

# HOST HANDOUT # 12

## Large Group & Event Bookings



Hosts often receive enquiries for large group bookings, weddings or special events. Most listings are not set up to make this easy so we recommend creating a 'custom quote' on a case-by-case basis and publishing it for the guest to book. Youcamp generates many large group enquiries and all payments must be made through Youcamp. Cash or direct deposits are strictly not permitted.

### STEP 1: SECURE GROUP BOOKING

- Log in to the Host Portal and select 'Edit My Listing' from the drop down menu, then click the edit pencil.
- Using green headings on the left column, select 'Accommodation & Camping'.
- Scroll down and click the green button that says 'Add Accommodation & Camping'.
- Create your custom quote by creating a new temporary Accommodation & Camping option. Name it something like "Pete's 40th Birthday Party - Secure Group Booking", including relevant particulars in the general written description such "This is a special rate as discussed for Pete's birthday bash, approximately 60 guests, 2 nights camping at \$11 pp/pn. Numbers to be finalised by guest via a booking alteration two weeks prior to event date".
- Ensure the rate you quote in any verbal and written communication includes Youcamp's 10% booking fee, so it forms part of your quote. For example, don't say \$10 per night, say \$11 per night. Youcamp's 10% booking service fee is added on at checkout and guests don't want any price surprises here.
- Next, set up the price section by selecting the "Per Person" rate option from the drop down menu. Remember, the price you set in this area does not include Youcamp's 10% booking service fee (it's added at checkout). So here you'd enter \$10 pp/pn.
- Add in any extras you know the guests may want to book (they can book it now or add it as an alteration to the date) such as firewood, meal options, etc. Guests can alter their booking and add any extras to their order right up until the day of arrival.
- Once the new option is set up, have a run through pretending you are the guest making the booking, does it all make sense to a guest? Is the rate appearing the one you have quoted?
- Temporarily change your cancellation policy to SUPER STRICT, which means once this booking is made it's non-refundable unless you as the host cancel the booking. You can think of this like a deposit.
- Contact the guest and let them know they can place their first booking to secure the booking. After the booking has been made you may hide this temporary accommodation type if you wish by clicking the eye icon. The booking will remain in your calendar. As them to make their booking promptly as your cancellation policy has been changed to accommodation the secure the group booking.
- Once the guest has booked, promptly revert your cancellation policy to its original setting so it doesn't affect regular guests.

Contact us via [info@youcamp.com](mailto:info@youcamp.com)

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## Large Group & Event Bookings (cont.)

### STEP 2: FINALISE GROUP BOOKING

- Keep communication channels open with your guest. Advise your guest they'll need to submit an ALTERATION REQUEST by an agreed date (such as two weeks prior to the event) as the final step in confirming their booking. They will make an alteration to their booking with final numbers and final extras added. Alterations can be made at any time by the guest up until the day of arrival.
- To make an alteration, the guest will access this via 'My Trips' located in the top right hand corner of the screen. They need to click on 'View Directions & Details' and follow the links to make an alteration.
- If you are set up to accept Instant Bookings, this alteration will be accepted automatically. If you are set up as Booking Requests, you'll have to accept the alteration request within 24 hours otherwise it will expire.

### OTHER HINTS & TIPS

**Calendar:** If you are taking large group bookings, ensure you check your calendar and block out any other sites or options so that no other guests can book when you've dedicated your camping area to a large group.

**Deposits:** Do not request deposits from guests, instead request an initial booking to secure the group booking (using Strict cancellation policy) then ask the guest to submit an alteration request with final numbers by an agreed date.

**Price change:** If the group size varies considerably and you need to alter the per person price, you can alter the price at any time in the accommodation price set up area.

**Amenities:** Consider arranging a general quote from your nearest hire centre for amenities if you don't have any in place, and plan to welcome groups. Many groups are self-sufficient, but some special events such as weddings and parties may be only able to go ahead if hosts can assist guests in sourcing portable toilets and showers.

**Communication:** We encourage hosts and guests to talk to each other on the phone to discuss requirements. Not every exchange needs to be done in Youcamp messages. Swap phone numbers and have a chat! Just remember that Youcamp generated this booking for you and it needs to be processed according to our Terms & Conditions.

**Youcamp support:** We have a dedicated group booking specialist who can help you. Please contact us if you need assistance [info@youcamp.com](mailto:info@youcamp.com).