



STAYBEYOND

Payments on Booking.Com SOP Standard Operating Procedure

Team function: Beyonders Beyond, Finance, Revenue Management

Description: All the new homes on Booking.com require us to take direct payment from the guests. It's extremely important that we do not send check-in details if the payment has not been completed.

Goal: To ensure that we take payments for all the reservation on Booking.com where "Payments By Booking.com" is not active.

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Leading Value of this SOP

Good Vibes

Coming Together

Keeping it Real

Grandma Approved

Doing It Differently

We need to take payments for specific properties on Booking.com in order to avoid to have guests in the homes without paying and so to lose money. All the properties that need to be checked will be highlighted in blue in this spreadsheet.

<https://docs.google.com/spreadsheets/d/1uBKPI3cdMZyr4EugFFpaylRs8HZONaTlly-55l7yois/edit?ts=5caf4a8a#gid=344603155>

Step	Action
Step 1: identify the properties where payments need to be taken by us	For all the new properties , "Payments By Booking.com" will be activated just after a few days from when the listing went live. The first bookings on new properties will always require us to take payments directly.



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	<p>Bookings with payments that are fully handled by booking.com (and do not require us to charge the guest) show in the booking confirmation page 'Booking.com handles your payment'.</p> <p>Camilla will inform the team once "Payments By Booking.com" will be active on a specific property.</p> <p>The new properties that need to be checked will be highlighted in blue in the spreadsheet</p> <p>https://docs.google.com/spreadsheets/d/1uBKPl3cdMZyr4EugFFpalyIRs8HZONaTllyy-55l7yois/edit?ts=5caf4a8a#gid=34460315.</p>
Step 2: ensure both ONFIDO and the payment link have been sent	<p>All bookings must be:</p> <ul style="list-style-type: none">• Paid for in full.• Verified - by Onfido <p>On the message threads in the reservation page you will see if they received ONFIDO and the payment link.</p> <p>Remember, there is no rush from our side to provide guest access information. Do not feel pressured to provide access information until you are sure both have been done. If the guest refuses to pay or complete Onfido, do not send the information and flag with a manager ASAP!</p>
Step 3: check that ONFIDO has been completed	<p>Once the guest receives the ONFIDO, make sure they complete it before sending check-in details. Full SOP here.</p> <p>If the ONFIDO is uncertain or not verified please pass the information on to management.</p>
Step 4: check that the payment has been made	<p>You will have to check on BookingSync if the payment has been completed.</p> <p>Open BookingSync and go to the Guests section.</p> <p>Type the guest name and click on it.</p> <p>There will be one or sometimes two boxes. When both are green, that means the guest has paid in full. When only one is green, they have paid 50%.</p> <p>If the box is still white it means no payment has been made.</p>



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Step 5: process for last-minute bookings	If it's a last-minute booking the payment needs to be received immediately in order to confirm the reservation. No reservation is confirmed if the guest has not paid. No exceptions!
Step 6: process for non-last-minute bookings	If it's not a last-minute booking, guests will have 24h to complete the pre-payment. If after 24h no pre-payment was completed, please call Booking.com and explain the situation. You will have to ask Booking.com to give the guests additional 24h to complete the pre-payment. If after 24h from your call with Booking.com the guests still have to pay, please cancel the booking on the reservation page in Booking.com. No reservation is confirmed if the guest has not paid.
Step 7: send check-in details	Only after ONFIDO has correctly verified the guest and the payment has been completed you can send check-in details.