

itison

Welcome to Reservations Manager

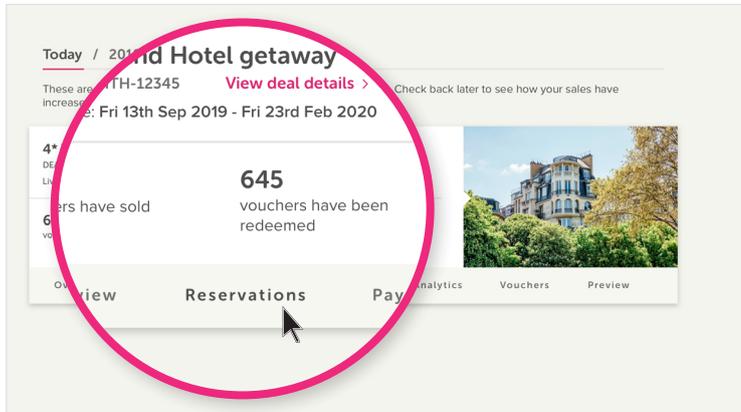
We're excited to be working with you!

Reservations Manager lets itison customers make reservations with your business directly from their itison account, making it easier for you and your team to manage on Hub.



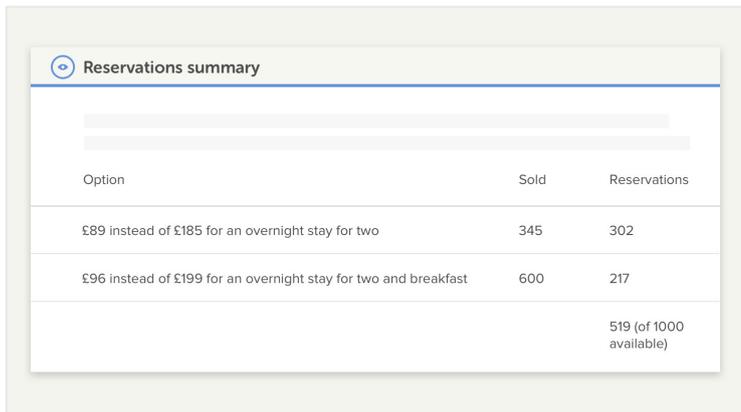
Managing your reservations is easy

itison make handling reservations really easy so even before you log in, we've updated the itison Reservations Manager calendar with your venue's availability as agreed with your Account Manager.



Easy to find

Sign in to itisonhub.com. If your feature is using Reservations Manager, you'll now see the Reservations tab.

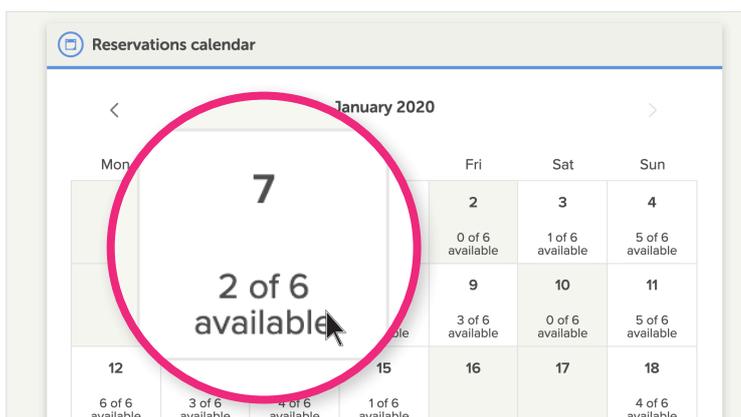


Check progress

You can quickly check how reservations are going with your feature.

Sold lets you know how many vouchers were sold for each purchase option.

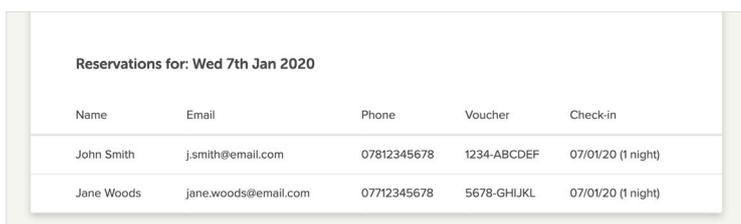
Reservations tells you how many reservations have been made for each option.



View availability

On the same page, you can review the availability calendar.

For each day, you can see the number of reservations, the total availability, and any close-outs.



View reservation details

Click on any date on the calendar, and you'll see all of the reservation details for that day.

We've noted some answers to questions you might have below, to make things as easy as possible for you.

How do I know if a customer makes a reservation?

You'll automatically receive an email with details of every reservation made, allowing your in-house reservations team to add all itison reservations to your own system!

How do I view the details of confirmed bookings?

Just click on any dates on the calendar to view all reservations for that day, with all the customer and reservation details.

Can I print a copy of all confirmed reservations?

Not yet, but we're working on it and will let you know as soon as this feature is available.

Can daily availability be updated, or whole days closed out?

Yes! Simply contact your Host Services manager on hostservices@itison.com to make changes to your availability!

What happens if a customer wants to change or cancel their reservation?

Our Customer Service team are available every day to help customers with any changes to their reservations. You'll automatically receive an email with details of any changes.

Do I need to redeem vouchers for customers who have booked?

It's still a good idea to redeem vouchers when the customers check in, but not before. Don't worry if you forget though, we'll redeem their voucher when they check out.

Can I add itison reservations to my own calendar?

Yes! Simply click on the iCal link in your welcome email!

We're always here to help

Feel free to contact your Host Services manager at any time on hostservices@itison.com.

We'll get back to you within the hour during the normal working day and we'll try to help as quickly as possible at weekends.