

# GUEST HANDOUT # 1

## A quick guide to using Youcamp



1. To get started, we recommend you create an account on Youcamp. To send an enquiry or to make a booking, you'll need to set up your own account.
2. If you haven't used Youcamp before, go to the SIGN UP page and create an account with an email address and a password. You'll receive an email to your inbox asking you to verify your email address.
3. LOGIN to Youcamp and in the top right corner, you'll see your name with several options. MY TRIPS - check here for your booking information, FAVOURITES - your own personal list of favourite properties, PROFILE - information about yourself and CHANGE PASSWORD - we suggest you change your password regularly.
4. Next to your name is HELP - this is the Youcamp Help Centre and a great place to find out more information.
5. Next to Help is MESSAGES. This is where all enquiries between you and a host are recorded.
4. There are several ways to find a property that suits you. Use the homepage search bar to enter a location and press the green 'Go' button. Or just press the green 'Go' button to bring up all the Youcamp listings. You can also search by State or by other filters including accommodation type, amenities, activities and terrain.
5. Click on the property you like and read more information on what is offered, the location and reviews.
6. To just make an enquiry, click on the ENQUIRY button and an enquiry form will pop up. The host will get back to you with a reply which will be shown in MESSAGES.
7. To check price and availability, choose the type of accommodation you are interested in, the number of guests and the check-in and check-out dates. The calendar will show dates that can be booked or dates that are unavailable.
8. Ready to make a booking? If the host selected INSTANT BOOK this means bookings are guaranteed and paid instantly at the time of booking. If the host selected BOOKING REQUESTS this means the host has 24 hours to respond. A host can accept or decline a booking. If for some reason you don't get any response but the host is keen, you can submit another booking request. Once your booking is confirmed, you'll receive the host's details and specific directions on getting to the site.
9. As the guest, you agree to Youcamp's Terms & Conditions when you create an account. This means all enquiries and bookings must be paid for through Youcamp and this condition applies to hosts too. By staying within the Youcamp system, both hosts and guests are safeguarded by secure online payments, every exchange is recorded and cancellations are paid out according to the cancellation policy the host chooses.
10. A reminder of our PAYOUT MODEL. We charge 10% to the guest. We pass on a 2% credit card transaction fee to the host. Example: Host charges guest \$100. Guest pays \$110 at the time of booking. We pay the host \$98 via direct deposit. Why do we charge 10% to the guest? Because the host is the person offering the property and service and we want them to make the most money. Youcamp hosts are regional Australians and we want to help grow regional tourism.
11. As the guest, you can also CANCEL a confirmed booking or submit a BOOKING ALTERATION REQUEST to a host if there is a change in dates or the number of guests. Go to MY TRIPS to see all the details of each booking.
12. Youcamp provides something for everybody - glamping tents, retro caravans, quiet and exclusive campsites, cottages and cabins, farm tours, farm produce and even extras like home cooked meals and firewood. Book for a large family or group of friends, a work event or a special celebration.