

HOST HANDOUT # 1



A quick guide to using Youcamp

1. The HOST PORTAL is your 'go to' area for your property listing. Please familiarise yourself with the items in this menu.

2. Communication is through MESSAGES. Notifications contain important information from us. Inbox contains messages and booking notifications from guests. You do not receive SMS message notifications for messages, so you need to login and check your messages regularly. We recommend saving Youcamp as a favourite and checking once per day.

3. Which booking method have you selected? Not sure? Then login and check. It is important that you know this.

- If you selected INSTANT BOOK this means bookings are guaranteed and paid instantly at the time of booking.
- If you selected BOOKING REQUESTS this means you have 24 hours to respond. The reason why a booking request stays open for only 24 hours is because the booking dates are 'blocked' on your calendar to prevent double bookings.

When you click to accept the booking, the guest's credit card is charged. If you fail to respond within 24 hours, the booking will lapse and expire. If you find yourself with an expired booking, you can message the guest via the link on the booking and ask them to make another booking request.

4. You will receive an SMS and an email when you receive a new booking. When you receive a new booking, please login to the HOST PORTAL to view details.

5. ALL BOOKINGS must go through Youcamp. If a guest messages you and asks to pay on arrival or through another method, this is not permitted. This falls outside of our Terms & Conditions. The Youcamp website is not a system to try and get around but a toolkit to make life easier. Used properly it will be your camping cash register, full reservation system and will streamline all your invoicing and tax requirements.

Breaches of our terms and conditions are closely monitored and may result in a property being unlisted.

6. Have you looked at your CALENDAR? It is in the host portal area. Make sure it shows correct availability. If you are booked out or away, mark it is unavailable.

7. Payouts to hosts are made 24 hours after the guests arrive and you can view these in the HOST PORTAL area under TRANSACTION HISTORY.

8. Process a MANUAL BOOKING (find this in the Host Portal > Bookings) for any transaction that is face to face with a guest. Use a manual booking in these situations: a guest might arrive and want to stay but doesn't have a Youcamp account to make their own booking, a guest is currently staying and wants to buy more firewood or book a farm tour. Treat it like your front desk cash register! You can accept payments by credit card without needing merchant facilities because Youcamp processes the payment for you. The manual booking tool won't let you book dates that are already unavailable in your calendar.

9. You can easily APPLY A DISCOUNT to a booking for whatever reason. We have given hosts flexibility to do this. A discount can be applied once a booking is confirmed. Click on the booking and then apply a % discount.

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: You charge guest \$100. Guest pays \$110 at the time of booking. We pay you \$98 via direct deposit.

11. A booking may be CANCELLED by a guest - you'll receive a notification and a payout based on the cancellation policy you choose. A guest may also submit a BOOKING ALTERATION REQUEST to you if there is a change in dates or the number of guests. You have 24 hours to respond.

12. As a host, you may also CANCEL A BOOKING. The guest is notified and receives a full refund.