

## UPDATING AVAILABILITY – Self Catering

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 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.

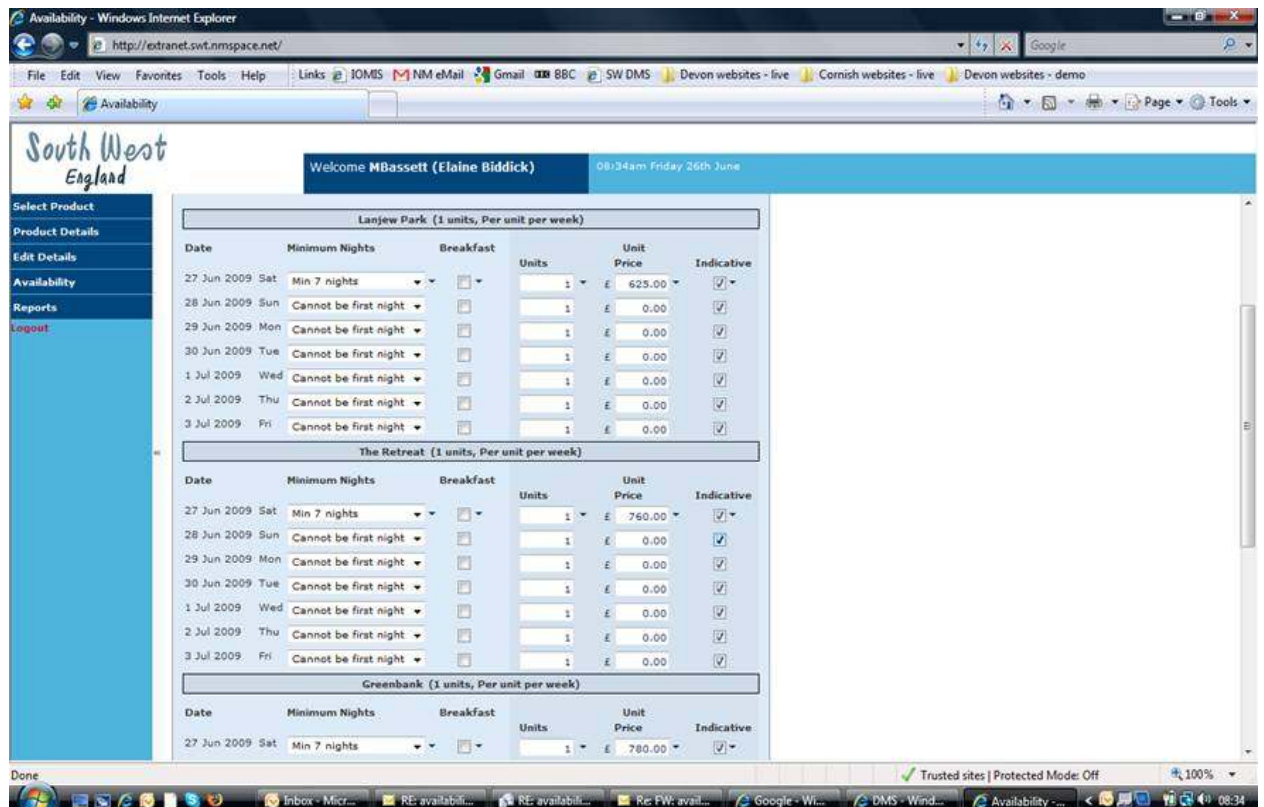
Displays the details for the establishment.

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 your property/unit types.



The screenshot shows the 'Availability' page for 'South West England'. The user is logged in as 'MBassett (Elaine Biddick)' at '08:34am Friday 26th June'. The page displays availability for three establishments:

- Lanjew Park (1 units, Per unit per week)**

Date	Minimum Nights	Breakfast	Units	Unit Price	Indicative
27 Jun 2009 Sat	Min 7 nights	<input type="checkbox"/>	1	£ 625.00	<input checked="" type="checkbox"/>
28 Jun 2009 Sun	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
29 Jun 2009 Mon	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
30 Jun 2009 Tue	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
1 Jul 2009 Wed	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
2 Jul 2009 Thu	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
3 Jul 2009 Fri	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
- The Retreat (1 units, Per unit per week)**

Date	Minimum Nights	Breakfast	Units	Unit Price	Indicative
27 Jun 2009 Sat	Min 7 nights	<input type="checkbox"/>	1	£ 760.00	<input checked="" type="checkbox"/>
28 Jun 2009 Sun	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
29 Jun 2009 Mon	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
30 Jun 2009 Tue	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
1 Jul 2009 Wed	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
2 Jul 2009 Thu	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
3 Jul 2009 Fri	Cannot be first night	<input type="checkbox"/>	1	£ 0.00	<input checked="" type="checkbox"/>
- Greenbank (1 units, Per unit per week)**

Date	Minimum Nights	Breakfast	Units	Unit Price	Indicative
27 Jun 2009 Sat	Min 7 nights	<input type="checkbox"/>	1	£ 780.00	<input checked="" type="checkbox"/>



For self catering 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 main season breaks where you only want to take complete week bookings, or put in a nightly price per unit off season so that people can tailor make their own short break dates.

In order to specify that the property can only be booked out for a week at a time it is recommended that

is chosen from the Minimum Nights for your start day, then all subsequent days can be blocked out by specifying .

For each establishment the number of properties 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, and then 0.00 in the other days of that week.** Or out of season when you want to offer short breaks, put in a price per night, this will help those searching for short breaks.

You also need to indicate whether the availability is **Indicative**  or **Confirmed** . The confirmed availability box is only used when a website or TIC that you are listed on is doing live online bookings. **If you do not wish a VisitCornwall or TIC member of staff putting a booking through without contacting you first, 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 can place a booking with you without necessarily contacting you first. If you do not want TIC staff to make bookings without contacting you first, **PLEASE LEAVE ALL SET TO INDICATIVE.**

This automatically populates the **Units** field with the maximum number of properties you have. This indicates to visitors that all properties are 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 properties 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 or your local TIC.