

Standard Operating Policies and Procedures



TOPIC: Cancellations & Check Refunds

CATEGORY: Reservations & Accounting

DEPARTMENT: Operations

FREQUENCY: Moderate

IMPACT: Moderate

RISK: Failure to follow the procedure may result in improper balances and/ or loss of funds.

POLICY: All parties must identify and agree on objectives to ensure success.

Note: Procedures are suggestions only and are not the only acceptable manner with which to satisfy policy requirements.

PROCEDURE: When performing a cancellation and refund, the following steps should be taken:

1. Cancel the reservation by clicking on "Cancel Reservation" in the bottom right corner.

The screenshot displays the aStay reservation management system. At the top, the header shows 'aStay' logo, reservation ID 'RES 1509', guest name 'Couillard, Peter', and location 'Paradise Resort'. Below the header is a navigation bar with various menu items. The main content area is titled 'RESERVATION SUMMARY - 67ZB2P7B9'. It includes fields for 'ROOM' (1509 (VAC | VI) OFQDLX- Oceanfront Deluxe One Bedroom Condo), 'GUESTS' (2 Adults | No children), 'RESERVATION ALIAS', 'GROUP' (Optional), and 'COMPANY'. The dates '02 THURSDAY MARCH 2023' and '09 THURSDAY MARCH 2023' are shown, along with a '7 NIGHTS' duration. A row of icons represents various services like 'EARLY', 'LATE', 'LR', 'MSG', 'NRG', 'PET', 'PKG', 'PRE-REG', 'SHARE', 'SRM', and 'SVC'. At the bottom, there are sections for 'GUEST INFORMATION' and 'ESTIMATED CHARGES'. The 'CANCEL RESERVATION' button is highlighted in green in the bottom right corner.

2. Select the cancellation policy that applies based on the current and arrival date.

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CANCEL RESERVATION

CANCELLATION POLICY CXL14DAY - \$0.00
CXL14DAY - \$0.00
CXL24H - \$0.00
NONE - \$0.00

CANCELLATION FEE \$0.00
CANCELLATION TAX \$0.00
DEPOSIT / PAYMENTS -\$157.01
TOTAL DUE -\$157.01

*REASON Choose a reason

COMMENTS

LOST REVENUE \$1,087.59

[CANCEL](#) [CONFIRM CANCELLATION](#)

3. Choose the reason for cancellation.

CANCEL RESERVATION

DEPOSIT / PAYMENTS -\$157.01
TOTAL DUE -\$157.01

*REASON Choose a reason
NOAVAIL - No Availability
RATESHOP - Rate Shop
FAMEMER - Family Emergency
DUPRES - Duplicate Reservation
WEATHER - Weather
NODEPOSIT - No Deposit
HURREVAC - Hurricane/Evacuation
ILLNESS - Illness

COMMENTS

LOST REVENUE \$1,087.59

*USERNAME
*PASSWORD

[CANCEL](#) [CONFIRM CANCELLATION](#)

4. Click on "Confirm Cancellation" in the bottom right corner.

CANCEL RESERVATION

DEPOSIT / PAYMENTS -\$157.01
TOTAL DUE -\$157.01

*REASON RATESHOP - Rate Shop

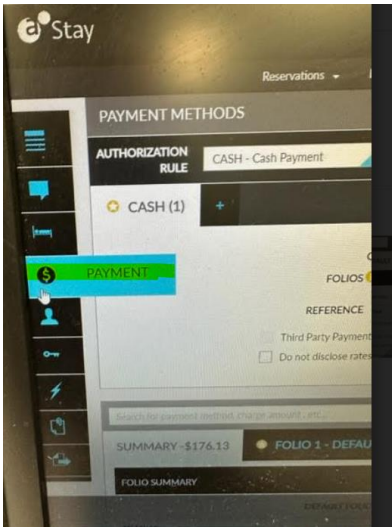
COMMENTS

LOST REVENUE \$1,087.59

*USERNAME aszubert
*PASSWORD

[CANCEL](#) [CONFIRM CANCELLATION](#)

5. If the guest is not due a refund due to the cancellation policy and current date, **please let the supervisor know.**
6. Check the creation date of the reservation by expanding the reservation summary.
7. Scroll down and view the History section for all historical logs. ****You can switch pages at the bottom to see all notes.**
8. If a guest has a reservation that was created on or after your property's go live date, the refund will be handled by check.
9. Proceed to the payment section of the reservation.



10. Follow normal procedure by verifying the guest's address on file. If the payment method shows as Balance Brought Forward, please follow next steps.
 - a. *If the payment method is a credit card, please post in the REFUNDS channel for the MOD to handle.*

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11. Go to the comment section of the reservation.

Stay Agilysys, Team Room 336728 Paradise Resort Thu, Mar 2, 2023 1:46 PM Amanda Szubert

Reservations Dashboard Front Desk Rooms Mgmt Night Audit Accounting Reports Settings Help

RESERVATION SUMMARY - TK4NWDVXJ

COMMENTS COPY RESERVATION

ROOM: 202 (OCC | OC) OF3BRCD- Oceanfront Three Bedroom Condo
GUESTS: 2 Adults | No children
RESERVATION ALIAS: 336728
GROUP: Optional
COMPANY: Type to search for companies

28 TUESDAY FEBRUARY 2023 06 MONDAY MARCH 2023
ETA: HH : MM AM PM ETD: HH : MM AM PM
6 NIGHTS
Icons: EARLY, LATE, LR, MSG, NRG, PET, SHARE, SRM, SVC, VHD, VIP

GUEST INFORMATION

Associate to a Different Profile

ADDRESS TYPE: Office
STREET: 1000 Windward Concourse
ADDRESS LINE 2: #250
City: Alpharetta

ESTIMATED CHARGES

RELOAD CHOOSE ADD-ONS

DEPOSIT	CANCELLATION	INV ITEMS	ALLOWANCE	AVG ROOM RATE
STN	CXL14DAY	INV (0)	0	\$159.68*

ESTIMATED DUE AT CHECKOUT \$1,729.26
Estimated Total: \$1,729.26
Payments Collected: \$0.00
Deposit Due - Cncl: Feb 15, 2023: \$159.68
Posted charges and taxes: \$159.68
Future charges and automated taxes: \$159.68
CHECK-OUT

12. Click on add comment.

COMMENTS COMMENTS HISTORY

☒ Include Profile Comments ☐ Show Archived ADD COMMENT

No comments have been made yet.

13. Select "to do" in the type dropdown.

14. Select "high" in the severity dropdown.

15. In the comment section, include a note stating "check refund needed" and include guest's full name, full address, reservation number, and refund amount.

ADD A COMMENT

*TYPE: To Do
☐ Display Comment in Guest Profile

*SEVERITY: High

REMIND ME LATER: ☐ Enable the toggle to display the comment as an alert every time the Reservation is opened.

*COMMENT: Check Refund Needed
Amanda Szubert
123 John Drive Myrtle Beach SC 29578
Reservation: YCTWOLO
Amount: \$500.00

CANCEL SAVE

16. Click save and you're done!