

# itison

## Reservations Manager

Reservations Manager is a really simple platform that helps you manage your itison reservations easily, giving your team more time to do what they do best - making your new customers smile!



## What is Reservations Manager?

Reservations Manager is itison's own booking system which lets itison customers book their stay as soon as they purchase their voucher, all from itison.com. Customers are able to book based on your availability and we'll keep you updated on each reservation made.

And don't forget, our friendly Host Services team will be on hand to help with any support you need.

## The benefits

Your Host Services Manager will set up your calendar based on your availability, so as soon as your feature is live you'll be ready to take bookings!

There are loads of great benefits to using Reservations Manager:



### Fewer phone bookings

Reservations Manager lets itison customers make reservations with you through itison so they don't need to call you to check availability and make a booking.



### Vouchers redeemed automatically

When bookings are made through Reservations Manager we'll automatically redeem the voucher, giving you access to powerful analytics and valuable member feedback.



### Instant notifications

Whenever a booking is made, updated or cancelled, we'll automatically notify you so your reservations team can keep everything up to date on your in-house systems.



### We're always here to help

Need to change something? You can contact your Host Services Manager any time on [hostservices@itison.com](mailto:hostservices@itison.com). During office hours (Monday - Friday 9am - 5:30pm) we'll get back to you within the hour, and at weekends we'll try to help as quickly as possible.

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

Yes! Just contact your Host Services manager on [hostservices@itison.com](mailto:hostservices@itison.com) to request changes to your availability. We understand that availability can fluctuate on occasion and we'll work with you to make it work within your agreed availability.

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

If a customer wants to make a change to their reservation, our Customer Service team are on hand to help every day. If any changes are made, you'll automatically receive an email with the details.

***Can I print a copy of all confirmed reservations?***

You can access a summary of all your reservations on Hub- just click on "download CSV" in the reservations summary to view and print.

***How do I add itison reservations to my own calendar?***

Just click on the iCal link included in your welcome email. Once you've added it, it will automatically update with new reservations.

***What happens if a customer is refunded but has already made a reservation?***

Customers are legally entitled to a full refund within 14 days of purchase and our customer support team will be in touch to update you on any cancelled reservations. You'll also automatically receive an email notification for any cancellations.