Group Accommodation Portal

The Group Accommodation Portal allows group leaders [Group Contacts] to manage and register group accommodation bookings. They can see their hotel room block (either by allocated rooms, or available rooms), manage group members' accommodation, edit or cancel reservations, and add group members to a booking (one-by-one or by importing a list). Only group contacts who have purchased group Accommodation inventory will be able to log in to the app and manage their group accommodation details.

Setting up the Group Accommodation Portal

Details

As for all apps/portals, you need to set up a name, Alias (URL), brand, live dates, and messaging for before and after the app is live. **Read this article for more information.**

Localization

Changing the wording in the app/portal

Changes made to the default language in Application Settings will affect all events. However, you can still make unique local changes for each portal in each event in the Portal Setup. **Read more about Localization.**

Content

Configure the page Content and Header for the following portal pages:

- **Sign in Page**
- **Home Page**
- **Room Block Page**
- **Import New Guests** – you can also change the default text for:
  - "Download the Guest Template" Label Text
  - "Download Guest Template" Button Text
  - "Upload the Completed Guest Template File" Label Text

- "Review Uploaded Guest Details" Label Text
- "No Guest Details" Label Text
- "Import Selected Guest Details" Label Text
- "Import" Button Text
- **Manage Guests**
  - Edit Until – set the date after which **no more edits can be made to Guest Management .**
- **Additional Pages 1–3**

Using the Group Accommodation Portal

Room Block

The Room Block view shows the Group Contact their entire accommodation block in a single, easy-to-manage grid. They also have the option to export a spreadsheet of the booked Room Block. For each night and room type, the Group Contact can see:

- Day and Date
- Number of rooms allocated
- Percentage of rooms allocated
- Total rooms in the block for the specific day and date

Import New Guest

A Group Contact can easily add extra group members and assign them to a chosen room block, using the Import Guests tab.

There are four steps involved in Importing New Guests:

1. **Download the Guest Template** — this template is specially formatted with dropdown selections for hotel / room type, check in date and check out date.
2. **Fill in Template** – The group members' details including hotel and check-in and check-out dates, are added.
3. **Upload the Completed Guest Template File** — The Group Contact can select "Browse", then find the file (the completed spreadsheet).
4. **Review Uploaded Guest Details** — Before importing, the Group Contact can select all, or individuals to import.
5. **Import Selected Guest Details** — Finally, selecting Import will add the details.

> **Note:** The Guest Import Template will be pre-populated with the dates of this group's specific room block and the available room categories contained in that block. The Room Type and Check-in/Check-out columns cannot be edited.
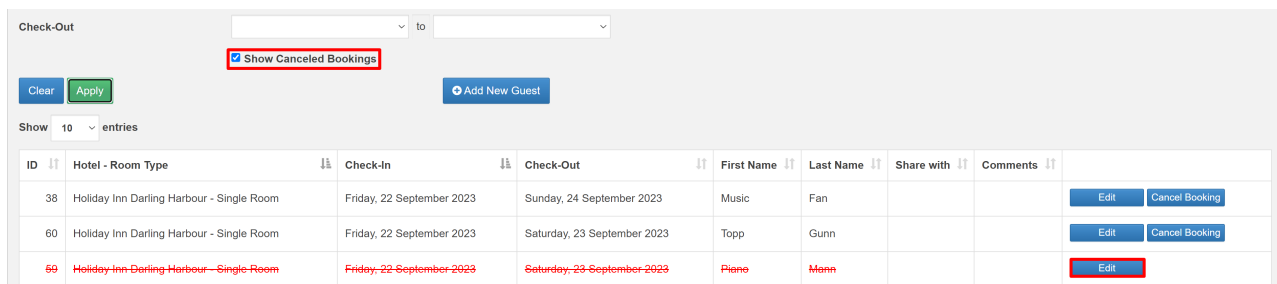
Manage Guests

Once imported, a Group Contact can use the Manage Guest option to search for specific people, based on:

- Name
- Hotel
- Room Type
- Check-In Date Range
- Check-Out Date Range

Canceling and Reinstating Group Accommodations

Inside the portal, the Group Contact can see and reinstate canceled bookings. Under Manage Guests, the Show Canceled Bookings checkbox enables the display of both canceled and current reservations. By selecting **Edit** on a canceled reservation, the Group Contact can de-select the cancelation and reinstate the record.

ID	Hotel - Room Type	Check-In	Check-Out	First Name	Last Name	Share with	Comments		
38	Holiday Inn Darling Harbour - Single Room	Friday, 22 September 2023	Sunday, 24 September 2023	Music	Fan			Edit	Cancel Booking
60	Holiday Inn Darling Harbour - Single Room	Friday, 22 September 2023	Saturday, 23 September 2023	Topp	Gunn			Edit	Cancel Booking
~~59~~	~~Holiday Inn Darling Harbour - Single Room~~	~~Friday, 22 September 2023~~	~~Saturday, 23 September 2023~~	~~Piano~~	~~Mann~~			Edit	

Unchecking the 'Canceled' box will reinstate the reservation immediately.

Edit Booking

Canceled	☑ Canceled on Tuesday, 2 April 2024 05:39 AM
Hotel - Room Type	Holiday Inn Darling Harbour - Single Room ▾
Check-In	Friday, 22 September 2023 ▾
Check-Out	Saturday, 23 September 2023 ▾
First Name	Piano
Last Name *	Mann
Email	test@testing.com
Mobile	
Share with	
Comments	

[Update] [Cancel]