

STEPS for Making a booking on Availability over the Counter.

1. Press **ACCOMMODATION SEARCH**
2. Search for accommodation using relevant criteria and click **CHECK AVAILABILITY AND RATES**
3. Your options will display. You can click on **AVAILABILITY AND RATES** for any of the properties listed. Note that the properties with a yellow star beside them are 100% confirmed at the time of booking. The ones with a red 24 beside them are properties where the operator needs to be contacted before the booking will be confirmed.
4. All the accommodation they have available will display. When you have chosen the room you would like to book **VIEW BOOKING CONDITIONS/SPECIALS** if there are any.
5. Then **CLICK HERE TO MAKE AN ONLINE BOOKING**
6. Check that details in the shopping cart are correct. If you change any details, ensure that you press change or if changing the price tick over ride total then change, before proceeding to the checkout.
7. Click on **PROCEED TO CHECKOUT**
8. Enter client details and press **ENTER**, ensuring to fill out required fields. You can also search for an existing client at the top of the page, then click on **CLICK KERE TO ENTER** located at the bottom of the page.
9. Then **MAKE ONLINE GATEWAY PAYMENT** or **MAKE OTHER PAYMENT** depending on how the client will be paying. All credit cards should be put through the Gateway.
10. If Making “Other Payment” select Payment Type (i.e. Cash, eftpos), check Amount and Press SAVE. If making Online Gateway Payment – process credit card details and once completed, print a receipt of the gateway transaction.
11. Check that Balance Owing is 0 at the top of the page if the balance has been paid in full.
12. Press **CLICK HERE TO VIEW ITINERARY** and PRINT itinerary for client if the payment was made by Other Payment.
13. Explain Itinerary, highlighting the payment confirmation if need be etc...give directions then say **THANK YOU!**