The Booking Process...

Direct Bookings...

When a new booking is made, you will receive a **Booking Confirmation Email**; which includes the party size, the dates booked, the rental accommodation cost, and the amount due to you. It will also include any extras (see overleaf) that have been selected at the time of booking.

Your Property Manager/Housekeeper will also receive a booking confirmation email and be provided login details to their housekeeper dashboard for checking booking information, these exclude all financial information relating to your bookings.

Lead booker call back...

We always make a follow-up call the lead booker to confirm their details and to collect any additional booking information or add extras. These are often added to the booking notes at this stage and we will liaise with you about the best way to pass this information on to you or your property manager.

Third Party Bookings (like AirBnB or Booking.com)

If a guest books through a third party, there may be a slight delay in booking information as we have to manually check details before confirming on our system.

These may also show as provisional bookings on your online calendar, which is due to an anomaly setting of our system.

Booking Reminder Emails...

An email is sent both 7 days, and 1 day, before each booking's arrival date. If any guest information has been updated, it will be on this email, so please do cross reference.

Last Minute Bookings...

If we receive a same day booking, we will try to notify you as soon as possible (typically via WhatsApp as our first point of contact), **but you must be ready to sell every checkout day!!**

Owner Bookings...

Please use your owner login to book out any personal stays on your Supercontrol calendar. If for any reason you cannot access your calendar, you may pop us a WhatApp with information; but will need to be conscious of any potential double bookings if you are doing this outside of office hours. You will receive an **Owner's Confirmation Email** once we have processed this, which will mean the calendar has been updated at this point.

NB - When booking your own property you assume responsibility for ensuring it is cleaned on your 'check out' day and made guest ready again for the property manager.

