

VILLA ETERNA

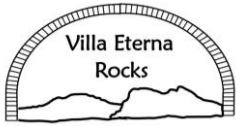
Booking Process

Andalucia Tourist Office
Registration No.
VFT/CA/01522

BOOKING GREATER THAN SIX WEEKS IN ADVANCE

Steps marked in **BLUE BOLD** are relevant for Listings (Airbnb,HomeAway,HolidayLettings)

CLIENT	No	PHASE	CLIENT<OWNERS	INTERNAL PROCESS
Enquiry by Client	01	ENQUIRY		
		QUOTE	Clarify information if required:- Send <ul style="list-style-type: none"> • Quotation • Booking Form • Booking T&C's 	Update -Summary of Quotations
Client <ul style="list-style-type: none"> • Makes Deposit Payment • Sends Booking Form 	02	RESERVATION		
	03	CONFIRMATION	If money & form received:- Send <ul style="list-style-type: none"> • Booking Confirmation • Booking T&C's • Quotation/Payment Schedule • Booking Form • Hire Car - Information Sheet 	Update -Booking Summary -Summary of Quotations -Performance Indicators -Update ALL Calendars -Calendar reminder 6wk payment
	04	6 WEEKS PRIOR TO ARRIVAL	Send <ul style="list-style-type: none"> • Invoice for Balance + Security Deposit 	
Pay Invoice	05	MAIN PAYMENT		
	06	PRE ARRIVAL INFORMATION	If payment & form received:- Send <ul style="list-style-type: none"> • Main Payment Receipt • Pre Arrival Information (6wks) • Request passport details 	Update -Booking Summary
	07	1 WEEKS PRIOR TO ARRIVAL	Send <ul style="list-style-type: none"> • Pre Arrival Information (1wk) If passport details not received:- <ul style="list-style-type: none"> • Ask for passport details 	
	08	REGISTER GUESTS WITH POLICE (within 24 Hours of arrival)	Enter guest passport details on Police Website or register guests with local police manually.	
	09	REFUND SECURITY DEPOSIT	Check with housekeeper that all OK Send <ul style="list-style-type: none"> • Payment Advice • Request Review/Feedback 	Update -Booking Summary



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Booking Process

Andalucia Tourist Office
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BOOKING LESS THAN SIX WEEKS IN ADVANCE

Steps marked in **BLUE BOLD** are relevant for Listings (Airbnb,HomeAway,HolidayLettings)

CLIENT	No	PHASE	CLIENT<OWNERS	INTERNAL PROCESS
Enquiry by Client	01	ENQUIRY		
		QUOTE	Clarify information if required:- Send <ul style="list-style-type: none"> • Quotation • Booking Form • Booking T&C's 	Update -Summary of Quotations
Client <ul style="list-style-type: none"> • Makes Full Payment • Sends Booking Form 	02	RESERVATION		
	03	CONFIRMATION	If money & form received:- Send <ul style="list-style-type: none"> • Booking Confirmation • Booking T&C's • Main Payment Receipt • Booking Form • Pre Arrival Information (6wks) • Request Passport Details • Hire Car - Information Sheet 	Update -Booking Summary -Summary of Quotations -Performance Indicators -Update ALL Calendars
Pay Invoice	05	MAIN PAYMENT		
	07	1 WEEKS PRIOR TO ARRIVAL	Send <ul style="list-style-type: none"> • Pre Arrival Information (1wk) If passport details not received <ul style="list-style-type: none"> • Ask for passport details 	
	08	REGISTER GUESTS WITH POLICE (within 24 Hours of arrival)	Enter guest passport details on Police Website or register guests with local police manually.	
	09	REFUND SECURITY DEPOSIT	Check with housekeeper that all OK Send <ul style="list-style-type: none"> • Payment Advice • Request Review/Feedback 	Update -Booking Summary