HLS Holiday Manager
Software Help sheet

Extending a Holiday Period

Last Updated: 22nd January 2013

Extending a Holiday period

There are likely to be situations where a booked guest would like to increase their holiday duration, or to change the booking dates.

Instead of having to cancel the existing booking and creating a new one, it is a simple process to change the holiday commencement date and the finish date. The software will calculate the new holiday costs and give you the option to automatically adjust the invoices accordingly.

Below we will look at scenarios that cover what happens when this occurs for Provisional, Deposit Paid and Full Paid bookings.

Provisional Booking

Access the booking information screen for the booking you wish to amend.

Change the "Booking From" or "Booking To" date to reflect the new start and finish date for the holiday. The system will automatically adjust the number of nights and the Holiday Cost.

Click on the booking summary tab to pull up information on the holiday cost and details of the deposit and full balance that are due.

If the cost of the holiday is not correct, you can click on the override tick box and manually change the total Holiday Rental Cost.

When you are happy with the information recorded, click on Save. A message will come up to say that the price has changed. Click "Yes" to allow the system to automatically amend the invoices to the revised figures.

A message will come up to confirm new booking details have been saved.

The invoices for the deposit and full balance for this booking will now show the new amended figures, and can be received in as you would normally.
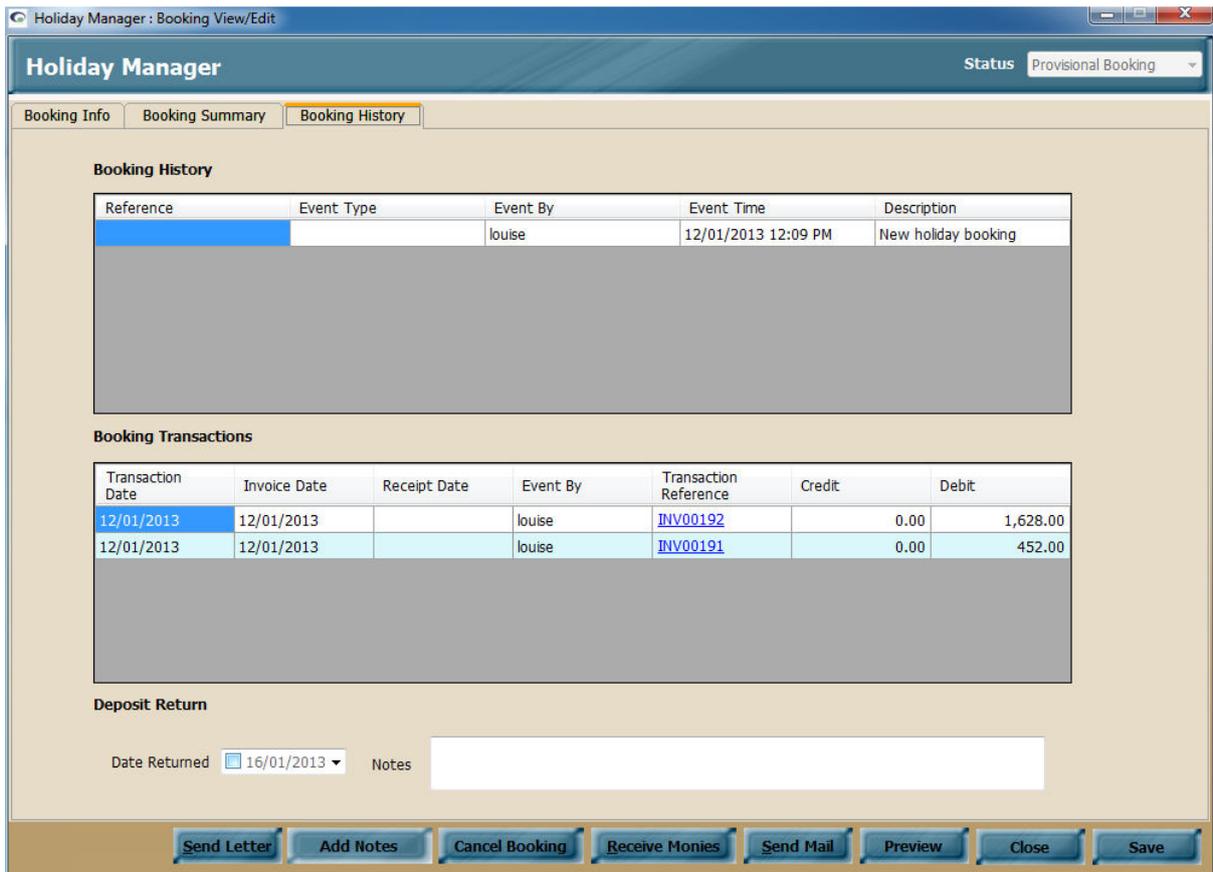
Deposit Paid

The scenario for changing the holiday dates for a booking where the deposit has been paid is very similar. Obviously the difference in this is that we have already received in some monies against the booking, and we will only therefore be able to affect the balance payment.

In this scenario we will follow the exact same steps to amend the booking period. The Holiday Rental cost will automatically update to the correct price for this period. The deposit amount will however remain at the same level.

When you click on Save, you will see an additional line in the Booking Transactions on the Booking History screen, which relates to the adjustment we have just made:

If we click on the link, the invoice will show the additional line on the outstanding invoice, and if we click on the Receive monies, the balance will now include this additional transaction.

Full Paid

Once the booking has been converted to Full Paid the software will lock the Booking From and Booking To dates.

In order to make any amendments to this booking we have a few different options available to us.

We can cancel the booking, which would mark in the history that this booking has been cancelled and return the full balance to the Holidaymaker, less any cancellation fee you specify. Once this has been cancelled, you have the option to rebook the holiday with the amended dates. When you come to receive the monies in for the new booking, you will have the option to use any balance you are holding against the invoice.

Alternatively, we can reverse the receipt of the balance for the booking, and convert the booking back to Deposit Paid. To do this, click on the Booking History tab, and click on the relevant receipt reference:

This will open the appropriate Receipt screen.

At the bottom of the screen there is an option to "Reverse".

Click on this and click Yes to confirm:

You can now return to the booking and make any amendments that you wish to the booking price and dates.

Once you are ready click on "Save" to confirm the revised details and apply the new pricing.

You can now receive the monies in again to return the booking to Full Paid.