
- Check in/check out details, including early/late procedures and charges.
- Baggage drop availability - can guests leave luggage anywhere?
- What floor is the apartment on, is there a lift available, how many stairs?
- Details such as front/rear building access, what type of entrance, garden.
- Nearest train station, distance from airport/Princes Street/Edinburgh Castle and bus/taxi information.
- Special Offers: Enter any special offers here to be included in Last Minute Page, see <http://www.rentalreserve.co.uk/support/discounts/special-offers.html>

■ The Location section

This is where the information for your property's location tab is set-up.

Location

Auto-Update:

Location incorrect? Uncheck above and drag marker to correct location.

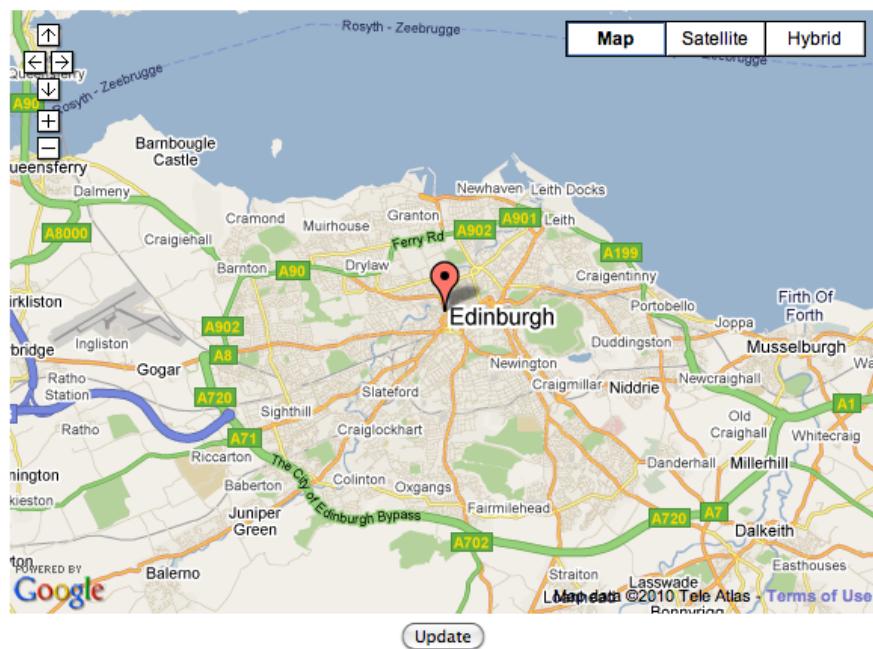
Note - Clicking update with this option ticked will invalidate the cache and will require a to visit your details page to reestablish the entry location.

Latitude:

55.951182205662

Longitude:

-3.2141017913818



- The location pointer should already be on the street of your apartment.
- If the location marker is not in correct place, uncheck the 'Auto-Update' box and adjust the pointer to the exact property location by manually moving it.



WARNING: Remember to click 'Update' to publish your changes. Any changes made may take up to 5 minutes to appear on the live website.

■ The Facilities section

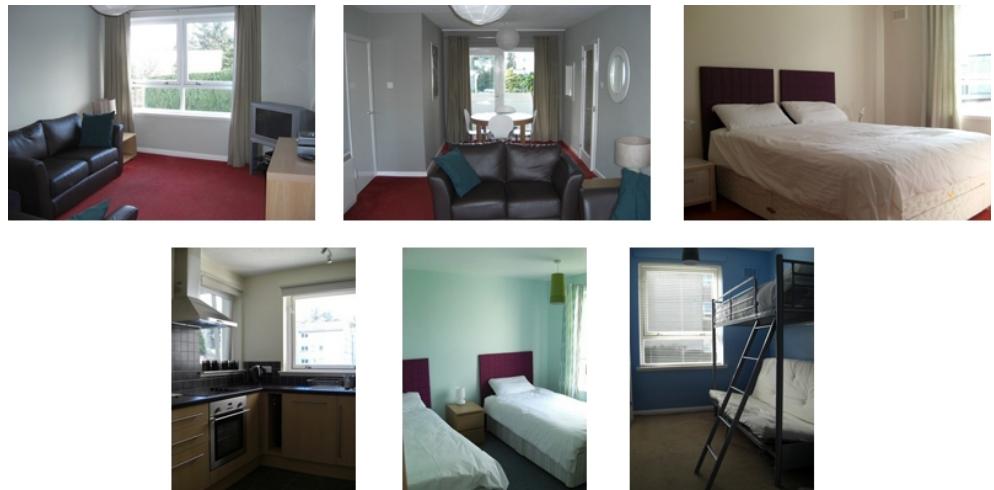
Ensure you complete the facilities section with all available facilities, as customers can search properties using any of these items

- Make sure you tick ALL of the facilities your property contains
- Include whether smoking is permitted or not and any further details/descriptions in the 'Other Facilities' section

■ The Pictures section

Ensure you have good quality, clear and bright photographs of your property. See the Case Study below of the '[East Court Apartment](#)':

'Before' Photographs (supplied by the Property Owner):



'After' Photographs (taken by [Beth McDougall](#) in February 2010):



- If you would like new photography of your apartment, please email us at <mailto:support@rentalreserve.co.uk>

- Use a wide selection of images including both interior and exterior shots.
Tip: You can upload 20 pictures.



- Write a specific description of each image to appear under each photo.



CLOSE X

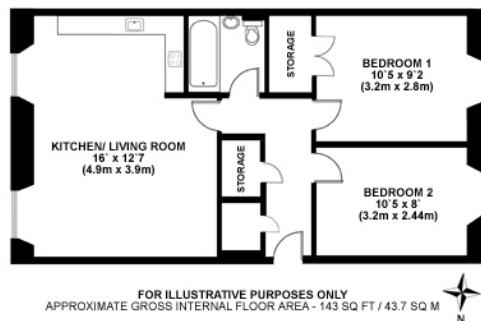
Picture of Capital Apartment C, Lothian, Scotland - This is the north-facing view from this apartment, looking out to the Firth of Forth with the Scott Monument and Princes Street in the foreground.

Image 4 of 6

- Upload a floor plan - Floor Plans are an excellent way of demonstrating the **size** and **layout** of your property.

The examples below are both: 2 bedroom, 1 bathroom apartments with open plan kitchen/living/dining room, however:

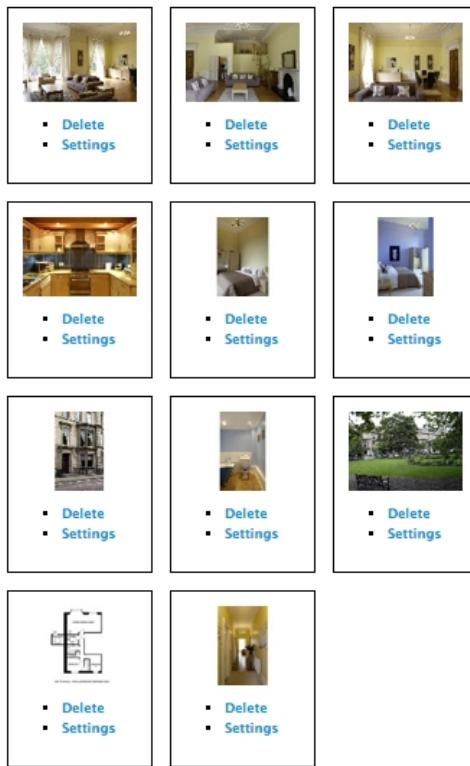
- the apartment on the left is: 43.7 sq metres with 4 windows
- the apartment on the right is: 101 sq metres with 15 windows!



■ (Floor Plans produced by [Beth McDougall](#) in February 2010)

- If you would like a floor plan produced, please email us at <mailto:support@rentalreserve.co.uk>

- Choose your main listing photograph then click on the image and drag it () to the first position (top left):



The Nearby section

- Ensuring you supply as much information as possible, as this increases the chances of confirming a booking.

Booking Console Reference Guide

4



WARNING: Remember to click 'Save Change' to publish your changes.
Any changes made may take up to 5 minutes to appear on the live websites booking system.

The Booking Console for your new property has been created with our default example settings for each of the setting tabs:

- Availability / Rates / Extras / Discounts / Property Settings

Availability Section

Dec 2009							Jan 2010							Feb 2010							Mar 2010														
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa								
1	2	3	4	5			1	2		1	2	3	4	5	6	7	8	9	10	11	12	13	7	8	9	10	11	12	13						
6	7	8	9	10	11	12	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	14	15	16	17	18	19	20				
13	14	15	16	17	18	19	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	21	22	23	24	25	26	27				
20	21	22	23	24	25	26	27	18	19	20	21	22	23	24	25	26	27	28	29	30	31	24	25	26	27	28	29	30	28	29	30	31			
27	28	29	30	31			24	25	26	27	28	29	30	31																					

Apr 2010							May 2010							Jun 2010							Jul 2010																														
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa																								
	1	2	3				1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						
4	5	6	7	8	9	10	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31															
11	12	13	14	15	16	17	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	23	24	25	26	27	28	29	30	31														
18	19	20	21	22	23	24	16	17	18	19	20	21	22	23	24	25	26	27	28	29	20	21	22	23	24	25	26	27	28	29	30	23	24	25	26	27	28	29	30	31											
25	26	27	28	29	30		23	24	25	26	27	28	29	30	27	28	29	30	23	24	25	26	27	28	29	30	27	28	29	30	23	24	25	26	27	28	29	30	31												

1. Select the dates your property is not available for the public to book by choosing the arrival and departure dates, then click 'Block Dates'.

Dec 2009						Jan 2010							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4	5		1	2			
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			18	19	20	21	22	23	24
Apr 2011						May 2011							
Su	Mo	Tu	We	Th		Su	Mo	Tu	We	Th		Sa	

From: **04/12/2009**

Until: **11/12/2009**

7 nights

[cancel block dates](#)

You can use View Mode (top right) to view the dates in table or calendar format.

View Mode
[Table](#) | [Calendar](#)

 **rentalreserve**

[Dashboard](#) [Rutland Square](#) [My Bookings](#)

Availability Rates Extras Discounts Property Settings Share

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
Dec 2009																																	
Jan 2010																																	
Feb 2010	M																																
Mar 2010	M																																
Apr 2010		M																															
May 2010		M																															
Jun 2010			M																														
Jul 2010			M																														
Aug 2010	M			M																													
Sep 2010			M																														
Oct 2010		M				M																											
Nov 2010	M				M																												
Dec 2010			M			M																											
Jan 2011	M				M																												
Feb 2011			M				M																										
Mar 2011	M			M			M																										

Rates Section

There are default rates set in the first two calendar months, to give an example of how the calendar will appear once all the rates are entered. The variations in the shade of the colour: light > dark colour is cheaper > expensive rates.

 **rentalreserve**

[Dashboard](#) [System](#) [My Properties](#) [My Bookings](#) [Rutland Square...](#) [£ BROOKE, M](#)

Dashboard Availability Rates Extras Discounts Property Settings Share Add Booking

Dec 2009						Jan 2010						Feb 2010						Mar 2010														
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa					
1	2	3	4	5			1	2						1	2	3	4	5	6		1	2	3	4	5	6						
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13					
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20	14	15	16	17	18	19	20					
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27					
27	28	29	30	31			24	25	26	27	28	29	30	28								28	29	30	31							
Apr 2010						May 2010						Jun 2010						Jul 2010														
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa					
1	2	3	4	5			2	3	4	5	6	7	8	6	7	8	9	10	11	12	13	4	5	6	7	8	9	10				
4	5	6	7	8	9	10	11	12	13	14	15	16	17	9	10	11	12	13	14	15	16	17	18	19	20	11	12	13	14	15	16	17
18	19	20	21	22	23	24	17	18	19	20	21	22	23	16	17	18	19	20	21	22	23	24	25	26	27	18	19	20	21	22	23	24
25	26	27	28	29	30	31	23	24	25	26	27	28	29	30	23	24	25	26	27	28	29	30	31	25	26	27	28	29	30	31		

1. To add new rates choose the start and end dates for the rate period.

Feb 2010						Mar 2010							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13		8	9	10	11	12	13	

Nightly Price: £ Priority:

Name:

From: Until:

[cancel](#) [create rate](#)

2. Enter the nightly price. Then click Create Rate.
3. You can use the View Mode option to view the dates in table or calendar format

View Mode
[Table](#) | [Calendar](#)

Extras Section

By default, there are two extras set-up of a Baby's Cot and a High Chair.

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Dashboard Rutland Square My Bookings

Availability Rates Extras Discounts Property Settings Share

Extras

[Baby's Cot](#) [activate](#)

[High Chair](#) [activate](#)

[Create a new extra ...](#)

Groups

[Create a new group ...](#)

1. Add extras by selecting 'Create a new extra'.
 You can enter a name (e.g. cot, highchair, etc.) and a description.

[New extra...](#) [deactivate](#)

Extra Name	<input type="text"/>			
Extra Description	<input type="text"/>			
Quantity	from	<input type="text" value="0"/>	to	<input type="text" value="1"/>
This extra costs	<input type="text" value="0"/>	£	per booking	
Extra Group	<input type="text" value="Select a group to join..."/>			
Applies to specific dates... (optional)				
Close or delete				

2. 'Quantity' allows you to specify the minimum and maximum amounts of the extra that are available, for example - maximum 2 travel cots.
3. The extras can be charged as a specific amount, for example £20 extra for a highchair, you can also choose to charge an extra as a percentage of either the base amount (standard rate) or total amount (after any discounts or additional extras).
4. You can then select whether the extra is per booking (e.g. £20 extra for a highchair for the entire booking), per day (e.g. £5 extra for a daily cleaning service, for each day of the booking) or per extra person (e.g. £10 extra for each additional person, charged for each night of the booking).
5. You also have the option to apply the extra to specific dates using the link provided.

Period from **02/02/2010** until **04/02/2010** - +

[add a date range](#)

Allow overlap

6. If you require an 'Additional Person' extra (see Property Settings section) you should enter the maximum number of additional guests. If you would like to charge for an additional guest this is optional otherwise just leave the price as £0.

Discounts Section



WARNING: Remember to click 'Save Change' to publish your changes. Any changes made may take up to 5 minutes to appear on the live websites booking system.

Your new property has four sample discounts that have been set up for you. We would suggest you do not delete these discounts instead if you do not wish them to currently apply them you can 'Deactivate' them.

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Dashboard Rutland Square My Bookings

Availability Rates Extras Discounts Property Settings Share

Discounts

Late Deal 20% OFF	deactivate
3 For 2	deactivate
Mid week variable	deactivate
Long stay discount	deactivate
Create a new discount ...	



WARNING: Do not delete the first set of dates in any discount. If the discount is 'Active' and no dates are entered the discount will apply to any dates booked. Either set the dates in the past or 'Deactivate' the discount when not in use.

Long Stay Discount

We recommend this discount be used immediately by all properties. It allows you to offer a preferred rate for set durations of stay; rather than the length of stay multiplied by the daily rate, which for long stays would be a very uncompetitive price.

[Long stay discount](#) [deactivate](#)

Extra Name	Long stay discount
Extra Description	The longer you stay the better value it becomes.
This discount worth 20 <input type="button" value="-% of base"/> <input type="button" value="per duration"/> for 7-13 nights <input type="button" value="(-)"/>	
This discount worth 30 <input type="button" value="-% of base"/> <input type="button" value="per duration"/> for 14-6 nights <input type="button" value="(-)"/>	
add another... <input 2"="" type="button" value="(+)</input></td></tr><tr><td colspan="/> Applies to specific dates... (optional)	
Close or delete	

1. You can change the value of the discount you would like to offer and whether you would like this value to be a specific amount (for example £20 off), you can also choose to discount as a percentage of either the base amount (standard rate) or total amount (after any discounts or additional extras).
2. You can also change the length of stay it applies to.



TIP: When entering a discount for a specific range of days (e.g. 10% discount for between 10 and 30 days) you can enter the numbers as a range (e.g. 10-30).

3. Clicking on the '+' sign will create another range of dates

[add another...](#)

4. Ensure the 'Allow Overlap' box has a tick in the box

Allow overlap

Late Deal Discount

This discount can be used to offer a discounted rate if the booking is made close to the arrival date.

[Late Deal 20% OFF](#) [deactivate](#)

Extra Name	Late Deal 20% OFF	
Extra Description	Stay last minute and get a fabulous 20% OFF	
This discount worth <input type="text" value="20"/> <input type="button" value="% of base"/> <input type="button" value="per booking"/>		
Period from	<input type="text" value="01/11/2009"/>	until <input type="text" value="08/11/2009"/> -
add a date range +		
Allow overlap	<input checked="" type="checkbox"/>	
Close or delete		

1. You can change the value of the discount you would like to offer and whether you would like this value to be a specific amount (for example £20 off), you can also choose to discount as a percentage of either the base amount (standard rate) or total amount (after any discounts or additional extras).
2. The discount can apply to the entire booking (per booking) or based on the number of days being booked (per duration).
3. Clicking on the '+' sign will create another range of dates

[add another...](#) [+](#)

4. Ensure the 'Allow Overlap' box has a tick in the box

Allow overlap

Mid Week Variable Discount

This discount can be used to offer a discounted rate if the booking is for during a Sunday-Friday.

[Mid week variable](#) [deactivate](#)

Extra Name	Mid week variable
Extra Description	The longer you stay the better the value
This discount worth 10 % of base per duration for 2 nights -	
This discount worth 20 % of base per duration for 3 nights -	
This discount worth 25 % of base per duration for 4 nights -	
This discount worth 30 % of base per duration for 5 nights -	
add another... +	
Period from 08/11/2009 until 13/11/2009 -	
add a date range +	
Allow overlap <input checked="" type="checkbox"/>	
Close or delete	

1. You can change the value of the discount you would like to offer and whether you would like this value to be a specific amount (for example £20 off), you can also choose to discount as a percentage of either the base amount (standard rate) or total amount (after any discounts or additional extras).
2. The discount can apply to the entire booking (per booking) or based on the number of days being booked (per duration).
3. Clicking on the '+' sign will create another range of dates.



Ensure that the dates you select are from a Sunday – Friday only, if you want the discount to cover a 5 night stay.

You must select each week of the calendar individually, entering each Sunday-Friday date range you wish the discount to apply for.

4. Ensure the 'Allow Overlap' box has a tick in the box

Allow overlap

3 for 2 Discount

This discount can be used to offer a discounted rate for a two night booking to allow the third night to be included free of charge. This discount is best used for Fri/Sat and get Sun free.

[3 For 2](#) [deactivate](#)

Extra Name	3 For 2
Extra Description	Stay Friday Saturday get Sunday free
This discount worth <input type="text" value="25"/> <input type="button" value="% of base"/> <input type="button" value="per duration"/> for <input type="text" value="3"/> nights	
add another... +	
Period from	<input type="text" value="06/11/2009"/> until <input type="text" value="09/11/2009"/> -
add a date range +	
Allow overlap	<input type="checkbox"/>
Close or delete	

1. You can change the value of the discount you would like to offer and whether you would like this value to be a specific amount (for example £20 off), you can also choose to discount as a percentage of either the base amount (standard rate) or total amount (after any discounts or additional extras).
2. The discount can apply to the entire booking (per booking) or based on the number of days being booked (per duration).
3. Clicking on the '+' sign will create another range of dates.



Ensure that the dates you select are from a Friday-Monday only, which covers a 3 night stay.

You must select each week of the calendar individually, entering each Friday-Monday date range you wish the discount to apply for.

4. Ensure that for this discount only, the 'Allow Overlap' box does NOT contain a tick in the box.



Allow overlap

New Discount

[New discount...](#) [deactivate](#)

Extra Name

Extra Description

This discount worth £

Period from until [add a date range](#)

Allow overlap

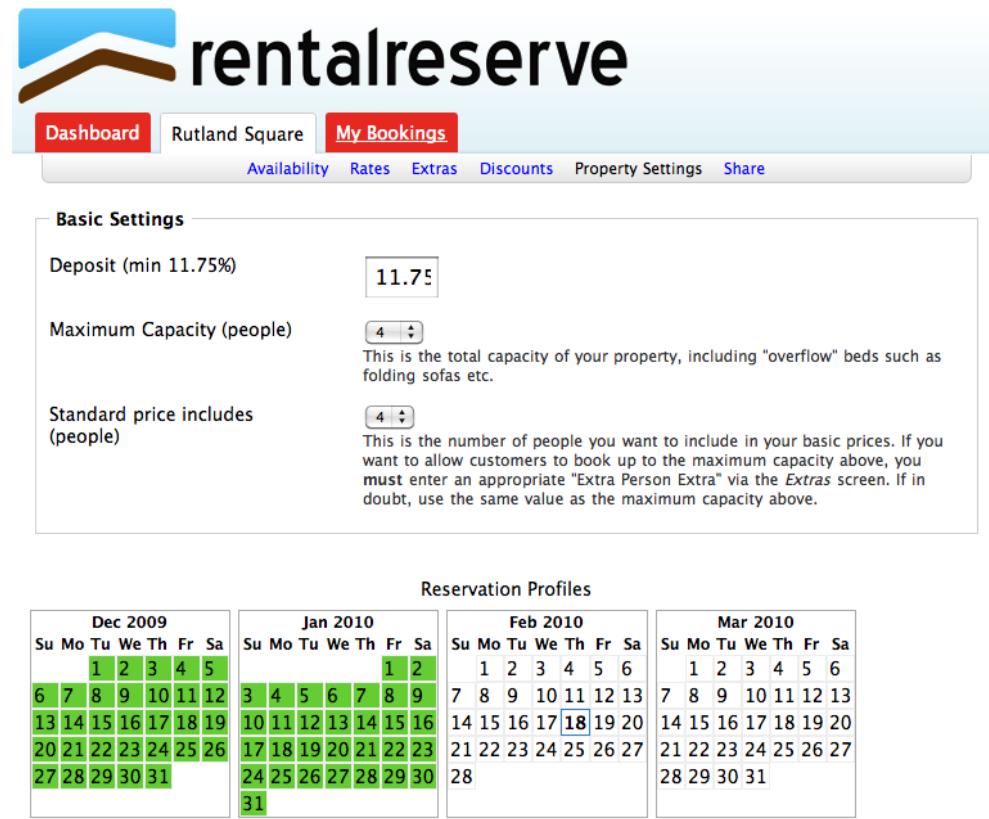
[Close](#) or [delete](#)

1. Create additional discounts by selecting 'Create a new discount'. You can enter a name (e.g. "mid-week discount" or "late deal" etc.) and a description.
2. You can enter the value of the discount you would like to offer and whether you would like this value to be a specific amount (for example £20 off), you can also choose to discount as a percentage of either the base amount (standard rate) or total amount (after any discounts or additional extras).
3. The discount can apply to the entire booking (per booking) or based on the number of days being booked (per duration).
4. Clicking on the '+' sign will create another range of dates.
5. Tick the 'Allow Overlap' check-box to ensure that your discount is applicable when the guest's requested length of stay does not fit exactly into your set discount period.

Allow overlap

Property Settings Section

Within the Property Settings Section you can enter details of your property within the 'Basic Settings', details of your minimum/maximum nights stay and arrival/departure days within the 'Reservation Settings' and enter your booking Terms and Conditions'.



The screenshot shows the rentalreserve software interface. At the top, there is a logo and a navigation bar with tabs: Dashboard (highlighted in red), Rutland Square, My Bookings, Availability, Rates, Extras, Discounts, Property Settings (highlighted in red), and Share.

Basic Settings

Deposit (min 11.75%)	<input type="text" value="11.75"/>
Maximum Capacity (people)	<input type="text" value="4"/> <small>(up/down arrows)</small>
Standard price includes (people)	<input type="text" value="4"/> <small>(up/down arrows)</small>

This is the total capacity of your property, including "overflow" beds such as folding sofas etc.

This is the number of people you want to include in your basic prices. If you want to allow customers to book up to the maximum capacity above, you must enter an appropriate "Extra Person Extra" via the Extras screen. If in doubt, use the same value as the maximum capacity above.

Reservation Profiles

Dec 2009	Jan 2010	Feb 2010	Mar 2010
Su Mo Tu We Th Fr Sa			
1 2 3 4 5	1 2	1 2 3 4 5 6	1 2 3 4 5 6
6 7 8 9 10 11 12	3 4 5 6 7 8 9	7 8 9 10 11 12 13	7 8 9 10 11 12 13
13 14 15 16 17 18 19	10 11 12 13 14 15 16	14 15 16 17 18 19 20	14 15 16 17 18 19 20
20 21 22 23 24 25 26	17 18 19 20 21 22 23	21 22 23 24 25 26 27	21 22 23 24 25 26 27
27 28 29 30 31	24 25 26 27 28 29 30	28	28 29 30 31
	31		

Basic Settings

1. Enter the number of people your property sleeps in the Standard People option. If you provide additional guest beds, enter the maximum of guests in the Maximum Capacity option.



If you have guest beds you will need to have an 'Extra' for additional guests (see "Extras").

Reservation Settings

Use 'Reservation Profiles' to set your minimum night stays and required arrival/departure days. There are default profiles set in the first two calendar months, to give an example of how the calendar will appear once all the rates are entered.

1. To enter your property profile, click on the start date and the end date of your profile period.

Reservation Profiles

Dec 2009	Jan 2010	Feb 2010	Mar 2010
Su Mo Tu We Th Fr Sa			
1 2 3 4 5	1 2	1 2 3 4 5 6	1 2 3 4 5 6
6 7 8 9 10 11 12	3 4 5 6 7 8 9	7 8 9 10 11	1 2 3 4 5 6
13 14 15 16 17 18 19	10 11 12 13 14 15 16	14 15 16 17 18	1 2 3 4 5 6
20 21 22 23 24 25 26	17 18 19 20 21 22 23	21 22 23 24 25	1 2 3 4 5 6
27 28 29 30 31	24 25 26 27 28 29 30	28	1 2 3 4 5 6
	31		
Apr 2010	May 2010	Jun 2010	
Su Mo Tu We Th Fr Sa	Su Mo Tu We Th Fr Sa	Su Mo Tu We Th Fr Sa	
1 2 3	1	1 2 3	
4 5 6 7 8 9 10	2 3 4 5 6 7 8	6 7 8 9 10	
11 12 13 14 15 16 17	9 10 11 12 13 14 15	13 14 15 16 17	
18 19 20 21 22 23 24	16 17 18 19 20 21 22	20 21 22 23 24	
25 26 27 28 29 30	23 24 25 26 27 28 29	27 28 29 30	
	30 31		
Aug 2010	Sep 2010	Oct 2010	
Su Mo Tu We Th Fr Sa	Su Mo Tu We Th Fr Sa	Su Mo Tu We Th Fr Sa	
1 2 3 4 5 6 7	1 2 3 4	1 2 3 4	

all / none Start End

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

min nights: 1

From: 01/02/2010

Until: 05/02/2010

[cancel](#) [create profile](#)

2. Tick the days of the week you would like your guests to arrive via the 'Start' boxes, i.e. if you are happy for them to arrive any day of the week all 'Start' boxes should be ticked.
3. Tick the days of the week you would like your guests to depart via the 'End' boxes, i.e. if you are happy for them to arrive any day of the week all 'End' boxes should be ticked.
4. Enter your property's minimum night stay.



Consider differing your minimum nights stay depending on the season/time of year, as you may prefer a longer minimum nights stay over Christmas/New Year for example.

5. Click 'Create Profile' once completed.

Legals

Use 'Legals' to enter your booking Terms and Conditions. Any guests that book your property via the online booking system are required to accept these before proceeding with their booking.

1. Enter your property's legal terms and conditions in the text box provided. There are sample Terms and Conditions provided on our website, see <http://www.rentalreserve.co.uk/support/getting-started/sample-terms-and-conditions.html>

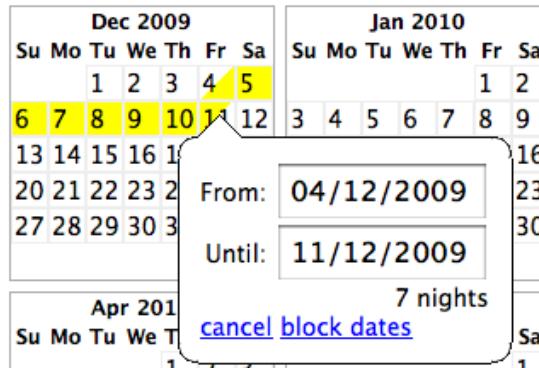
Managing your Property once Set-Up

5

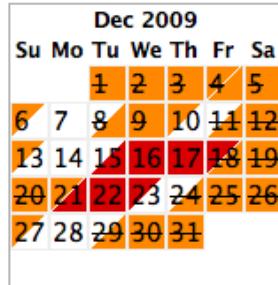
Booking Updates

It is essential to update your 'Availability' page every time you receive a booking out with the booking system. This ensures your property listing is correct and there will be no cancellations due to double bookings.

1. Select the dates your property is not available for the public to book by choosing the arrival and departure dates, then click 'Block Dates'.



Red squares indicate manually blocked dates. Orange squares are bookings made via the booking system.



Weekly Updates

We would advise that you manage your property settings weekly to ensure the maximum number of bookings for your property.

The best way to update your property listing is to open three tabs in your internet browser window:

- Tab 1: Log-In to your open your Booking Console
- Tab 2: Open your property listing then click the 'Book Now' button
- Tab 3: Open the website property search page to check your competitors pricing



To open multiple tabs, go to your browsers 'File' menu, then select 'New Tab'.

Tab 1: Your Property Availability Calendar

Tab 2: – Your Property's Booking Page

Tab 3: Website Property Search

Check 'Tab 1: Your Property Availability Calendar' to see if you have dates in the near future you would like to fill:

1. Check the prices your competitors are charging by entering these dates in Tab 3 - Website Property Search.
2. If you feel that your property should be priced lower to compete, consider adding an additional Last Minute Discount.
You can check that you are happy with your discount by entering the dates in Tab 2 – Your Property's Booking Page.
3. It is also worth considering adjusting your 'Special Offers' in the Entry Console, so that your new offer shows on the 'Last Minute Page' of the website, see <http://www.rentalreserve.co.uk/support/discounts/special-offers.html>



WARNING: Also check your calendar for new bookings. Ensure no dates are unavailable either side of a new booking, due to overlaps in your minimum night stay settings.

Monthly Updates

We would suggest that you manage your property monthly with updates to your Rates and Your Calendar.

Extending your calendar

We advise that you ensure your calendar is available for booking at least 14months in advance.

This allows for customers who have just stayed in your property to rebook for the same time next year and will ensure that your property is available for seasonal dates i.e. summer or Christmas and New Year.

Three steps are involved in Extending Your Calendar:

1. Adding to your property's 'Rates'
2. Adding to your 'Property Settings', entering your minimum night stay settings
3. Extending the dates in your 'Discounts'

We have created a video to assist you, see

<http://www.rentalreserve.co.uk/support/advanced/extending-your-calendar.html>