

# Using Booking and Guest Comments

Booking and Guest Comments are entered in the [Booking Details](#) of the Guest, in the [Booking Data Tab](#). Folio Comments are entered in the [Folio Tab](#) of the Booking Details of the Guest. These comments can be used in custom letters through merge fields or information kept just for the Front Desk. To insert comments into a Custom Letter. See [Merge Fields - Individual Letters](#)

To use Group Comments, See [Group Bookings](#) and [Merge Fields - Group Letters](#)

To view a Report with Booking Comments by date range, go to [Booking Comments Report](#)

**Function of Comments:**

**Guest Comments:** Guest Comments stay with the guest history and show up in all past, present and future bookings.

**Booking Comments:** These are unique to that booking. An example of a Guest Comment would be, "needs handicapped room". While an example of a Reservation Comment would be, "guest's birthday, please have fruit basket delivered upon arrival".

**Folio Comments:** A Folio Comment will show up on the top of the Folio page and would go something like this, "DB room and tax on primary folio, all other charges to be paid by cc on incidentals folio."

To enter **Booking and Guest Comments**, open the Guest Booking and go to the [Booking Data Tab](#). Enter the comments and click Save. It is important that there are no special characters entered in these fields for proper data transmission. Special characters include: !@#%&^&\*()

Booking Information

Arrival:27-AUG-2014

Departure:29-AUG-2014

Check In Date:27-AUG-2014

# Guests (A/C/I):1/0/0

\* Source:Referral

Room Type:Standard Room-2 Queen

Room:111

Group:Select From List

Rate Plan:STE

\* Guest Type:Group Guest

PO Number:

Travel Agent:

Company:

Guest Comments:

Booking Comments:

CRS Confirmation:

Tax Exempt?

Projected Income:280.60

Folio Balance419.37

Last Modified By:BC

Created On27-AUG-2014

\* Guaranteed By:Cash

Time of arrival:03:00

Time of departure:11:00

Front Desk

Unknown Attachment

TABS

Desk TABS

Unknown Attachment

Front

If you're looking for troubleshooting information, please try one of our Support Options!



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? Unknown Attachment

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