

# Cancellations & Refunds for:

Book Now

&

**Booking.com**

**ARRA**

## **Virtual Credit Card**

Book Now button bookings and Booking.com bookings with a VCC, means the guest has paid at the time of booking and the virtual credit card has been generated, guaranteeing the Motel access to the guest payment, 24 hours prior to arrival of the guest.

This benefits the Motel by ensuring that the money is available and that there is no trouble with payments.

It also provides extra security for the guests by limiting the number of places the credit card number is used. Storing credit card details online has strict compliance regulations that have to be followed, by using a Virtual Credit Card it allows for greater security and keeps us up to date with relevant laws.

ARRA Accommodation Group has ensured that all Motels are able to set and adjust their own cancellation policies for the Book Now button and Booking.com. All refunds and cancellations are handled by the individual Motels in line with their own cancellation and refund policies. Instructions on how to manage cancellations and refunds are below.



Please Note: All properties have had the Booking.com and Book Now button policies updated to the following:

Full payment will be taken at the time of booking.

2.6% credit card charge may be applicable for Visa and MasterCard

3.5% credit card charge may be applicable for AMEX

Financial fee is not refundable.

## 1. Guests will be charged at time of booking

Guests booking by your Book Now button or by Booking.com will be charged by UseROSS at the time of booking. A Virtual Credit Card is generated and entered into UseROSS. This normally takes around 5 minutes from the time of booking.

The guest will be sent a tax invoice from UseROSS for the booking. Please note: Guests' bank statements will reflect that payment is taken from ARRA Accommodation Group – Frankston. Not the individual motel name.

An e-mail with a direct link to the virtual credit card details will be sent to the Motel.

Example:

Billing Information
Please use the billing information below for your payment. Note that this page may not be available for you to view again later, so it is important that you make this charge now.
<b>Charge Amount:</b> 223.00 AUD
<b>Card Number:</b> [REDACTED] 7068
<b>Card Expiry:</b> 2 / 2017
<b>CSC:</b> 682
Please take your payment within the designated time frame. Failure to do so can result in your funds being expired.

The link can also be accessed by clicking on the relevant booking in the 'Bookings' tab of UseROSS, to take payment.



Example:

## Payment info

Payment method	UseROSS Virtual Credit Card (VCC)
VCC Amount:	\$223.00 AUD
Payment URL	<a href="#">View billing details</a>   <a href="#">Update VCC info</a>

The VCC is active from the day before the guest arrives until 60 days after arrival.

Bookings with a VCC will show in the bookings tab of UseROSS with a blue circle with a white exclamation mark beside it as in the diagram below.

Bookings that have a VCC and the Motel has actioned the VCC and received the payment, will show with a green tick beside them, as in the diagram below.

Created	Arrive date	Checkout	Nights	Room name	Guest name	Channel	Booking Value	All money taken
Wednesday 31 Dec 2014	Sunday 04 Jan 2015	Saturday 17 Jan 2015	13	Budget One-Bedroom Apartment	Krassimir Krastev	Booking.com	\$1 451.00	
Wednesday 10 Sep 2014	Monday 05 Jan 2015	Friday 09 Jan 2015	4	Three-Bedroom Apartment with Spa Bath	Janine Stack	Booking.com	\$976.00	
Thursday 18 Dec 2014	Monday 05 Jan 2015	Friday 09 Jan 2015	4	Budget One-Bedroom Apartment	Brian Day	Booking.com	\$540.00	
Saturday 27 Dec 2014	Thursday 08 Jan 2015	Saturday 10 Jan 2015	2	Two-Bedroom Apartment with Spa Bath	sandra jones	Booking.com	\$382.00	
Sunday 28 Dec 2014	Thursday 08 Jan 2015	Friday 09 Jan 2015	1	Executive Two-Bedroom Apartment	Tracey Bambridge	Booking.com	\$228.00	

## 2. Book Now Button Cancellations/Refunds

To cancel a **Book Now** Booking:

- Guest will contact Motel to cancel booking (guests are unable to do this on the **Book Now** button on your website)
- Simply login to UseROSS and click on the guest name to open up booking details.
- Click on the blue **refund** link under booking details. (example below)

### Booking details

Status booked [\(cancel\)](#) [\(refund\)](#)

- A box will appear asking if you would like to proceed with a refund.
- Click 'Ok'.

- f. A 2<sup>nd</sup> box will appear with the monetary amount of the booking. Click 'Ok', if you will not be deducting a cancellation fee. The value maybe adjusted to allow for a cancellation fee to be held.
- g. To hold a cancellation fee – deduct the amount to be held as a cancellation fee. Press Ok to refund amount. Then use Virtual Credit Card on your Eftpos machine to take cancellation fee.

Example of a refunded booking:

Created ▲	Arrive date	Checkout	Nights	Room name	Guest name	Channel	Booking Value
Tuesday 08 Apr 2014	Tuesday 01 Jul 2014	Wednesday 02 Jul 2014	1	Inspectors Room	TEST BOOKING	Book Now button	\$173.00

Please note: The transaction fee, as a cost associated with providing a service that is paid to external companies is non-refundable. However, as a goodwill gesture to the guests, we have chosen to cover the fees here at UseROSS, for refunds completed by the Motel within 48 hours of booking, providing the guest with a complete refund.

### 3. Book Now Button - Partial Refunds/Modifications

- a. Guests cannot make their own modifications to bookings made through the 'Book Now' button.
- b. All modifications need to be manually adjusted by the Motel.

### 4. Booking.com Cancellations/Refunds

To cancel a **Booking.com** booking:

- a. Guest will cancel booking through the Booking.com site.
- b. An email is issued from UseROSS to inform Motel of cancellation. Please note: This **will not** automatically refund the guest.
- c. Simply login to UseROSS and click on the guest name to open up booking details.
- d. Click on the blue '**refund**' link under booking details. (example below)

Status	cancelled (refund)
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Rooms ON STANDBY Service

- e. A box will appear asking if you would like to proceed with a refund.
- f. Click 'Ok'.
- g. A 2<sup>nd</sup> box will appear with the monetary amount of the booking. Click 'Ok', if you will not be deducting a cancellation fee. The value maybe adjusted to allow for a cancellation fee to be held.
- h. To hold a cancellation fee – deduct the amount to be held as a cancellation fee. Click 'Ok' to refund amount. Then use Virtual Credit Card on your Eftpos machine to take cancellation fee.

### Help Hints:

Friday 04 Apr 2014	Tuesday 08 Apr 2014	Thursday 10 Apr 2014	2	Red cottage	Denise Becker	Book Now button	\$543.00	
Friday 04 Apr 2014	Saturday 26 Apr 2014	Sunday 27 Apr 2014	1	Museum Cottage	Fiona Longfield	Book Now button	\$193.00	

VCC: Need get \$543.00

In the 'Bookings' tab of UseROSS a will display beside bookings where money is available to be taken from the VCC.

## 5. Booking.com - Partial Refunds/Modifications

- a. Guests can make their own modifications to bookings made through Booking.com.
- b. An email will be sent for bookings that are modified through Booking.com.
- c. Modified bookings will show in UseROSS in green and will not change the value of the Virtual Credit Card details that have been provided.
- d. **Decreased night booking modifications:** A partial refund will need to be issued to modified bookings that reduce the nights of stay or the amount of guests, following the above procedure.
- e. **Increased night booking modifications:** The virtual credit card will need to be processed to the value of the original booking. The guest will need to pay on arrival the difference in value from the virtual credit card and total tariff of accommodation.



### **Fees for Virtual Credit Card Services:**

Please be aware that the creation of a Virtual Credit Card includes a Transaction Fee 2.6% for Visa & MasterCard and 3.5% for AMEX, to cover the costs associated with taking payment and creating a virtual credit card. This fee is currently covered by the guest and is displayed clearly in the booking process. This fee is not paid to the Motel through the Virtual Credit, but paid by ARRA to the bank and WEX.

### **Choosing to Cover Fees for the Virtual Credit Card Services at the Motel:**

Motels may elect to cover the cost of the Virtual Credit Card fees themselves. If you wish to do so, click on 'Property Settings' and go down to the 'Options' section there'll be a checkbox which you can turn on and off whether the Motel will cover the fees.

Cover the financial costs   
associated with the  
Virtual Credit Card

If you elect to cover the financial costs, the guest will pay the listed price in UseROSS and a Virtual Card will be made for you to take payment for the value of the booking minus the 2.6% credit card fees.



### Financial Fees for Book Now button:

UseROSS also offers additional functionality to allow you to recoup the financial costs and other costs associated with providing the booking service. This is not compulsory in order to use the Virtual Credit Card.

Under Payment Methods in the 'Book Now' button you can choose to add a financial fee as a percentage for each payment type. This is to cover card costs, bank call costs, and time associated with taking a payment.

The Motel fee is to cover costs associated with providing the booking service, e.g. internet, time for Book Now button setup and alterations.

**Payment methods accepted**

Visa	Master card	American express	Discover	JCB	Paypal	Cash	Direct deposit	Diners Club	EFTPOS
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>						
<input type="text" value="1.4"/> %	<input type="text" value="1.4"/> %	<input type="text" value="3"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %

[SAVE](#)

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**Payment settings**

Motel fee  \$

[SAVE CHANGES](#)