



VIRTUAL ROOMS



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FEATURES

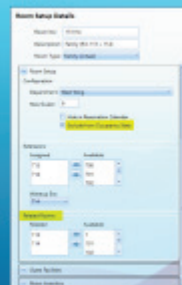
- Combine rooms to make new, virtual rooms
- Sell bunks in bunk rooms as individual beds or as a complete room
- Automatically blocks off rooms/bunks when associated rooms / bunks are booked
- Booking a room/bunk that is part of an associated room group will automatically block off the other associated rooms/bunks with a unique, locked block.

USES

- In properties that can combine individual rooms to create a larger room or suites eg combine two double to create a "family room"
 - Booking the family room will block out both the double rooms
 - Booking a double room will block out the family room
- In properties that combine a number of rooms to create an apartment
- In all lodges & backpackers when they hire out complete bunk rooms or individual bunks within a room
 - Booking the room blocks out all the bunks in that room.
 - Booking a bunk blocks out the bunk room so the room cannot be sold as one, only the bunks within the room can be booked.

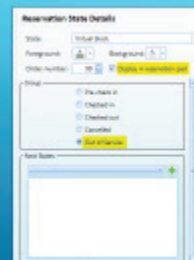
SETTING UP ROOMS

- Rooms / bunks:
 - In the Setup menu, go to Rooms
 - Add in the virtual room. This is the one containing the other rooms/bunks
 - Select Exclude from Occupancy stats so the room is not counted twice (or remove occupancy stats from the other rooms/bunks)
 - In the Related Rooms panel, select the rooms/bunks that comprise this virtual room by moving the selected items to the left column. Do NOT repeat this for the other associated rooms/bunks, only do this on the virtual room
- Save the changes



SETTING UP RESERVATION STATES

- In the Setup menu, go to Reservation States
- Add a new state - click New
 - State - Virtual block
 - Make the background a light blue/neutral colour
 - Order number - enter a high number eg 99
 - Display in reservation pad is checked
 - Group selected - Out of Service
 - Next Status - leave this blank, not required.
 - Save the changes
- Go to Supervisor - System Settings
 - In Default Settings - Reservations
 - Click Add
 - Select the new virtual block state in the Default Status for new reservations
 - Click Save



USING VIRTUAL ROOMS

- Virtual blocks automatically appear in a associated rooms/bunks whenever a reservation is made
- The virtual block has a padlock icon to indicate it can't be edited or moved.
- When a reservation is moved or extended/shortened the virtual blocks will move accordingly
- The channel manager is automatically advised of virtual blocks with the usual increase/decrease in availability.



EXAMPLE 1: TWO ROOMS COMBINE TO MAKE A FAMILY ROOM

- Two double rooms, 113 and 114, combine to make a family room
- If either 113 or 114 are booked, the family room is blocked
- If the family room is booked, both 113 and 114 are blocked
- If one of the double rooms is booked, the other double room is also available and may be booked as usual

Settings for Family room

Room	Bedroom	Availability
113	Double	OK
114	Double	OK
Family (virtual)	Family (virtual)	OK

EXAMPLE 2: A BUNK ROOM HAS FOUR BUNKS (BEDS)

- Either the bunk room can be booked, or individual bunks in the room can be booked.
- The bunks are configured as rooms, as well as the bunk room
- The bunk room has each of the bunks associated to it
- When the bunk room is booked, all the bunks within it are blocked
- When a bunk is booked the bunk room is blocked, leaving the other bunks to be booked individually.

Settings for Bunk room

Room	Bedroom	Availability
113	Double	OK
114	Double	OK
Family (virtual)	Family (virtual)	OK

VIDEO EXAMPLE 1



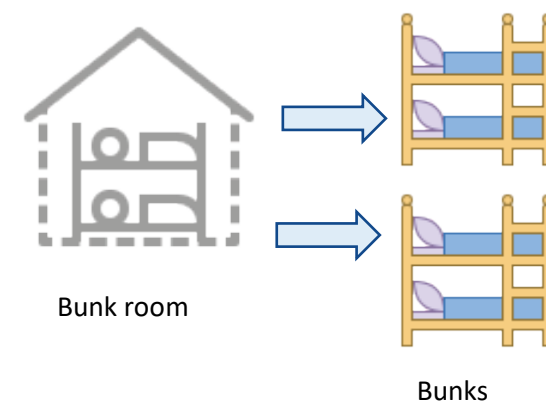
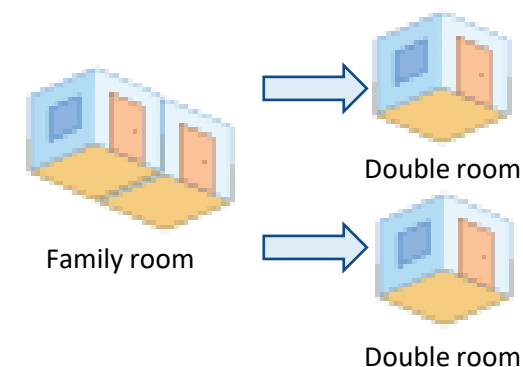
Play video example

Features

- Combine rooms to make new, virtual rooms
- Sell bunks in bunk rooms as individual beds or as a complete room
- Automatically blocks off rooms/bunks when associated rooms / bunks are booked
- Booking a room/bunk that is part of an associated room group will automatically block off the other associated rooms/bunks with a unique, locked block.

Uses

- In properties that can combine individual rooms to create a larger room or suites eg combine two double to create a "family room"
 - Booking the Family room will block out both the double rooms
 - Booking a double room will block out the Family room
- In properties that combine a number of rooms to create an apartment
- In ski lodges & backpackers when they hire out complete bunk rooms or individual bunks within a room.
 - Booking the room blocks out all the bunks in that room,
 - Booking a bunk blocks out the bunk room so the room cannot be sold as one, only the bunks within the room can be booked



Setting up rooms

- Rooms / bunks:
 - In the Setup menu, go to Rooms
 - Add in the virtual room. This is the one containing the other rooms/bunks
 - Select Exclude from Occupancy stats so the room is not counted twice (or remove occupancy stats from the other rooms/bunks)
 - In the Related Rooms panel, select the rooms/bunks that comprise this virtual room by moving the selected items to the left column. Do NOT repeat this for the other associated rooms/bunks, only do this on the virtual room)
 - Save the changes

The screenshot shows the 'Room Setup Details' window. At the top, there are three input fields: 'Room No:' with the value '113114', 'Description:' with the value 'Family (Rm 113 + 114)', and 'Room Type:' with a dropdown menu showing 'Family (virtual)'. Below these is a 'Room Setup' section with a 'Configuration' tab. Under 'Configuration', there is a 'Department:' dropdown set to 'West Wing', a 'Max Guest:' input field with the value '6', and two checkboxes: 'Hide in Reservation Calendar' (unchecked) and 'Exclude from Occupancy Stats' (checked). Below the configuration section is an 'Extensions' section with two columns: 'Assigned' and 'Available'. The 'Assigned' column contains '713' and '714', and the 'Available' column contains '700', '701', and '702'. There are double-headed arrows between the columns. Below the extensions is a 'Wakeup Ext:' dropdown set to '714'. At the bottom is a 'Related Rooms' section with two columns: 'Related' and 'Available'. The 'Related' column contains '113' and '114', and the 'Available' column contains '1', '101', and '102'. There are double-headed arrows between the columns. At the very bottom, there are two expandable sections: 'Guest Facilities' and 'Room Inventory'.

Room Setup Details

Room No: 113114

Description: Family (Rm 113 + 114)

Room Type: Family (virtual)

Room Setup

Configuration

Department: West Wing

Max Guest: 6

☐ Hide in Reservation Calendar

☒ Exclude from Occupancy Stats

Extensions

Assigned Available

713 700

714 701

702

Wakeup Ext: 714

Related Rooms

Related Available

113 1

114 101

102

Guest Facilities

Room Inventory

Setting up reservation states

- In the Setup menu, go to Reservation States
- Add a new state – click New
 - State = Virtual block
 - Make the background a light brown/neutral colour
 - Order number: enter a high number eg 99
 - Display in reservation pad is checked *
 - Group: select Out of Service *
 - Next States: leave this blank, not required.
 - Save the changes
- Go to Supervisor - System Settings
 - In Default Settings – Reservations
 - Click Edit
 - Select this new virtual block state in the Default Status for new reservations *
 - Click Save

Reservation State Details

State:

Foreground: Background:

Order number: ☒ Display in reservation pad

Group

☐ Pre-check in

☐ Checked in

☐ Checked out

☐ Cancelled

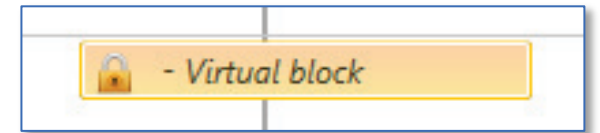
☒ Out of Service

Next States

* Means absolutely necessary, do not miss this step and double check you have set this

Using virtual rooms

- Virtual blocks automatically appear in a associated rooms/bunks whenever a reservation is made
- The virtual block has a padlock icon to indicate it can't be edited or moved.
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- The channel manager is automatically advised of virtual blocks with the usual increase/decrease in availability.



Example 1: two rooms combine to make a family room

- Two double rooms, 113 and 114, combine to make a family room
- If either 113 or 114 are booked, the family room is blocked
- If the family room is booked, both 113 and 114 are blocked

Settings for Family room

Related Rooms	
Related	Available
113	101
114	102
	103

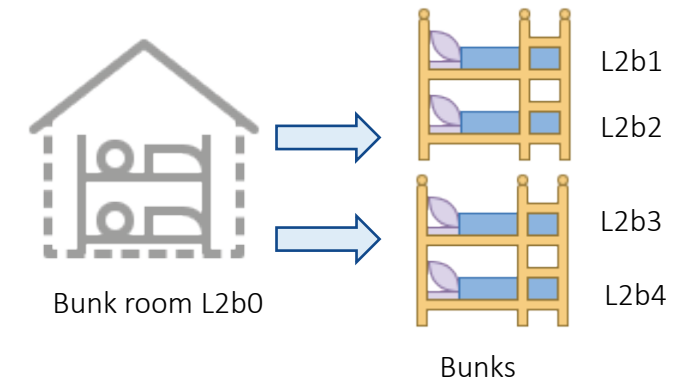
Double - 113		Not Assigned - Confirmed				Virtual block
Double - 114			Not Assigned - Confirmed			Virtual block
Family (virtual) - 113114		Virtual block				Not Assigned - Confirmed

- If one of the double rooms is booked, the other double room is also available and may be booked as usual

Double - 113		Not Assigned - Confirmed				Virtual block
Double - 114		Not Assigned - Confirmed		Not Assigned - Confirmed		Virtual block
Family (virtual) - 113114		Virtual block				Not Assigned - Confirmed

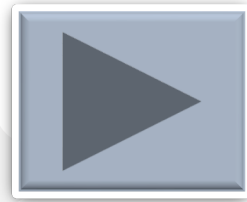
Example 2: A bunk room has four bunks (beds)

- Either the bunk room can be booked, or individual bunks in the room can be booked.
- The bunks are configured as rooms, as well as the bunk room
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- When the bunk room is booked, all the bunks within it are blocked
- When a bunk is booked the bunk room is blocked, leaving the other bunks to be booked individually.



L2b0 (Virtual) - 200 - Bunkroom 4Berth	Not Assigned - Co	- Virtual Block							
L2b1 - 201 - Lodge Bunks	- Virtual Block	Not Assigned - Co							
L2b2 - 202 - Lodge Bunks	- Virtual Block		Not Assigned - Co						
L2b3 - 203 - Lodge Bunks	- Virtual Block				Not Assigned - Co				
L2b4 - 204 - Lodge Bunks	- Virtual Block						Not Assigned - Co		

Video Example 1



Play video example