

Booking Engine | Confirmation Letter

When a guest makes a booking on your website Booking Engine, an Email Confirmation will be automatically sent to the Guest and to the Hotel at the main email address. The Email Confirmation sent is set in Default Letters under "Website Booking Confirmation" and can be changed by you at any time.

By default, the "Website Booking Confirmation" is set to the BookingCenter Template Letter called the "BookingCenter Default Confirmation Letter". This pre-defined template is available for you to use, but can not be edited or modified in any way.

If you choose not to use the BookingCenter Default Confirmation Letter and want to use a Custom Letter, then select this Letter in Default Letter section. When using a custom letter we will send a copy of the exact same letter to the property email if your setting state to CC the property on website bookings and you have the CC flag set on the custom letter. To add a Custom Letter, see [Letters Setup](#)

Please note that selecting a different Letter will change the email confirmation immediately, so please test any changes you make to the Letter before changing the Default Letter.

Booking Engine

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Where do Policies appear on the "BookingCenter Default Confirmation Letter?"

Deposit and Confirmation Policy, Cancellation Policy display in the "BookingCenter Default Confirmation Letter" (if selected) which is automatically sent when guest makes a booking on your website.

The screenshot shows a booking confirmation page for "On The Divide Hotel". The page includes a "Thank you for your booking!" message, booking details (number, date, guest info), a pricing table, and a "DEPOSIT/CANCELLATION POLICY" section. Annotations with yellow arrows point to specific areas:

- A red box highlights the heading "Deposit and Confirmation Policy Message AND Cancellation Message Displays in text below the heading 'Deposit/Cancellation Policy'." with an arrow pointing to the "DEPOSIT/CANCELLATION POLICY:" section.
- A yellow box highlights the "DEPOSIT/CANCELLATION POLICY:" section, with an arrow pointing to the "Deposit and Confirmation Policy Message" in the "Messaging" sidebar.
- A yellow box highlights the "CANCELLATION POLICY:" section, with an arrow pointing to the "Cancellation Policy Message" in the "Messaging" sidebar.
- A yellow box highlights the "Restrictions:" section, with an arrow pointing to the "Restrictions: (shows page 1 on Booking Engine)" in the "Messaging" sidebar.
- A yellow box highlights the "Site Description:" section, with an arrow pointing to the "Site Description" in the "Messaging" sidebar.
- A yellow box highlights the "Marketing Message:" section, with an arrow pointing to the "Marketing Message" in the "Messaging" sidebar.
- A yellow box highlights the "Privacy Policy:" section, with an arrow pointing to the "Privacy Policy" in the "Messaging" sidebar.

On The Divide Hotel
2304 Snow Street Nederland CO United States | 1-800-111-1111 | info@bookingcenter.com

Thank you for your booking!

Booking Number(s): 138502X
Booking Date: September 24, 2018

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!

BOOKING DETAILS

GUEST NAME: Test Deposit Policy	PHONE: 3333333333
ADDRESS: Address c o xxxxxx United States	EMAIL: info@colorado@gmail.com
# of NIGHTS: 2	GUESTS: 2
ARRIVAL DATE: November 13, 2018	ROOM(S): 1
DEPARTURE DATE: November 15, 2018	

PRICING

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	

DEPOSIT/CANCELLATION POLICY:

We require a valid Credit Card to guarantee your reservation. A deposit equal to the first night of your 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.

Cancellations made less than 48 hours prior to arrival will avoid 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.

DRIVING DIRECTIONS:

We are located 38 miles West of Denver, Colorado.

CHECK-IN TIME IS 15:00 PM / CHECK OUT TIME IS 11:00 AM

Messaging

- Deposit and Confirmation Policy Message**
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.
- Cancellation Policy Message**
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.
- Restrictions: (shows page 1 on Booking Engine)**
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.
- Site Description**
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.
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.
- Marketing Message**
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.
- Privacy Policy**
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.

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