

Vrbo Direct Connection - Cancellation Policies

You have the ability to define unique and/or more specific cancellation policies that will apply to Vrbo. This can be found under the Set-up > OTA Content Vrbo Cancellation Policies section.

https://mypms.bookingcenter.com/site_vrbo_cancel_policies.phtml

BookingCenter

MyPMS Setup Area ROGERS

Front Desk

Bookings

Rates

Relationships

Owners

Parameters

Settings

PMS

Features/Images

OTA Content

Site Check WizardVRBO Cancellation PoliciesExperia Cancellation Policies

?

Here you can define custom cancellation policies for the VRBO Interface. If none are defined the interface will default to a policy of "100% refund if reservation is cancelled at least 60 days before the arrival date"

Find records where Channel has Sort by up Display 200 Records Fetch

Channel	Policy Description:	Policy Type	Days Ahead	Policy Amount	Policy Text:	Sort:
VRBO	Processing Fee	Fiat Fee		25		0
VRBO		Percentage Refund	30	100		0
VRBO		Percentage Refund	14	50		1
VRBO		Percentage Refund	13	0		2

4 records found

Add

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Please note that when cancelling a reservation within MyPMS for a Vrbo reservation, you can define "Cancellation Initiated By", which includes: Property, or Guest. The pulldown menu is as follows:

https://mypms.bookingcenter.com/bkgcancel.php?confNumDisp=90019X&bookingID=RYANTIM90019X&addHardAlloc=0&bkSCN=309781988

BookingCenter

Welcome Ryan T. - BookingCenter You are at Ryan's Hotel - Change | Setup | Logout | Help | Sign Off

Front DeskBookingReportsAdminArrivalsIn HouseDeparturesSearchSystem Date: 01-MAR-2023

Booking Cancellation

Cancelled By Name:

Cancel Phone #:

Cancelled Initiated By: Property

Comments:

Charaders Left: 255

Save Discard and Go To Front Desk

Frontdesk | Phone List | Housekeeping | AR_Accounts | House Accounts | Pass On Log | Night Audit

Team Chat | Bookings by Inquiry | Bookings by Availability | Group Wizard | Search Bookings | Search Group Bookings