

UPDATING AVAILABILITY – Caravan, Camping, Holiday Parks

Once a Member has been set up to use the **Availability Extranet** they will be able to update details and availability relating to their establishment.

To access the Extranet, a Member should:

Go to the following web page: <http://extranet.swt.nmspace.net>
Enter their user ID and password

Any Member who wishes to use the Extranet who does not currently have either a user ID or password should use the contact details at the end of this Quick Guide to request this information.

Once logged in, details for your establishment/s will be displayed.

To the left-hand side of the screen there will be up to 5 main buttons as follows;



Users who manage multiple establishments can select the establishment that they wish to update.

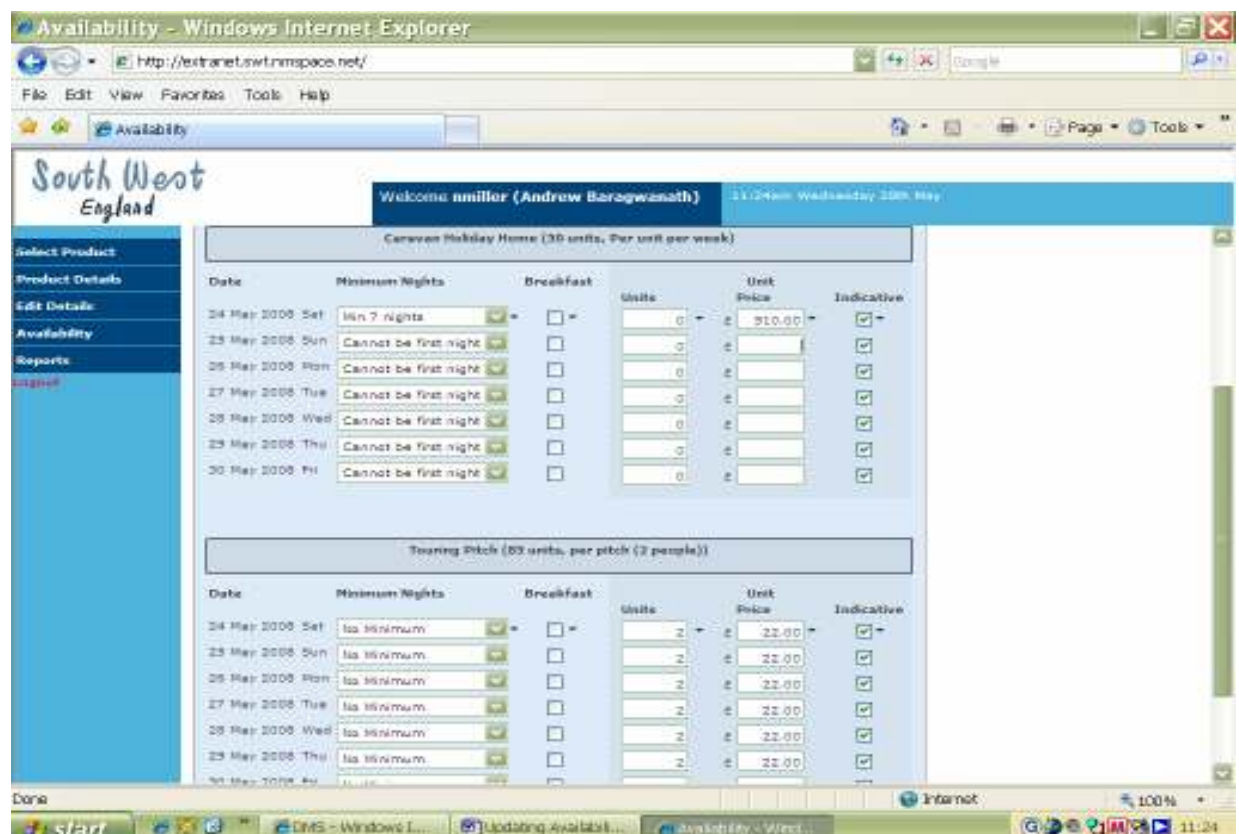
Displays the details for the establishment.

Allows the updating of establishment details – if you have been granted access to do so

Allows the updating of availability and pricing information.

Viewing of statistics - choose by date period and the VC Main Web channel to view your website page views and click throughs.

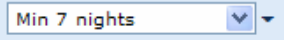
To update availability click on the **Availability** button. A screen will appear that lists all of your pitches and other unit types.

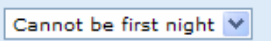




For static caravans it is possible to change the day on which the calendar starts, for example, to a Saturday, if that is your main changeover day. Contact VisitCornwall to get the change made.

The calendar works best if you set it to weekly bookings for static caravans in the main season, and for short breaks out of season please put a nightly price. Use a daily basis for touring pitches. In order to specify that units can only be booked out for a week at a


time, it is recommended that  is chosen from the Minimum Nights for the first day. All subsequent days can be blocked out by specifying


. For static caravans nightly booking set 'No Minimum' in the left box and then put a price per night and a 1 in the Units column to show if it is available on that night.


Touring pitches can be set to no minimum, or if you only take weekly bookings at peak times, you can follow the same basis as showing Min 7 nights, as above.


For each establishment the number of caravans/pitches that are available should be entered into the **Units** field for every day of that week, along with a **Price for that week once only in the Price box next to your start date, all other price boxes set to 0.00 for the rest of that week. Or each night for off season static caravans. Pitches, prices should be for a car, tent/caravan and two people.**

You also need to indicate whether the availability is **Indicative** or **Confirmed** . If you are listed on a website that is not doing online bookings, please leave the indicative box ticked in all cases. Otherwise you could open yourself up to an online booking direct from a TIC without being called to confirm this is ok. As VisitCornwall is not doing this at the moment, please **ALWAYS LEAVE THE INDICATIVE BOX TICKED**


 This button puts ticks in the **Indicative** field for each night. These ticks indicate that Tourist Information Centre staff and web visitors will need to call and check with an establishment that they still have availability prior to placing a booking.


 Clicking on this button will remove the ticks from the **Indicative** fields. This will mean that Tourist Information Centre staff and visitors to the website can make bookings with the establishment without contacting the provider. **FOR THE VISITCORNWALL WEBSITE, PLEASE LEAVE ALL SET TO INDICATIVE.**

 This automatically populates the **Units** field with the maximum number of caravans/pitches you have. This indicates to visitors that they are all available for the whole week.

 This button will put a 0 in all of the Unit fields for the whole week which indicates that an establishment is full and has no caravans/pitches available.

Clicking on the small triangles ▼ next to the entries in the top row of each week will copy the information from the top row into the rows below.

Once availability and price information has been entered for any given week it is essential to click on .

To update a different week's availability, select the desired **Week Starting Date** by clicking on the dropdown at the end of the  box.

Copying Availability into Subsequent Weeks

It is possible to copy the information into subsequent weeks. First save the changes to the current week by clicking on Apply, then use the dropdown to select the week to copy the information into and then click on Apply.

Copying Availability into Multiple Weeks

It is also possible to copy availability into multiple weeks by clicking on next to the copy into box. Select the weeks that the availability needs to be copied into (multiple weeks can be selected by holding the Control key down and clicking on all of the weeks that the availability should be copied into) and then click on OK.

Golden Rules

- Remember to click to save changes for a particular week.
- Having clicked on it is then possible to update availability and prices for other weeks.
- Only click on when all updating is finished. This will save any changes made and return to the Product Details page from where it is possible to log out of the Extranet.
- If you have entered a property as available you must list a price. If you do not do this it will show on the live site as unavailable.
- ALWAYS check your page on the live website to make sure everything you have entered is displaying correctly.

Contact Details

For further assistance, contact the Membership Team at VisitCornwall on 01872 322905.