

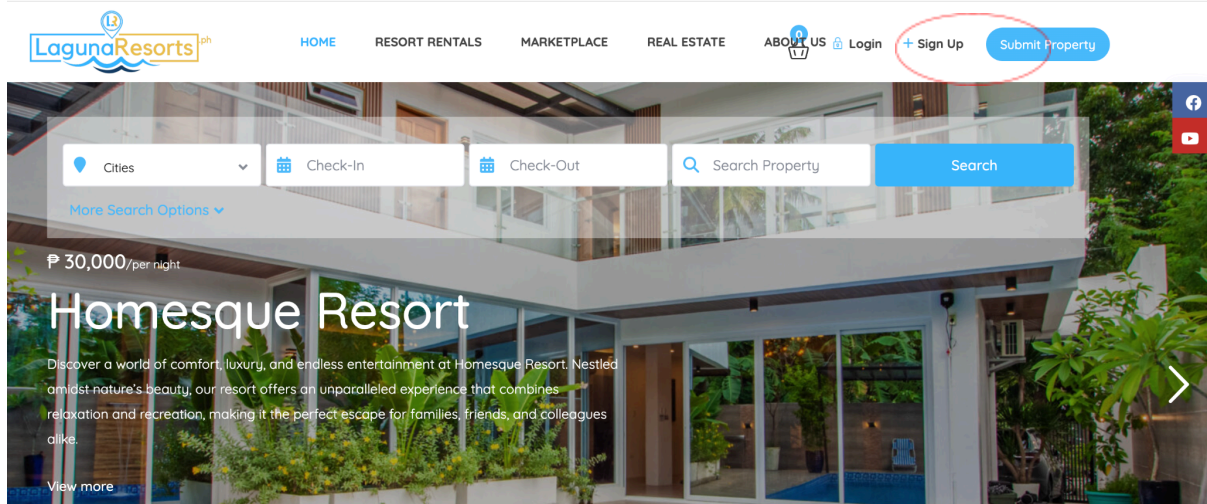
Resort Owner Help

Table of Contents

Resort Owner Help.....	1
1. Create an account.....	2
2. Complete your profile.....	4
3. Create a listing.....	6
4. Accept a Booking.....	12
5. Reject a Booking.....	14
6. Cancel a Booking.....	16
7. Create Manual booking.....	17

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

Username

Email

Password 


Retype Password 


Phone Number


☒ I only want to book
☐ I want to rent my property
☐ I agree with terms & conditions

Create an account

Already a member? Sign in!

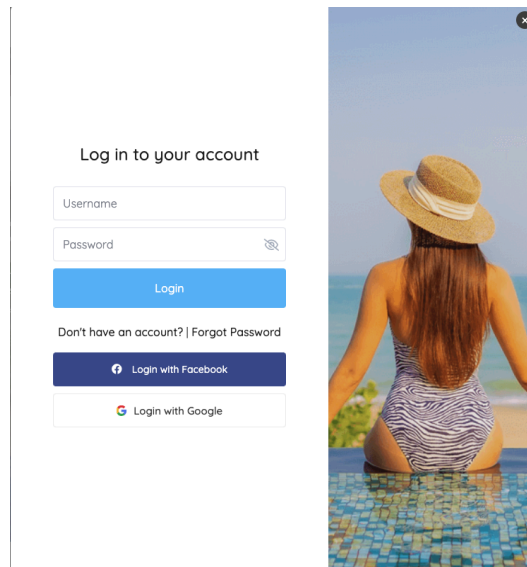
 Login with Facebook

 Login with Google



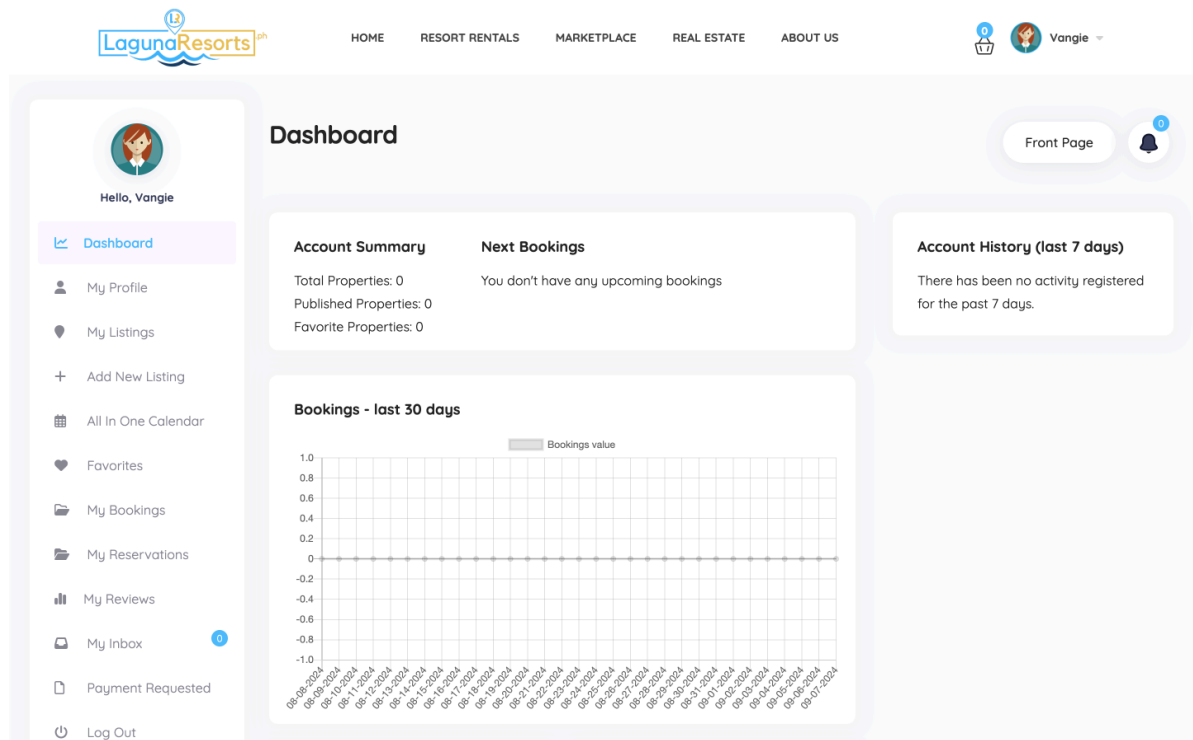
×

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


The image shows a login interface on a mobile device. On the left, a white login form is displayed against a light blue background. The form has the title 'Log in to your account' at the top. Below it are two input fields: 'Username' and 'Password'. The 'Password' field has a small eye icon to its right. A blue 'Login' button is positioned below the input fields. Under the button, there is a link that says 'Don't have an account? | Forgot Password'. At the bottom of the form are two social login options: 'Login with Facebook' (with a Facebook icon) and 'Login with Google' (with a Google icon). To the right of the form is a vertical rectangular image showing a woman from behind, wearing a straw hat and a striped swimsuit, sitting on a blue mosaic tile ledge overlooking a beach and the ocean. A small 'x' icon is in the top right corner of this image.

2. Complete your profile



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





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](#)



Vangie







Hello, Vangie

- Dashboard
- My Profile**
- My Listings
- Add New Listing
- All In One Calendar
- Favorites
- My Bookings
- My Reservations
- My Reviews

My Profile


Front Page





Upload Image

* recommended size: minimum 550px



Upload an Id Scan

Your details

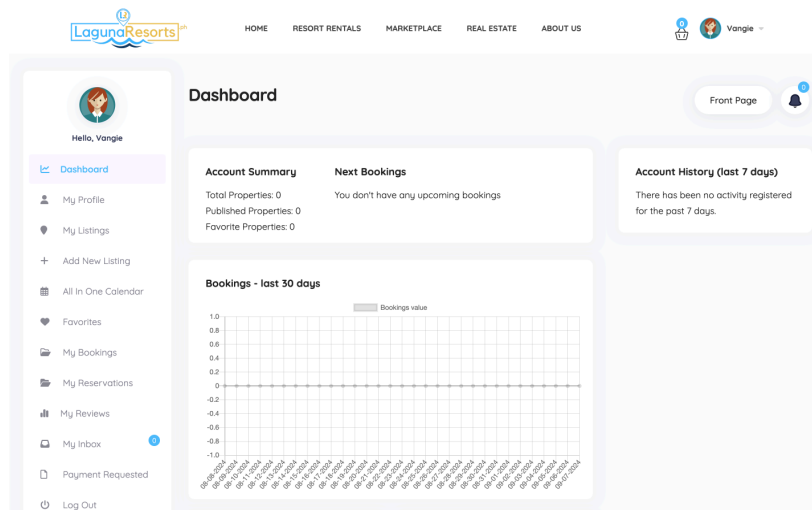
First Name	Phone
<input type="text"/>	<input type="text"/>
Last Name	Mobile (code format Ex :+63 9XX XXX XXXX)
<input type="text"/>	<input type="text" value="09176567513"/>
Email	Website
<input type="text" value="vangie.esquejo@gmail.com"/>	<input type="text"/>
About Me	Facebook Url
<input type="text"/>	<input type="text"/>

2.3. Click Update Profile to save your changes.

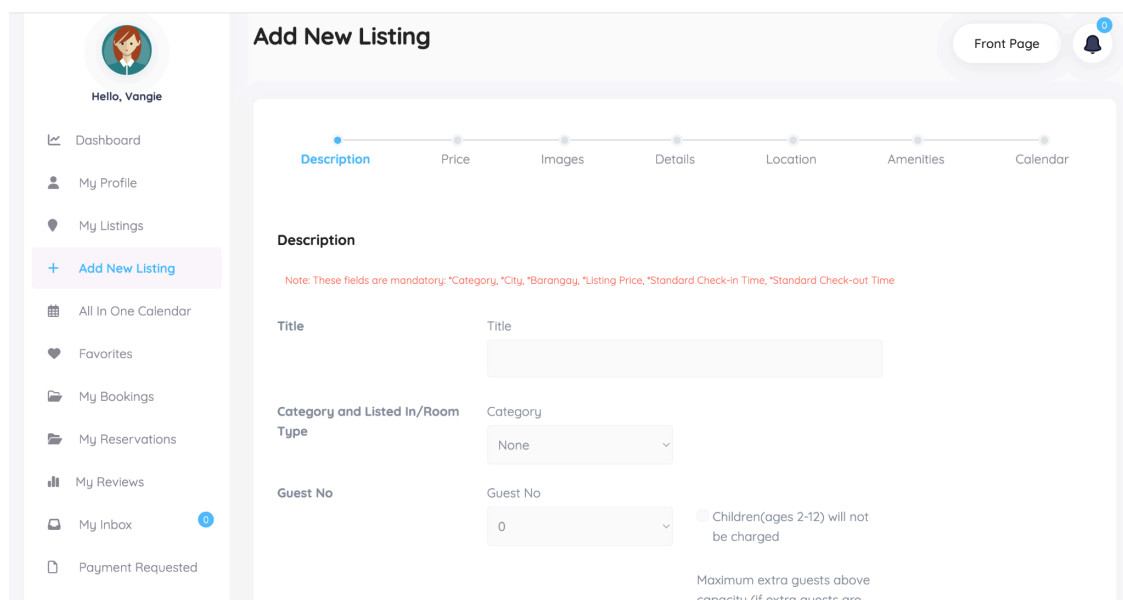
Page 5 of 22

3. Create a listing

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



3.2. Click “Add New Listing” in the left panel.



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 weekend (Fri and Sat) in ₱ (only numbers)

Extra Options

Price per weekday

Price per weekend

Extra Options

no options

name
value
Single Fee
▼

Add

Option

Save and Next

[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

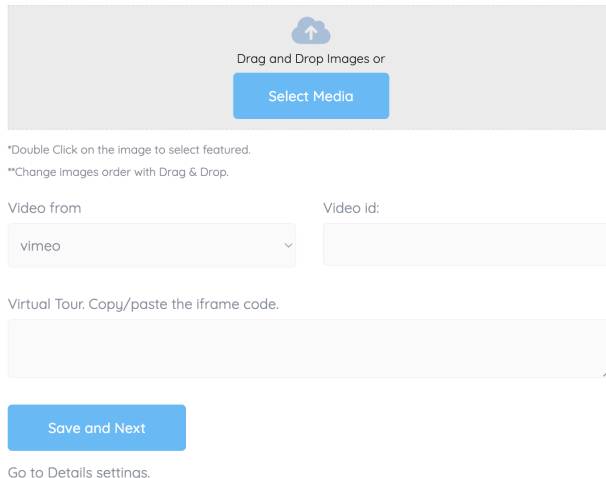
Room Fee, etc). When guests opt for these services, the additional charges will be included in the payment request calculation.

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



The screenshot shows the 'Listing Media' form. At the top, there is a grey box with a cloud icon and the text 'Drag and Drop Images or' above a blue 'Select Media' button. Below this, there are two lines of small text: '*Double Click on the image to select featured.' and '**Change images order with Drag & Drop.' The form has two input fields: 'Video from' with a dropdown menu currently showing 'vimeo', and 'Video id:'. Below these is a text area for 'Virtual Tour. Copy/paste the iframe code.' with a small icon at the bottom right. At the bottom of the form is a blue 'Save and Next' button.

[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 m²

Bedrooms

Bathrooms

Custom Details

Extra Details

Label

Value

Add Detail

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

[Description](#)
[Price](#)
[Images](#)
[Details](#)
[Location](#)
[Amenities](#)
[Calendar](#)

Listing Location

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

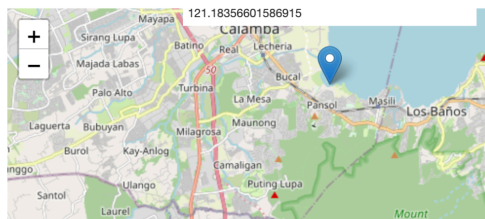
Listing location details

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.

Description Price Images Details Location Amenities Calendar

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

- 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)

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)

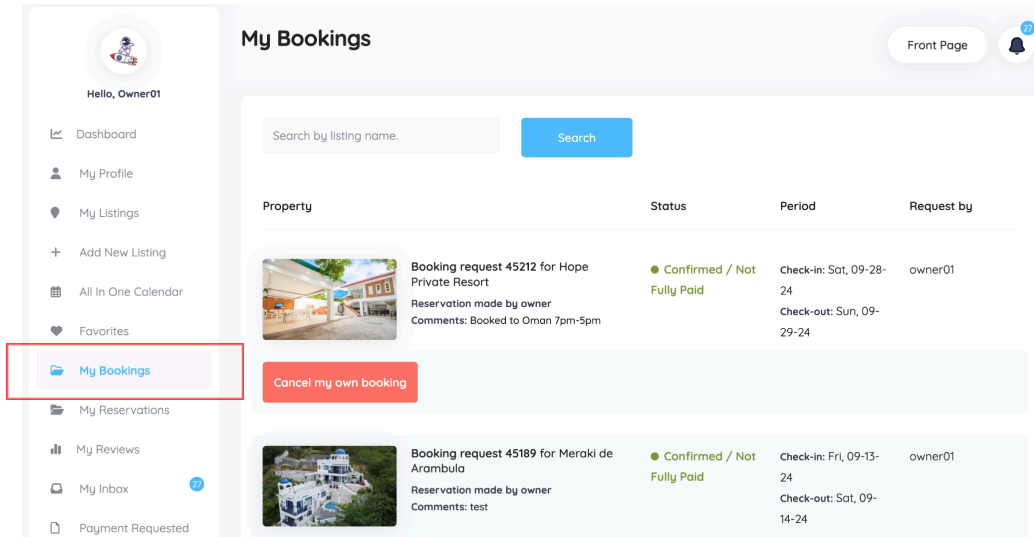
Add new feed

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.




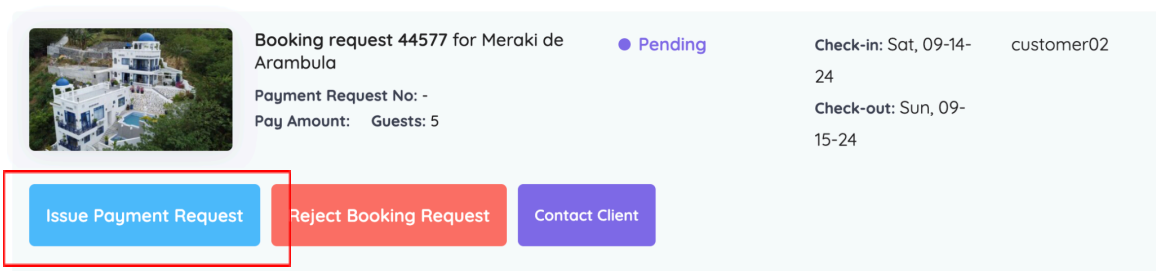
My Bookings


Search by listing name.

Property	Status	Period	Request by
 <p>Booking request 45212 for Hope Private Resort Reservation made by owner Comments: Booked to Oman 7pm-5pm</p>	Confirmed / Not Fully Paid	Check-in: Sat, 09-28-24 Check-out: Sun, 09-29-24	owner01
<input type="button" value="Cancel my own booking"/>			
 <p>Booking request 45189 for Meraki de Arambula Reservation made by owner Comments: test</p>	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 ● Pending

Payment Request No: -
 Pay Amount: Guests: 5

Check-in: Sat, 09-14-24
 Check-out: Sun, 09-15-24
 customer02

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

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

Guest Price: **PHP 40,000**

Add extra expense

type expense name

type expense value **add**

Add discount

type discount value **add**

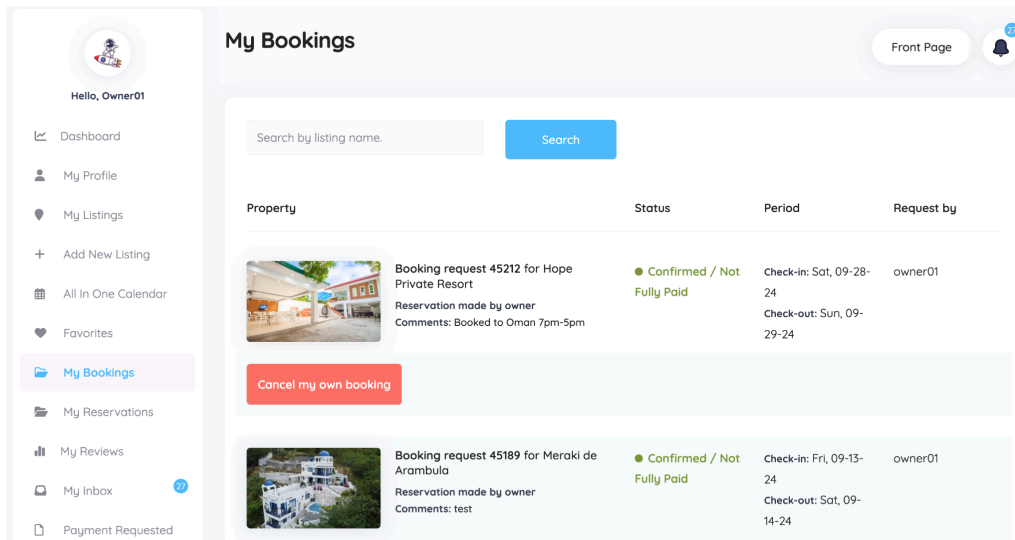
- 4.4. To approve, click the Send Payment Request. The system will notify the customer that his booking request has been approved so he/she can proceed to payment.

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.

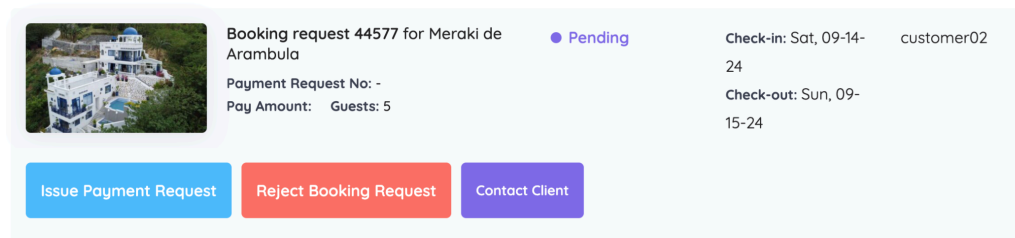



My Bookings

Search by listing name.

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.



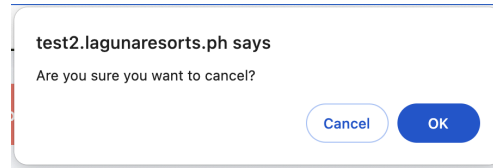
 Booking request 44577 for Meraki de Arambula ● Pending

Payment Request No: -
Pay Amount: Guests: 5

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

customer02

- 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.

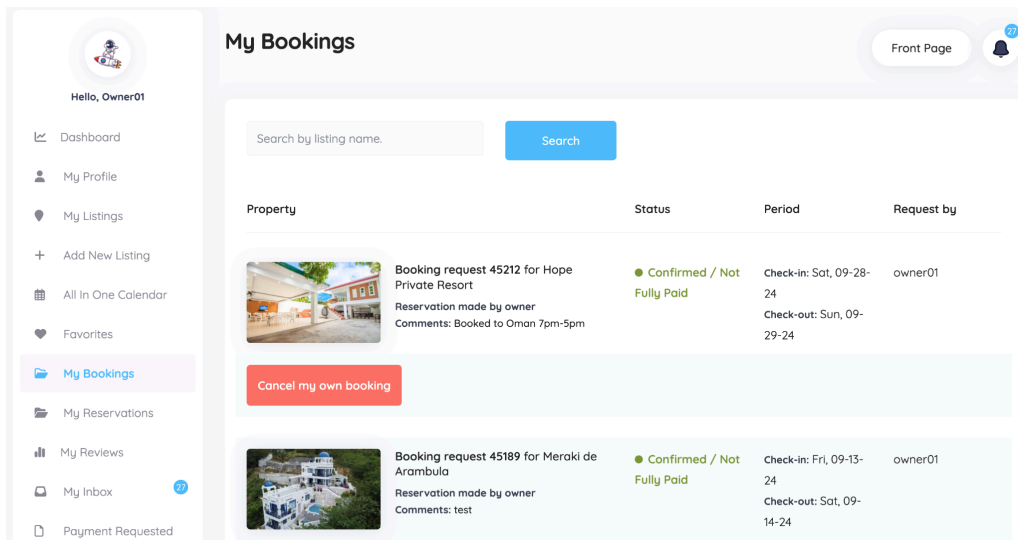


6. Cancel a Booking

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.



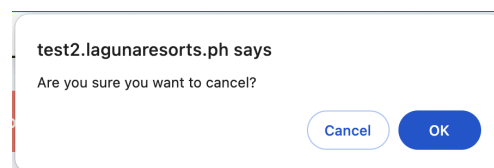
My Bookings

Search by listing name.

Property	Status	Period	Request by
 <p>Booking request 45212 for Hope Private Resort Reservation made by owner Comments: Booked to Oman 7pm-5pm</p> <p><input type="button" value="Cancel my own booking"/></p>	Confirmed / Not Fully Paid	Check-in: Sat, 09-28-24 Check-out: Sun, 09-29-24	owner01
 <p>Booking request 45189 for Meraki de Arambula Reservation made by owner Comments: test</p>	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.

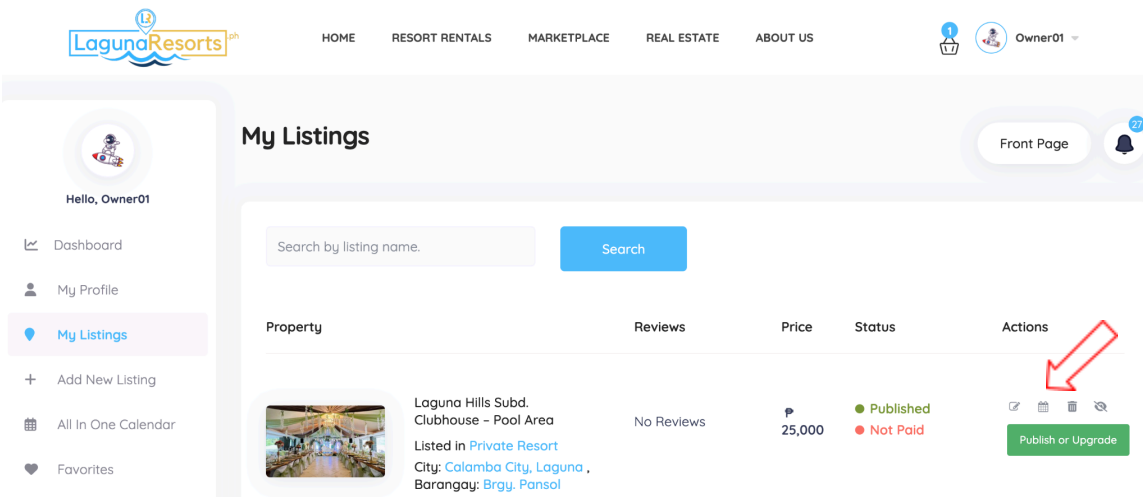


7. Create Manual booking

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

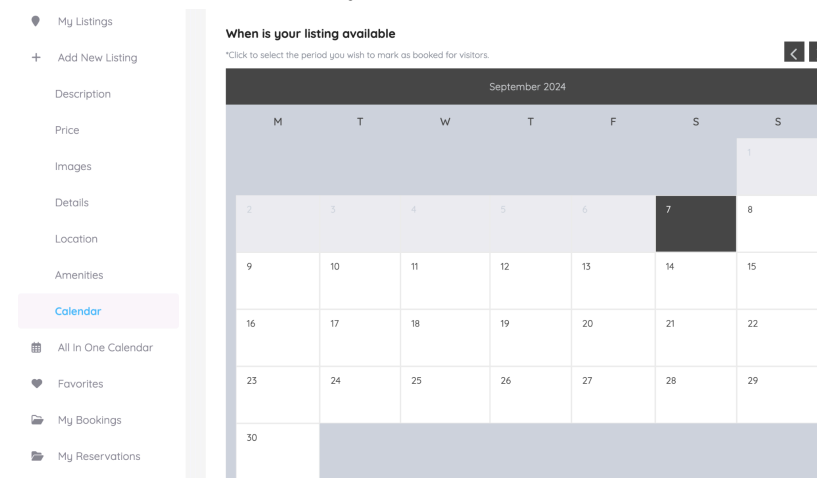
7.2. Click the calendar icon for the listing, as pointed in the arrow below.



The screenshot shows the 'My Listings' page. The top navigation bar includes 'HOME', 'RESORT RENTALS', 'MARKETPLACE', 'REAL ESTATE', and 'ABOUT US'. The user is logged in as 'Owner01'. The left sidebar shows a navigation menu with 'Dashboard', 'My Profile', 'My Listings' (highlighted), 'Add New Listing', 'All In One Calendar', and 'Favorites'. The main content area shows a table of listings. The first listing is 'Laguna Hills Subd. Clubhouse - Pool Area' with a price of 25,000 and a status of 'Published'. The 'Actions' column for this listing contains a calendar icon, a trash icon, and a 'Publish or Upgrade' button. A red arrow points to the calendar icon.

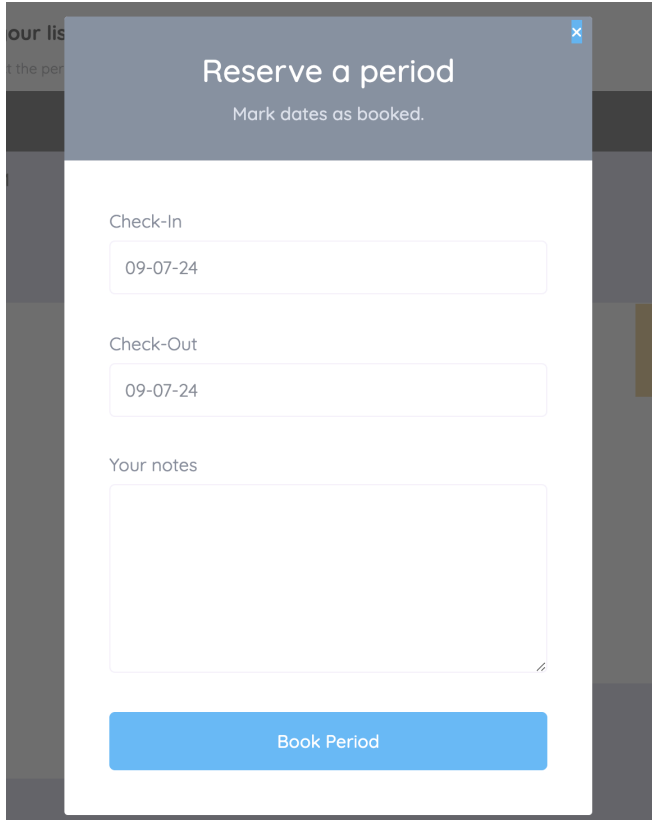
Property	Reviews	Price	Status	Actions
Laguna Hills Subd. Clubhouse - Pool Area Listed in Private Resort City: Calamba City, Laguna , Barangay: Brgy. Pansol	No Reviews	25,000	Published Not Paid	Calendar icon, Trash icon, Publish or Upgrade button

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



The screenshot shows the 'When is your listing available' pop-up window. The window has a title bar with 'When is your listing available' and a subtitle '*Click to select the period you wish to mark as booked for visitors.' Below the title bar is a calendar for September 2024. The calendar shows the days of the week (M, T, W, T, F, S, S) and the dates (1 to 30). A date is highlighted, and a red arrow points to it.

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

A screenshot of a web application showing a modal window titled 'Reserve a period'. The modal has a dark grey header with the title and a close button (X). Below the header, the text 'Mark dates as booked.' is displayed. The main content area is white and contains three input fields: 'Check-In' with the date '09-07-24', 'Check-Out' with the date '09-07-24', and 'Your notes' which is a large, empty text area. At the bottom of the modal is a blue button labeled 'Book Period'. The background of the page is dark grey, and some text from the underlying page is visible through the semi-transparent modal.

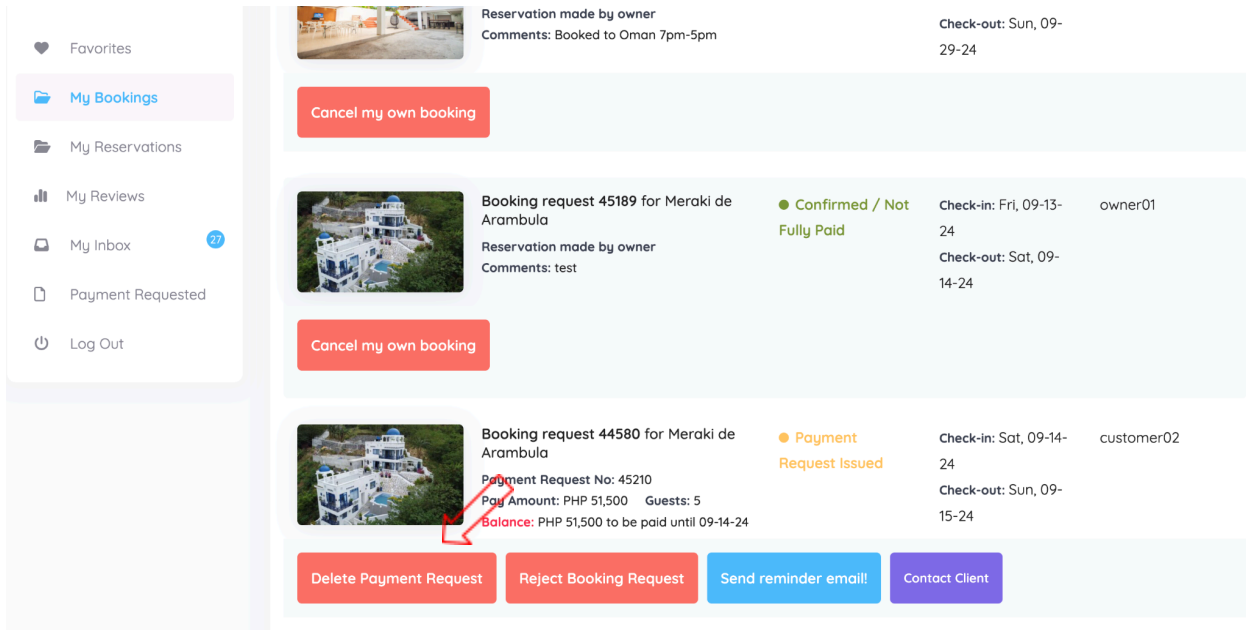
- 7.5. Enter notes to provide information about the booking.
- 7.6. Click the Book Period button to save. The system will generate standard notifications. The system will block the dates and the booking status is Confirmed/Not Fully Paid because the transaction was not paid through the system.

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.

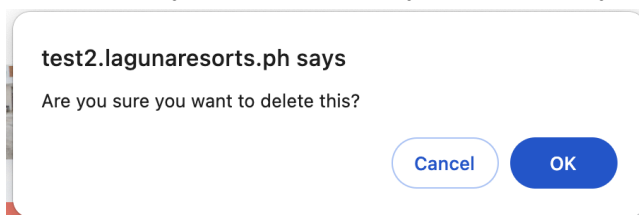
8.1. Go to My Bookings.

8.2. Find the booking where you want to delete a payment request. Click Delete Payment Request.



The screenshot shows the 'My Bookings' interface. On the left is a sidebar with navigation options: Favorites, My Bookings (selected), My Reservations, My Reviews, My Inbox (27), Payment Requested, and Log Out. The main area displays a list of bookings. The first booking is 'Reservation made by owner' with a 'Cancel my own booking' button. The second booking is 'Booking request 45189 for Meraki de Arambula' with a 'Cancel my own booking' button. The third booking, 'Booking request 44580 for Meraki de Arambula', is the focus. It shows a payment request of PHP 51,500 for 5 guests. A red arrow points to the 'Delete Payment Request' button. Other buttons for this booking include 'Reject Booking Request', 'Send reminder email!', and 'Contact Client'.

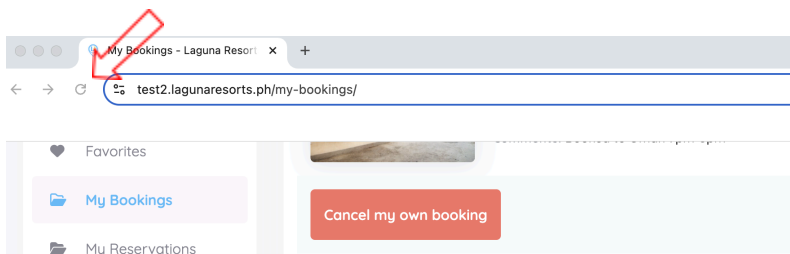
8.3. The system will prompt you to confirm your delete request.



The screenshot shows a confirmation dialog box. The text inside reads: 'test2.lagunaresorts.ph says' followed by 'Are you sure you want to delete this?'. At the bottom are two buttons: 'Cancel' and 'OK'.

8.4. Click ok to delete.

8.5. Refresh the screen by clicking the icon below.



The screenshot shows a web browser window. The address bar shows the URL 'test2.lagunaresorts.ph/my-bookings/'. A red arrow points to the refresh icon (a circular arrow) in the browser's navigation bar. Below the browser window, the 'My Bookings' page is visible, showing the 'Cancel my own booking' button for the first booking.

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

Favorites

My Bookings

My Reservations

My Reviews


My Inbox 27

Payment Requested

Log Out

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

owner01

Cancel my own booking



Booking request 44580 for Meraki de Arambula

Payment Request No:

Pay Amount: Guests: 5

Balance: PHP 51,500 to be paid until 09-14-24

Pending

Check-in: Sat, 09-14-24

Check-out: Sun, 09-15-24

customer02

Issue Payment Request

Reject Booking Request

Send reminder email!

Contact Client

Page 22 of 22