

Resort Owner Help

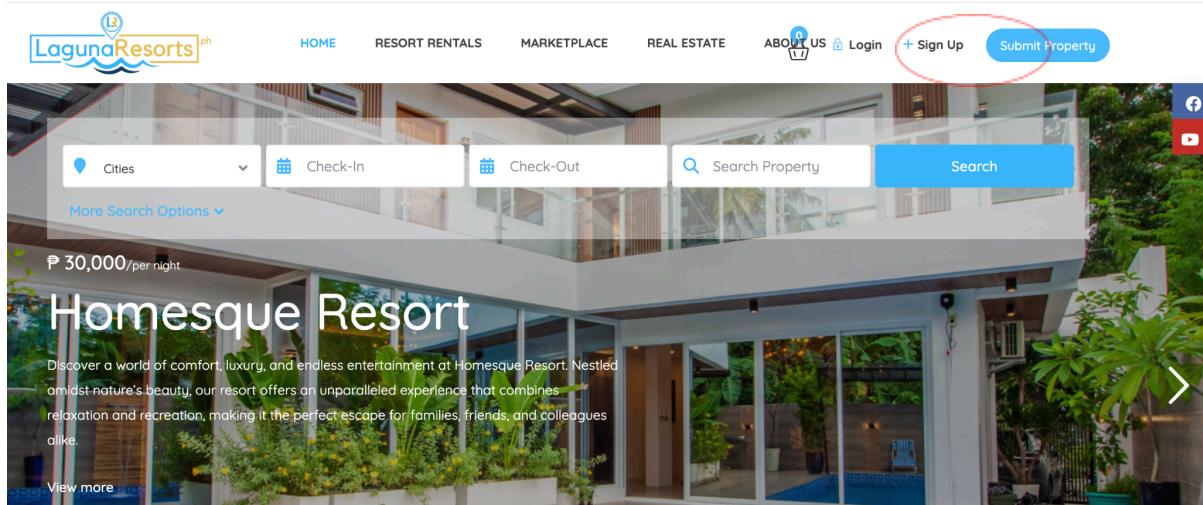
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1. Create an account

1.1. Open <https://lagunaresorts.ph> in your browser

1.2. Click the “Sign Up” icon on the upper right part of the page.



1.3. Fill out the fields. Note that the system will require a unique email. Select the option “I want to rent my property” and tick the “I agree with Terms and Conditions. Then click “Create an account”. You also have the option to create an account using your Facebook or Google account.

Create an account

I only want to book

I want to rent my property

I agree with terms & conditions

[Create an account](#)

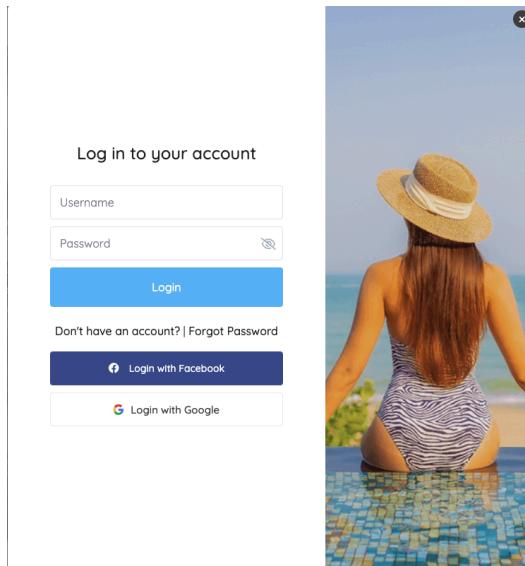
[Already a member? Sign in!](#)

[Login with Facebook](#)

[Login with Google](#)

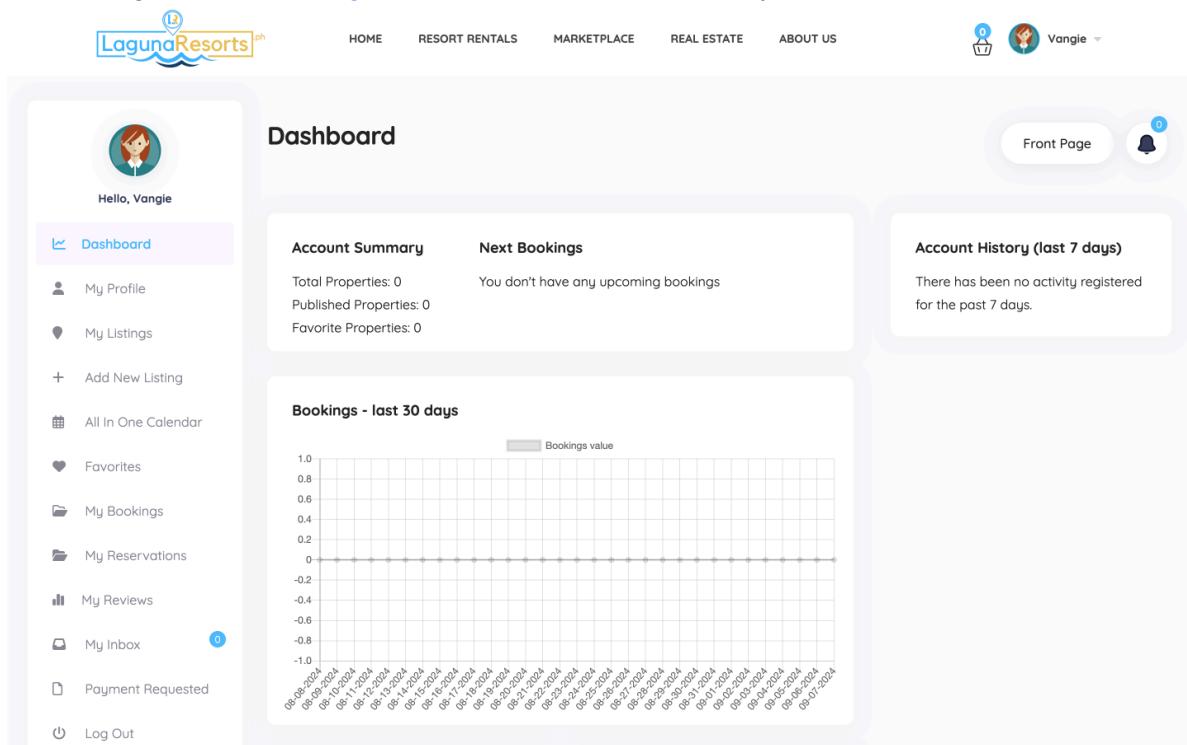


1.4. If the account has been successfully created, you can start logging in using your new account.



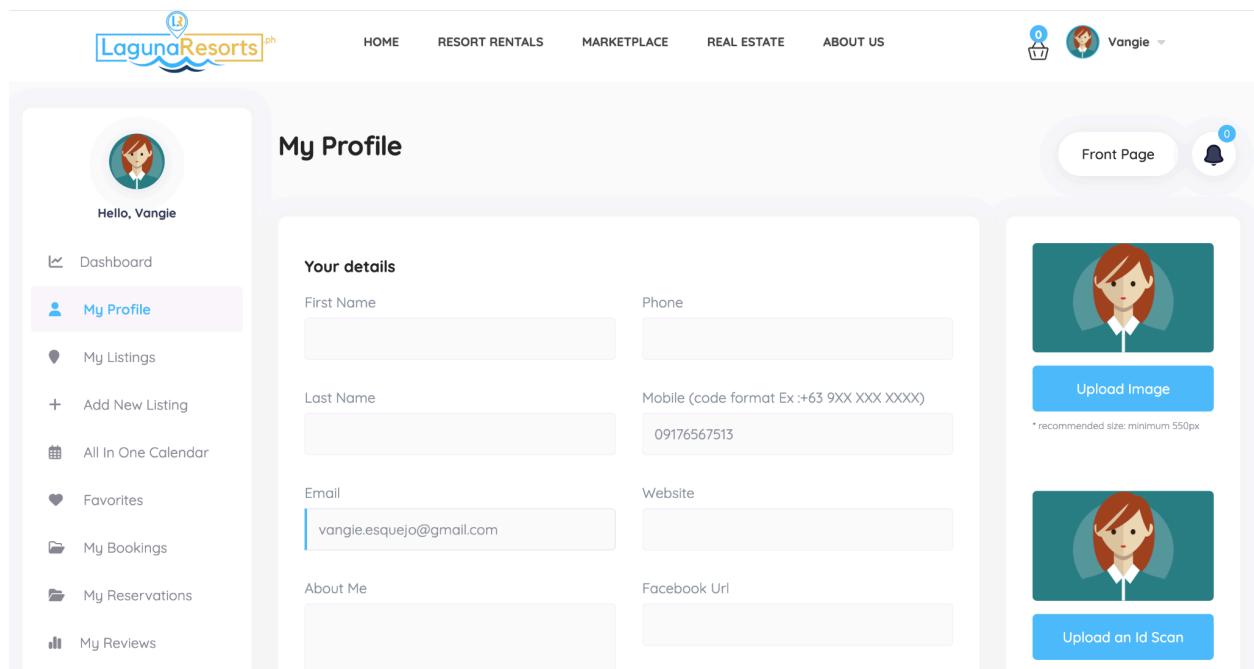
2. Complete your profile

2.1. Log in to <https://lagunaresorts.ph>. You will land in your Dashboard.



The screenshot shows the LagunaResorts Dashboard. The top navigation bar includes the logo, a search bar, and links for HOME, RESORT RENTALS, MARKETPLACE, REAL ESTATE, and ABOUT US. The user profile 'Vangie' is shown with a notification count of 0. The main dashboard area has three main sections: 'Account Summary' (Total Properties: 0, Published Properties: 0, Favorite Properties: 0), 'Next Bookings' (You don't have any upcoming bookings), and 'Account History (last 7 days)' (There has been no activity registered for the past 7 days). The left sidebar lists navigation options: Dashboard (selected), My Profile, My Listings, Add New Listing, All In One Calendar, Favorites, My Bookings, My Reservations, My Reviews, My Inbox (0 notifications), Payment Requested, and Log Out.

2.2. On the left bar, click My Profile and fill out your details. Please ensure that your mobile number is in the correct format. This will be used for SMS notifications. Some of the information here will be included in the Listing Profile and will be made available to prospective guests. This includes your Name, About Me, website, and social media accounts. Other contact details will be used during transactions.



HOME RESORT RENTALS MARKETPLACE REAL ESTATE ABOUT US

0  Vangie 0 

Front Page

Hello, Vangie

Dashboard

My Profile

My Listings

Add New Listing

All In One Calendar

Favorites

My Bookings

My Reservations

My Reviews

My Profile

Your details

First Name

Last Name

Phone

Mobile (code format Ex :+63 9XX XXX XXXX)

09176567513

Email

Website

About Me

Facebook Url

Upload Image

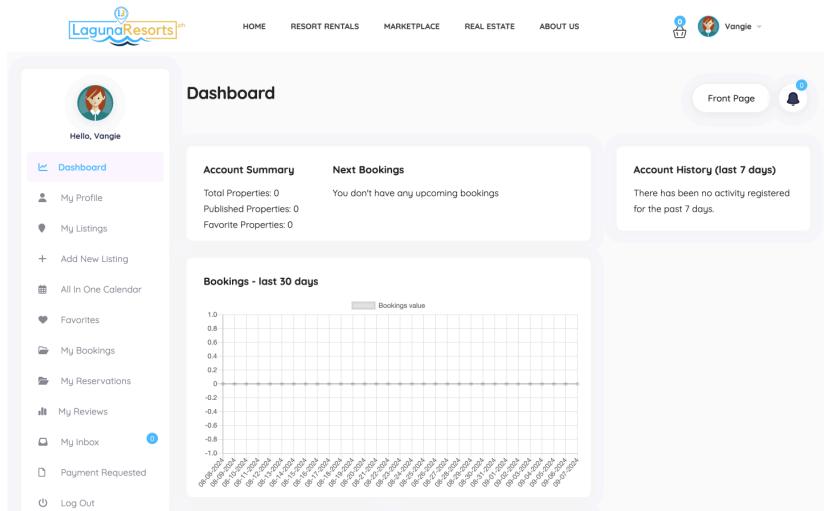
* recommended size: minimum 550px

Upload an Id Scan

2.3. Click Update Profile to save your changes.

3. Create a listing

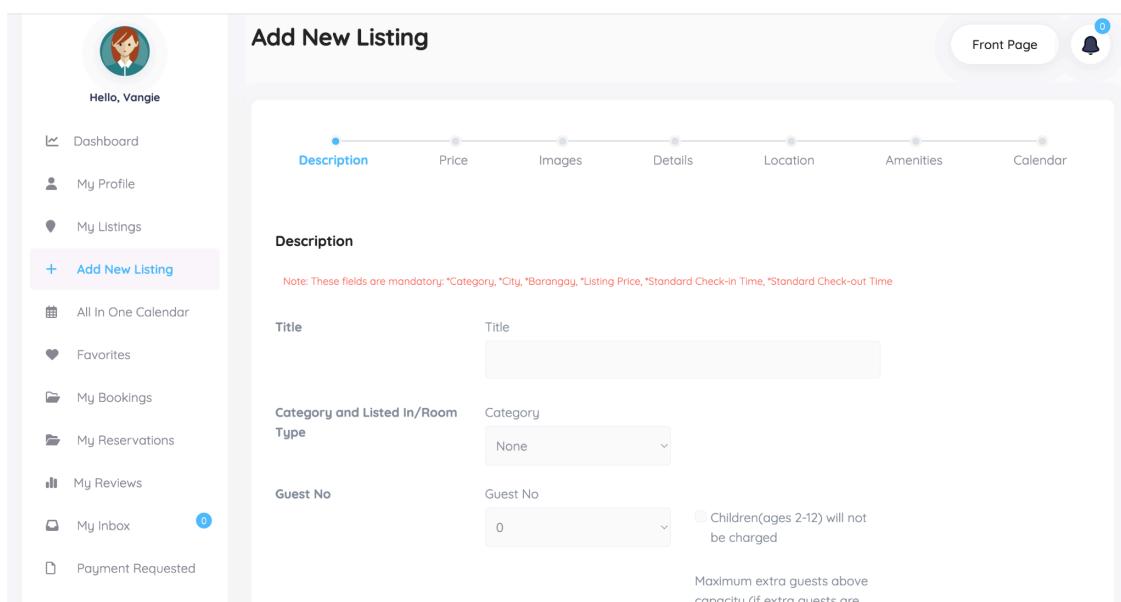
3.1. Log in to <https://lagunaresorts.ph>. You will land in your Dashboard.



The dashboard page displays the following information:

- Account Summary:** Total Properties: 0, Published Properties: 0, Favorite Properties: 0.
- Next Bookings:** You don't have any upcoming bookings.
- Account History (last 7 days):** There has been no activity registered for the past 7 days.
- Bookings - last 30 days:** A line chart showing bookings value over the last 30 days, with a value of 0.0.

3.2. Click "Add New Listing" in the left panel.



The "Add New Listing" page shows a progress bar with the following steps:

- Description (highlighted in blue)
- Price
- Images
- Details
- Location
- Amenities
- Calendar

Description:

Note: These fields are mandatory: *Category, *City, *Barangay, *Listing Price, *Standard Check-in Time, *Standard Check-out Time

Title	Title
Category and Listed In/Room Type	Category
Guest No	Guest No

Guest No: 0

Children(ages 2-12) will not be charged

Maximum extra guests above capacity if extra guests are

3.3. Enter Description. All information provided here can be seen by prospective guests except for the Private Notes .

- 3.3.1. Enter the Title or Property Name. (e.g. Homesque Resort)
- 3.3.2. Select Category (e.g. Private Resort, Events Place, etc.)
- 3.3.3. Enter the Guest No or the guest capacity. This is a searchable criteria. Check if you will allow guests above capacity and indicate by how many.
- 3.3.4. Select City and Barangay. This is a searchable criteria.
- 3.3.5. Select Country.
- 3.3.6. Enter the Property Description to describe your listing. You can highlight key differentiators of your property.

3.3.7. Indicate if you will allow instant booking. When the Allow instant booking is enabled, a guest who books your listing will proceed to payment to confirm their booking. It does not require the Property Administrator to approve the booking.

If the Allow instant booking is not enabled, the Property Administrator has to confirm the booking request so the system can send a payment request to the guest.

 **TIP:** To allow instant booking, all property bookings must be synchronized or reflected in your Listing Calendar to avoid the inconveniences of double booking. Use the Import/Export section in the Calendar settings to synchronize with external calendars. You can also perform the [Create Manual Booking](#) process to reflect bookings confirmed outside the portal.

3.3.8. Click Continue.

3.3.9. Enter Private Notes, if any.

3.3.10. Enter the Check-in Message, which contains your check-in instructions. This information will be sent to the guest as part of the Trip Details.

3.3.11. Click Save and Next or Go to Price Settings.

3.4. Enter Listing Price.

There is a 8% service fee that will be deducted from your earnings.

Price per weekday ₱ (only numbers)	Price per weekday
<input type="text"/>	
Price per weekend (Fri and Sat) in ₱ (only numbers)	Price per weekend
<input type="text"/>	
Extra Options	Extra Options
no options	
<input type="text"/> name <input type="text"/> value <input type="button" value="Single Fee"/> <input type="button" value="Add"/> <input type="button" value="Option"/>	

[Go to Media settings.](#)

3.4.1. Enter the Price per weekday.

3.4.2. Enter the Price per weekend.

3.4.3. Enter Extra Charges. You can add additional charges on top of your base price (e.g. Cleaning Fees, Extra Hour Fees, Peak Season Fees, Extra

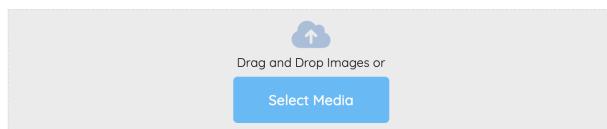
Room Fee, etc). When guests opt for these services, the additional charges will be included in the payment request calculation.

- 3.4.4. Click Save and Next or Go to Media settings.

3.5. Enter Listing Media

Listing Media

Note: These fields are mandatory: *Category, *City, *Barangay, *Listing Price, *Standard Check-in Time, *Standard Check-out Time



Drag and Drop Images or
Select Media

*Double Click on the image to select featured.

*Change Images order with Drag & Drop.

Video from

vimeo

Video id:

Virtual Tour. Copy/paste the iframe code.

[Save and Next](#)

[Go to Details settings](#)

- 3.5.1. Click Select Media to upload property photos. You can reorder the uploaded images through Drag and Drop.

 **TIP:** Only photos in .jpg, .png, .jpeg format are accepted by the system. The system also automatically compresses the file size to manage storage requirements. Upload photos that best showcase your property.

- 3.5.2. Enter Property Video links from either Vimeo or YouTube, if available.
- 3.5.3. Enter Virtual Tour, if available, by pasting the iframe code.
- 3.5.4. Click Save and Next or Go to Details setting.

3.6. Enter Listing Details



Listing Details

Note: These fields are mandatory: *Category, *City, *Barangay, *Listing Price, *Standard Check-in Time, *Standard Check-out Time

Listing Details	Size in m ²	Bedrooms
	<input type="text"/>	<input type="text"/>
	Bathrooms	
	<input type="text"/>	

Custom Details

Extra Details

<input type="text"/>	<input type="text"/>	Add Detail
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- 3.6.1. Enter the Size in square meters.
- 3.6.2. Enter the number of bedrooms.

 **TIP:** If your property can be rented with a range of number of rooms, you can enter a range. In the Price setting, your price should be set at the minimum number of rooms and the additional rooms can be set up as Extra Charges.

- 3.6.3. Enter the number of bathrooms.
- 3.6.4. Enter the Custom Details
- 3.6.5. Enter the Terms and Conditions.
 - 3.6.5.1. Select the Standard Check-in and Standard Check-out Time (Mandatory fields)
 - 3.6.5.2. Enter the Cancellation Policy, if any.
 - 3.6.5.3. Indicate if Smoking Allowed.
 - 3.6.5.4. Indicate if Pets Allowed.
 - 3.6.5.5. Indicate if Parties Allowed.
 - 3.6.5.6. Indicate if Children Allowed.
 - 3.6.5.7. Enter Other Rules.
 - 3.6.5.8. Click Save and Next or Go to Location settings.

3.7. Enter Listing Location



Listing Location

Note: These fields are mandatory: *Category, *City, *Barangay, *Listing Price, *Standard Check-in Time, *Standard Check-out Time

Listing location details

Address

Zip Code

Province / State

Place the listing pin on the map



- 3.7.1. Enter the Listing location details (i.e. Address, ZIP Code, Province/State).
- 3.7.2. Place the listing pin on the map
- 3.7.3. Enter the Latitude and Longitude for the map's pin position.
- 3.7.4. Click Save and Next or Go to Amenities and Features

3.8. Enter Amenities and Features

Select the amenities and features that apply for your listing

Amenities

<input type="checkbox"/> Air Conditioner	<input type="checkbox"/> Basketball Court	<input type="checkbox"/> Billiard
<input type="checkbox"/> Darts	<input type="checkbox"/> Grill	<input type="checkbox"/> Kitchen
<input type="checkbox"/> Netflix	<input type="checkbox"/> Refrigerator	<input type="checkbox"/> Table Tennis
<input type="checkbox"/> Videoke	<input type="checkbox"/> Wifi	

Pool Details

<input type="checkbox"/> Adult Pool	<input type="checkbox"/> Hot Spring	<input type="checkbox"/> Jacuzzi
<input type="checkbox"/> Kiddie Pool	<input type="checkbox"/> Natural Spring	<input type="checkbox"/> Slide
<input type="checkbox"/> Warm Spring	<input type="checkbox"/> Water Falls	

Other Features

<input type="checkbox"/> Conference Room	<input type="checkbox"/> Free Parking on Premises	<input type="checkbox"/> Garden or backyard
<input type="checkbox"/> Gym	<input type="checkbox"/> Hot Tub	<input type="checkbox"/> Pets Allowed
<input type="checkbox"/> Smoking Allowed	<input type="checkbox"/> Suitable for Events	<input type="checkbox"/> TV
<input type="checkbox"/> Wheelchair Accessible		

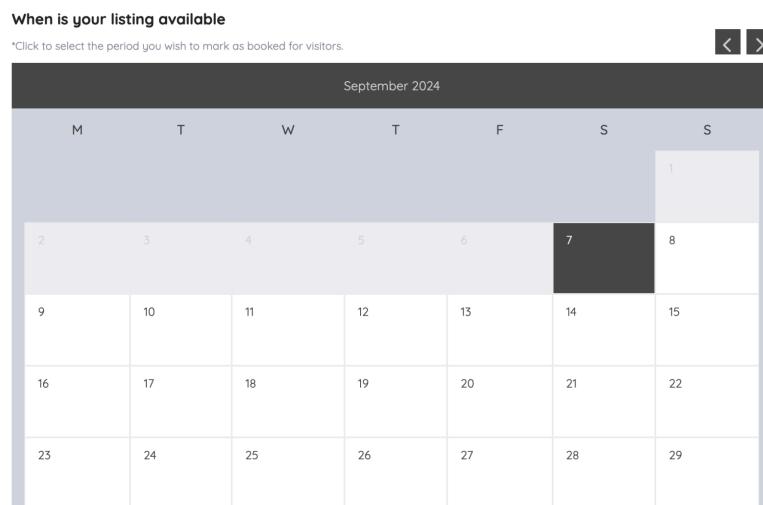
Save and Next

[Go to Calendar settings](#)

- 3.8.1. Tick the Amenities available on your property.

- 3.8.2. Tick the Pool Details, if applicable.
- 3.8.3. Tick Other Features available on your property.
- 3.8.4. If there are Amenities or Other Features that you would like to add, please contact our System Administrator. We can add them to the list.
- 3.8.5. Click Save and Next and go to Calendar settings.

3.9. Enter Calendar Settings.



- 3.9.1. Export LR Calendar. If you maintain an external calendar, you may export your LR calendar so you can have a combined view of your bookings. The iCal URL is provided by the system in the section highlighted below.

Import/Export iCalendar feeds

This is the listing iCalendar feed to export : <https://lagunaresorts.ph/ical/?ical=cc66d86c499552789da125f94706a80>

iCalendar import feeds (feed will be read every 30min)

feed name

feed url

Add new feed

Save

3.9.2. Import LR Calendar. You can also import your external calendar into the system. You can set it up in the section highlighted below.

Import/Export iCalendar feeds

This is the listing iCalendar feed to export : <https://lagunaresorts.ph/ical/?ical=cc66d86c499552789da125f947066a80>

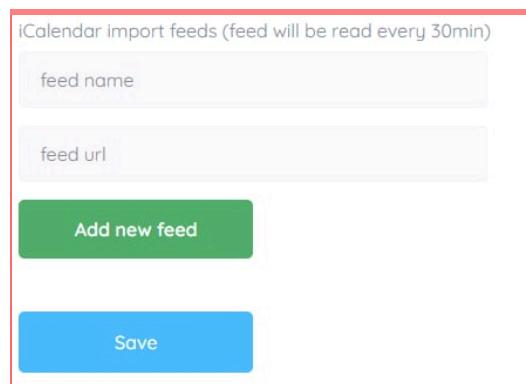
iCalendar import feeds (feed will be read every 30min)

feed name

feed url

Add new feed

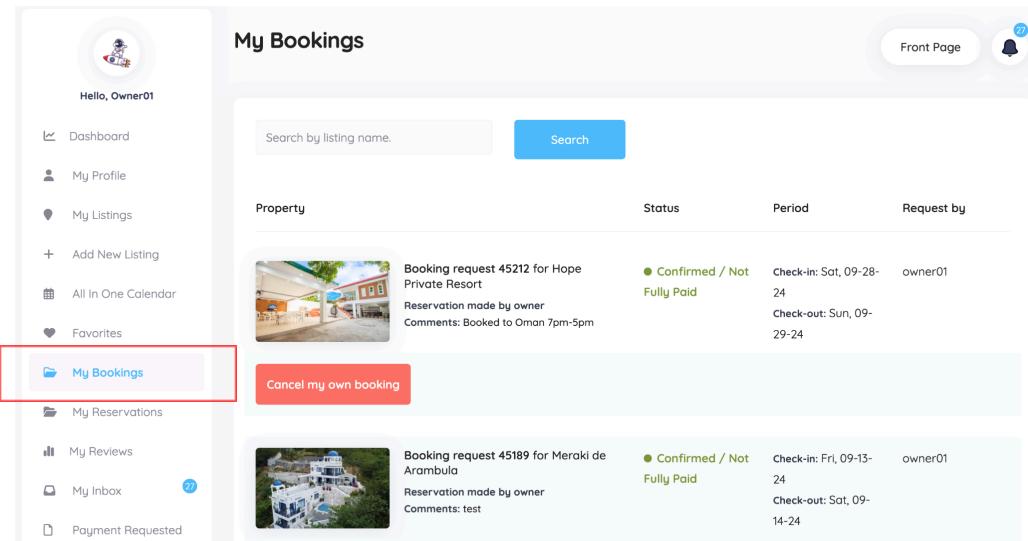
Save



4. Accept a Booking

When the Allow instant booking is disabled for your listing, the Property Administrator receives email and SMS notifications when a guest makes a booking request to prompt him/her that a booking request is for approval.

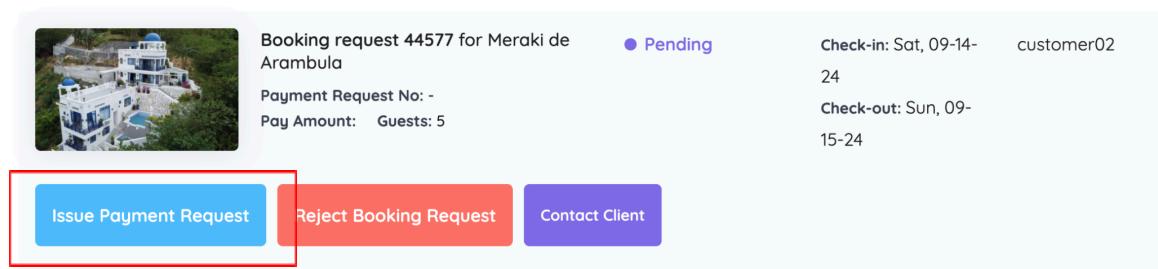
4.1. To review the booking in the system, go to My Bookings.



Property	Status	Period	Request by
 Booking request 45212 for Hope Private Resort Reservation made by owner Comments: Booked to Oman 7pm-5pm	● Confirmed / Not Fully Paid	Check-in: Sat, 09-28-24 Check-out: Sun, 09-29-24	owner01
 Booking request 45189 for Meraki de Arambula Reservation made by owner Comments: test	● Confirmed / Not Fully Paid	Check-in: Fri, 09-13-24 Check-out: Sat, 09-14-24	owner01

4.2. Scroll until you find the booking for review.

 **TIP:** Bookings for review have the Issue Payment Request button.



	Booking request 44577 for Meraki de Arambula Payment Request No: - Pay Amount: Guests: 5	● Pending	Check-in: Sat, 09-14-24 Check-out: Sun, 09-15-24	customer02
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4.3. To review, click the Issue Payment Request. The booking details will be shown. Add applicable extra expenses/charges.

Issue Payment Request
Reject Booking Request
Contact Client

Create Payment Request

Check-in : Sat, 09-14-24 Check-out : Sun, 09-15-24 No of nights: 1 No of guests: 5 Price per night: default price: PHP 40,000, has weekend price of PHP 45,000 Property: Meraki de Arambula Rented by: Customer 222 Customer 222	Add extra expense <input style="width: 100%; height: 20px; border: 1px solid #ccc; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 20px; border: 1px solid #ccc; margin-bottom: 5px;" type="text"/> Add discount <input style="width: 100%; height: 20px; border: 1px solid #ccc; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 20px; border: 1px solid #ccc; margin-bottom: 5px;" type="text"/>															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Cost</th> <th style="text-align: left; padding: 5px;">Price</th> <th style="text-align: left; padding: 5px;">Detail</th> </tr> </thead> <tbody> <tr> <td style="text-align: left; padding: 5px;">Subtotal</td> <td style="text-align: left; padding: 5px;">PHP 45,000</td> <td style="text-align: left; padding: 5px;">(1 night has weekend price of PHP 45,000)</td> </tr> <tr> <td style="text-align: left; padding: 5px;">Extra Room</td> <td style="text-align: left; padding: 5px;">PHP 5,000</td> <td style="text-align: left; padding: 5px;">PHP 5,000</td> </tr> <tr> <td style="text-align: left; padding: 5px;">Overnight Only (7pm-6am))</td> <td style="text-align: left; padding: 5px;">PHP -10,000</td> <td style="text-align: left; padding: 5px;">PHP -10,000</td> </tr> <tr> <td style="text-align: left; padding: 5px;">Grand Total</td> <td style="text-align: left; padding: 5px;">PHP 40,000</td> <td></td> </tr> </tbody> </table>		Cost	Price	Detail	Subtotal	PHP 45,000	(1 night has weekend price of PHP 45,000)	Extra Room	PHP 5,000	PHP 5,000	Overnight Only (7pm-6am))	PHP -10,000	PHP -10,000	Grand Total	PHP 40,000	
Cost	Price	Detail														
Subtotal	PHP 45,000	(1 night has weekend price of PHP 45,000)														
Extra Room	PHP 5,000	PHP 5,000														
Overnight Only (7pm-6am))	PHP -10,000	PHP -10,000														
Grand Total	PHP 40,000															

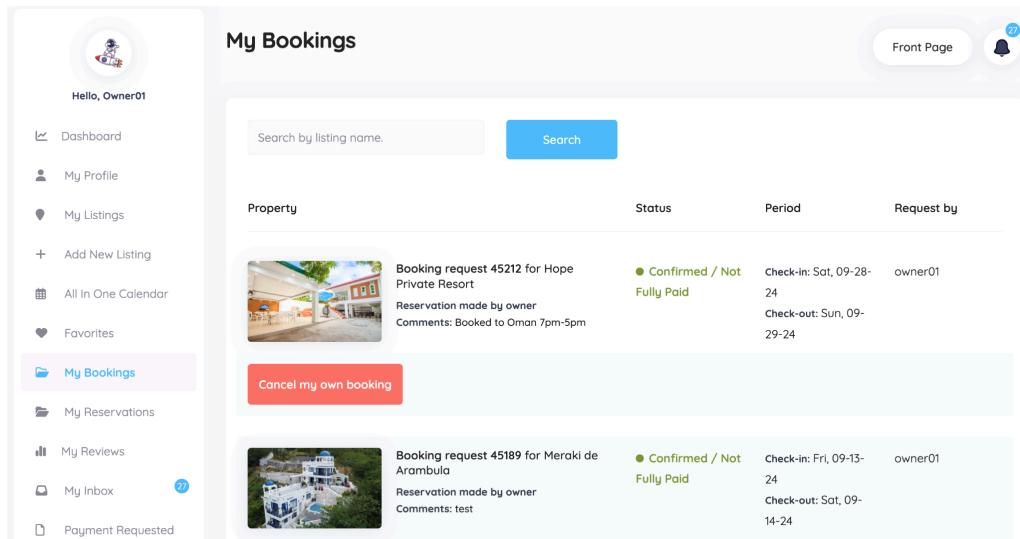
4.4. To approve, click the Send Payment Request. The system will notify the customer that his booking request has been approved so he/she can proceed to payment.

5. Reject a Booking

When the Allow instant booking is disabled for your listing, the Property Administrator receives email and SMS notification when a guest makes a booking request to prompt him/her that a booking request is for approval.

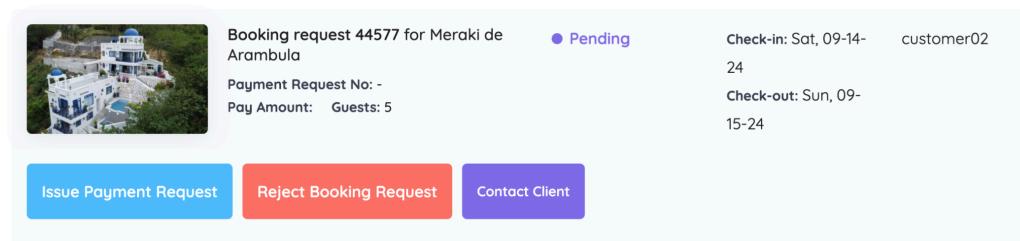
Only unpaid bookings can be rejected. For fully paid bookings, the procedure is to [cancel a booking](#).

5.1. To review the booking in the system, go to My Bookings.

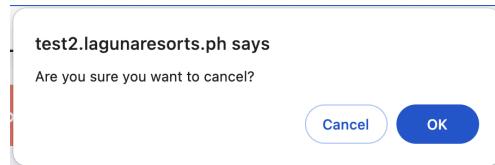


Property	Status	Period	Request by
 Booking request 45212 for Hope Private Resort Reservation made by owner Comments: Booked to Oman 7pm-5pm	● Confirmed / Not Fully Paid	Check-in: Sat, 09-28-24 Check-out: Sun, 09-29-24	owner01
 Booking request 45189 for Meraki de Arambula Reservation made by owner Comments: test	● Confirmed / Not Fully Paid	Check-in: Fri, 09-13-24 Check-out: Sat, 09-14-24	owner01

5.2. Scroll down until you find the booking for review.



5.3. Click Reject Booking Request. An alert will be shown to confirm if you want to cancel the booking. Click OK if you are sure of the booking to reject. Otherwise, click Cancel.

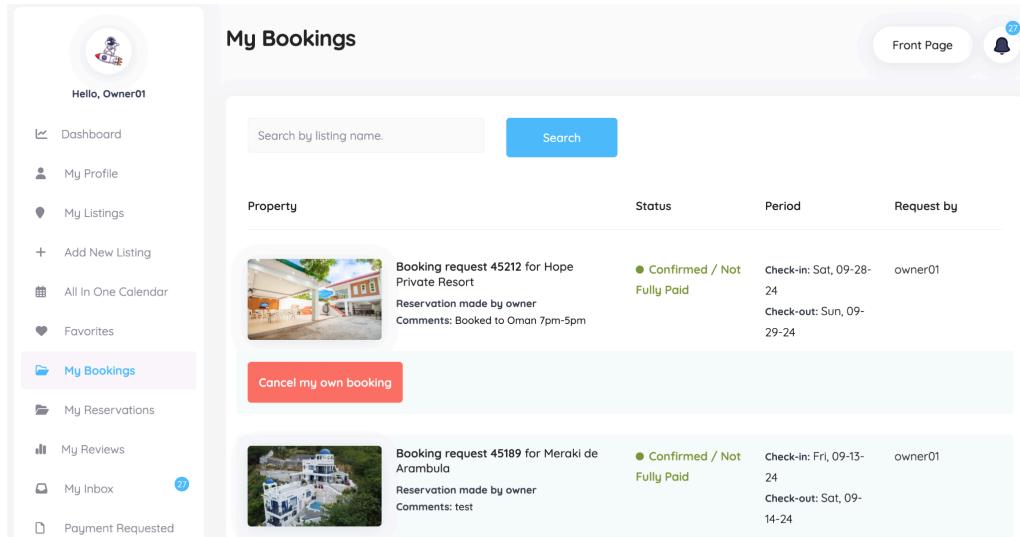


6. Cancel a Booking

Booking cancellation is highly discouraged. However, there are acceptable scenarios where a resort owner may cancel a booking.

Only paid bookings can be canceled. If unpaid, the process is to [Reject a Booking](#).

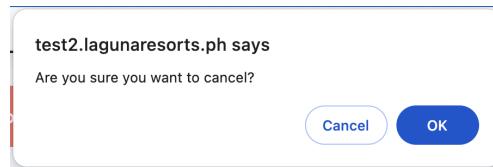
6.1. To review the booking in the system, go to My Bookings.



Property	Status	Period	Request by
 Booking request 45212 for Hope Private Resort Reservation made by owner Comments: Booked to Oman 7pm-5pm	● Confirmed / Not Fully Paid	Check-in: Sat, 09-28-24 Check-out: Sun, 09-29-24	owner01
 Booking request 45189 for Meraki de Arambula Reservation made by owner Comments: test	● Confirmed / Not Fully Paid	Check-in: Fri, 09-13-24 Check-out: Sat, 09-14-24	owner01

6.2. Scroll down until you find the booking for review.

6.3. Click Cancel my booking. An alert will be shown to confirm if you want to cancel the booking. Click OK if you are sure of the booking to cancel. Otherwise, click Cancel.

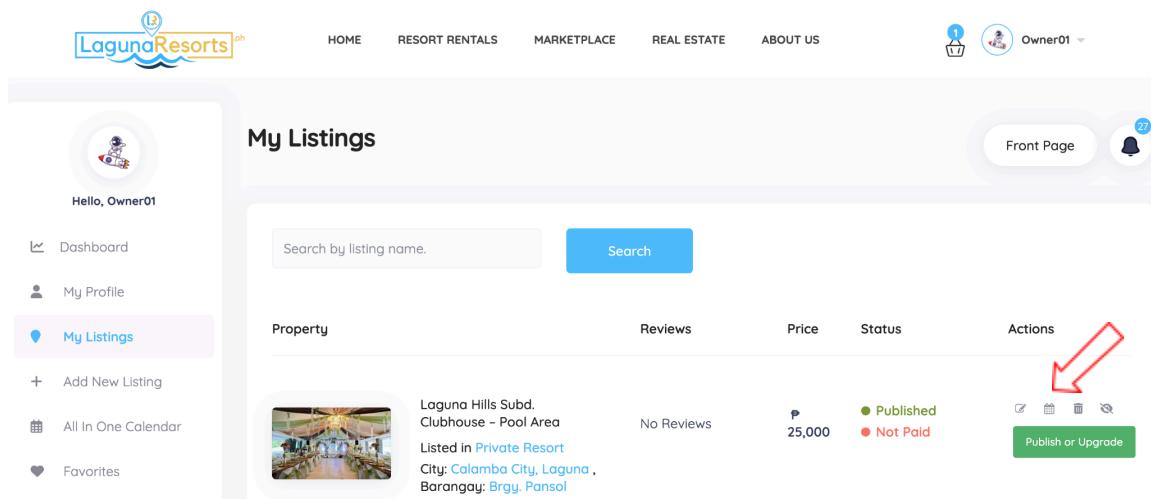


7. Create Manual booking

A resort owner or property administrator creates a manual booking to block off dates in the calendar, either due to bookings performed outside the platform or for various reasons. The purpose of this process is to update the listing calendar and inform potential guests that these dates are no longer available. When creating a manual booking, the status of the booking is Confirmed/Not Fully Paid.

7.1. Go to My Listings

7.2. Click the calendar icon for the listing, as pointed in the arrow below.

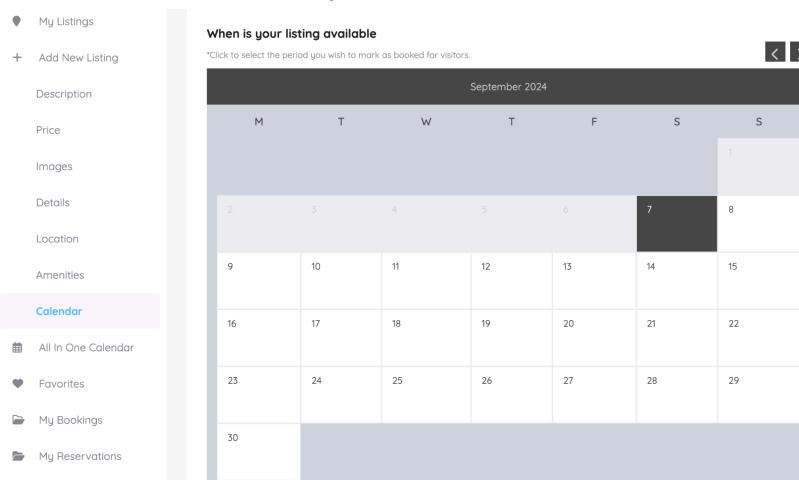


My Listings

Property	Reviews	Price	Status	Actions
Laguna Hills Subd. Clubhouse - Pool Area Listed in Private Resort City: Calamba City, Laguna , Barangay: Brgy. Pansol	No Reviews	₱ 25,000	● Published ● Not Paid	   

Front Page 

7.3. Double-click on any date to launch the Reserve a period pop-up window.



When is your listing available?
*Click to select the period you wish to mark as booked for visitors.

September 2024						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

7.4. Enter the dates you want to mark as booked.

our lis
t the per

Reserve a period

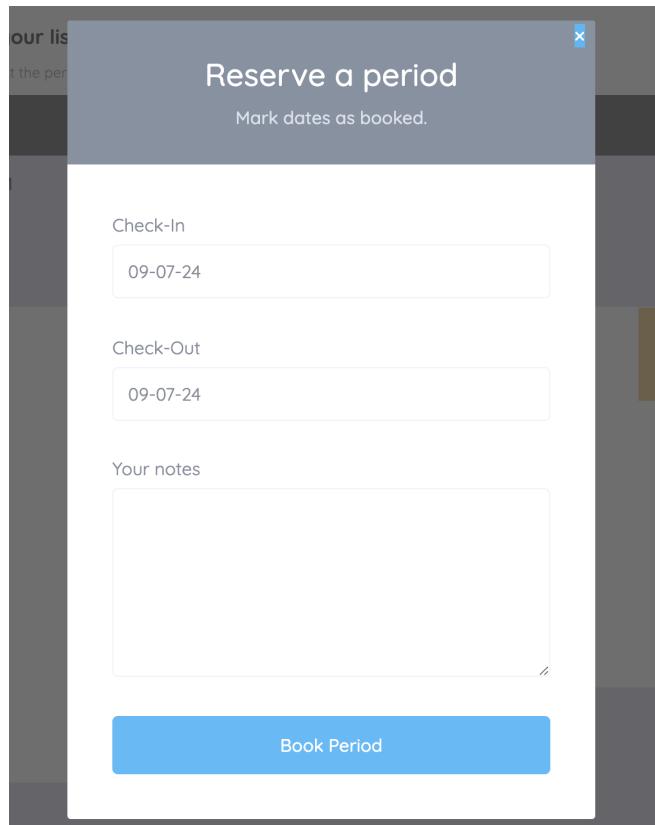
Mark dates as booked.

Check-In
09-07-24

Check-Out
09-07-24

Your notes

Book Period

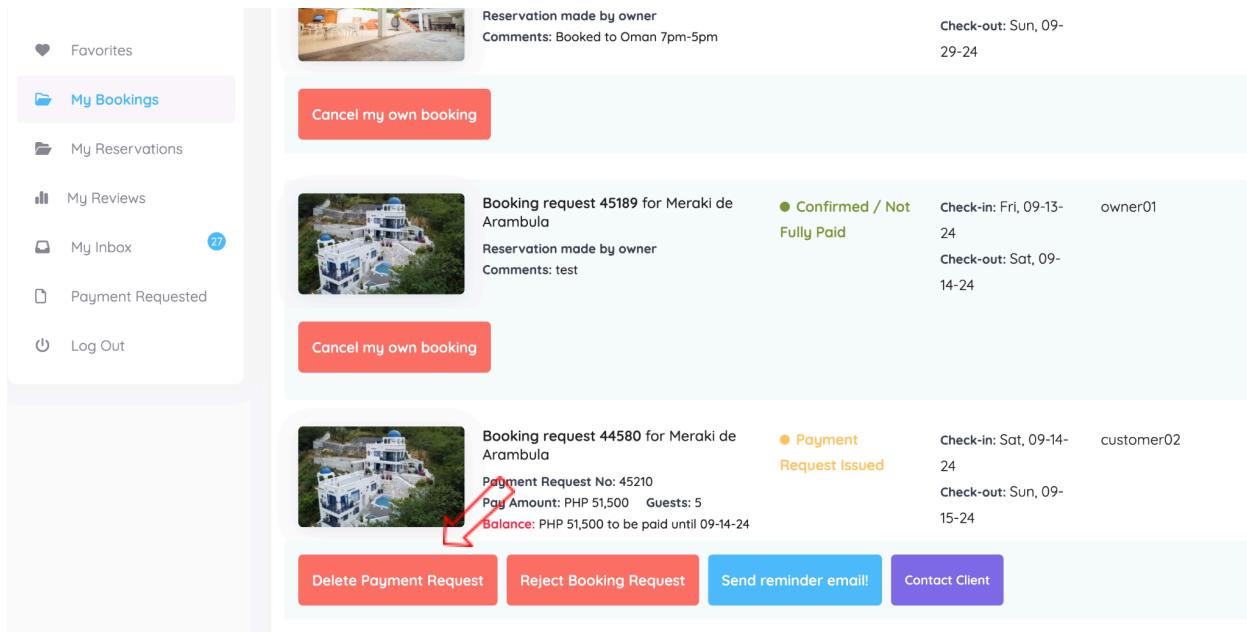


- 7.5. Enter notes to provide information about the booking.
- 7.6. Click the Book Period button to save. The system will generate standard notifications. The system will block the dates and the booking status is Confirmed/Not Fully Paid because the transaction was not paid through the system.

8. Delete Payment Request

This process is performed if the owner or Property Administrator wishes to recall an issued payment request, either to modify the payment request or to delete it before rejecting the booking.

- 8.1. Go to My Bookings.
- 8.2. Find the booking where you want to delete a payment request. Click Delete Payment Request.



Reservation made by owner
Comments: Booked to Oman 7pm-5pm
Check-out: Sun, 09-29-24

Cancel my own booking

Booking request 45189 for Meraki de Arambula
Reservation made by owner
Comments: test

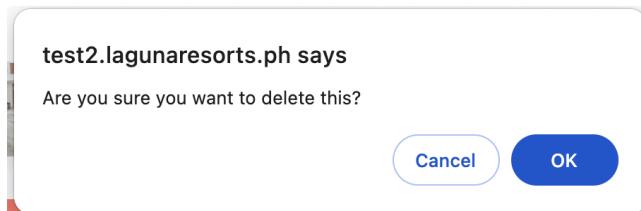
Confirmed / Not
Fully Paid
Check-in: Fri, 09-13-24
Check-out: Sat, 09-14-24

Booking request 44580 for Meraki de Arambula
Payment Request No: 45210
Pay Amount: PHP 51,500 Guests: 5
Balance: PHP 51,500 to be paid until 09-14-24

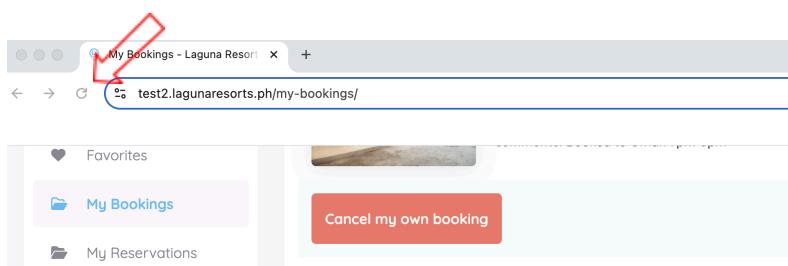
Payment Request Issued
Check-in: Sat, 09-14-24
Check-out: Sun, 09-15-24

Delete Payment Request (red) Reject Booking Request Send reminder email! Contact Client

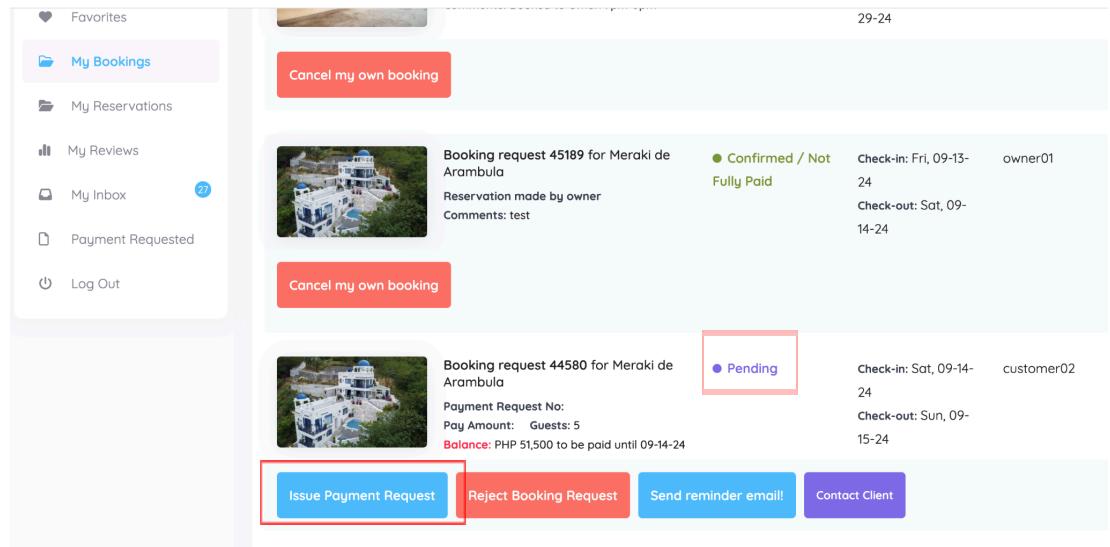
- 8.3. The system will prompt you to confirm your delete request.



- 8.4. Click ok to delete.
- 8.5. Refresh the screen by clicking the icon below.



The status of the Booking is changed from Payment Request Issued to Pending and the Issue Payment Request is shown.



The screenshot shows a user interface for managing bookings. On the left, a sidebar includes 'Favorites', 'My Bookings' (selected), 'My Reservations', 'My Reviews', 'My Inbox' (with 27 notifications), 'Payment Requested', and 'Log Out'. The main area displays two booking requests:

- Booking request 45189 for Meraki de Arambula**: Status is 'Confirmed / Not Fully Paid'. It includes details: Check-in: Fri, 09-13-24, Check-out: Sat, 09-14-24, owner01. A red box highlights the 'Cancel my own booking' button.
- Booking request 44580 for Meraki de Arambula**: Status is 'Pending'. It includes details: Check-in: Sat, 09-14-24, Check-out: Sun, 09-15-24, customer02. A red box highlights the 'Pending' status. A red box also highlights the 'Issue Payment Request' button.

At the bottom, buttons for 'Issue Payment Request' (blue), 'Reject Booking Request' (red), 'Send reminder email!' (blue), and 'Contact Client' (purple) are visible.