

Booking Engine | Policies

The "Payment " page of the Booking Engine automatically displays the Policy and Terms the guest must accept to complete the booking. They also display in the "BookingCenter Default Confirmation Letter" (if selected) which is automatically sent when guest makes a booking on your website. **NOTE:** If you want the policies displayed and require the guest to accept, then you must make sure this setting is enabled: "Guest Must Agree to Terms" in [Booking Engine Settings](#).

Booking Engine Policies

There are three Policy fields that are used on the Booking Engine Payment Page. Two of these fields also appear in the BookingCenter Default Confirmation Letter (if selected).

- **Deposit and Confirmation Policy Message** – Displays on the Payment Page in text above the check box with [I have read and accept the Terms, Cancellation, and Privacy Policy](#) and on the Default Confirmation Letter sent to Guests.
- **Cancellation Policy Message**- Displays on the Payment Page in "Popout Box" when the sentence [I have read and accept the Terms, Cancellation, and Privacy Policy](#) and on the Default Confirmation Letter sent to Guests.
- **Privacy Policy - ONLY** Displays on the Payment Page in "Popout Box" when the sentence [I have read and accept the Terms, Cancellation, and Privacy Policy](#)

To edit the policies that display on the Payment page of the Booking Engine and the Default Confirmation Letter, go to **SETUP | SETTINGS | MARKETING AND POLICIES** and click Edit and the bottom of the page. Make any changes in the fields listed below and click Save. For step-by-step instructions on how to edit the information in this section, see [Marketing And Policies](#)

Booking Engine

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- [Booking Engine | Room Description](#)
- [Booking Engine | View Details](#)
- [Booking Engine | Image Slideshow](#)
- [Booking Engine | Rate Plans](#)
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- [Booking Engine | ADA Compliance](#)
- [Booking Engine | Sojern and DerbySoft](#)
- [Booking Engine | Inventory Items and Packages](#)
- [Booking Engine | Select Rooms and Rates](#)
- [Booking Engine | Content Security Policy \(CSP\)](#)
- [Payment Technologies Offered for Online Bookings](#)
- [Lowest Rate on Calendar](#)

Where do these Policies appear on Booking Engine?

Deposit and Confirmation Policy Message: Displays as text above the checkbox and hyperlinked statement: "I have read and accept the Terms, Cancellation, and Privacy Policy"

<div>On The Divide Hotel</div> <div>2304 Snow Street Nederland CO United States 1-800-111-1111 info@bookingengine.com</div> <div>Thank you for your booking!</div> <div>Booking Number(s): 138502X Booking Date: September 24, 2018</div> <div>Thank you for choosing On The Divide Hotel. Please take a moment to review our deposit and cancellation policies below. If you have any questions, please contact us. We look forward to your stay!</div> <div>BOOKING DETAILS</div> <div><div><div>GUEST NAME: Test Deposit Policy</div><div>PHONE: 3333333333</div><div>ADDRESS: Address c a xxxxxx United States</div><div>EMAIL: ecolorado@gmail.com</div></div><div><div># of NIGHTS: 2</div><div>GUESTS: 2</div><div>ARRIVAL DATE: November 13, 2018</div><div>ROOM(S): 1</div><div>DEPARTURE DATE: November 15, 2018</div></div></div> <div><div>SPR</div><div><div>PAV</div><div>Sta</div></div><div><div>Deposit and Confirmation Policy Message AND Cancellation Message</div><div>Displays in text below the heading "Deposit/Cancellation Policy".</div></div><div><table><tr><td>1</td><td>\$170.00</td><td>\$170.00</td></tr><tr><td>Rooms Sub Total</td><td></td><td>\$170.00</td></tr><tr><td>Rooms Tax</td><td></td><td>\$20.00</td></tr><tr><td>Rooms Total</td><td></td><td>\$190.00</td></tr><tr><td>Deposit (1 Night)</td><td></td><td>-\$95.00</td></tr><tr><td>Balance Due</td><td></td><td>\$95.00</td></tr></table></div><div><div>DEPOSIT/CANCELLATION POLICY:</div><div>We require a valid Credit Card to guarantee your reservation. A deposit equal to the first night of your first-night stay will be charged to your credit card to guarantee your reservation. All rooms are non-smoking and pets are only allowed in rooms designated as Pet-Friendly. Please let us know if you are arriving late.</div><div>Cancellations made less than 48 hours prior to arrival will incur a 1-night cancellation fee. Please let us know if you are arriving late. All rooms are non-smoking and pets are only allowed in rooms designated as Pet-Friendly.</div></div><div><div>DRIVING DIRECTIONS:</div><div>We are located 38 miles West of Denver, Colorado.</div></div><div>CHECK-IN TIME IS 15:00 PM / CHECK OUT TIME IS 11:00 AM</div></div>		1	\$170.00	\$170.00	Rooms Sub Total		\$170.00	Rooms Tax		\$20.00	Rooms Total		\$190.00	Deposit (1 Night)		-\$95.00	Balance Due		\$95.00	<div>Messaging</div> <div><div>Deposit and Confirmation Policy Message</div><div>We require a one-night deposit to guarantee your reservation. A deposit amount equal to the first night of your stay will be charged to the credit card entered when this booking is submitted. All rooms are non-smoking and pets are only allowed in rooms designated as Pet-Friendly. A Pet Fee of \$50 per stay will be added to bookings in Pet-Friendly Rooms. If you are arriving late, after 10pm, please let us know.</div></div> <div><div>Cancellation Policy Message</div><div>Cancellations made less than 48 hours prior to arrival date will incur a cancellation fee in the amount of the first night stay plus tax.</div></div> <div><div>Restrictions: (shows page 1 on Booking Engine)</div><div>Please let us know if you are arriving late. All rooms are non-smoking and pets are only allowed in rooms designated as Pet Friendly.</div></div> <div><div>Site Description</div><div><div>Our luxurious eco-friendly resort is located on 10 acres surrounded by National Forest and bathed in Colorado sunshine. The beauty of this area is not only in the breathtaking views, but the abundant plant and wildlife in the surrounding National Forests. Nestled on 10 acres, we offer walking trails, picnic spots and a full spa - Plenty of privacy or socializing depending on your needs. We are in walking Nederland, a small mountain town with all of your basic amenities including a grocery store, yoga, gas stations and great restaurants.</div><div>Choose your accommodation from hotel style rooms in our main lodge or private cottages with full kitchens and a large deck. Enjoy a free continental breakfast in our full-service restaurant and nightly cocktails in front of the fireplace with live music.</div></div></div> <div><div>Marketing Message</div><div>Adventure Awaits! Take advantage of the Colorado sunshine Fall, Winter, Spring or Summer. With a myriad of activities available, you are only minutes away from downhill skiing at Eldora, miles of cross country skiing, hiking and biking trails. Enjoy the beauty at Rocky Mountain National Park, with hiking and horseback riding, and an array of wildlife.</div></div> <div><div>Privacy Policy</div><div>We are committed to privacy for everyone who accesses our website. Our site only collects personal data about you as needed to provide you with outstanding service, and to help process your request or provide you with information.</div></div>
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