

## UPDATING AVAILABILITY

Once you have been set up to use the **Availability Extranet** you will be able to update details and availability relating to your establishment.

To access the Extranet, you should:

1. **Go to the following web page:** <http://extranet.swt.nmspace.net>
2. **Enter your username and password.**  
(If you do not know your username/password, please contact your ATP)

ATP contact details are 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;

Select Product	Users who manage multiple establishments can select the establishment that they wish to update.
Product Details	Displays the details for the establishment.
Edit Details	Allows the updating of establishment details.
Availability	Allows the updating of availability and pricing information.
Reports	Viewing of statistics.

3. **To update availability click on the **Availability** button. If you cannot see the **Availability** button, please contact your ATP.**

A screen will appear that lists all of your room/unit types.

**Amended:** 04/04/2007 11:29:14 **Amended By:** LBELL (Kate Cross)

Set blanks to default Prices     
  Set all to bookable     
  Set all to unavailable  
 Set all to default prices     
  Set all to indicative     
  Set all to available

Jump to  2007       Copy into  2007  [...]

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**Single en-suite Room (1 units, Per Person Per Night (Breakfas))**


Date	Minimum Nights	Breakfast	Unit		Indicative
			Units	Price	
30 Mar 2007 Fri	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/> <input type="button" value="v"/>	£ <input type="text" value="35"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>
31 Mar 2007 Sat	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/> <input type="button" value="v"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
1 Apr 2007 Sun	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="0"/> <input type="button" value="v"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
2 Apr 2007 Mon	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="0"/> <input type="button" value="v"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
3 Apr 2007 Tue	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/> <input type="button" value="v"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
4 Apr 2007 Wed	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/> <input type="button" value="v"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>
5 Apr 2007 Thu	<input type="text" value="No Minimum"/> <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text" value="1"/> <input type="button" value="v"/>	£ <input type="text" value="35"/>	<input checked="" type="checkbox"/>


4. For each 'Room Type' the number of rooms that are available should be entered into the 'Units' field along with a 'Unit Price' for each date. It is also necessary to specify whether Breakfast is included and whether the availability is Indicative  or Confirmed .


If on any given date you are planning to only take guests who are going to stay for a minimum number of nights, you can click on the dropdown at the end of the **Minimum Nights** entry box and select the required number of nights. It is also possible to specify that any given date cannot be the first night's stay in a particular room.





These details can be entered manually, one date at a time. As well as this, to save time, the following shortcut options are available at the top of the screen:


 **Set blanks to default Prices** This button can be used to enter standard pricing into any fields that have not already been updated with a **Unit Price**. \*\*Please Note: This will not work for Self –Caterers\*\*.

 **Set all to default prices** Clicking on this button will populate all of the **Unit Price** fields with the standard prices. \*\*Please Note: This will not work for Self –Caterers\*\*.

 **Set all to indicative** This button puts ticks in the **Indicative** field for each night. These ticks indicate Tourist Information Centre staff and websites that visitors will need to check with a provider that they still have availability prior to placing a booking.

 **Set all to bookable** 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 to confirm availability first.

 **Set all to available** This automatically populates the **Units** field with the maximum number of that room type. This indicates to visitors that all rooms are available for the whole week.

 **Set all to unavailable** This button will put a 0 in all of the room fields for the whole week which indicates that an establishment is full and has no rooms 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.

5. 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 **Jump to**   ▼ box.



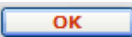
### Copying Availability into Subsequent Weeks

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 **Copy into**   ▼ [...] 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.

### Additional Guidance for Self-Catering Providers

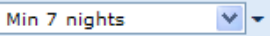
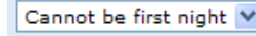
There are two ways for self-catering businesses to display availability.

**Option 1 – only appearing on searches for 7 nights or more, from the start day (normally Fri/Sat).**

Self-catering providers have to be especially careful when entering availability. The majority of self-caterers let out their units for a week at a time, with a changeover on a Saturday. It is possible to change the week start day from the default day of Monday to Saturday (or any other preferred day) by contacting your ATP.



Date	Minimum Nights	Breakfast	Units	Unit Price	Indicative
24 May 2008 Sat	Min 7 nights	<input type="checkbox"/>	1	£ 380	<input type="checkbox"/>
25 May 2008 Sun	Cannot be first night	<input type="checkbox"/>	1	£ 0	<input type="checkbox"/>
26 May 2008 Mon	Cannot be first night	<input type="checkbox"/>	1	£ 0	<input type="checkbox"/>
27 May 2008 Tue	Cannot be first night	<input type="checkbox"/>	1	£ 0	<input type="checkbox"/>
28 May 2008 Wed	Cannot be first night	<input type="checkbox"/>	1	£ 0	<input type="checkbox"/>
29 May 2008 Thu	Cannot be first night	<input type="checkbox"/>	1	£ 0	<input type="checkbox"/>
30 May 2008 Fri	Cannot be first night	<input type="checkbox"/>	1	£ 0	<input type="checkbox"/>

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 .

1. Enter the Units available for each night. For example, if you have one unit available for the entire week each night should have 1 in the units field.

2. Enter the weekly Unit Price (how much you want to charge for the entire week) on the first day of the stay. Set the price for each of the remaining 6 nights to zero.
3. Specify whether the availability is Indicative or Confirmed on the first night in the Indicative column. Ensure you set the Indicative option to be the same for each night.

This will only allow a Consumer to book the Unit for 7 nights at the weekly unit price.

4. Repeat the process for other weeks, using the shortcuts shown previously if appropriate.

**Option 2** – appearing on searches for various numbers of nights starting on any day of the week (recommended)

1. Enter availability as indicated for serviced providers (1<sup>st</sup>/2<sup>nd</sup> page):
  - entering a nightly price (normally a 7<sup>th</sup> of your weekly price)
  - enter 'no minimum' number of nights
  - ensure that all nights have a price in the box and a number for the units available
2. Contact your ATP and ask them to put the following sentence at the bottom of your 'main description':

\*\*Tariffs are based on 7 night stays or more. Please contact us for short break tariffs\*\* (you might also want to include that you do not take one night bookings).

### ATP Contact Details

Dartmoor Partnership  
English Riviera Tourist Board  
Exeter & Essential Devon  
North Devon +  
Visit Plymouth  
Visit South Devon

Jess Whistance  
Lorraine Furse  
Claire Thomas  
Lorraine Furse  
Clare Phillips  
Alex Heyward

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[claire.toze@exeter.gov.uk](mailto:claire.toze@exeter.gov.uk)  
[lfurse@northdevonplus.co.uk](mailto:lfurse@northdevonplus.co.uk)  
[claire.phillips@plymouth.gov.uk](mailto:claire.phillips@plymouth.gov.uk)  
[alex@visitsouthdevon.co.uk](mailto:alex@visitsouthdevon.co.uk)