

## price plans: serviced

### What is a price plan?

A price plan is a list of dates where the price of a room or rooms are displayed. Each date which has a different price from the previous date is called a **Season**.

A Season can be as short as 1 day or as long as a year plus.

**e.g. Season 1:** 31st July to 31st August at £50 per person per night.  
**Season 2:** 1st September to December 1st at £42 per person per night.

A price plan can have many Seasons and can be applied to a single room or a group of rooms. (A group of rooms is known as Stock, large establishments with collections of similar rooms priced at the same rate tend to use this method.)

### ***Can I have a price plan for Summer, one for autumn and so on?***

No, because a room can only have one price plan active at any one time. You can add more seasons to include dates to an existing price plan.

If seasonal price plans are made (summer, autumn, etc), they are likely to run out of current dates and show incorrect pricing to visitors. The system will not automatically switch from one price plan to another.

### Adding a Season to an existing Price Plan

When your property has been added to the system, Guestlink automatically creates a price plan for each room.

1. To add additional dates click on **Update** then click on **Price Plans**.
2. The first price plan alphabetically will be displayed. If you wish to select another price plan click on the appropriate name under the list headed **Price Plans** in the centre of the screen.
3. Scroll down the page to the last box; this box lists the current nightly price and other pricing options for longer stays.
4. At the top right of this box you will see a green tick box entitled **Add Season**. Click on this to bring up the Add Season window.
5. The window requests a **Season Start Date** and **Season End Date**. Click on the '26' icon next to each to use the calendar to pick the appropriate dates.
6. Do **not** click on **Season Lasts Forever?**, if it is ticked it will overwrite ALL your seasons after the selected start date.
7. In the **Price** box type in the single night price for that season.
8. When you are happy with your options, click on **Add Season** to create the season and add this to the current price plan.

## The Season box

The season box shows a number of prices for a particular range of dates that will apply to your room/s. The below shows an breakdown of the features of the Season box.

**Title:** This displays the start and end dates where the prices in the box below are active.

The name of the current price plan



**Add Season:** Click here to create a new season with a new Start and End date.

**Price:** The price of a single night should be typed here.

**Daily Prices:** If there is a reduction or a change in price, the nightly rate can be entered. (Not the total for the number of nights)

In this example if the guest stays 3 nights, they pay £33 per person per night. If they stay for 2 or a single night, they will be charged at £37 per night.

**Minimum Nights Stay:** The minimum permitted nights allowed to be reserved using the system.

**Single Occupancy Supplement:** The nightly cost to add to the price when a single occupant reserves a room.

**Daily Extra Person Price:** If the room can cater for an additional person, and this box is not left blank, it will charge this price for that extra person.

**Child Band 1/2/3 Price:** If the Child Bands are used with specified ages, if the occupant is a child and fits into one of the child age bands, the nightly rate will be charged for the child.

**Is Dinner Mandatory?:** If the box is ticked dinner will be mandatory for all during the season dates listed in the Title. (Provided dinner prices have been set)

## Child Prices

If you accept children at your business and you have a different price for a child to that of an adult, you can setup Child Bands. Child Bands are age ranges for children so that you can charge appropriate pricing depending on a child's age. This is input into the 'Age Ranges For Child Prices' box.

The box allows you to setup to three age brackets for children, you may choose to setup none, 1, 2 or all 3 to use as appropriate. The prices for each band are specified on a per season basis via the season box (see previous page).

*Use the Age Ranges For Child Prices box to setup your child age brackets.*

If a Child Band for a child rate is set, it is set throughout the Price Plan. If a Child Band price is not specified in a season, or the age of the child exceeds the age specified in any of the Bands, the child will be charged at the adult (or extra person) price.

You can also set the minimum number of Occupants charged at Adult Price. Any children booked in above this occupancy level will be charged at the appropriate child price specified by the Child Bands.

## Pricing Wizard

Providers often find that they need to specify different prices or the minimum number of nights that their guests can stay either at a weekend or mid week once they have created their standard seasons. The Pricing Wizard can take care of repeatable variations of price depending of the day of the week between any two given dates. This allows providers to add their weekend or midweek rates very quickly with the minimum amount of repetition and fuss.



To run the Pricing Wizard on a price plan click on the blue tick button entitled **Pricing Wizard** at either the very top or bottom of the Price Plans Page.

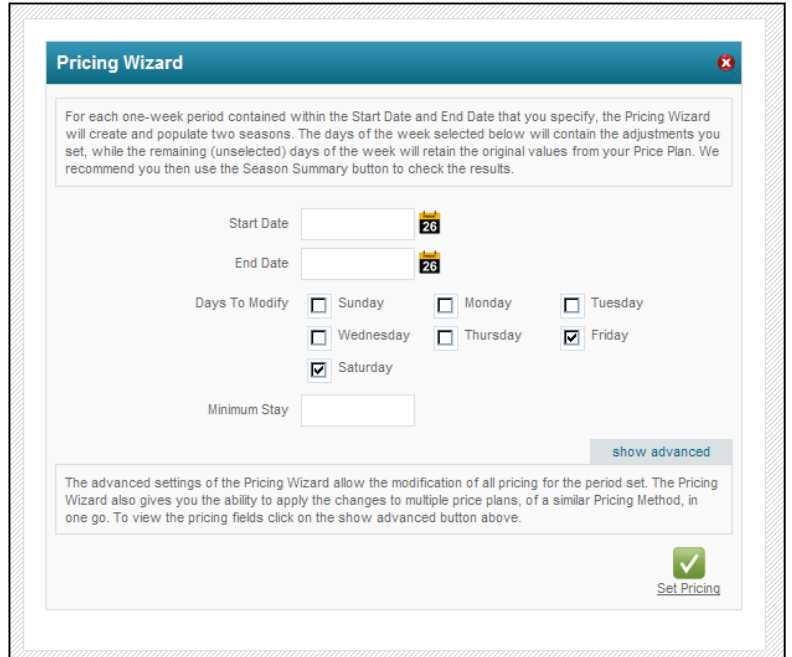
The Pricing Wizard will then appear in the centre of the screen. The initial screen will show you the basic actions that the Pricing Wizard can perform.

The screen features a **Start Date** and an **End Date**. Using the calendar or typing in the dates into the two boxes defines the range that the Wizard will work through. The Wizard will not work before the start date or beyond the end date specified.

The next part of the wizard displays the **Days To Modify**. Ticking the appropriate days of the week will apply the next changes to just those particular days that are featured between the set Start and End date.

The last box featured on the basic Pricing Wizard screen is the **Minimum Stay** box. Type in the minimum number of nights that the guests can stay, and it will apply these only to the specified days of the week set between the two dates given earlier on the screen.

If you wish to alter more than just the Minimum Stay using the wizard, you will need to select the advanced screen. To do this click on the blue **show advanced** button on the right of the wizard to view the whole Wizard and its features.



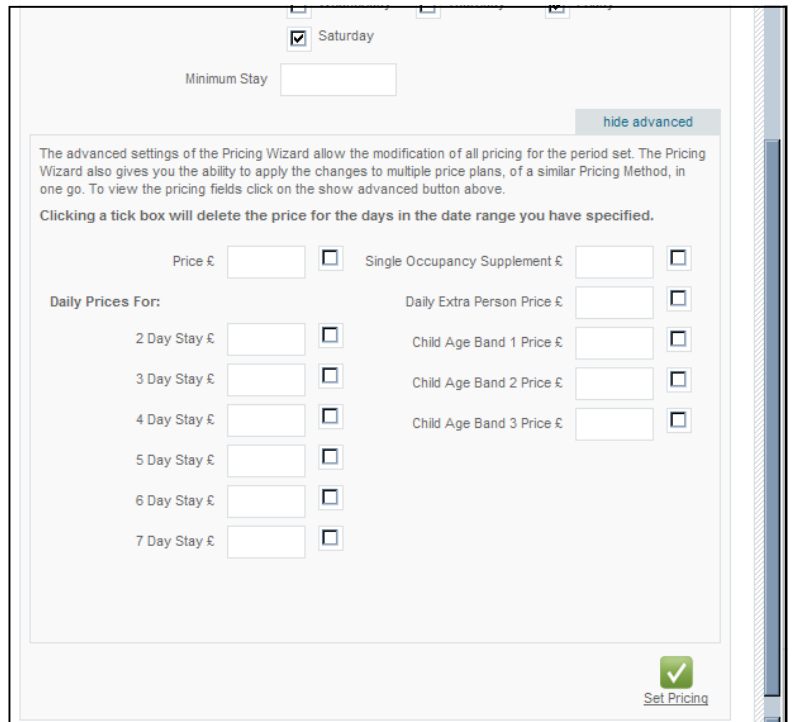
## Pricing Wizard (advanced)

The pricing wizard will expand and become scrollable.

The advanced Pricing Wizard allows you to alter all the features of a Season on one screen, so if you need to alter the nightly rate, the Single Occupancy Supplement or the multiple stay prices you can do so by typing the new price in the adjacent boxes.

This will overwrite any current information only on the days of the weeks specified and only between the dates selected at the top of the Pricing Wizard.

The tick box beside each text box will delete the price for the specified dates that are already in your seasons for the days specified. This can be especially useful if you wish to remove reductions for longer stays quickly if you are using the Wizard to place in weekend prices where a reduced rate for longer stays may not be offered.



To confirm the changes to be made to the Price Plan, click on the green **Set Pricing** button.

## Viewing Seasons in a price plan

The current seasons in a price plan can be viewed in a table under **'Season Summary'**.

Clicking on the **Season Summary** button will display the current price plan and all of its seasons. The button can be found at the top or bottom of the pricing page.

The Season Summary can be printed by using the **Print Page** button found at the bottom of the table.



To close the Season Summary, click on the red circle with a red cross which is displayed at the top right of the table.



## Altering a Season in a price plan

To alter a Season, click on the date of the pricing you wish to change in the **Season Summary** table. The page scrolls automatically to the season box. The box's title will have the date range of the season you have selected. You may then alter the prices and click **Confirm** to save your changes to the season.

### Who do I contact for....

#### ...Guestlink Training/Assistance?

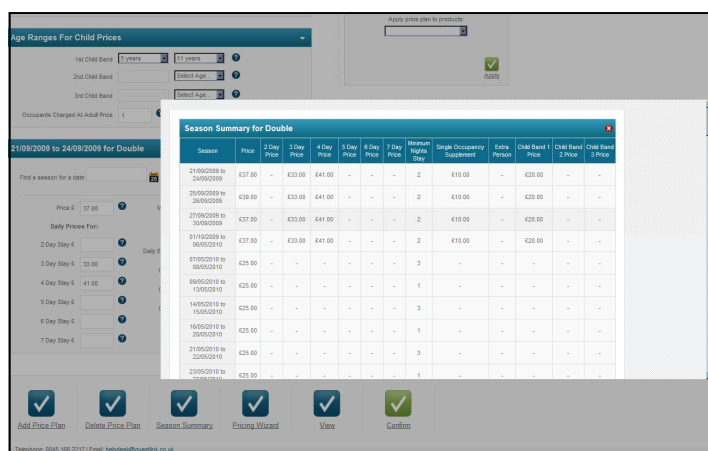
- Contact Cumbria Tourism for a training session or telephone support. (01539 822222)

or

- The New Vision Helpdesk 0845 166 2217.

#### ...a data correction?

- Contact the Cumbria Data Steward, Jude Walsh (jwalsh@cumbriatourism.org or 01539 825023)



The Season Summary Screen



The season box—showing the dates that the prices apply to

### ...a problem with my website entry?

- Contact the person responsible for the website, this can be found in Guestlink under **My Channels**, then **Details** next to the appropriate website name.