



HLS Holiday Manager Software Help sheet

Extending a Holiday Period

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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.

Holiday Manager Status: Provisional Booking

Booking Info | Booking Summary | Booking History

Booking
Booking Ref No: B2013/0019
Booking From: 03/08/2013 | Booking To: 10/08/2013 | Nights: 7
Holiday Cost: 1295.00 | No Short Break Available

Property
Ref No: P2004/0013 | Title: Beachwalk

Holiday Maker
Ref No: H2013/0011 | Source: Repeat business
Name: Mr Joe Watkins
Address: 2 Mill Common, Undy, Caldecot, Newport - NP26 3JH, Gwent
Telephone: TBC | E-mail: jswatkins@hotmail.co.uk | Car Reg:

Party
Total in Party: 8 | Adults: 8 | Children: | Infants:

Extra's available

Name	Desc	Price	Include	Include Rent	Num Avail
Couples bond (Refu...	Couples bond (Refu...	60.00	<input checked="" type="checkbox"/>	N	8.0
Booking fee	Booking fee	16.67	<input checked="" type="checkbox"/>	N	1.0
Dog	dog charge per wee...	0.00	<input type="checkbox"/>	N	2.0
BEACHWALK SING...	£200 SINGLES/GR...	200.00	<input type="checkbox"/>	N	1.0
Singles bond	Refundable singles b...	100.00	<input type="checkbox"/>	N	8.0
Family bond	Refundable family b...	20.00	<input type="checkbox"/>	N	8.0
BEACHWALK RET...	RETURNABLE FAM...	100.00	<input type="checkbox"/>	N	1.0

Summary
Total Rent: 1295.00
Total Extra: 80.00
Inclusive Extra: 0.00
Rent showed to Holiday Maker: 1295.00
Extra showed to Holiday Maker: 80.00

Buttons: Send Letter, Add Notes, Cancel Booking, Receive Monies, Send Mail, Reprint, Close, Book

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.

Booking
Booking Ref No: B2013/0019
Booking From: 01/08/2013 | Booking To: 10/08/2013 | Nights: 9
Holiday Cost: 2590.00 | Multiple Short Breaks Available

Holiday Maker
Ref No: H2013/0011 | Source: Repeat business
Name: Mr Joe Watkins
Address: 2 Mill Common, Undy, Caldecot, Newport - NP26 3JH, Gwent
Telephone: TBC | E-mail: jswatkins@hotmail.co.uk | Car Reg:

Party
Total in Party: 8 | Adults: 8 | Children: | Infants:

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.

Holiday Manager Status: Provisional Booking

Booking Info | **Booking Summary** | Booking History

Booking Ref No: B2013/0019
 Booking From: 01/08/2013 | Booking To: 10/08/2013
 Holidaymaker: Mr Joe Watkins
 Holiday rental cost: 2000 Override
 Discount Code: 0.00 Override
 0.00 % + Fixed 0.00 [Clear](#)

BookingR	Descripti	Price	Quantity	Discount	VAT	Select
B2013...	Couple...	60.00	1.00	0.00	0.00	<input type="checkbox"/>
B2013...	Bookin...	16.67	1.00	0.00	3.33	<input checked="" type="checkbox"/>

Due With Deposit

Card Surcharge: 0.00 [Clear](#)
 VAT: 3.33
Total Holiday Cost: 2080.00

Agent Notes | Guest Notes | Owner Notes | Maintenance Notes

Deposit Payment Due by: 19/01/2013
 33% of Holiday Cost: 432.00 Override
 Selected Extra's: 16.67
 Card Surcharge: 0.00
 VAT: 3.334
Total Deposit Due: 452.00

Balance Payment Due by: 22/06/2013
 Balance of Holiday Cost: 1568.00
 Selected Extra's: 60.00
 Card Surcharge: 0.00
 VAT: 0.00
Total Balance Due: 1628.00

Booking Summary

Total Holiday Cost	2670.00
Owner Income	1230.25
Agency Income - Owner	64.75
Agency Income - Holidaymaker	20.00
Holidaymaker deposit	480.00
Other Extras	0.00

[Send Letter](#) [Add Notes](#) [Cancel Booking](#) [Receive Monies](#) [Send Mail](#) [Preview](#) [Close](#) [Save](#)

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.

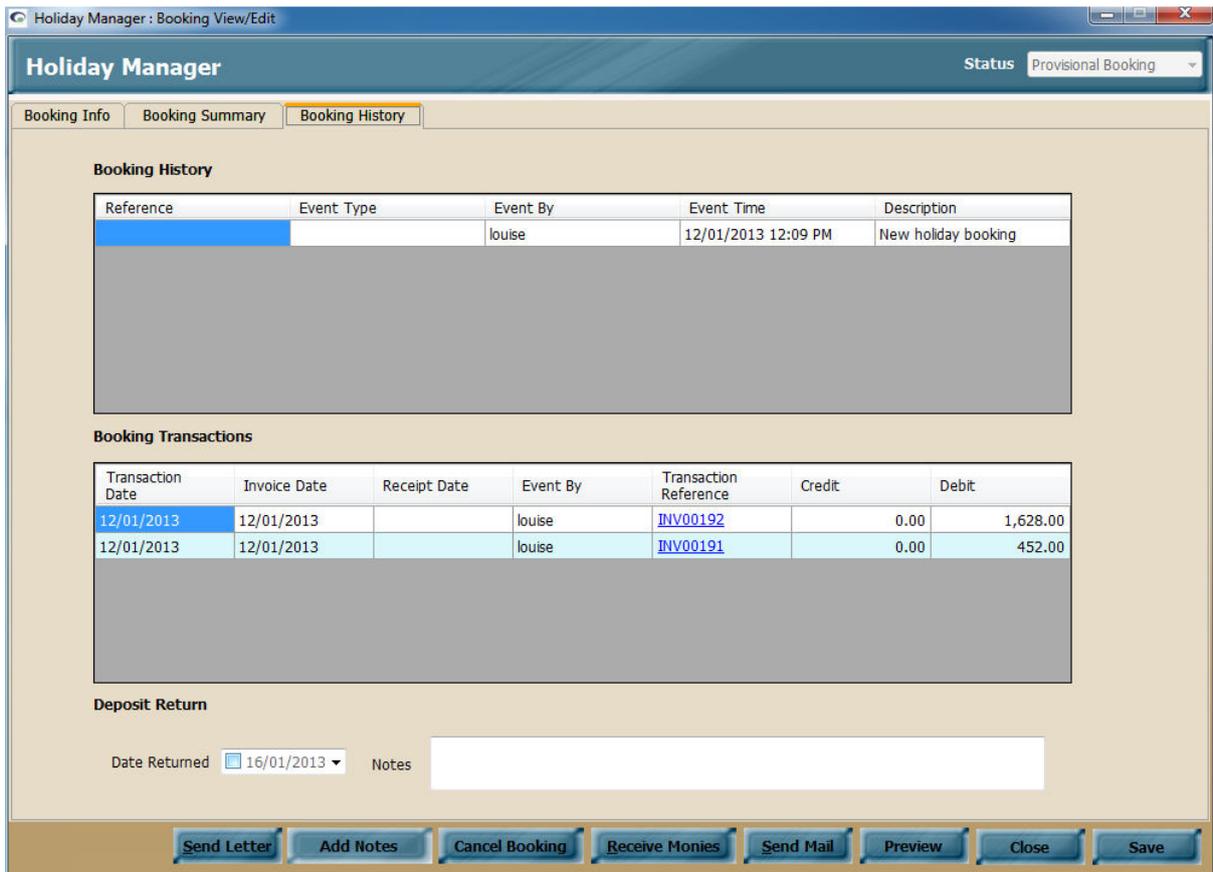
Holiday Manager ?

The price has changed, do you wish to update the booking with the new price?

[Yes](#) [No](#)

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:

Booking Transactions						
Transaction Date	Invoice Date	Receipt Date	Event By	Transaction Reference	Credit	Debit
16/01/2013	12/01/2013	16/01/2013	louise	REC00070	264.00	0.00
12/01/2013	12/01/2013		louise	INV00194	0.00	689.50
12/01/2013	22/01/2013		louise	INV00194	0.00	666.50
12/01/2013	12/01/2013		louise	INV00193	0.00	264.00

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.

Property: Note 2

Invoice Number:

Invoice Date:

Due Date: 13/04/2013

Invoice No	Recipient	Inv Type	Description	Quantity	Price	Discount	Total	VAT	Net Amount
INV00194	David Phillips	Balance Payment	67% of Holiday Cost	1.00	489.50	0.00	489.50	0.00	489.50
INV00194	Newquay Holid...		Family bond (Refundable family bon...	10.00	20.00	0.00	200.00	0.00	200.00
INV00194	Newquay Holid...		Adjustment of Holiday Cost	1.00	666.50	0.00	666.50	0.00	666.50

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:

Booking History

Transaction Date	Invoice Date	Receipt Date	Event By	Transaction Reference	Credit	Debit
22/01/2013	12/01/2013	22/01/2013	admin	REC00073	1,356.00	0.00
16/01/2013	12/01/2013	16/01/2013	louise	REC00070	264.00	0.00
12/01/2013	12/01/2013		louise	INV00194	0.00	689.50
12/01/2013	22/01/2013		louise	INV00194	0.00	666.50
12/01/2013	12/01/2013		louise	INV00193	0.00	264.00

Deposit Return

Date Returned: Notes:

This will open the appropriate Receipt screen.

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

Invoice Date	Invoice No	Description	Amount	VAT	Received	Outstanding	Apportion
12/01/2013	INV00194	67% of Holiday Cost	489.50	0.00	0.00	489.50	489.50
12/01/2013	INV00194	Family bond (Refundable family bond per person)	200.00	0.00	0.00	200.00	200.00
12/01/2013	INV00194	Adjustment of Holiday Cost	666.50	0.00	0.00	666.50	666.50

Click on this and click Yes to confirm:

Do you want to reverse the receipt?

Yes **No**

Reversed Successfully.

Ok

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.