

# OWNERS ADMIN USER GUIDE

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*Advice and support from the Away with the Kids team.*

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# OWNERS ACCOUNT CHECKLIST: EXISTING OWNERS

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We are finally ready to launch our bespoke booking platform! The refreshed front end is undergoing some final tweaks and will be launched to the general public in a few weeks. In the meantime, we ask that you please log in, explore and set up your Owners Account (OA). This document outlines everything you need to do to get set up. The list of requirements differs depending on which Property Management System (PMS) you use and if we can automatically pull in data via an API. Owners using SuperControl, Anytime, D-Edge, TXGB or Webhotelier as their PMS, only need to complete the first six tasks on the list. Other owners will need to complete them all! There are user guides available for each section of the OA with full, step by step instructions. AwtK admin are also on hand if you have any questions or need further support. New owners, please skip to the next page!

## The Checklist

☐ Login to your account [here](#) using the email address associated with your current AwtK Owner Account. We will supply an auto-generated password that you can change from within your account. Or you can select 'Reset Password' on the login page and you'll be sent an email with a reset link.

☐ Check your listing in the *Properties* tab. All listing data and images have been pulled through already, but please take some time to check everything is up-to-date and request any changes you might want making.

☐ Head to *Unit Details*, also under *Properties*. If you're using a PMS with an API (see list above), select your PMS from the drop down menu, enter your account ID and press sync. Your units will now be loaded, alongside pricing and availability. Please check the details for each unit.

If you don't use a PMS with an API, then select AWTK in the drop down bar and upload your units manually. Enter iCal links for each unit in the field provided. To update your master calendar with any bookings taken through AwtK – copy and paste the counter iCal link provided into your own PMS.

☐ While in *Properties*, fill in the *Booking Terms* tab. This section holds details on your property's terms, policies and deposits.

☐ Connect to GoCardless, to enable for commission to be paid by direct debit as and when it is due. You will find a 'Connect to GoCardless' button in the right hand bar within *Properties*, use this to connect to an existing account or create a new one.

☐ In the same right hand bar, you'll find the 'Connect to Stripe' section. Connecting to a Stripe account will allow for all customer payments to be made directly to you. If you already have a Stripe account, simply enter your Secret Stripe Code. If you don't, use the fields to create a new account and connect it.

☐ Finally – if you would like your bookings to run 'on-request', meaning they have to be approved by your team before they are confirmed and payment taken, head to the Bookings tab and turn on 'on-request' bookings.

[API users – you can stop here. With all your units, calendar and prices downloaded automatically, your setup is complete. Any owners not using SuperControl, Anytime, D-Edge, TXGB or Webhotelier, please complete the remaining tasks on the list.](#)

☐ Create seasons within the *Pricing* tab. These are selections of or a single date range that you can upload prices against.

☐ Select *Tariffs* from within the *Pricing* tab and upload all of your pricing rules using the seasons you have just created.

☐ Add any Additional Extras (for example, charges for additional guests or pets), Optional Extras (prices for optional goods like welcome hampers or spa treatments) and Offers.

As mentioned, there are full step-by-step instructions and some tutorial videos available for each of these tasks in these [User Guides](#). If you need further support, connect AwtK through the *Communications* tab or by emailing [info@awaywiththekids.co.uk](mailto:info@awaywiththekids.co.uk)

# OWNERS ACCOUNT CHECKLIST: NEW OWNERS

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Welcome to Away with the Kids! Please follow the steps below to set up your Owners Account (OA). The list of task differs slightly depending on which Property Management System (PMS) you use and if we can automatically pull in data via an API. Owners using SuperControl, Anytime, D-Edge, TXGB or Webhotelier as their PMS, only need to complete the first six tasks on the list. Other owners will need to complete them all. There are user guides available for each section of the OA with full, step by step instructions and AwtK admin are also on hand if you have any questions or need further support.

## The Checklist

- ☐ Complete the Get Listed form to register the property you'd like to list on Away with the Kids. You'll be notified by email if your property has been approved; when that happens you can use the emailed link to login into your account and set a password.
- ☐ First, write your listing. Go through *Properties* entering details, descriptions and uploading images of your property in the *Summary, Review, Location, Gallery* and *Categories* tabs.
- ☐ Continue to *Unit Details* (also under *Properties*). If you're using a PMS with an API (see list above), select your PMS from the drop down menu, enter your account ID and press sync. Your units will now be loaded, alongside pricing and availability. Please check the details for each unit.

If you don't use a PMS with an API, then select AWTK in the drop down bar and upload your units manually. Enter iCal links for each unit in the field provided. To update your master calendar with any bookings taken through AwtK – copy and paste the counter iCal link provided into your own PMS.

- ☐ While in *Properties*, fill in the *Booking Terms* tab. This section holds details on your property's terms, policies and deposits.
- ☐ Connect to GoCardless, to enable for commission to be paid by direct debit as and when it is due. You will find a 'Connect to GoCardless' button in the right hand bar within *Properties*, use this to connect to an existing account or create a new one.
- ☐ In the same right hand bar, you'll find the 'Connect to Stripe' section. Connecting to a Stripe account will allow for all customer payments to be made directly to you. If you already have a Stripe account, simply enter your Secret Stripe Code. If you don't, use the fields to create a new account and connect it.
- ☐ Finally – if you would like your bookings to run 'on-request', meaning they have to be approved by your team before they are confirmed and payment taken, head to the Bookings tab and turn on 'on-request' bookings.

API users – you can stop here. With all your units, calendar and prices downloaded automatically, your setup is complete. Any owners not using SuperControl, Anytime, D-Edge, TXGB or Webhotelier, please complete the remaining tasks on the list.

- ☐ Create seasons within the *Pricing* tab. These are selections of or a single date range that you can upload prices against.
- ☐ Select *Tariffs* from within the *Pricing* tab and upload all of your pricing rules using the seasons you have just created.
- ☐ Add any Additional Extras (for example, charges for additional guests or pets), Optional Extras (prices for optional goods like welcome hampers or spa treatments) and Offers.

As mentioned, there are full step-by-step instructions and some tutorial videos available for each of these tasks in these [User Guides](#). If you need further support, connect AwtK through the *Communications* tab or by emailing [info@awaywiththekids.co.uk](mailto:info@awaywiththekids.co.uk)

## PROPERTIES AND UNITS

The *Properties* tab in the Owners Admin (OA) contains listing and unit information. This section of the user guide will instruct you on how to request a new property, write a property listing and create associated bookable units. Skip to the section you would like to read by clicking on the title below.

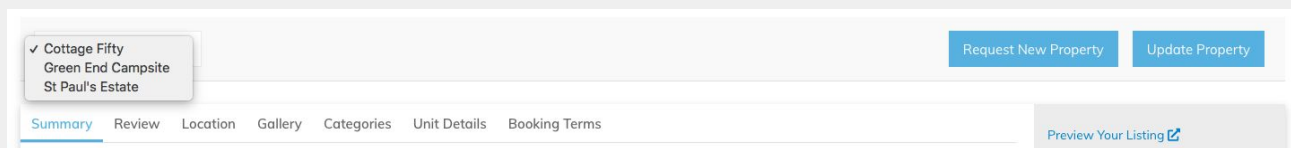
- [Setting up a Property](#)
- [Creating and Editing a Listing](#)
- [Uploading images to your gallery](#)
- [Creating bookable units](#)
- [Connecting to an API](#)
- [Connecting to Stripe](#)
- [Connecting to GoCardless](#)

### Setting up a Property

[WATCH TUTORIAL](#)

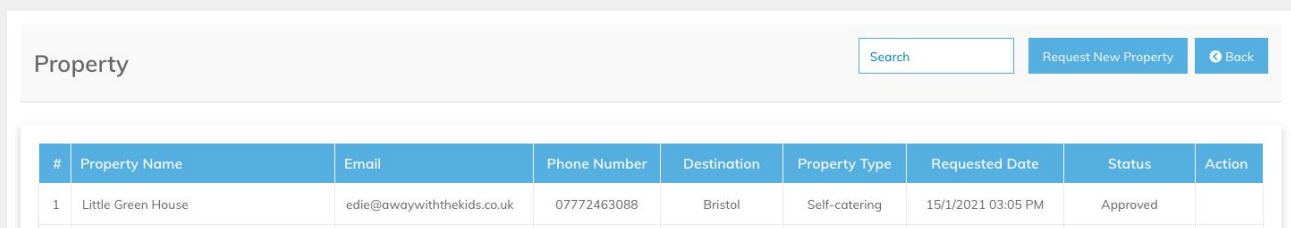
If you are a new owner, you will be required to request a property as part of the Get Listed process. You can find the link to *Get Listed* at the bottom of the website homepage or on the sign in page. Prospective partnered owners are required to complete a form providing information about the property they would like to list. Once this form is complete, it is submitted to Away with the Kids admin to be assessed and approved. If you are a new customer and you have completed that process, go [here](#) to read about creating your listing.

If you are an existing Away with the Kids owner, then you will find all the properties associated with your email address are already held within the *Properties* section of the new OA. If you have more than one property within your account, you can switch between viewing the details of each using the drop down menu.



If you would like to add a new property to your Away with the Kids portfolio, follow the instructions below to request it be added to the site. Upon the approval of Away with the Kids admin, the new property will be activated with your OA and the listing open for editing.

1. Select *Properties* in the navigation bar and click on *Request New Property*. You'll be redirected to a page where all your requested properties, both approved and declined, will be displayed.



#	Property Name	Email	Phone Number	Destination	Property Type	Requested Date	Status	Action
1	Little Green House	edie@awaywiththekids.co.uk	07772463088	Bristol	Self-catering	15/1/2021 03:05 PM	Approved	

2. Press on *Request New Property* again and complete the Get Listed form that asks for details such as the property name, accommodation type, website address and destination. Once completed, press Save. This form will be sent to AwtK admin and you will be returned to the requested properties.
3. If a property is approved by AwtK admin, you will receive notification by email. You can then log into the OA and add further listing details, images and pricing. Please read ahead to find out more about these next steps.

# PROPERTIES AND UNITS

## Creating and Editing a Listing

Once your property request has been approved, you can start writing your listing. All listing information is held within *Properties*, which is divided into seven tabs that you will need to go through and populate. These include Summary, Review, Location, Gallery, Categories, Unit Details and Bookings Terms. Once you have populated the fields within a selected property, the listing will be submitted to AwtK admin, who will edit and finalise the listing before publishing it to the website. Once published the fields within *Properties* and its subpages will no longer be editable. If you want to edit your listing once it has been published, you will need to send AwtK admin a request to make changes; please use the contact box in the information bar to the right.

### Summary

1. Complete the *Basic Information* section. Some fields may have been auto-populated using information from your Get Listed form, but please ensure that they are all correct. Please note: the Reservations Email is where all booking emails will be sent and may differ from the email address used in the Get Listed form.

Blue Cottage ▼

Request New Property Save

Summary Review Location Gallery Categories Unit Details Booking Terms

**Basic Information**  
Enter the basic information

Property Name \*  
Blue Cottage

Contact Name  
Joe

Contact Number  
07772364977

Reservation Email  
book@bluecottage.co.uk

Preview Your Listing

Post Date 01/12/2021

Expiry Date 03/31/2021

Listing Fees £0

Commission Rate (%) 0

Sale Rate (Commission inclusive price)

Listing Enabled  
No

On Request Booking

2. Enter the number of units and type of accommodation (e.g. camping pitch or hotel room) available at your property in the *Units Summary* section.
3. Continue in this section to add occupancy details. 'Unit Sleeps from' refers to the min. occupancy, whilst 'Units Sleeps up to' refers to the max. occupancy across all your units. The 'Maximum capacity at location' is the total number of guests that can be accommodated across the entire site, in all the units. If you have a limit on group sizes, you can input that rule here.

Number of Unit 4

Unit type Cottages

Units Sleeps from 2

Units Sleeps up to 12

Maximum capacity at location 32

Min. Bedrooms 3

Max. Bedrooms 6

Send

4. Finally, enter your starting price, currency and 'per night' or 'per week' in the *Price Summary* section.

**Price Summary**  
Enter a summary of pricing, e.g. "From £495/week"

Currency \* GBP

Cost \* 89.00

Duration \* per night

# PROPERTIES AND UNITS

## Review

This section holds most of the body of your listing; the *Best Bits*, *Top Tips*, *Summary* and *Owner's Recommendations* sections. For new properties, you will be required to write and complete these sections.

1. Press Add New and write your first *Best Bit* – this should be one or two lines on your best facilities, guest's favourite features or something that makes your property unique. Continue adding and writing as many *Best Bits* as you like.
2. Next, create a series of *Top Tips*. These should be one or two lines of advice on visiting your property.

Please try to write and submit at least four points in each of the above sections. Keep the points informal and short; this feature is about quickly showing off the best of your property. Below is an example of some *Best Bits* and *Top Tips* as displayed in a listing.

### About this place

#### Best bits

- ☆ The indoor heated pool guarantees hours of entertainment whatever the weather.
- ☆ Stunning landscaped gardens with ample room for play.
- ☆ Brilliant location – close to the beach, walking routes and charming historic towns.

#### Top tips


- ✿ Brush off your tennis skills – no need to bring your racket, there's plenty to borrow.
- ✿ Book all four properties for large groups and special occasions. The communal courtyard garden is a magical spot for socialising.
- ✿ Pack your swimming gear to make the most of the pool and coastal location.

[Read More](#)

*Summary* is divided into three sections, providing information on accommodation, food and entertainment on and off site.

1. Write two short paragraphs in the *Rooms* section to give an overview of the type of accommodation is on offer and the features that make it unique.
2. In *Eats*, write about the catering facilities on-site; property kitchens (if they have one!), barbecues, food hampers and supplies, cooking courses, restaurants, cafes and shops. You can also mention eating options off-site.
3. Next, write a few short paragraphs in the *Activities* outlining what facilities are available both on-site and in the local area to keep families entertained during their stay.

These sections should be two short paragraphs in length. Please see the example *Rooms* section below, as it would appear to customers viewing your listing on the website. The accompanying image for each of these sections can be uploaded in the *Gallery* tab and there are instructions on doing so [this page](#).



### Rooms

St Paul's Estate comprises four fabulous cottages, each beautifully renovated to beautifully combine original features and modern fittings. Old beams and stone flooring throughout the ground floors makes for charming interiors.

The Stables is the largest property, sleeping 12 guests in six fabulous ensuite bedrooms – four doubles and two twin rooms. The neighbouring Oak Tree and The Ferns both sleep 6 guests in three ensuite bedrooms. The Red House; aptly named after the

[Read More](#)

# PROPERTIES AND UNITS

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The final section of the *Review* section is the *Owner Bio* and *Recommendations*.

1. Write a short paragraph about yourself and the history of your property and business. Customers love knowing the person behind the property and the ethos behind your business. If you've been working in the industry for years, if you're passionate about eco-tourism or if you're new to the industry but an seasoned camper, let them know!
2. Write at least four *Owners Recommendations*. These should be one or two lines long and include features tips, suggestions and your absolute favourite things to do on-site or in the local area. Try not to repeat any information already included in the *Best Bits* or *Top Tips*.

## Location

This sections covers all things concerning property location and getting there.

1. Enter the county where your property is located in the *Destinations* field. This county is used in customer searches so make sure you don't skip this step or you won't be found in customer location searches.

### Destinations

Select the destinations this place should appear in

✕ UK & Ireland → England → Lancashire & Cheshire → Greater Manchester ▼

2. Enter the full property address in the *Location* section below – this will be used to place your property on the websites Google Maps feature.
3. Finally, write one or two lines of instructions on how to travel to the site by road, rail or air in the *Getting There* section. These fields shouldn't include step-by-step directions, but rather an idea of times and distances, e.g. 'The closest train station is York at just under 30 minutes away. It has direct links to main stations across the UK' or 'The closest airport is Nice Côte d'Azur Airport, with regular domestic and international flights'.

If you are listing a tour, you can create a *Tour Itinerary* under the *Location* tab. To do so, simply click Add a Row, and input information on the day, location, accommodation and overall summary.

## Gallery

Upload all your property photos and a video in the *Gallery* section. All uploaded files will be submitted to AwtK admin for review and a selection of 20 will be published on the website. Read step-by-step instructions for uploading photos on [this page](#).

## Categories

Divided into four sections (accommodation type, vitals, age groups and features), *Categories* help classify your property and ensure it is found by the right customers in website searches. Simply select the groups that apply to your property.

## Unit Details

One of the most important sections within *Properties* is *Unit Details*, where you create and edit the bookable units that will be sold through AwtK. If you are using a property management system (PMS) with a connected API, your units will be automatically pulled through once you enter your PMS account ID. For owners without a connected API, units will have to be manually created, with pricing and availability input against them in *Pricing* and *Availability*. You can find full instructions on connecting to a API partnered property management system on [this page](#) or setting up your own units manually on [this page](#).

# PROPERTIES AND UNITS

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## Booking Terms

This section contains everything related to payment flow and booking information. Please complete it carefully to ensure that guests are charged the correct deposits, arrive at the right time and understand your properties policies. Follow the instructions to complete all the necessary fields.

1. Set your check in and check out times.
2. Respond to each of the cancellation policy questions. The answers to the first three questions will be shown during the booking process. The Full Policy will be viewable via a link.
3. *General Policies* are organised into different categories. Click on *Add* and select a policy title from the drop down menu. These include general, popular policies such as Dogs, Children & Extra Beds, Single Occupancy. If you have a policy that doesn't fit within any of the existing categories, you can select Other.
4. Write the related policy in the text box below and press Save. Repeat the process for all your general policies.

You do not have to write a policy for each policy header – for example, if you don't have a specific policy for Single Occupant bookings, then you need not include one. You can delete and add policies from the *General Policies* as required.

Deposits and payment terms are set in *Payment Policies*. You can also choose to include a security deposit in the total costs presented to customers as part of the booking flow. Follow the instructions below to set them up:

5. Set a booking deposit by entering a % in the booking deposit field. This will be automatically calculated and included in customer's booking process. Payment for this and the full booking will be processed through Stripe (read more about connecting to Stripe on [this page](#)).

### Booking Deposit

The booking deposit is a percentage of the total booking price that will be charged on booking. The remaining balance will be paid as per the property's payment policy. Enter the percentage to charge as your booking deposit.

6. Next, specify when guests are expected to pay the remaining balance in the section titled *Remaining Balance*. Please refer to the example in the image below.

### Balance Required

Remaining balance must be paid in full up to six weeks before arrival date. Failure to pay the remaining balance before that cut-off date will result in the loss of the booking and associated deposit.

7. To create a refundable Security Deposit, enter the amount you would like to charge, e.g. £200.
8. Select 'Included' to have the security deposit included in the total booking cost and charged for via Stripe. If you don't want to process the deposit payment at the time of booking, e.g. if you take it in cash or by card upon checking in then you can select 'Not Included' – you'll then be prompted to enter a policy for your security deposit, e.g. 'No security deposits is required' or 'A security deposit of £200 is payable by card at check-in. This will be refunded to your nominated account 7-10 days after departure, provided the cottage is left in the condition it was found.'
9. Finally, enter an alternative billing address for the property if it differs from the property address.






# PROPERTIES AND UNITS

## Uploading images to the Gallery

Away with the Kids requires 17 good quality, landscape images for the listing gallery. Each *Summary* section, Rooms, Eats, Activities needs an additional accompanying image. To upload images, follow the instructions below.

1. Select *Gallery* in the navigation bar. The lead image is the first you'll be prompted to upload. It's shown at the top of your listing and on search pages throughout the website so pick an image that really sells your property. Click on the *Add Image* button below the lead image and upload your chosen picture.
2. Next, upload an image for each *Summary* section that illustrates the accompanying text.

<b>Rooms image</b> Select or upload an image to accompany the rooms summary.	<b>Eat image</b> Select an image to accompany the eat summary.	<b>Activities image</b> Select an image to accompany the activities summary.
		
<a href="#">Add image</a>	<a href="#">Add image</a>	<a href="#">Add image</a>

3. Finally, add the rest of your gallery images in the *Gallery* section by using *Add Images*. When you upload your photos, Awtk admin is notified and will check the images before publishing them to the website.
4. Videos can be added to your listing and will be displayed within the gallery. They are uploaded in the same way that images are. Please also select a cover image for this video, that will be used as an icon at the bottom of the gallery.

Once the listing is published, any new photos you upload will have to be approved by Awtk admin before they are published to the website. Awtk admin will be automatically notified when you upload images, but if you have any queries or comments you can send a message directly using the comment box in the right hand bar. Uploaded images awaiting approval will be displayed at the bottom of the *Gallery* page as per below:

## Pending Approval Images

### Gallery



# PROPERTIES AND UNITS

## Setting up Units

A key part of creating your listing is also setting up the units that you will be selling through AwtK. If you use a property management system with whom we have an API (SuperControl, D-Edge, Anytime, TXGB or Webhotelier) you can skip this section and go to [this page](#) as your units can be automatically downloaded, along with pricing and availability.

If you don't use one of the property management systems listed above, you need to upload your units manually. Units are created within *Properties*, under a tab titled *Unit Details*. New property owners will need to create their units on signing up for an account and as part of creating a listing. Once created, they will be approved by AwtK admin. Any changes to these units or additions of new units will have to be made by AwtK admin.

1. Click on *Properties* in the navigation bar, and select the *Unit Details* tab.
2. If you aren't using a PMS with an API, select AWTK in the Select Partnered PMS drop down menu. Your account ID will be automatically created and is non-editable.

### Connect Your PMS

If you use a linked PMS, enter your account details here to access accommodation information, prices and live availability.

Select Partnered PMS

AWTK

Account ID

4584452860

3. To create your first unit, click *+Add Unit*. A box will appear below where you can input unit details. Firstly, the unit name and a description. Each unit will also have an auto-generated bookable ID. This is used for booking data e.g. booking references. The description field and unit image will be displayed on the booking page, it should be a 2-3 lines in length and outline the sleeping arrangements and unique features.
4. Next, you need to upload a key image for your unit; click on *Add Image* and select a file from your computer. The picture should be good quality and landscape to avoid any distortion. Please see the example below.

Name \*

Little Green House

Bookable unit ID \*

2042927690

Quantity\*

1



home\_farm\_exterior.jpg X

Change image

Description

This beautiful 18th century stone cottage has been lovingly converted into a charming and cosy holiday home perfect for a small family. There's a generous master suite and a bright twin room perfect for kids.

5. If you have multiples of the same unit type (e.g. campsites with 20+ of the same pitch type), you can alter the quantity to reflect that. If there is only one of your unit, as per the example, simply leave this field blank or enter 1.

## PROPERTIES AND UNITS

### Setting up Units

6. Tick the box to signify if the unit is pet and/or mobility friendly. Then input the number of bedrooms and bathrooms the property has.
7. Next you need to input the unit's occupancy limits – this will help it be found in customer searches. The maximum occupancy represents the total number of guests allowed in a unit, including both adults and children.

The maximum adults and maximum children fields are used to dictate the highest number of both groups allowed at a property. The number of adults and children do not need to add up to the maximum occupancy. For example, a room sleeping a max. of 4 people may set max. adults to 2 and max. children to 3. Guests could then choose 2 adults and 2 children, or 1 adult and 3 children. But never 2 adults and 3 children as this would exceed the 4 person limit.

Max Occupancy\*

4

Plus cot?

☒

The number of adults and children input below do not need to add up to the max. occupancy. These are the max. number of both age groups allowed at this unit. Guests can book any combination of these two age groups, but never one that will exceed the max. occupancy.

Sleeps (Adult)

10

Sleeps (Children)

9

Sleep (Infants)

3

8. If infants can be accommodated in addition to the maximum occupancy, then tick the box for *Plus cot?* and specify the number of cots that are available at the unit.
9. To pull in live availability via iCal links, input the unit iCal link in the appropriate field. If you don't use a PMS or don't have access to iCal links for your master calendar, then you will need to update the availability of each unit manually. You can read about how to do that in the *Availability* user manual.
10. Copy the auto-generated output iCal link into your own master calendar to keep it automatically updated with any bookings taken through Away with the Kids.

Import iCal Link

<https://www.icallinks.com/tyuufa2e-osp2-43cf-bbda-e8e6f3cc6477.ics>

Output iCal Link

<https://service.awaywiththekids.co.uk/api/icalfeed/349f6c21-b719-423d-b904-7ba54518d993.ics>

11. Press Save and repeat the process until you have added all the units that you wish to advertise and sell through AwtK. All uploaded units are displayed in the Unit Table. They will be published as bookable units on the website once prices have been uploaded. There are instructions on uploading pricing in the *Pricing* user manual.

#	Unit Name	Max. Occupancy	Sleeps - Max. Adults	Sleeps - Max. Children	Action
1	<a href="#">Little Green House</a>	4	10	9	

# PROPERTIES AND UNITS

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## Connecting to an API

Connecting to an API through the new Away with the Kids OA will allow you to automatically pull through pricing, availability and unit details. The various APIs pull through different details and function in different ways as part of the booking flow, but they are all set up in the same way. Please read below to find out how your PMS will connect with Away with the Kids.

1. Select *Properties* in the navigation bar, then click on the *Unit Details* tab.
2. Select your property management system from the drop down menu and input your PMS account ID.
3. Press sync and wait a few moments. Once the sync is complete, your units will be displayed in the unit table below. You can click into each unit to review the details. Pricing and availability will also pull through via the API. You are now connected!

The screenshot shows a form with two input fields and a button. The first field is labeled 'Select Partnered PMS' and has a dropdown menu with 'SuperControl' selected. The second field is labeled 'Account ID' and contains the text '26300'. To the right of these fields is a blue button labeled 'Sync'.

### *Anytime*

Availability and prices pulled through and displayed as part of the AwtK booking flow – when customers click to ‘Book Now’ they are redirected to your own website and booking is processed as per your PMS.

### *SuperControl*

Units, availability and pricing will be displayed as part of the AwtK booking flow. Payments will be deep linked to your SuperControl account and deposited in the associated bank account.

### *WebHotelier*

Units, availability and pricing will be displayed as part of the AwtK booking flow. Payments will be processed via Stripe. You can read about setting up a Stripe account on [this page](#).

### *D-Edge*

Units, availability and pricing will be displayed as part of the AwtK booking flow. Payments will be processed via Stripe. You can read about setting up a Stripe account on [this page](#).

### *TXGB*

Units, availability and pricing will be displayed as part of the AwtK booking flow. Payments will be processed via Stripe. You can read about setting up a Stripe account on [this page](#).

# PROPERTIES AND UNITS

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## Connecting to Stripe

Most owners will need a Stripe and GoCardless account for the websites payment flow to work properly. The Stripe account will be used to process customer payments and deposits. There are three options for connecting with Stripe – you can connect to an existing account, you can open an account as a subsidiary of AwtK’s merchant account or you can set up your own independent account. Read the instructions below to find out connect using any of the three options.

1. Click on *Properties* in the navigation bar. At the bottom of the grey right hand bar you’ll find the Stripe section.
2. If you don’t have a Stripe account, click on *Connect to Stripe*. You will be redirected to a sign in page. At the bottom of this page you will find a link to sign up for an account – click on that and follow the instructions provided there. If this button is not displayed in your OA, please notify AwtK admin.
3. If you already have a Stripe account that you want to connect, simply input your Secret Stripe Key. This will automatically link any payments and deposits from AwtK to your Stripe account and the bank account associated with it.

Guest payments are processed through Stripe. Please click on the link below to create an Away with the Kids connected Stripe account.

[Connect to Stripe](#)

### Already have a Stripe account?

Enter your Secret Stripe Key here:

Enter your Publishable Stripe Key here:

## Connecting to GoCardless

A GoCardless account is required to process the commission payable to AwtK. Commission is invoiced for on the 1st of a month, after a holiday has been complete, e.g. commission on a holiday booked for 04/05/2021 - 09/05/2021 would be invoiced for on 1st June. Once invoiced, the money is drawn down via direct debit 7 days later. GoCardless facilitates the direct debit. To connect to GoCardless, please follow the steps below:

1. Click on *Connect to GoCardless*, located in the right hand bar within *Properties*.
2. You will redirected to a login page. Complete the sign up form and follow the instructions provided.

All properties listed on AwtK pay an annual listing fee and commission. Both the listing fee and commission rate are agreed prior to listing on the site. This commission is paid monthly by direct debit via GoCardless.

Connect your bank account to GoCardless using the link below.

[Connect to GoCardless](#)

## AVAILABILITY

In *Availability*, you can manually apply availability status, set change-over days and set your minimum stay requirements, for one or multiple units, using a Date Range or the calendar to update days individually. If you are using a property management system (PMS) with an API (SuperControl, Anytime, D-Edge, Webhotelier, TXGB) then your property's availability will be automatically pulled through and you do not need to take any action or make any changes to the *Availability* section.

If you use a PMS with compatible iCal links, these can be input for each of your units and availability will be automatically pulled through. You can input the links under *Units Details*, within the *Properties* tab, and you'll find instructions on doing so below or in the *Properties* user guide.

If you can not export iCal links from your master calendar or you do not use a PMS then you will need to manually maintain your availability. There are instructions below detailing how to do this, as well setting minimum stay rules and changeover days.

### Viewing Availability

Select the property and month that you want to view in the calendar by using the drop down menus at the top of *Availability* and pressing *Check Status*. Scroll down to view the calendar with the dates and property visible. Red dates are unavailable, dark blue are changeover days and light blue are available.

Valid arrival date

Available date

Unavailable date

<

FEBRUARY 2021

>

	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	
Price in £	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
The Stables	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
The Oak Tree	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
The Ferns	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Red House	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

### Inputting iCal Links

To input iCal links for automatic availability follow the instructions below. You can copy the provided output iCal link into your own master calendar too, to keep it automatically updated with booking taken through Away with the Kids. If you don't have access to compatible iCal links, then skip this step to learn how to manually maintain your calendar.

1. Click on *Properties* in the navigation bar and go to the *Unit Details* tab.
2. Click on one of your units from the Unit Table and you will be able to view that unit's associated details. Enter the iCal link in the field at the bottom of this page, press save and it's done!

#### Import iCal Link

<https://www.icallinks.com/tyuufa2e-osp2-43cf-bbda-e8e6f3cc6477.ics>

#### Output iCal Link

<https://service.awaywiththekids.co.uk/api/icalfeed/349f6c21-b719-423d-b904-7ba54518d993.ics>

# AVAILABILITY

## Setting Minimum Stay, Changeover Day and Availability

1. Before setting any changeover days, minimum stay rules or availability status, you MUST select a date range to apply these rules to. Scroll down to the rule section and select your dates in the calendar.

Select a date range on the calendar to update the availability

05/02/2021 - 12/02/2021

Select Status

Select Changeover Days

Set Minimum Stay (number of nights)

Select Units

Select Units

Select Units

Feb 2021 Mar 2021

Su Mo Tu We Th Fr Sa Su Mo Tu We Th Fr Sa

34 1 2 3 4 5 6 28 1 2 3 4 5 6

7 8 9 10 11 12 13 7 8 9 10 11 12 13

14 15 16 17 18 19 20 14 15 16 17 18 19 20

21 22 23 24 25 26 27 21 22 23 24 25 26 27

28 1 2 3 4 5 6 28 29 30 31 1 2 3

7 8 9 10 11 12 13 4 5 6 7 8 9 10

05/02/2021 - 12/02/2021 Cancel Apply

2. To set availability status, select Available or Booked. Then select the units you want to apply this status to and press save. The changes will now be displayed on the calendar and front end.

Select Status

Available

Booked

x The Stables x The Oak Tree x

Select Units

Select Units

Save

3. Now to set changeover days – firstly check the date range in the calendar is correct. Then select the changeover days for that date range. This is any day of the week in which guests are allowed to book and arrive. In low season, you might allow guests to arrive 7 days a week, whereas in high season you might only allow arrivals on one changeover day.

4. Select the units to apply the changeover days to and press Save.

Select Status

x Monday x Friday x

Set Minimum Stay (number of nights)

Select Units

x The Ferns x Red House x

Select Units

Save

5. To set minimum stay rules, again, check the date range selected is correct. Enter the minimum stay rule and select the units to apply it to. Press Save and your minimum stay rule is set.

If you want to change the status' and rules for just one date, you can select that day in the calendar. A pop-up will appear where you can alter the availability status, changeover days and minimum stay for that just that day.

Change Daily Availability

Select Status

Changeover

Minimum Stay Night

Save

Price in £

	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu
The Stables	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
The Oak Tree	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
The Ferns	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

## PRICING

The *Pricing* tab in the Owners Admin (OA) contains everything to do with rates and how you upload them. This section of the user guide will instruct you on how to create Seasons, Tariffs and Offers. It also contains instructions on setting up *Additional Price Rules* and *Optional Extras*. Skip to the section you would like to read by clicking on the title below;

[Creating a Season](#)

[Creating a Tariff and Uploading Prices](#)

[Additional Extras](#)

[Optional Extras](#)

### Creating a Season

[WATCH TUTORIAL](#)

*Seasons* can be used to create a set of date ranges that you can apply tariffs to. They can be used across all of the units at your property and prevent you having to enter the same date ranges in each tariff and each unit. If you don't organise your pricing in *Seasons*, you do not need to create any; Tariffs can be set using date ranges as well. If that's the case, please skip to [this page](#) to learn about uploading prices and creating tariffs. Otherwise, read on for instructions on creating *Seasons*.

Select Season or Date Range	Daily Price	Midweek Price	Weekly Price	Weekend Price	Action
<input checked="" type="radio"/> Season <input type="radio"/> Date Range High Season	£ 0.00	£ 0.00	£ 1600.00 x Friday	£ 0.00	

1. Select *Seasons* from within the *Pricing* tab of the navigation bar. This page holds a table displaying all your loaded *Seasons*. If you're setting up an account for the first time it will be empty. Select Add New and you'll be redirected to the *Seasons* detail page where you can create the seasons you need.
2. Enter a name for your season and select Add New in the date range table. You can then select the dates for your season. If your season contains more than one date range, e.g. if your Mid Season covers dates in February to May, but also dates in October to November, then you can create multiple date ranges under one season.

SaveBack

Start Date	End Date	
<div><div>Start Date</div><div><div><div>Jan</div><div>2021</div></div><div><div>Su</div><div>Mo</div><div>Tu</div><div>We</div><div>Th</div><div>Fr</div><div>Sa</div></div><div><div>27</div><div>28</div><div>29</div><div>30</div><div>31</div><div>1</div><div>2</div></div><div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div></div><div><div>10</div><div>11</div><div>12</div><div>13</div><div>14</div><div>15</div><div>16</div></div><div><div>17</div><div>18</div><div>19</div><div>20</div><div>21</div><div>22</div><div>23</div></div><div><div>24</div><div>25</div><div>26</div><div>27</div><div>28</div><div>29</div><div>30</div></div><div><div>31</div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div></div></div></div>	<div><div>End Date</div><div><div></div></div></div>	<div><div></div></div>

Add New

3. Press save once all your date ranges are input and you will be able to view your season in the *Season* table. Continue with this process until all of your seasons are created and you are ready to upload pricing.

Name	Date Range(s)	Action
Low Season	12/01/2021 - 31/03/2021 , 31/10/2021 - 31/01/2022	
Mid Season	01/04/2021 - 15/07/2021 , 16/09/2021 - 30/10/2021	
High Season	16/07/2021 - 17/09/2021	



## PRICING

### Creating a Tariff and Uploading Prices

A *Tariff* is a set of price rules that can be applied to one or more units. Each *Tariff* will typically contain all of the pricing for the upcoming year for an associated unit/s. The price rules can be created using date ranges or the preloaded seasons you have created in the *Seasons* tab. The instructions below advised on how to create tariffs and upload prices:

1. Click on *Pricing* in the navigation bar; a drop down will display that includes *Tariff* – select *Tariff*.
2. If you only have one property in your account, you will automatically be shown the tariff table for this property. If you have multiple properties within your account, you can switch between viewing each property's tariffs by using the drop down menu in the top left corner. To create your first tariff for any property, select *+Add Rate*.

St Paul's Estate



St Paul's Estate

Cottage Fifty

+ Add Rate

Associated Unit(s)	Created On	Action
No data available in table		

3. A pop-up will appear where you can add a name for your tariff and assign it to certain units. Each tariff can be used for a single or multiple units. For example, if all of your 2-bed cottages share the same pricing, you can create a tariff titled 'Small Cottages' and select all the units in the price bracket. Each unit can only be associated with one tariff. If you create a tariff and cannot link it to a chosen unit, it's likely because this unit is already being used in another of your tariffs.
4. Once a tariff has been created, it will be displayed in the tariff table. To upload prices, edit the tariff name or the associated units, click on the edit button in the Action column.

#	Tariff Name	Associated Unit(s)	Created On	Action
1	Large Cottages	The Stables, Red House	12/01/2021	 


5. From this page you can add prices for each tariff. Move easily between your different tariffs using the drop down menu at the top of the page. You can also rename and edit associated units here.


Select Tariff  
Large Cottages

Tariff Name\*

Large Cottages

Assign to Accommodation(s)\*

 The Stables

 Red House

Save

6. Click on *+Add New* and a new price rule will appear. Firstly select if you want the prices within this rule to be applied to a Season or a date range. If it's a Date Range, enter the dates. If it's a Season, select from the seasons you made in the drop down menu (instructions on setting up Seasons are available [here](#)).

Select Season or Date Range	Daily Price	Midweek Price	Weekly Price	Weekend Price	Action
<div><div><input type="radio"/> Season <input checked="" type="radio"/> Date Range</div><div> 16/02/2021 - 31/03/2021</div></div>	£ 0.00	£ 0.00	£ 0.00 <div>Choose day(s)</div>	£ 0.00	

## PRICING

### Creating a Tariff and Uploading Prices

- Once you have selected a Season or Date Range, you can apply prices to that period using the price categories detailed below. You do not have to enter a price for each price category. For example, in high season you might only offer weekly stays. In that case you would leave the Daily, Midweek and Weekend price categories empty.

**Midweek Price** - a set price available for 4-night stays starting on a Monday.

**Weekend Price** - a set price available for 3-night stays starting on a Friday.

**Weekly Price** - a set price for 7 nights. It can be available on any day of the week; select which using the drop down menu.

**Daily Price** - a price per day that is used to calculate stays that do not conform to Midweek, Weekly or Weekend Prices. The rate loaded is multiplied by the number of nights requested by a guest to calculate the price.

- Specify which day/s of the week your Weekly Price is available on, e.g. guests can arrive for a weeks stay on Fridays and Mondays only. Use the drop down menu to select this. Changeover days set within *Availability* are applied to all price categories and you can read more about how they work in the *Availability* user guide.

Select Season or Date Range	Daily Price	Midweek Price	Weekly Price	Weekend Price	Action
<input checked="" type="radio"/> Season <input type="radio"/> Date Range High Season	£ 0.00	£ 0.00	£ 1450 x Monday	£ 0.00	✕ + Add New

Additional Price Rules cover mandatory additional costs for extra adults, children, pets or other. Create an Additional Price Rule to specify the frequency and the maximum quantity of this feature available e.g. a maximum of two dogs per booking. Customers will be charged for these goods in the Away with the Kids booking flow. For further guidance see our User Guide.

- Press +Add New to create another price rule for a different season or date range; continue until you have uploaded all your pricing. Press save once complete.

In this example, pricing is uploaded using preloaded seasons. Each season is assigned different prices. In High Season, the only rate available is a Weekly Price on every Friday. In Mid Season, Midweek and Weekend Prices are also available. In Low Season, all four types of pricing are available. Owners might want to offer any length of stay to encourage bookings, and these can be calculated using a Daily Price. A Minimum Stay Rule can be applied on the *Availability* page.

Select Season or Date Range	Daily Price	Midweek Price	Weekly Price	Weekend Price	Action
<input checked="" type="radio"/> Season <input type="radio"/> Date Range High Season	£ 0.00	£ 0.00	£ 1600.00 x Friday	£ 0.00	✕
<input checked="" type="radio"/> Season <input type="radio"/> Date Range Mid Season	£ 0.00	£ 750.00	£ 1200.00 x Friday	£ 850.00	✕
<input checked="" type="radio"/> Season <input type="radio"/> Date Range Low Season	£ 180.00	£ 600.00	£ 1050.00 x Monday x Friday	£ 675.00	✕

- Check your uploaded pricing in the Tariff Calendar at the bottom of the *Tariff* page. You can also click on a link here to view the front end customer booking calendar which will display live availability and prices.

## PRICING

### Additional Extras

*Additional Extras* is where you may upload the prices associated for additional extras such as additional adults, additional children or dogs. These costs will be added to the already quoted price which covers the accommodation, up to the maximum occupancy. These prices might come into play, for example, if a cottage with an occupancy of 8, allows for an additional two guests to be added to the booking and accommodated for on a sofa bed. These goods differ from *Optional Extras* which include products and services that guests can opt to add to their booking. Read about creating *Optional Extras* on [this page](#). Read the instructions below to learn how to upload *Additional Extras*.

1. Select which *Additional Extra* you want to offer. You can choose Other if the good you want isn't already specified.

Additional Price Rule

Save

Price Rule Type	Cost	Apply For	Quantity	Description	Action
<div><div>✓ Select Price Rule</div><div>Adult</div><div>Child</div><div>Pet</div><div>Other</div></div>	<input type="text" value="0.00"/>	<input checked="" type="radio"/> Per Night <input type="radio"/> Per Stay	<input type="text"/>	<input type="text"/>	<div>✕</div>

+ Add New

2. Input a cost, a frequency at which it should be charged and the maximum quantity available at those units. You can also enter a short description of the good, as per the example below. Press Save and create as many extras as you need.

Additional Price Rule

Save

Price Rule Type	Cost	Apply For	Quantity	Description	Action
<div>Pet</div>	<input type="text" value="12.00"/>	<input checked="" type="radio"/> Per Night <input type="radio"/> Per Stay	<input type="text" value="2"/>	<div>Guests can bring up to 2 dogs per property.</div>	<div>✕</div>

+ Add New

This is how the *Additional Extras* will appear in the customer booking flow as part of the occupancy section. The number of guests allowed for a booking can exceed the maximum occupancy only if additional guests are allowed for in the *Additional Extras*.

Complete your booking

How many of you are staying?

Requested room(s)	Adults 12+ years	Children 2 - 11 years	Babies 0 - 1 years
Blue Cottage Max guests: 6 adults + 5 child	<div>4</div>	<div>2</div>	<div>0</div>
Blue Cottage Additional Price Child Two additional children can be accommodated for on z-beds in the master bedroom.			<div>2</div>

Your booking

Change

Blue Cottage

Arrival: 17/02/2021  
Departure: 22/02/2021

Blue Cottage  
4 Adult 2 Children £600.00

Blue Cottage Additional Child(s)  
2 Child(s) £150.00

Freshly Baked Bread £4.00

Booking price £754.00

## PRICING

### Optional Extras

*Optional Extras* are goods and services your guests can buy during the booking process, for example welcome hampers, spa treatments, breakfast deliveries, etc. Commission is not charged on these extras. Please follow the instructions below to add the goods to your booking flow.

1. Select *Optional Extras* from within the *Pricing* tab and use the drop down menu to select which property you would like these goods to be available at. If you have just one property within your account it will be automatically selected.
2. Once your property has been selected, press on *+Add New*. A pop-up box will appear where you can input a cost per item, name and description. Once all fields are complete, press *Submit* to save and publish to the front end.

**Add/Edit Extras**

Cost\*  
4

Name  
Freshly Baked Bread

Description  
Freshly baked artisan loaf can be delivered to your cottage door each morning! Select the quantity of days you'd like the breakfast delivery and we'll arrange the exact days on your arrival.

Cancel Submit

3. Continue adding as many extras as you would like. They will appear within the *Optional Extras* table (as per the image below). You can change the goods and services on offer by click on the edit button within the Action column.

#	Name	Cost	Created On	Action
1	Freshly Baked Bread	4.00	📅 13/1/2021 02:39 PM	✎
2	Deluxe Welcome Hamper	40.00	📅 13/1/2021 12:22 PM	✎

This is how the *Optional Extras* will appear in the customer booking flow, in between selecting the unit they would like to book and proceeding to enter customer details and payment. Selected good will appear in the booking bar and be included in the price.

*A little extra?*

☐ **Deluxe Welcome Hamper** £40  
Wine, cheese, crackers, artisan loaf, locally produced butter and much more. There on your arrival, so your first evening can be stress free and full of deliciousness.

☒ **Freshly Baked Bread** £4  
Freshly baked artisan loaf can be delivered to your cottage door each morning! Select the quantity of days you'd like the breakfast delivery and we'll arrange the exact days on your arrival.

**Your booking** [Change](#)

1 X Blue Cottage

1 X Freshly Baked Bread ✕

Booking price £604.00

[Continue](#)

## OFFERS

### Creating an Offer

[WATCH TUTORIAL](#)

As an owner you can create and publish offers to your Away with the Kids listing. They will also be displayed in the Offers page on the website. Read the instructions below or watch the tutorial for instructions on creating an offer.

1. Select *Offers* on the OA navigation bar, then click on the *Add New* button on the right.
2. You will be relocated to an *Add Offer* page. First, use the drop down menu to select which of your properties this offer will be available at. If you only have one property within your account, this will be selected automatically.
3. Input a name and description for your offer.

Name \*

Description

4. Select the discount type. You can set a fixed amount, e.g. £50 off each booking, or a % that is calculated from the total booking cost then discounted, e.g. 10% off. You can also set a maximum discount for the % option, that limits the discount that will be rewarded, e.g. customers can receive 10% off up to £400. If you choose to limit your discount with a Max Amount, please ensure that is clearly written in the Offer description so that potential guests know ahead of booking.

Discount Type \*

Note: To provide Offer discount please set the "Fixed Amount" or "Percentage ( % )"

☐ Fixed Amount ☒ Percentage ( % )

Percentage \*

Max Amount

Note: To manage the maximum Offer discount please set the "Max Amount"

5. Select a date range in which the offer will be enabled, create an offer coupon that guests can use in the booking process to receive the discount and then set to *Active*. Press *Save* and your offer is complete!

Start Date \*

End Date \*

Coupon Code

Active

☒  

Note: To make this offer available please set it as Active

All your offers will be displayed in the *Offers* table as per the image below. You can quickly edit or delete offers using the buttons in the Action column. There is no limit to the number of offers that can be created for your properties.

### Offers

[Add New](#)

#	Name	Properties Applicable	Code	Start Date	End Date	Amount or % Discounted	Max Discount	Active	Action
1	10% Spring Bookings!	Green End Campsite	SPRING10	01/03/2021	30/04/2021	10.00 %	400.00	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
2	Low Season 10% Off	Cottage Fifty	LS10	13/01/2021	31/03/2021	10.00 %	300.00	Yes	<a href="#">Edit</a> <a href="#">Delete</a>