Using the New Booking System

The club is now using a new Booking System. It is a locally written system which processes bookings for over 25 Australian club lodges, and is now operating in at least one club in the US.

It is an easy to use system with a lot of inherent flexibility. At one end of the spectrum, some clubs use it open to the general public who can make bookings on a first come first served basis.

In our case, we are at the other end of the spectrum with our complex booking regulations, highly evolved to suit our needs. Implementing the system has not been without its problems, but we are now ready to commence using it.

Making a booking is now a multi-step process. This has always been the case but the various steps are now more visible to the member, and the member pays for the booking directly in PayPal, either using their PayPal account, or using their Credit Card. The work flow each booking follows is determined by the Apira Booking Regulations, and is supported by the new booking system.

1. A booking request is initially entered into the system. At this stage the booking is known as a Waitlisted Booking.
2. The booking goes through the prioritisation process at 6 weeks out, and at 10 days out from the selected booking period, as detailed in the Booking Regulations. If successful, it becomes a Tentative Booking, and an invoice is emailed to the Member, who has 3 days to pay by following a payment link in the invoice email.
3. After the member completes the payment in PayPal, the booking is confirmed, and the member will be sent an email advising this. Seven days prior to the booking date, a reminder email is sent with the door code. (door codes will be changed every Friday evening and will last for 7 days)
4. After the 10 day deadline and the allocation of remaining bookings, any remaining beds will be made available for immediate booking. This means members can log in, create a booking, and pay for it all in the one session. The booking will be confirmed as soon as payment is made. These bookings will be not be subject to the prioritisation process and will be accepted on a first come first served basis. If the demand figure at the bottom of each day shows less than 36 beds for periods less than 10 days away, then there will be beds available.
5. NOTE: In order to comply with the Apira Booking Regulations it is necessary to be able to manage bookings by Weekend and Midweek Booking Periods. Since the system currently cannot split long single bookings into individual weekend or midweek period bookings, it will be necessary for you to break your booking into booking periods, that is, periods of Sun–Thurs and Fri-Sat durations, or part thereof. Because it is very easy to enter a booking into the system, this will not be an onerous task. To help remind you to do this, we have set the maximum number of days in a booking to 5 days. We hope at some point, that the system will be enhanced to allow us to remove this requirement.

The new Booking System has many features, too many to include in this initial user guide. We will be sending out regular email bulletins discussing special features, and adding them to this User Guide over time.

Using the New Booking System

1   Submitting a Booking Request

As in the past, open the booking system by clicking on the link on the Bookings Page of the club web site http://www.apira.org.au/Bookings.html

You will be presented with the following login page. Log in using your Membership number and Surname. NOTE: At first login, please retrieve your membership number from the link under the log in area. This will give you the number in the required format, and also serve to check that we have the correct email address for you. If you have any trouble, contact the Booking Officer.

To make a booking or to use the other system facilities, you will need to log in using your Membership Number and your Surname.

When you log in you will be taken to Step 1 in the Booking Process.

Using the New Booking System

On this page, we need to

- Select the start and end dates (click on the two dates). If you make a mistake just click on "Clear Dates" and repeat the dates selection.
- Enter the number of beds required
- Continue to the next step.

NOTE: Under the dates you will see a Demand line. This will show you the number of confirmed, tentative and waitlisted bookings already in the system for the dates under consideration. This replaces the Occupancy Report in the old system, and will give you some idea of how much demand is in the system for the days you are looking at.

Note that the demand figure is the sum of Confirmed, Tentative and Waitlisted bookings, so your booking will go in and be assessed against the others in terms of the clubs Booking Regulations. If you hover the cursor over a number and there are Tentative and/or Ceonfirmed bookings on that date you will see the name of the members who made the booking.

Using the New Booking System

Step 2

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We need to identify the members of the booking party. People already in the system who are eligible for member, family or other reduced rates, can now be selected from a list which is visible when their surname is typed into the box. (These names need to be supplied to the Membership Secretary when requested early in the year.)

NOTE: Other people in the party who are not in the system will need to have their names typed in full, and the Guest Rate will be the only allowed option.

Using the New Booking System

STEP 3
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In most cases this is just an opportunity to check the booking details. If the dates or party details are incorrect, you can click on "Previous Step" to correct them. Do not use the browser back button.

If your personal details are incorrect, you can correct them here, and underline check the box to change the details recorded in the system permanently.

You can add a note about your booking if you wish, before going to the next step

For parties of 5 or more, if appropriate, use the note field to indicate that two of you can use a double bed, and so your party of 5 could fit in Room 6 or your party of 6 using two double beds could fit in Room 7. Please use the following comment: 1xdouble ok or 2xdouble ok to indicate you preference. Note this is an indication only and other large groups with higher priority may end up using these rooms ahead of your group.

If you put in two or more bookings for the same period then you can indicate to the Booking Officer the priority order in which these bookings should be processed. Please use the comment: group1, group2 etc to specify the order. If nothing is specified then the order is set automatically by the order in which you entered the bookings.

If you need to enter two or more comments please separate them with a comma, e.g. 2xdouble ok, group1.
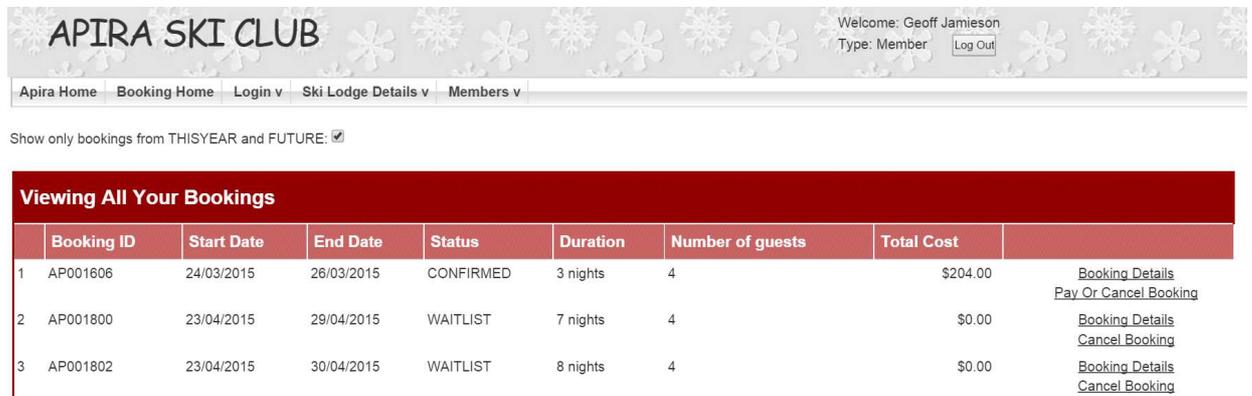
Using the New Booking System

STEP 4

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This is just a confirmation page to advise you that your booking has been Waitlisted, and will be prioritised against other waitlisted bookings as per the Booking Regulations at either the 6 week or 10 day deadline.

<u>However</u>, if you are making a late booking, after the 10 day deadline, and there are beds available, you will be presented with the payment screen to enable you to pay immediately and confirm your booking.

2 Cancelling a Booking Request

You can log into the system and use the menu item Members > My Bookings to display your bookings.

Find the booking you wish to cancel and click on the Cancel option at the far right hand side. On the next screen you will find a "Cancel" button. Notes:

1) If the booking is Waitlisted (waiting to be processed) or Tentative (able to be accommodated but waiting to be paid), then the booking will be cancelled and that's that.
2) If the booking is Confirmed (already paid) then it will be cancelled and you will be given a credit in the system according to the club's Cancellation Policy. Currently that policy means
    a. If the booking is cancelled one or more days before the start day of the booking, a 100% credit will be applied to your account in the system
    b. If the booking is cancelled less than one day before the start date of the booking then you will need to apply to the committee for a credit, using the form on the Apira Web site Booking Page.
3) The system maintains an account for each member. Credits in the account will be applied to the next booking made in the system. Any outstanding debits in your account will need to be paid before your next booking can be processed. Debits may accrue if your subscription, levy, WiFi fee etc. have not yet been fully paid. Outstanding debits in your account can be paid at anytime by going to Members>Pay Outstanding Balance.
4) In the normal course of events, credits in your account will be refunded at the end of the season. If any large sums are involved, you can request a special refund from your account by referring the matter to the committee. See form on the Web Site Booking Page.

5) If you have multiple bookings (e.g a weekend and a midweek booking) that can be accommodated, they will both be tentative, and when you go to pay, you can pay for your total outstanding amount - so you will pay for both tentative bookings in one transaction and both bookings will be confirmed.

3   Ski Lodge Details Menu

Under the Ski Lodge Details menu you can select one of the following to display the details:

- Tariffs
- Booking Rules
- Cancellation policy

4   Members Menu

The Members Menu allows you to select one of the following:

4.1   View My Bookings

Shows a list of all your bookings including the status and has links to view the booking details and to pay of cancel the booking.

Note: The system is set so that when you pay you pay your outstanding balance. This may include other Tentative bookings or other transactions (e.g. internet levy)

4.2   View Other Members

Displays a list of all members with useful contact details.

You can search for a member by entering part or all of their surname and pressing the search button (all members whose surname contains the letters you entered will be displayed)

You can click on the members name to view additional contact details for the member.

4.3   View My Transactions

Displays a list of your transactions. If you have more than 5 transactions there will be a navigation menu at bottom right to page through additional transactions.

You can download your transactions by pressing the Download Transactions button. This file is a .csv file that can be opened by Excel (and other programs)

4.4   View My Details

Displays your details. You can update your details by typing in the changes and pressing the Update My Details button. Note Member Number and Priority Points cannot be edited.

4.5   Pay Outstanding Balance

Displays your current balance (total owing or in credit)

If you are in debit this page will also display a link to PayPal that you can click on to go to PayPal to pay the outstanding amount.

Using the New Booking System

5 Frequently Asked Questions

What happens after your booking is Waitlisted?

- It sits in the system until the 6 week and 10 day assessment night.

Why would I put in two or more bookings for the same time period?

- By doing this you can separate your booking into groups typically having the same processing order as specified in the Booking Regs 6.1. A booking is processed according to the lowest processing order of anyone listed in the party. For example, members and guests in one booking are all processed as guests. This ensures you either all get in or all miss out. By separating this into two bookings, one for the members and another for the guests, the members are processed first along with other members and the guests processed last along with other guests. By doing this the members may get in but the guests may miss out.

How do I pay?

- You will pay via the PayPal service, either using your PayPal Account, or directly by credit card (much more onerous).

What if I have a problem with my email?

- Contact the Booking Officer who can enter a Booking on your behalf, or give you the status of an existing booking.

How can I see how much demand for beds there is when I want to make a booking?

- After logging in you will see the demand for beds at the bottom of the date table for each day.

I have a new partner. How do I add them as my Double in the system?

- Contact the Booking Officer. You can only nominate one Double partner each year.

How can I pay for multiple bookings in advance?

- Contact the Booking Officer. Large amounts can be deposited in advance using Electronic Funds Transfer.

What is the booking cancellation policy?

- 100% credit to your account if cancelled up to the day before the booking. After that, you need to submit a justification to the committee. See the form on the Booking Page of the web site.

How can I check the status of my account in the system?

- go to Members > View My Transactions to see a list of all your transactions and your current account balance.

How can I contact the Booking Officer?

- The preferred method is by email to apirabookings@apira.org.au

  but in an emergency you can get Geoff Jamieson or leave a message on 0419 363 886.