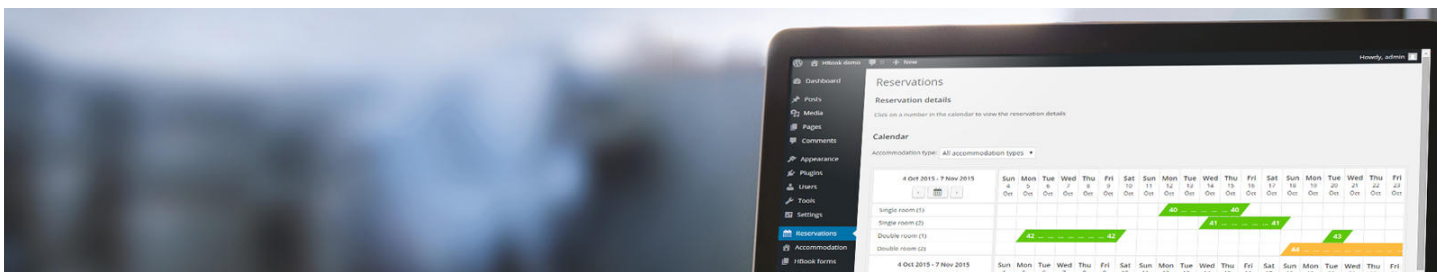


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HBook documentation

i We have gathered in this documentation all the information you need to use our WordPress plugin, HBook. In addition, please check our [Knowledgebase](#).

Before starting the set-up

1. Download and Install HBook
2. Activate HBook
3. If you have a multi-language plugin, [set it up to work with HBook](#).

[➔ Plugin installation](#)

Quick start with HBook

If you wish to test how HBook works, you can follow these steps.

1. Create **1 accommodation type** in **HBook > Accommodation types**.
You can add in the editor the HBook **blocks** “Booking form”, “Availability calendar”, “Rates table” or the **shortcodes** [hb_booking_form], [hb_availability], [hb_rates].
2. Create **1 season** in **HBook > Season**
3. Add a rate for the season and accommodation type in **HBook > Rates**
4. Create a new **Page** called "Booking" where you add in the editor the HBook bloc “Booking form” or the shortcode [hb_booking_form]
5. View your page and try a booking.

[➔ Accommodation Types](#)

[➔ Seasons](#)

[➔ Shortcodes/Blocks](#)

[➔ Rates](#)

Next steps

Complete your basic pricing set-up

1. Add all your seasons
2. Add all your accommodation types
3. Add any booking rules
4. Add your rates

✓ Check that the search results and price calculations are correct!

➤ [Booking rules](#)

Configure your payment settings

1. Specify the payment options
2. Set any security bond
3. Enable and set up your payment gateways

➤ [Payment settings](#)

➤ [Supported payment gateways](#)

Add extra-services and fees/tax

1. Create your extra-services
2. Add any fee
3. Add any tax

➤ [Extra services](#)

➤ [Fees and Taxes](#)

Customize front-end

1. Adapt the search form and details forms to your needs
2. Modify the design appearance
3. Upload translations
4. Change any text to your needs

➤ [Forms customization](#)

➤ [Appearance Settings](#)

➤ [Front-end: Text customization and translation](#)

Further set-up steps

Once you have all your prices set correctly in HBook and once the booking system is nicely integrated on your front-end website, you can move to configuring more advanced functionalities of HBook.

- Create your email templates and set up any automatic emails : ➤ [Email settings](#)
- Create your document templates : ➤ [Documents](#)
- Set up the iCal synchronization : ➤ [iCal - Import/export and synchronization](#)
- Add a payment page and configure payment links : ➤ [Payment links](#)

Getting started with HBook

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Before starting the set-up

1. Download and Install HBook
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1. Create **1 accommodation type** in **HBook > Accommodation types**.
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3. Add a rate for the season and accommodation type in **HBook > Rates**
4. Create a new **Page** called "Booking" where you add in the editor the HBook bloc “Booking form” or the shortcode [hb_booking_form]
5. View your page and try a booking.

 [Accommodation Types](#)

 [Seasons](#)

 [Shortcodes/Blocks](#)

 [Rates](#)

Next steps

Complete your basic pricing set-up

1. Add all your seasons
2. Add all your accommodation types
3. Add any booking rules

Add extra-services and fees/tax

1. Create your extra-services
2. Add any fee
3. Add any tax

4. Add your rates

- ✔ Check that the search results and price calculations are correct!

➤ [Booking rules](#)

Configure your payment settings

1. Specify the payment options
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3. Enable and set up your payment gateways

➤ [Payment settings](#)

➤ [Supported payment gateways](#)

➤ [Extra services](#)

➤ [Fees and Taxes](#)

Customize front-end

1. Adapt the search form and details forms to your needs
2. Modify the design appearance
3. Upload translations
4. Change any text to your needs

➤ [Forms customization](#)

➤ [Appearance Settings](#)

➤ [Front-end: Text customization and translation](#)

Advanced set-up steps

Once you have all your prices set correctly in HBook and once the booking system is nicely integrated on your front-end website, you can move to configuring more advanced functionalities of HBook.

- Create your email templates and set up any automatic emails : ➤ [Email settings](#)
- Create your document templates : ➤ [Documents](#)
- Set up the iCal synchronization : ➤ [iCal - Import/export and synchronization](#)
- Add a payment page and configure payment links : ➤ [Payment links](#)

Plugin installation

There are 2 ways to install a WordPress plugin.

1. Using the WordPress installer

1. Go to **Plugins > Add new**
2. Click **Upload**
3. Select the **hbook.zip** file
4. Click **Install now**
5. Once the plugin has been installed, click **Activate Plugin**

2. Uploading the plugin via FTP or File manager

1. Go to the **Downloads** page of [CodeCanyon](#), once logged in to your Envato Marketplace account, and download the plugin. When you download the plugin, you always get the latest version available.

If you are using FTP:

2. Unzip the plugin as you need to get an unzipped **hbook** folder that can be uploaded on your server later on.
3. Transfer the **hbook** folder to the **wp-content/plugins/** folder on your server

If you are working from your File Manager:

2. Upload the **hbook.zip** file into the **wp-content/plugins/** folder on your server and extract it
3. Log into WordPress and go to **Plugins**
4. Find the **HBook** and click **Activate Plugin**

Once you have installed HBook plugin, you will need to **activate your licence** to unlock HBook menus and functionalities. This is done by entering your [Purchase code](#) in **HBook > Licence** menu.

 You may use **one** Regular Licence for **one** staging site **and one** live site.

Plugin updates

In order to add new functionalities, to stay up to date with the WordPress software evolution, to correct bugs, HBook plugin is regularly updated.

i Updating does not affect the content of your site. All the settings and data associated with the plugin will stay the same.

Updating HBook

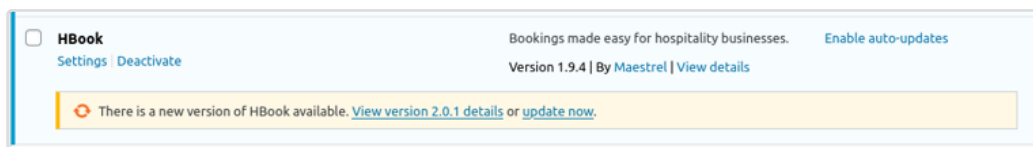
There are 3 ways to update the plugin:

- [Automatic update](#)
- [Upload from the Plugins page](#)
- [FTP or File Manager update](#)

Whatever method you choose, you should **back up your website**. It is not compulsory, but backing up your entire installation (entire directory structure + database) periodically is a good idea, especially before making any updates to themes, plugins, core files, etc. Learn more about backups [here](#).

Automatic update

When a new version of HBook is released, you will see a notification on the plugins page, and you will be able to update in one click thanks to the **Update now** action.



Upload from the Plugins page

If you do not see the link to update HBook, but you have checked on [HBook Changelog](#) that a new version is available, you can upload the zip directly from the WordPress **Plugins** page.

1. If you bought or renewed HBook directly on our website, go to [Maestrel Downloads page](#) to download HBook zip.

Else, go to the **Downloads** page of CodeCanyon and download the plugin again.

2. On your WordPress **Plugins** admin page, click on “Add plugin” and then “Upload plugin”.

3. Select the **hbook.zip** file you have downloaded.

4. You will be asked if you wish to replace the current files with the uploaded files. Confirm that you wish to proceed.

i When you download the plugin, be it on our website or on Envato, you always get the latest version available.

FTP or File Manager update

1. If you bought or renewed HBook directly on our website, go to [Maestrel Downloads page](#) to download HBook zip.
Else, go to the **Downloads** page of CodeCanyon and download the plugin again.
2. Go to the plugin page and deactivate HBook plugin
3. On your server, delete the **hbook** folder, which is located in wp-content/plugins (note that this will not delete the HBook settings since they are stored in your WordPress installation).

If you are using FTP:

4. Unzip the plugin as you need to get an unzipped **hbook** folder that can be uploaded on your server later on
5. Transfer the **hbook** folder to the **wp-content/plugins/** folder on your server

If you are working from your File Manager:

4. Upload the **hbook.zip** file into the **wp-content/plugins/** folder on your server and extract it
5. In the **Plugins** page, find **HBook** and click **Activate Plugin**

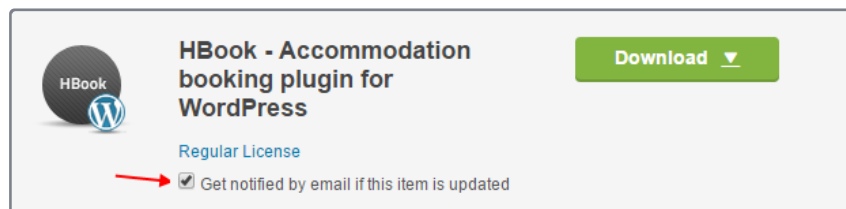
Notifications and changelogs

Notifications of an update release for Maestrel purchase

If you purchased HBook as a package with one of our themes on [Maestrel](#), we will send a notification by email each time a new version of HBook is released. You always have the option to "unsubscribe" from these notifications.

Notifications of an update release for CodeCanyon purchase

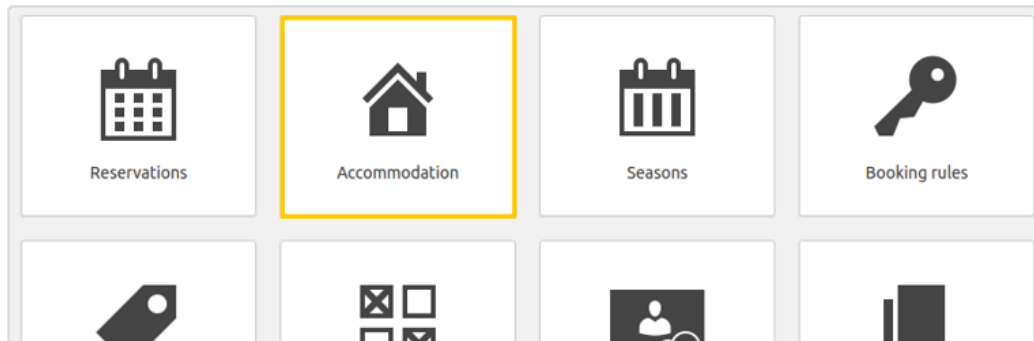
If you want to be notified by email when a new version of HBook is released, you can check the box "Get notified by email if this item is updated" on the **Downloads** page on CodeCanyon.



Changelogs

You can consult the changelogs on our website: [HBook Changelogs](#)

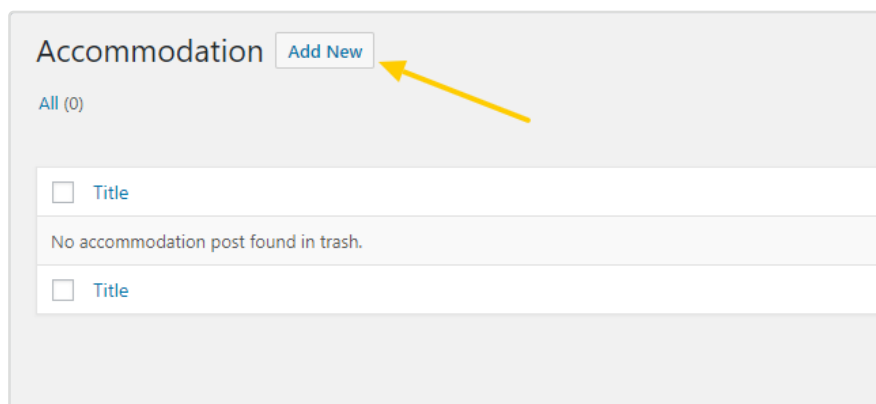
Accommodation Types



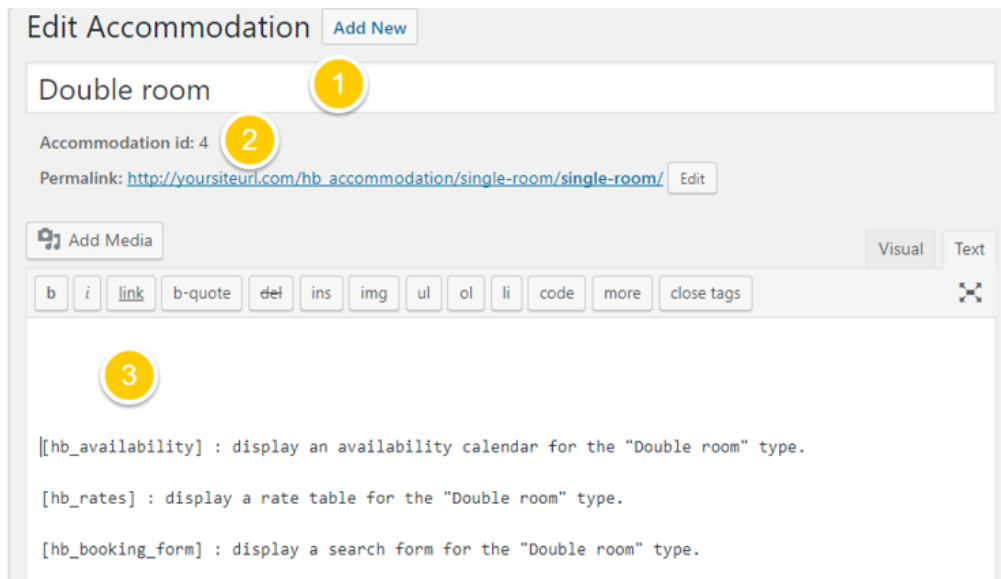
Create a new accommodation

You can create as many accommodation types as you need. For each accommodation type (for example "Double room"), you will be able to set how many you have of this type (for example "10" Double rooms).

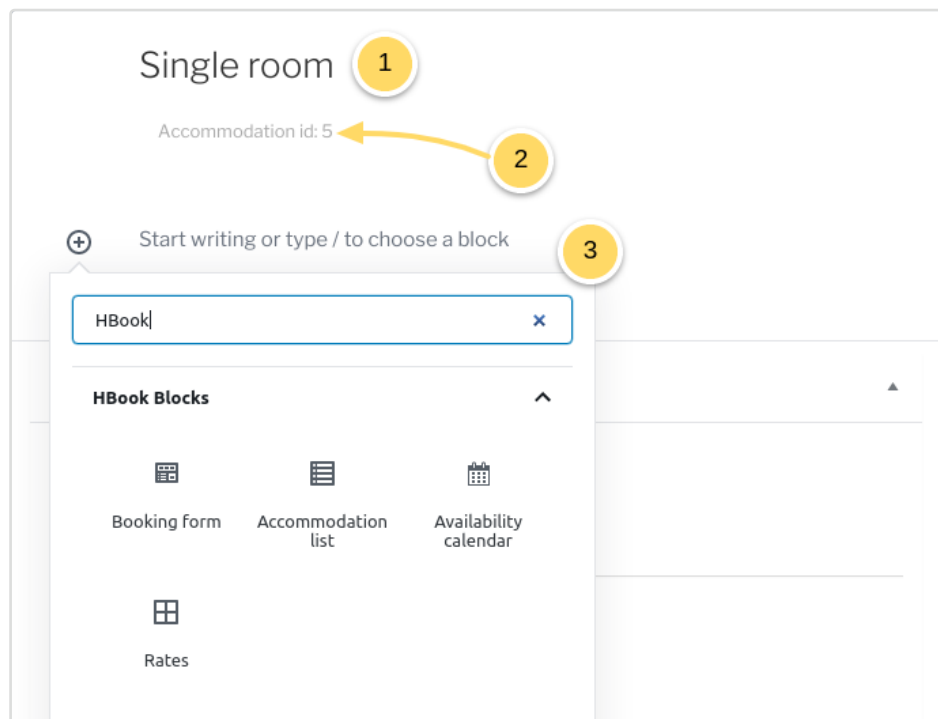
- Click “Add New” Accommodation



- Enter the Accommodation title and the Accommodation description. You can use shortcodes or blocks to display a search form, a rate table, an availability calendar...



Classic editor



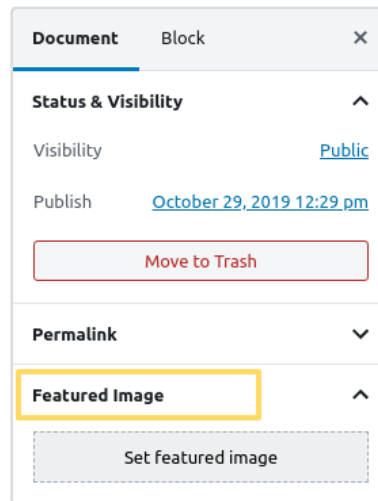
Gutenberg editor

1. Enter the **Accommodation title**. This is the name of the accommodation type, as it will appear on front-end. You can create a different admin name.
2. You will see the accommodation ID here. You might need it when using the shortcodes.
3. If you wish to use the default HBook Accommodation post to display your accommodation page, please enter the content of the post here. You can add HBook shortcodes to add an availability calendar, a rate table or a search form.

i By default, if a shortcode is added within the accommodation post, it is applied for this accommodation type.

Set the featured image

If you wish, you can set a Featured image that will appear as the accommodation thumbnail in the search results and in the accommodation list.

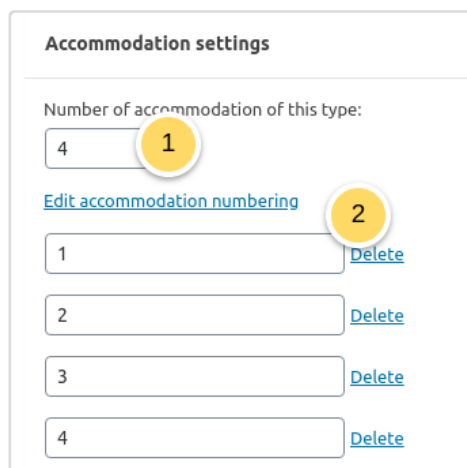


The screenshot shows a settings panel for a 'Document' with tabs for 'Document' and 'Block'. The 'Status & Visibility' section is expanded, showing 'Visibility' set to 'Public' and 'Publish' date 'October 29, 2019 12:29 pm'. A 'Move to Trash' button is visible. The 'Permalink' section is collapsed. The 'Featured Image' section is highlighted with a yellow box and contains a 'Set featured image' button.

General settings

The settings are here to provide HBook with the information needed for the booking system.

Normal occupancy, **Maximum occupancy** and **Number of accommodation of this type** are the only required settings for HBook to work.



The screenshot shows the 'Accommodation settings' form. It has a section 'Number of accommodation of this type:' with a text input field containing '4', which is circled with a yellow circle and the number '1'. Below this is a link 'Edit accommodation numbering' circled with a yellow circle and the number '2'. Under the link are four rows, each with a text input field containing '1', '2', '3', and '4' respectively, and a 'Delete' link to the right of each field.

1. Indicate the **number of accommodation of this type** (required)
2. If you have several units for an accommodation type, you might wish to give different names/numbers than the default numbering. If you click **Edit accommodation numbering**, you will be able to rename the accommodation for that Accommodation type.

Occupancy settings

Occupancy settings

Normal occupancy
Extra people might pay a fee as defined in the "Rates" page.

1

Maximum occupancy

5

Minimum occupancy

1

[Specify a maximum number of adults or children](#)

☐ Maximum adults

☒ Maximum children

2

1. Enter the **normal occupancy** (required): this is the number of people the accommodation rate (as set in **HBook > Rates**) is for.
2. Enter the **maximum occupancy** (required): this is the maximum number of persons the accommodation can cater for.
3. Enter the **minimum occupancy** (optional): if you wish to set a minimum number of persons for the accommodation type, please enter it here.
4. You can specify a **maximum number of adults** or **children** for this accommodation type.

If your prices change according to the number of persons:

- You will use the **normal occupancy** to set the number of persons for which your base rate is (set in "Accommodation rate" in **HBook > Rates**). And you will set the "Maximum occupancy" to the greatest number of persons the accommodation can accept
- You will then set in **HBook > Rates** the "Price per adult above normal occupancy" and "Price per child above normal occupancy".

Examples of Occupancy settings

Example 1 - Rate per accommodation independently of the number of guests

In this example, we have a Triple Room that can be occupied by 2 persons or 3 persons. The rate is \$75 per room in Winter season and \$95 per room in Summer season (be it for 2 or 3 persons).

Occupancy settings

Normal occupancy:

Extra people might pay a fee as defined in the "Rates page".

Maximum occupancy:

Minimum occupancy:

- Normal occupancy and maximum occupancy are set to the maximum number of persons the accommodation type is for.
- Minimum occupancy is set to 2 to prevent this room to show up in the results in the search is for 1 guest only.

Accommodation rates [Add rate](#)

Accommodation	Seasons	Amount	Actions
Triple room	Winter	\$75.00 per night	
Triple room	Summer	\$95.00 per night	

Price per adult above normal occupancy [Add rate](#)
No extra adults rates have been defined yet.

Price per child above normal occupancy [Add rate](#)
No extra children rates have been defined yet.

- In **HBook > Rates**, we use only the “Accommodation rate” as there is no need to define prices for people beyond normal occupancy, since the price does not vary according to the number of guests.

Example 2 - Base rate for the accommodation and rate for extra-persons

In this example, we have an apartment that is rented per week for maximum 4 persons ; price is the same for 1 or 2 persons but 3rd and 4th persons need to pay an extra fee.

Occupancy settings

Normal occupancy:

Extra people might pay a fee as defined in the "Rates page".

Maximum occupancy:

Minimum occupancy:

- Normal occupancy is set at 2 persons and maximum occupancy is set to 4 persons (this will allow us to define the price for up to 2 persons and for each additional guest).

Accommodation rates Add rate			
Accommodation	Seasons	Amount	Actions
Apartment	Winter	\$750.00 for a 7-night stay	✎ ✖
Apartment	Summer	\$1,000.00 for a 7-night stay	✎ ✖

Price per adult above normal occupancy Add rate			
Accommodation	Seasons	Amount	Actions
Apartment	Winter	\$250.00 for a 7-night stay	✎ ✖
Apartment	Winter	\$350.00 for a 7-night stay	✎ ✖

Price per child above normal occupancy Add rate			
Accommodation	Seasons	Amount	Actions
Apartment	Winter	\$200.00 for a 7-night stay	✎ ✖
Apartment	Summer	\$275.00 for a 7-night stay	✎ ✖

- In **HBook > Rates**, you will set the "Accommodation rate" as being the rate for up to 2 persons, and you will set the "Price per adult/children above normal occupancy" to set the price for the additional guests.

Example 3 - Rate is per person, not per accommodation

In this example, we have a family apartment that can accommodate between 2 and 5 persons. The price is per person: an adult will pay \$50 per night and a child will be charged \$30 per night.

Occupancy settings

Normal occupancy:

Extra people might pay a fee as defined in the "Rates page".

Maximum occupancy:

Minimum occupancy:

- Normal occupancy is set at 1 person and maximum occupancy is set to 5 persons (this will allow us to define a price per person).
- Minimum occupancy is set at 2 persons.

Accommodation rates

[Add rate](#)

Accommodation	Seasons	Amount	Actions
Family apartment	All	\$50.00 per night	 

Price per adult above normal occupancy

[Add rate](#)

Accommodation	Seasons	Amount	Actions
Family apartment	All	\$50.00 per night	 

Price per child above normal occupancy

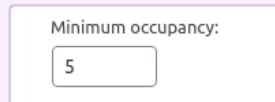
[Add rate](#)

Accommodation	Seasons	Amount	Actions
Family apartment	All	\$30.00 per night	 

- In **HBook > Rates**, you will set the "Accommodation rate" as the rate for 1 adult.
- Then, you will set the "Price per adult above normal occupancy" at \$50 (price per adult) and the "Price per children above normal occupancy" at \$30 (price per child).

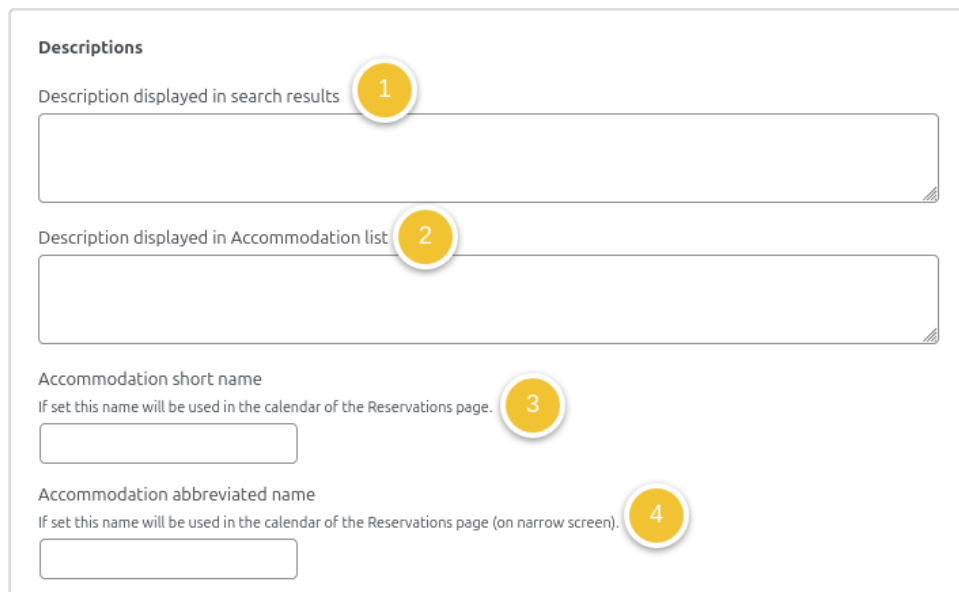
Example 4 - Accommodation with a minimum occupancy

In this example, we have a holiday home that can be rented per room or entirely. We have created an accommodation type "Entire holiday home" but we don't want to offer it for less than 5 persons. Therefore, the accommodation type should not be shown in the results if the search is for less than 5 persons: minimum occupancy is set to 5.



Minimum occupancy:

Descriptions



Descriptions

Description displayed in search results **1**

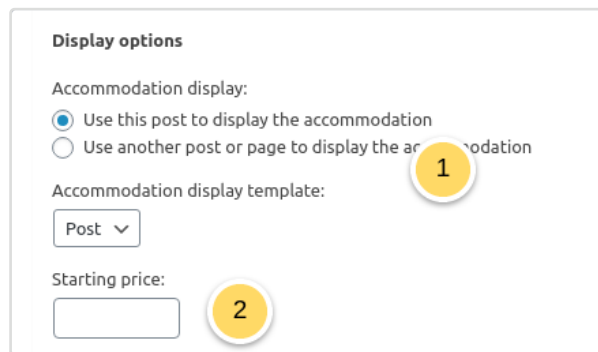
Description displayed in Accommodation list **2**

Accommodation short name **3**
If set this name will be used in the calendar of the Reservations page.

Accommodation abbreviated name **4**
If set this name will be used in the calendar of the Reservations page (on narrow screen).

1. Enter the **description displayed in searched results** (optional): it will be shown in the result of a search when using [\[hb_booking_form\]](#).
 2. Enter the **description displayed in Accommodation list** (optional): it will be shown when using [\[hb_accommodation_list\]](#).
 3. You can give an **accommodation short name** to the accommodation to be used in the calendar of reservations in **Reservations**. This can be useful if you have a long accommodation title to simplify the display in the calendar.
 4. You can as well indicate the **accommodation abbreviated name**. It will be used in mobile view of the calendar of reservations in **Reservations**.
-

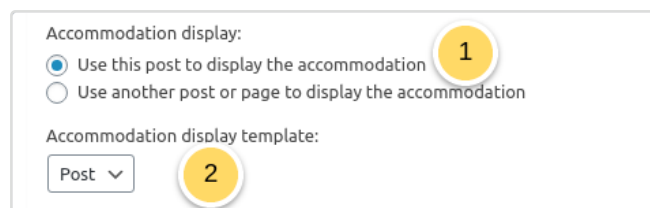
Display options



The screenshot shows a form titled "Display options". It contains two sections. The first section, "Accommodation display:", has two radio buttons. The first radio button is selected and is labeled "Use this post to display the accommodation", with a yellow circle containing the number "1" next to it. The second radio button is labeled "Use another post or page to display the accommodation". The second section, "Accommodation display template:", has a dropdown menu with "Post" selected. Below this is a text input field labeled "Starting price:" with a yellow circle containing the number "2" next to it.

1. Set your preferences regarding the **display** of your accommodation type. HBook allows you to either :
 - use HBook default accommodation post type
 - apply one of your page template
 - or use a different page/post to showcase the accommodation type
2. Enter a **starting price** (optional): it will be shown in the list of accommodation when using [\[hb_accommodation_list\]](#).

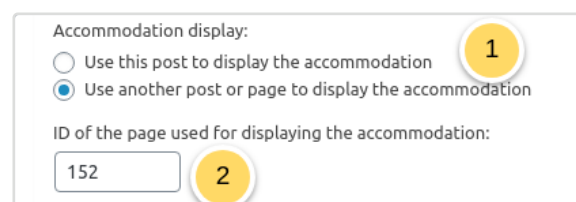
Using the HBook accommodation type post



The screenshot shows the "Display options" form. The "Accommodation display:" section has the first radio button selected, labeled "Use this post to display the accommodation", with a yellow circle containing the number "1" next to it. The "Accommodation display template:" section has a dropdown menu with "Post" selected, with a yellow circle containing the number "2" next to it.

1. You will set that you wish to use this post to display the accommodation...
2. ... and you can choose which **template** you wish to apply

Using another post or page for display purposes



The screenshot shows the "Display options" form. The "Accommodation display:" section has the second radio button selected, labeled "Use another post or page to display the accommodation", with a yellow circle containing the number "1" next to it. The "ID of the page used for displaying the accommodation:" section has a text input field with "152" entered, with a yellow circle containing the number "2" next to it.

1. You will set that you wish to use another post or page to display the accommodation...
2. ... and you will enter the **ID** of the page or post to be used instead.

 Please refer to [this help article](#) to check where to find the Page or Post ID.

Choosing to use a different post or page for display has several effects:

- You can then use HBook shortcodes on the page you use for display without specifying the "accom_id" parameter. HBook will know what accommodation type is concerned.
- At the accommodation selection step of the booking process, the "View accommodation" button will redirect to the page set to be used for display.
- At the accommodation selection step of the booking process, if you have set that the thumbnail and title of the accommodation type should link to the accommodation page, it will open the page set to be used for display.
- In the accommodation list, if you have set that the thumbnail should link to the accommodation page, it will open the page set to be used for display.

Automatic blockings

Automatic blockings

1

Preparation time:
Enter the number of nights that should be blocked before and after a reservation.

Accommodation that need to be blocked when this type of accommodation is booked:
Enter accommodation id. Separate multiple values with comma. You can indicate the number of accommodation that should be blocked between parentheses.

2

1. Indicate the **preparation time**. HBook will automatically block x days before check-in and after check-out of a reservation.
2. Indicate the **linked accommodation**: you will enter here the accommodation ids of the accommodation that need to be blocked automatically when the accommodation type you currently edit is booked. If you need to specify the number of accommodations that need to be blocked for each linked accommodation type, you can add that number in ().

Note that if you need to **link accommodations both ways** (if one is booked, the other is blocked automatically and vice versa), you will need to enter for each accommodation type the accommodation ID of the other type.

Examples of linked accommodation settings

Example 1 - Blocking one accommodation

Accommodation that need to be blocked when this type of accommodation is booked:
Enter accommodation id. Separate multiple values with comma. You can indicate the number of accommodation that should be blocked between parentheses.

When there is a booking for this accommodation type, one accommodation of the accommodation type with ID “2” is blocked automatically for these dates.

Example 2 - Blocking one accommodation of various accommodation types

Accommodation that need to be blocked when this type of accommodation is booked:
Enter accommodation id. Separate multiple values with comma. You can indicate the number of accommodation that should be blocked between parentheses.

When there is a booking for this accommodation type, one accommodation of the accommodation type ID 2, one accommodation of the accommodation type ID 3 and one accommodation of the accommodation type ID 4 are blocked automatically for these dates.

Example 3 - Blocking several accommodations of various accommodation types

Accommodation that need to be blocked when this type of accommodation is booked:
Enter accommodation id. Separate multiple values with comma. You can indicate the number of accommodation that should be blocked between parentheses.

When there is a booking for this accommodation type, three accommodations of the accommodation type ID 2 and five accommodations of the accommodation type ID 3 are blocked automatically for these dates.

Multiple accommodation booking

Multiple accommodation booking

Exclude this accommodation from multiple accommodation bookings

- ☐ Always
☐ On global search only
☒ Never

Indicate if you wish to **exclude** or not the accommodation from multiple accommodation bookings.

- When set to "Always", HBook will never show this accommodation when several accommodations are needed to accommodate the number of persons searched.
- When set to "On global search only", HBook will not show this accommodation when several accommodations are needed in a global search form. But, on a search form for this specific type of accommodation, it will be possible to book several accommodations of this type, if the number of persons searched can be accommodated.

- When set to "Never", HBook will never show this accommodation in the search results when several accommodations are needed to accommodate the number of persons searched.

i See [here](#) in our knowledgebase for more information regarding multiple accommodation booking.

Setting specific opening dates for an Accommodation Type

i You can set your default opening dates in **HBook > Misc > Opening dates**

HBook allows you to indicate specific opening dates per accommodation type.

[Override default opening dates](#)

Minimum selectable date for a reservation **1**

Enter a number of days from current date...

...or enter a fixed date (yyyy-mm-dd format)

Maximum selectable date for a reservation **2**

Enter the maximum number of months ahead...

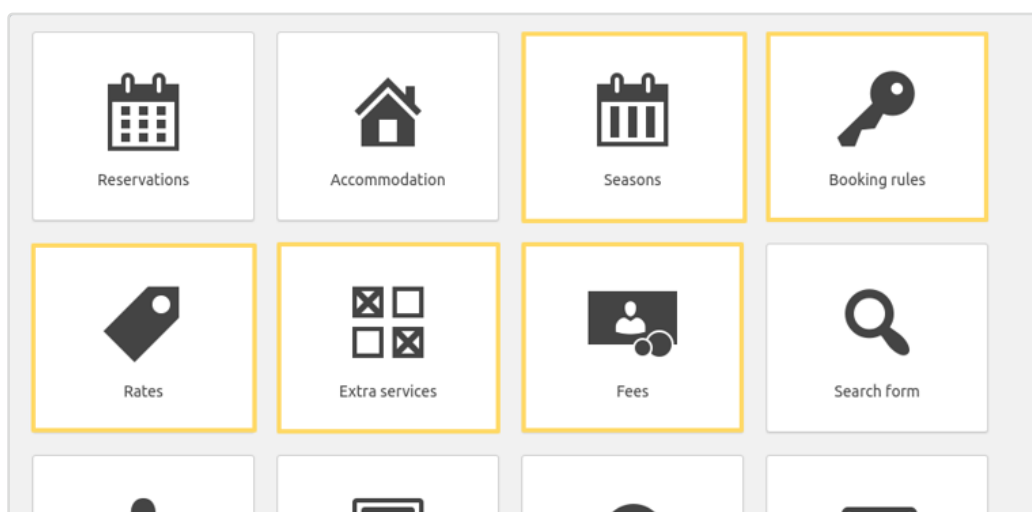
...or enter a fixed date (yyyy-mm-dd format)

1. Enter the **minimum selectable date**. It is the first bookable date and it can be set as a **fixed date** or as a **number of days** ahead of the current date.
2. Enter the **maximum selectable date**. It can be a **fixed date** or a **number of months ahead**.

Pricing settings

In this section of the documentation, the following sub-menus from **HBook settings** are explained:

- [Seasons](#)
- [Booking rules](#)
- [Rates](#)
- [Extra-services](#)
- [Fees and Taxes](#)



Seasons

Seasons

You will find the page of the **Seasons** in the menu **HBook > Saisons**. For the plugin to work correctly, you need to create **at least 1 season**. Note that since all bookable days must belong to one season, you need to define at least one season with an end date which is at least equal to the **Maximum date for a reservation** (which can be set in **HBook > Misc**).

Step 1 : Create a new season

The screenshot shows the 'Seasons' management interface. At the top, there is a header with the title 'Seasons', a button 'Add new season' (marked with a yellow circle 1), and a link 'HBook settings'. Below the header is a table with the following columns: 'Season name', 'Start date', 'End date', 'Days', and 'Actions'. A new row is being added with the name 'Summer' (marked with a yellow circle 2). In the 'Actions' column of this row, there are 'Save' and 'Cancel' buttons (marked with a yellow circle 3).

1. Click **Add new season**

2. Enter a name

3. Select the season's status:

- **Priority**: this is the highest status. When a date is found in several seasons, if it is found in a "Priority" season, then it is the rates and rules associated to this season that will be applied.
- **Regular**: this is the middle status. When a date is found in several seasons, if there is no "Priority" season for it, but there is a "Regular" season set, then it is the rates and rules associated to this season that will be applied.
- **Default**: this is the lowest status. If the dates searched are found only in a "Default" season, then it is the rates and rules associated to this season that will be applied.

4. Click **Save**

i Please keep in mind that the dates of two seasons with the same status, should never overlap.

Step 2 : Add dates to the season

A season needs to have at least 1 period, but you can add as well different periods that belong to the same season.

The screenshot shows a table with columns: Season name, Start date, End date, Days, and Actions. The first row is labeled 'Summer'. Callout 4 points to the Actions column (+, edit, delete icons). Callout 5 points to the Start date input field containing '2017-04-01'. Callout 6 points to the End date input field. Callout 7 points to the Days selection list, which includes checkboxes for Monday through Sunday (all checked) and links for 'Select all' and 'Unselect all'. Callout 8 points to the 'Save' button in the Actions column.

5. Click on the **+** icon.
6. Enter a start date
7. Enter an end date
8. Select a set of days for the chosen dates
9. Click **Save**

- i** A couple of tips to adjust the seasons correctly :
- a season can have various periods
 - all seasons apply to all accommodation types
 - when setting the dates of a period, think in terms of **nights**. So the end date of a season is the day before the start date of the next season

Examples of seasons set-up

Example 1 - Low, Summer and High seasons

Seasons				HBook settings ▼
Add new season				
Season	Start date	End date	Days	Actions
Low Default				+ ✎ 🗑
	2022-01-01	2022-12-31	All	✎ 🗑
Summer				+ ✎ 🗑
	2022-06-15	2022-09-15	All	✎ 🗑
High Priority				+ ✎ 🗑
	2022-06-15	2022-09-15	All	✎ 🗑
	2022-12-17	2023-01-09	All	✎ 🗑

Example 2 - Weekday, Weekend, Peak season

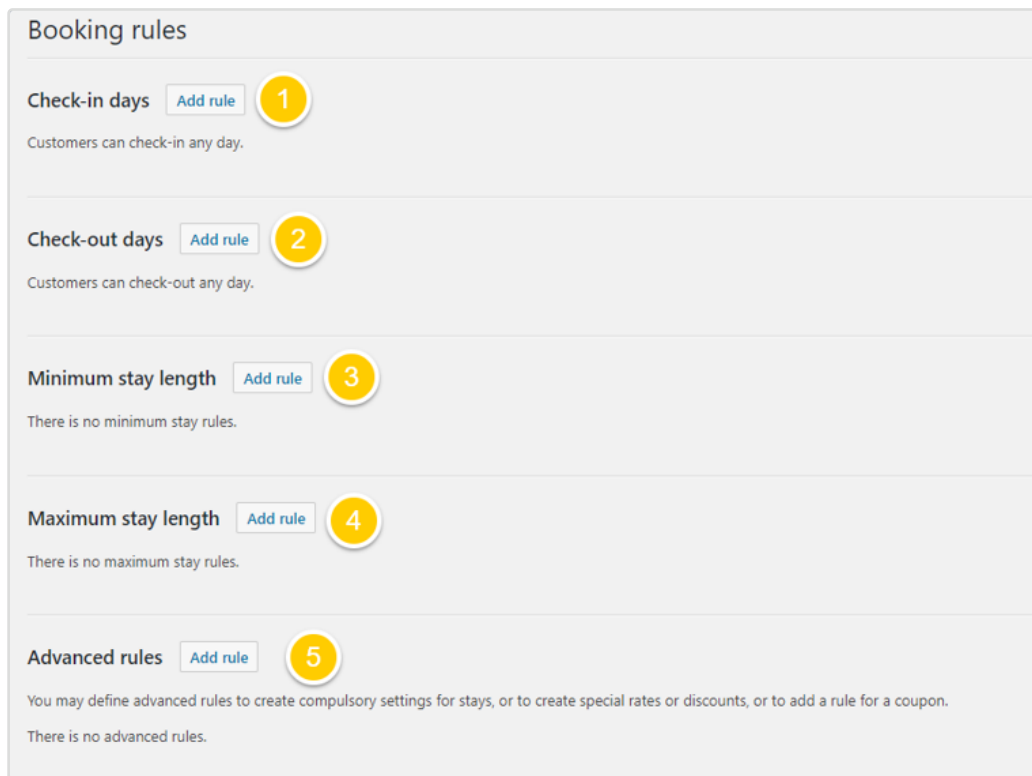
Season name	Start date	End date	Days	Actions
Weekdays				+ ✎ 🗑
	2017-01-01	2017-12-31	Mon, Tue, Wed, Thu, Sun	✎ 🗑
Week-end				+ ✎ 🗑
	2017-01-01	2017-12-31	Fri, Sat	✎ 🗑

Example 3 - Summer, School holidays, Rest of the year

Season name	Start date	End date	Days	Actions
Holidays				+ ✎ 🗑
	2017-02-04	2017-02-19	All	✎ 🗑
	2017-04-15	2017-04-23	All	✎ 🗑
	2017-06-24	2017-09-03	All	✎ 🗑
Rest of the year				+ ✎ 🗑
	2016-12-04	2017-02-03	All	✎ 🗑
	2017-02-20	2017-04-14	All	✎ 🗑
	2017-04-24	2017-06-23	All	✎ 🗑
	2017-09-04	2017-12-31	All	✎ 🗑

Booking rules

You will find the page of the **Booking rules** in the menu **HBook > Booking rules**. Booking rules are optional. There are 5 types of Booking rules.



Booking rules

Check-in days [Add rule](#) 1
Customers can check-in any day.

Check-out days [Add rule](#) 2
Customers can check-out any day.

Minimum stay length [Add rule](#) 3
There is no minimum stay rules.

Maximum stay length [Add rule](#) 4
There is no maximum stay rules.

Advanced rules [Add rule](#) 5
You may define advanced rules to create compulsory settings for stays, or to create special rates or discounts, or to add a rule for a coupon.
There is no advanced rules.

1. [Check-in days](#): define on which days customers are allowed to check-in.
2. [Check-out days](#): define on which days customers are allowed to check-out.
3. [Minimum stays](#): define the minimum length of a stay.
4. [Maximum stays](#): define the maximum length of a stay.
5. [Advanced booking rules](#): define advanced rules to create compulsory settings for stays, special rates, discounts or coupons.

Allowed check-in and check-out days

With the **Allowed check-in days** and **Allowed check-out days**, you can indicate on which days your customers can arrive and leave. It can be set according to season and accommodation.

Check-in days
Add rule

Allowed check-in days	Accommodation	Seasons	Actions
☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday Select all - Unselect all	☐ All ☐ Single room ☐ Double room Unselect all	☐ All ☐ Off peak ☐ Summer Unselect all	Save Cancel

Examples of set-up for the allowed check-in and checkout days

Example 1 - Changeover day on Saturday all year round for all accommodation types

Check-in days
Add rule

Allowed check-in days	Accommodation	Seasons	Actions
Sat	All	All	

Check-out days
Add rule

Allowed check-out days	Accommodation	Seasons	Actions
Sat	All	All	

Example 2 - Different check-in and check-out days depending on seasons

Check-in days
Add rule

Allowed check-in days	Accommodation	Seasons	Actions
Mon, Fri	All	Off peak	
Sat	All	Summer	

Check-out days
Add rule

Allowed check-out days	Accommodation	Seasons	Actions
Mon, Fri	All	Off peak	
Sat	All	Summer	

Minimum and maximum stay

With the **Minimum stay** and **Maximum stay**, you can indicate the minimum number of nights and the maximum number of nights allowed. It can be set according to season and accommodation.

Minimum stay length [Add rule](#)

Minimum stay	Accommodation	Seasons	Actions
nights	☐ All ☐ Single room ☐ Double room Unselect all	☐ All ☐ Off peak ☐ Summer Unselect all	Save Cancel

Maximum stay length [Add rule](#)

Maximum stay	Accommodation	Seasons	Actions
nights	☐ All ☐ Single room ☐ Double room Unselect all	☐ All ☐ Off peak ☐ Summer Unselect all	Save Cancel

Examples of set-up for minimum and maximum stays

Example 1 - Seasonal minimum stays

Different minimum stays depending on the season (7 nights minimum stay on "Summer" season and 2 nights the rest of the year)

Minimum stay length [Add rule](#)

Minimum stay	Accommodation	Seasons	Actions
2 nights	All	Off peak	Edit Delete
7 nights	All	Summer	Edit Delete

Example 2 - Different minimum stays according to accommodation type

Minimum stay depending on accommodation type and season

Minimum stay length [Add rule](#)

Minimum stay	Accommodation	Seasons	Actions
2 nights	Single room	Off peak	Edit Delete
5 nights	Single room	Summer	Edit Delete
4 nights	Double room	Off peak	Edit Delete
7 nights	Double room	Summer	Edit Delete

Example 3 - Maximum stays

Maximum stay length		Add rule	
Maximum stay	Accommodation	Seasons	Actions
21 nights	All	All	 

Advanced booking rules

This is a powerful feature that will enable you to define settings conditionally. It has two different aims.

- to define the conditions for various booking situation that can not be set using only the settings above
- to define the conditions of discounts and coupons

There are 5 types of advanced rules:

1. **Compulsory:** if the booking request has a check-in day that falls in one of the check-in days set in the rule, then the booking request must comply with the rule.
2. **Special rate:** if the booking request follows the rule, a **special rate** is applied. You will indicate the rate for that rule in the **Rates** page
3. **Compulsory and special rate:** this rule is **both** a compulsory rule and a special rate rule.
4. **Discount:** if the booking request follows the rule, then a **discount** is applied. You will indicate the type of discount (percentage or fixed amount) and its value in [HBook > Rates > Discount](#).
5. **Coupon :** if the booking request follows the rule and the customer enter a valid coupon, a discount is applied. You will indicate the type of discount (percentage or fixed amount) and its value in [HBook > Rates > Coupons](#).

Step 1: Create an advanced booking rule

To create an advanced rule, click on **Add rule**.

Advanced rules
Add rule

You may define advanced rules to create compulsory settings for stays, or to create special rates or discounts, or to add a rule for a coupon.

There is no advanced rules.

Step 2: Set the attributes of the new rule

Advanced rules
Add rule

You may define advanced rules to create compulsory settings for stays, or to create special rates or discounts, or to add a rule for a coupon.

Name	Rule type	Check-in days	Check-out days	Minimum stay	Maximum stay	Accommodation	Seasons	Actions
Special	☒ Compulsory ☐ Special rate ☐ Compulsory and special rate ☐ Discount ☐ Coupon	☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday Select all - Unselect all	☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday Select all - Unselect all	nights (leave empty for no minimum stay)	nights (leave empty for no maximum stay)	☐ All ☐ Single room ☐ Double room Unselect all	☐ All ☐ All year Unselect all	Save Cancel

1. Enter the **name** of the rule
2. Select the **rule type**
3. Select one or several **check-in** day(s)
4. Select one or several **check-out** day(s)
5. Enter a **minimum stay** if applicable
6. Enter a **maximum stay** if applicable
7. Select for which **accommodation type** this rule is for. This parameter will be displayed only for the advanced booking rules of type “Compulsory” and “Compulsory and Special rate”. For the other rule types, the seasons, and accommodation types are selected directly when entering the rates in the **Rates** page.
8. Select for which **season** this rule is for. This parameter will be displayed only for the advanced booking rules of type “Compulsory” and “Compulsory and Special rate”. For the other rule types, the seasons, and accommodation types are selected directly when entering the rates in the **Rates** page.
9. Click **Save**

Examples of advanced booking rules

-  **Example 1 - Fixed length stay for specific check-in day (Compulsory check-out on following Friday if check-in on Monday)**

Name	Rule type	Check-in days	Check-out days	Minimum stay	Maximum stay	Accommodation	Seasons	Actions
Mon - Fri compulsory	Compulsory	Mon	Fri	4 nights	4 nights	Single room	All year	 

Example 2 - Discounts for more than 10-night stays and for more than 30-night stays

Name	Rule type	Check-in days	Check-out days	Minimum stay	Maximum stay	Accommodation	Seasons	Actions
Discount 10 days	Discount	Any	Any	10 nights	29 nights	---	---	 
Discount 30 nights	Discount	Any	Any	30 nights	---	---	---	 

Example 3 - Coupons with conditions: only valid for stays between 3 and 7 nights

Name	Rule type	Check-in days	Check-out days	Minimum stay	Maximum stay	Accommodation	Seasons	Actions
Voucher Summer 2018	Coupon	Any	Any	3 nights	7 nights	---	---	 

Rates

The “Accommodation rates”, “Price per adult above normal occupancy” and “Price per child above normal occupancy” are the settings to set up your standard rates for each accommodation type and season.

- Accommodation rate: the rate applied for the number of persons as set in “Normal occupancy” setting.
- Price per adult/child above normal occupancy: the rate applied to any additional person above normal occupancy.

Below is an example of a rate table for a user who has defined 2 types of accommodation and 3 seasons.

Accommodation rates		Add rate	
Accommodation	Seasons	Amount	Actions
Single room	Low season, Medium season	\$33.00 per night	 
Single room	High season	\$39.00 per night	 
Double room	Low season	\$29.00 per night	 
Double room	Medium season	\$49.00 per night	 
Double room	High season	\$55.00 per night	 

If you have set a different number of persons for the normal occupancy and the maximum occupancy, you can add rates for extra people in the “Price per adult above normal occupancy” table and the “Price per child above normal occupancy table”.

Price per adult above normal occupancy		Add rate	
Accommodation	Seasons	Amount	Actions
Single room	All	\$10.00 per night	 
Double room	All	\$12.00 per night	 

Price per child above normal occupancy		Add rate	
Accommodation	Seasons	Amount	Actions
All	All	\$5.00 per night	 

Special rates

i A rule is a **condition** for the “Special rate” to be applied. You can use a same rule to set different rates for the same rule, according to seasons and accommodation types-

If you have created “Special rate” rules, as explained in [Advanced Booking rules](#), you will need to define these rates by selecting the name of the rule in the rate tables.

Accommodation	Seasons	Special rates	Amount	Actions
Single room	All	Midweek stay	\$120.00 for a 4-night stay	 

i To better understand how you can articulate **Seasons, Rules, and Rates**, please check the different examples of pricing set-up in the [Set-up](#) section of our knowledgebase.

Discounts

Discounts are applied to the total price when the criteria of a search meets the criteria of a discount rule set in **Booking rules > Advanced booking rules**. If you have created [Discount rules](#), you will need to define the amount and type of discount by creating a new discount.

Here are some “Discount” conditions we created in **HBook > Rules > Advanced booking rules**:

Name	Rule type	Check-in days	Check-out days	Minimum stay	Maximum stay	Accommodation	Seasons	Actions
Discount 10 days	Discount	Any	Any	10 nights	29 nights	---	---	 
Discount 30 nights	Discount	Any	Any	30 nights	---	---	---	 

And now we set the discounts amounts in **HBook > Rates > Discounts**:

Discounts Add discount rate			
Accommodation	Rules	Amount	Actions
All	Discount 10 days	5%	 
All	Discount 30 days	10%	 

Coupons

You can create coupon codes that you give to your customers so they can get a discount when they enter the coupon code at the time of the booking.

- You can create coupon code without linking them to any advanced booking rule. In that case, there are no conditions for the discount to be applied, as long as the customer enter the coupon code.
- You can create an [advanced booking rule](#) for a “Coupon” in order to set conditions for the coupon to be valid. In this case, the discount will be applied only if the customer enters the coupon code and the stay match the criteria set for the coupon to be valid.

The screenshot shows the 'Coupons' form with the following numbered callouts:

1. 'Add coupon' button
2. 'Code' input field
3. 'Accommodation' section with checkboxes for 'All', 'Single room(1-2)', 'Double room', and 'Triple room(3-4)'. There is also an 'Unselect all' link.
4. 'Seasons' section with checkboxes for 'All', 'All year', and 'Winter holidays'. There is also an 'Unselect all' link.
5. 'Rule' section with radio buttons for 'None' (selected) and 'Winter Holiday', and a 'Voucher' checkbox.
6. 'Use count' input field with a value of 0.
7. 'Max use' input field.
8. 'Date limit' input field.
9. 'Amount' input field with a value of 0, and 'Amount type' section with radio buttons for 'Fixed (\$)' (selected) and 'Percentage'.

At the bottom right, there are 'Save' and 'Cancel' buttons.

Advanced booking rule “Coupon”

1. Enter the coupon **code**
2. Select for which **accommodation types** the coupon is for
3. If you have some conditions for the coupon code to be valid, you will have created an [Advanced booking rule](#) and you will select it here
4. Here you will see a counter for the **number of times the coupon has been used**
5. You can set a **maximum number of use**
6. You can set a **date limit** for the coupon to be valid. The coupon needs to be used before this date for the coupon to be still valid
7. Set the amount and the type. If you wish to give a 10% off, you will indicate “10” as amount and type will be “Percent”. If you wish to give a US\$20 off, you will set “20” as amount, and “Fixed” as type.

You can use a same coupon name for different accommodation types and/or different seasons with different discount amount/types.

Coupons Add coupon					
Code	Accommodation	Seasons	Rule	Amount	Actions
THANK-YOU	All	All		10%	
JUST4YOU	Single room	All		\$15.00	
JUST4YOU	Double room	All		\$25.00	
SUMMER2018	All	Summer	Voucher Summer 2018	5%	

Extra services

You will find the page of the **Extra services** in the menu **HBook > Extra-services**. If you wish to offer your customer **extra services** that they can add to their booking, you will be able to set them in this page. An extra service can be a single option or can be a multiple options to pick from.

There are different **types of extra services** that will lead to different price calculation:

- **per person:** you can set adult price and children price. It is charged only once.
- **per person per day:** you can set adult price and children price. It will be multiplied by the number of nights.
- **once:** it will be applied only once
- **per accommodation:** it will be multiplied by the number of accommodation booked.
- **per accommodation per day:** it will be multiplied by the number of nights and by the number of accommodation booked.
- **quantity:** you set the price for one item and the customer can enter the desired amount. You can set a maximum amount.
- **quantity per day:** you set the price for one, and the customer can enter the desired amount. You can set a maximum amount. It will be multiplied by the number of nights.

Create an extra service

The screenshot shows the 'Extra services' form. At the top right is a link 'HBook settings'. The form has several fields and options, each marked with a yellow circle and a number:

- 1: 'Add new extra' button
- 2: 'New extra' text input field
- 3: 'Multiple choice' radio buttons (Yes/No), with 'No' selected
- 4: 'Type' dropdown menu, currently showing 'Per person'
- 5: 'Amount' section with 'Adults' and 'Children' input fields, both containing '0'
- 6: 'Accommodation' section with checkboxes for 'All', 'Single room', and 'Double room', all of which are checked. There is also a link 'Unselect all'.
- 7: 'Actions' section with 'Save' and 'Cancel' buttons.

1. Click on “Add new extra”
2. Enter the **name** of the extra
3. Indicate if there is a **multiple choice** for this extra. When selecting multiple choice, you will save and then add the choices.
4. Select the **type** of extra
5. Enter the **amount**
6. Select the **accommodation type** that are concerned by the extra service
7. Click “Save”

Examples of extra-services

Extra services Add new extra					
Extra name	Multiple choice	Type	Amount	Accommodation	Actions
Late check-out	No	Per accommodation	\$10.00	All	 
Bottle of wine	-	Quantity	\$8.00	Garden view Apartment	 
Daily cleaning	No	Per accommodation / per day	\$5.00	Seaview Apartment	 
Guided tour of the city	No	Per person	Adults: \$14.00 Children: \$8.00	All	 
Boarding options	Yes	Per person / per day		Garden view Apartment	  
Bed only	-	-	Adults: \$0.00 Children: \$0.00	-	 
Bed and Breakfast	-	-	Adults: \$8.00 Children: \$5.00	-	 
Half Board: Breakfast + Dinner	-	-	Adults: \$25.00 Children: \$15.00	-	 
Full board: Breakfast + Lunch + Dinner	-	-	Adults: \$45.00 Children: \$35.00	-	 

Fees and Taxes

You will find the page to set **Fees** or **Taxes** in the menu **HBook > Fees**. A **fee** or a **tax** is compulsory and comes on top of the accommodation/extra service/reservation price. Our fee/tax section is highly flexible. You can set fees/taxes that are calculated using :

- [a fixed amount](#)
- [a percentage](#)

The fees/taxes can be applied to:

- Accommodation prices
- Extra-services prices
- All prices

Create a fee/tax

The screenshot shows the 'Fees' management interface. At the top left, there is a tab labeled 'Fees' and a button 'Add new fee' (callout 1). Below this is a form with several sections. The first section is 'Fee name' with a text input field containing 'New fee' (callout 2). The second section is 'Amount type' with two radio buttons: 'Fixed (€)' (selected, callout 3) and 'Percentage'. The third section is 'Fee is:' with five radio buttons: 'Per person' (selected), 'Per person / per day', 'Per accommodation / per day', 'Per accommodation', and 'Per booking'. The fourth section is 'Fee is:' with two radio buttons: 'Included in Accommodation price' (selected) and 'Added to final price'. To the right of these sections are input fields for 'Adults:' and 'Children:', both containing '0'. Further right is a section for 'Accommodation' with three checkboxes: 'All' (checked), 'Single room' (checked), and 'Double room' (checked). Below these checkboxes is a link 'Unselect all'. At the bottom right of the form are 'Save' and 'Cancel' buttons.

1. Click on **Add new fee**
2. Enter the **name** of the fee
3. Select the **type** of fee: it can be a **fixed amount** or a **percentage**

The settings are different if you use a fixed amount or a percentage to calculate the fees.

Fixed amount fees

There are different **types of fixed fees** that will lead to different price calculation:

- **per person:** you can set adult price and children price. It is charged only once

- **per person per day:** you can set adult price and children price. It will be multiplied by the number of nights
- **per accommodation:** it will be multiplied by the number of accommodation booked
- **per accommodation per day:** it will be multiplied by the number of accommodation booked and by the number of nights
- **per booking:** it is charged once only

Depending on the type of fixed fee you choose, we automatically select where the price will be shown (included in the item price, added to the item price or added to the final price).

Type	Amount	Accommodation
Amount type: ☒ Fixed (€) ☐ Percentage	Adults: 0	☒ All ☒ Single room ☒ Double room Unselect all
Fee is: ☒ Per person ☐ Per person / per day ☐ Per accommodation / per day ☐ Per accommodation ☐ Per booking	Children: 0	
Fee is: ☒ Included in Accommodation price ☐ Added to final price		

4. Select the **type of fixed fee**
5. Indicate if the fee amount should be **added to total price** (shown in summary), added to the **accommodation/extras services** or **is already included in the prices set**
6. Enter the **amount** of the fee
7. Select the **accommodation types** for which the fee should be applied

Percentage fees

Type	Amount	Accommodation
Amount type:		
☐ Fixed (€)	Percentage:	☒ All
☒ Percentage	3	☒ Single room
		☒ Double room
		Unselect all
Fee applies on:		
☒ Accommodation price		
☐ Extra Services price		
☐ All prices		
Apply on Accommodation per person per night price?		
☒ No		
☐ Yes		
Fee is:		
☒ Included in Accommodation price		
☐ Added to final price		

4. Select **on which prices** the fee should be applied: the extra services prices, the accommodation price, all prices
5. If on **Accommodation**, indicate if the fee is calculated per person per night
6. Indicate if the fee amount should be **added to total price** (shown in summary), added to the **accommodation/extras services** or **is already included in the prices set**
7. Indicate the **percentage** applied
8. Select the **accommodation types** for which the fee should be applied

Complex taxes set up

To cater for some specific tax calculations, we have added the following additional settings when the fee is a **percentage** applied **on accommodation price** and with a **price per person per night**.

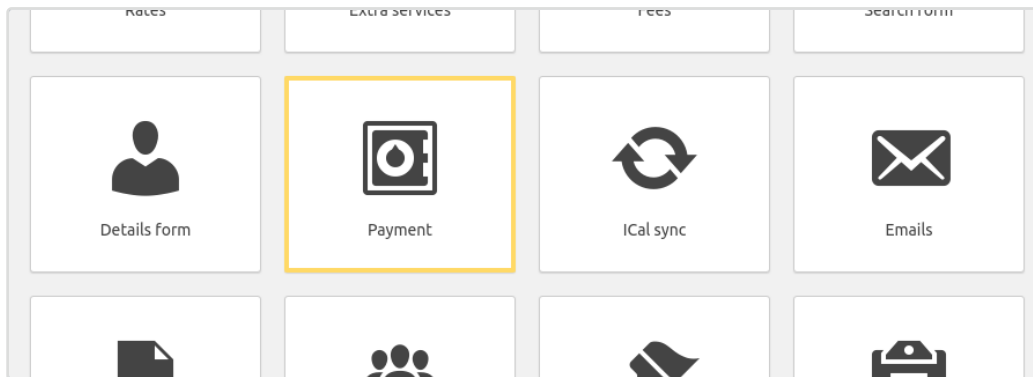
1. Set a **minimum amount**
2. Set a **maximum amount**
3. Set if the fee calculated (accommodation price divided by number of persons and number of nights) should be **multiplied** by the number of adults/children/nights.

Type	Amount
Amount type: ☐ Fixed (€) ☒ Percentage	Percentage: 0
Fee applies on: ☒ Accommodation price ☐ Extra Services price ☐ All prices	Minimum amount: 1
Apply on Accommodation per person per night price? ☐ No ☒ Yes	Maximum amount: 2
Fee is: ☒ Included in Accommodation price ☐ Added to final price	Multiply per: ☐ Number of nights ☐ Number of adults and children 3 ☐ Number of adults ☐ Number of children

Examples of fees settings

Fee name	Type	Amount	Accommodation	Actions
Cleaning fee	Per accommodation Included in Accommodation price	€25.00	Single room	 
Extra-services tax	Percentage (on Extra Services) Included in Extra Services price	2.75%	-	 
Processing fee	Percentage (global) Added to final price	3%	-	 
Tourist tax	Per person / per day Included in Accommodation price	Adults: €1.50 Children: €0.75	All	 
French tourist tax	Percentage (on Accommodation) Included in Accommodation price	Minimum amount: €1.80 Maximum amount: €5.00 --- x Number of nights x Number of adults and children	All	 

Payment settings



Booking Payment settings

HBook allows you to offer your customer a choice of payment options.

- If you do not offer different payment options:

Booking payment settings
Customers can choose between different payment options:
☐ Yes ☒ No
Booking payment:
☒ Customers do not have to pay online to book an accommodation (payment on arrival or offline - e.g. bank wire)
☐ Customers have to leave their credit card details to book an accommodation (this option is available only with Stripe)
☐ Customers have to pay a deposit online to book an accommodation
☐ Customers have to pay the full stay price online to book an accommodation
[Save changes](#)

- If customers can choose between different payment options:

Booking payment settings
Customers can choose between different payment options:
☒ Yes ☐ No
Customers can pay on arrival or offline - e.g. bank wire:
☒ Yes ☐ No
Customers can leave their credit card details for a later charge (this option is available only with Stripe):
☒ Yes ☐ No
Customers can pay an online deposit:
☒ Yes ☐ No
Customers can pay the full amount online:
☒ Yes ☐ No
[Save changes](#)

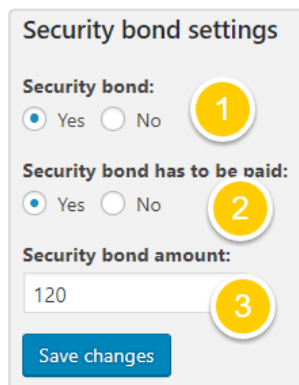
Here are the different payment options explained:

1. **Payment offline:** the payment will take place outside HBook. It can be that the customer pays via bank transfer, on arrival, etc.
2. **Leave credit card details:** this is available only when Stripe gateway is activated. You need as well to enable “Store credit card details” in [Stripe settings](#)
3. **Pay deposit online:** the customer will pay only a deposit at the time of the booking. You will set the [deposit option](#) and can as well require full payment if the arrival is within “x” days.
4. **Pay full stay price online:** the customer will pay the full amount online at the time of the booking.

i For each payment option, you can add an explanation text in **HBook > Text > Payment choice**. This can be handy if you wish to provide payment instructions for payment via bank transfer, for example.

Security bond

A security bond, sometimes called security deposit, is a sum of money which is held during the length of the stay to cover the cost of any damages or loss caused by the customer.



The screenshot shows a 'Security bond settings' form. It contains three sections: 1. 'Security bond:' with radio buttons for 'Yes' (selected) and 'No'. 2. 'Security bond has to be paid:' with radio buttons for 'Yes' (selected) and 'No'. 3. 'Security bond amount:' with a text input field containing '120'. A blue 'Save changes' button is at the bottom. Yellow circles with numbers 1, 2, and 3 are placed next to the first three sections respectively.

There are various options for the security bond to cover the different situations: you might wish to inform your client that there is a security bond but not ask for the payment of it, include it or not to the total amount, ask for it to be paid at the time of the booking or not...

1. set if there is a **security bond** or not
2. set if it **needs to be paid** by the customer: in that case, it will be added to the total price of the reservation (independently of the payment taking place online or not)
3. set the **amount** of the security bond

If you set that you ask for the security bond to be paid and if you set that there is a deposit option (part of the payment of the reservation to be paid in advance), then you will see in the Deposit settings a new option to set if the security bond needs to be added to the deposit amount:

Security bond must be paid along with deposit:

☐ Yes ☒ No

Deposit settings

A deposit corresponds to the part of the total price of the stay that is paid in advance by the customer to secure the booking.

Deposit settings

A deposit corresponds to the part of the total price of the stay that is paid in advance by the customer to secure the booking.

Deposit type: 1

☐ None
☒ Percentage
☐ Number of nights
☐ Fixed

Deposit amount: 2

50

Deposit option must be replaced by full payment option if check-in is within:

Enter a number of days from current date.

7 3

Security bond must be paid along with deposit:

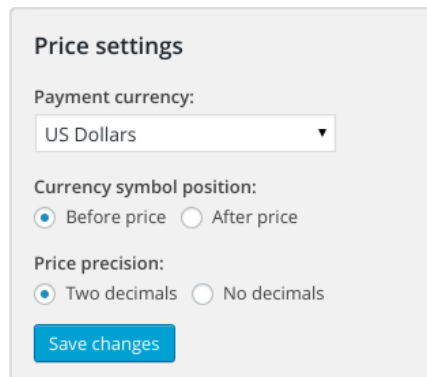
☒ Yes ☐ No 4

Save changes

1. There are different types of **deposit options**: none, percentage, one night and fixed amount.
2. Here indicate the **amount**: for example, if you ask for 50%, you will write “50”.
3. If you have set that there is a security bond that has to be paid, you will see this setting. It allows you to decide if you wish to require **the payment of the security bond along with the deposit** or not.
4. If you offer deposit and full payment, but wish to require full payment for reservations with a close check-in date, here you can indicate the **number of days** from current date, for which the deposit option should be replaced by full payment option. For example, if you wish to show only the full payment option (and not the deposit option) if check-in is within 7 days, you will enter “7” as value.

Price settings

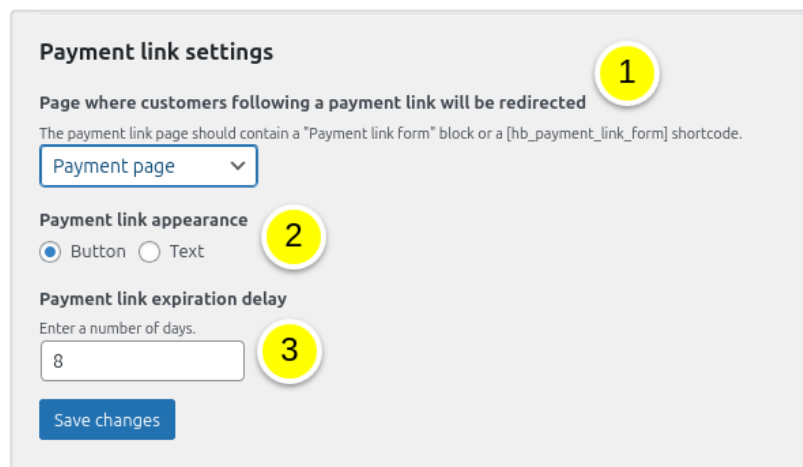
Choose your currency and set options regarding price display.



The 'Price settings' form is a light gray box with a title 'Price settings' at the top. It contains three sections: 'Payment currency:' with a dropdown menu showing 'US Dollars'; 'Currency symbol position:' with two radio buttons, 'Before price' (selected) and 'After price'; and 'Price precision:' with two radio buttons, 'Two decimals' (selected) and 'No decimals'. A blue 'Save changes' button is at the bottom.

Payment link settings

This setting is for [payment links](#). A payment link can be sent to a customer in an email or can be included in a document. When the customer clicks on the payment link, he will be redirected to the **Payment page** that you have set here.



The 'Payment link settings' form is a light gray box with a title 'Payment link settings' at the top. It contains three sections: 'Page where customers following a payment link will be redirected' (labeled with a yellow circle 1) with a dropdown menu showing 'Payment page' and a note 'The payment link page should contain a "Payment link form" block or a [hb_payment_link_form] shortcode'; 'Payment link appearance' (labeled with a yellow circle 2) with two radio buttons, 'Button' (selected) and 'Text'; and 'Payment link expiration delay' (labeled with a yellow circle 3) with a text input field containing '8' and a note 'Enter a number of days'. A blue 'Save changes' button is at the bottom.

1. For payment links to be enabled, you need to add at least a [shortcode](#) [\[hb_payment_link_form\]](#) or a bloc "Payment link form" in this page you set as your **Payment page** for payment links.
2. You can decide whether the payment link should appear as a button or a text. The text for the button can be modified in **HBook > Text > Payment link button**, and it is different for a payment and for adding/updating a payment method.
3. If you wish to set a payment link expiration delay, you will enter the number of days here.

i If you haven't created yet a payment page with the shortcode `[hb_payment_link_form]` or bloc "Payment link form", you shall start by creating such page.

Offline payment methods

Here, you can add any payment method you wish to see listed when you [add manually a payment](#) for a reservation, in the admin **Reservations list** page. You will add manually a payment to keep track of any payment done outside HBook (bank transfer, cash, etc.).

When you add a payment, you will be able to select the payment method for this payment. The methods listed are the ones you list here. Make sure you separate each payment method with a comma.

Offline payment methods

List of offline payment methods separated with comma

Used in the "Add a payment" form of the admin Reservation page.

Activate Payment gateways

You can choose which online payment gateway will be offered to your customers. PayPal and Stripe are already integrated to HBook.

Active payment gateways

Stripe and PayPal gateways are included. We have developed add-ons to integrate other payment gateways for HBook: [view available payment gateways](#).

Activate PayPal:

☐ Yes ☒ No

Activate Stripe:

☒ Yes ☐ No

i We have developed add-ons to offer other payment gateways: Square, Mollie, Authorize.net, etc. See the full list of available payment gateways [here](#).

PayPal settings

Set your PayPal account information:

Paypal settings

Paypal mode:
☐ Live ☒ Sandbox

Sandbox API Username:

Sandbox API Password:

Sandbox API Signature:

Displayed icons:
☒ PayPal ☐ Credit cards

Save changes

i Please remember to enter your Sandbox API credentials if you are using the Sandbox (testing environment - fake payments). And your Live API credentials if you are not using the Sandbox.

Stripe settings

Set your Stripe account information.

Stripe settings

Stripe mode
☐ Live ☒ Test

Test Publishable Key

Test Secret Key

Payment methods
☐ Credit card only ☒ All payment methods enabled in Stripe

Store payment method
☒ Yes ☐ No

Display a "Powered by Stripe" icon
☐ Yes ☒ No

Save changes

If you wish to store the customer payment method for a later charge, you should set “Store payment method” to “Yes”. This option is only available with Stripe payment gateway.

You can opt for that:

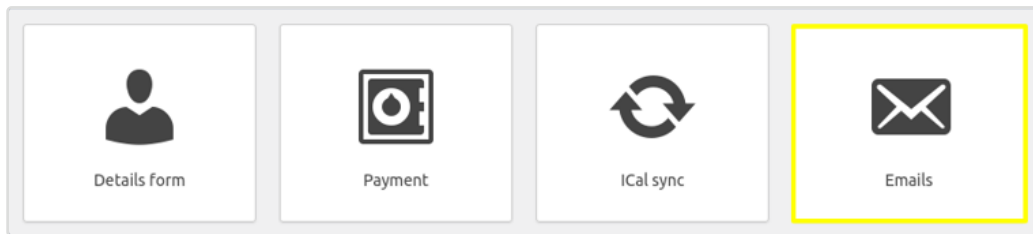
- if you do not take payment at the time of the booking but wish to ask for credit card details to charge at a later stage
- if you have asked for a deposit to be paid at the time of the booking and wish to charge the remaining balance at a later stage
- to keep credit card details to be able to charge it in case of “no show”

 Please remember to enter your Test Secret and Publishable keys if you are using the Sandbox (testing environment - fake payments). And your Live Secret and Publishable keys if you are not using the Sandbox.

 To find the **test cards** you can use in Sandbox environment, check [here](#).

Email settings

In this section of the documentation, you will find information regarding the **Emails** settings:



Create an email template

HBook allows you to create a diversity of email templates that can be sent out automatically or manually, taking into account the reservation status, the payment status, the language, and the accommodation type.

- i If you have a multi-language plugin (as Polylang or WPML), you will see an extra column “For language” that allows you to set for which language the email template is set for. So you can have different emails sent according to the language.

Email templates [Add new email template](#) [HBook settings](#)

Name	Addresses	Subject	Message	Sending	Actions
Admin notifi	To: HBook Hotel <contact@maestrel.co> Reply-to: From: [customer_first_name] [customer_la] Bcc: frontend@hbook.com	New reserva	Message: New reservation: - Customer first name: [customer_first_name] - Customer last name: [customer_last_name] - Customer email: [customer_email] - Check-in date: [resa_check_in] - Check-out date: [resa_check_out]	☒ Upon event ☐ Scheduled ☐ Manually ☒ New reservation (from customers) ☒ New reservation (from admin) ☐ Reservation confirmation ☐ Reservation cancellation For reservation payment status: ☒ Paid ☒ Not fully paid ☒ Unpaid Select all - Unselect all For accommodation: ☒ All ☒ Premier Single ☒ Deluxe Single ☒ Executive Single ☒ Premier Double ☒ Deluxe Double ☒ Executive Double ☒ Premier Triple ☒ Deluxe Triple ☒ City Suite ☒ Presidential Suite Unselect all For language: All	Save Cancel
Customer notification	To: [customer_email] Reply-to: From: HBook Hotel <contact@maestrel.com> Bcc:	Your reservation with Adomus Hotel	Message: Hello [customer_first_name], Thank you... Format: HTML	New reservation (from customers) For reservation payment status: Paid, Not fully paid, Unpaid For accommodation: All For language: All	Edit Delete
Reservation confirmation	To: [customer_email] Reply-to: From: HBook Hotel <contact@maestrel.com> Bcc:	Your reservation	Message: Hello [customer_first_name], Thank you for choosi... Format: TEXT	Reservation confirmation For reservation payment status: Paid, Not fully paid, Unpaid For accommodation: All For language: All	Edit Delete
Reminder 8 days	To: [customer_email] Reply-to: HBook Hotel <contact@maestrel.com> From: HBook Hotel <contact@maestrel.com> Bcc:	Get ready for your stay!	Message: Dear [customer_first_name], You will be staying ... Format: HTML	• 8 days before check-in For reservation status: New, Pending, Confirmed For reservation payment status: Paid, Not fully paid, Unpaid For accommodation: All For language: All	Edit Delete

To create email templates, just follow these steps:

1. Click on **Add new template**
2. Enter the **name** of the new template
3. Enter the information for the **To**: Insert a complete e-mail address, e.g. Name <email@domain.com>. If the field is blank, the email address of the WordPress administrator will be used.
4. Enter the information for the **Reply-to**: This email will be used instead of the “From” email when replying to the email
5. Enter the information for the **From**:. If the field is blank the default email address, as set in [HBook > Misc](#) will be used, or if not set, the WordPress administrator email will be used.
6. Enter the information for the **BCC**:.

7. Enter the **subject** for the new template
8. Write the **body** of the message
9. Select if you wish to use **Text or HTML** format
10. If you wish to include **attachments**, you can select them here. It will open your **Media** library, from which you can select all documents to attach.
11. It is possible to create email templates for the following situations:
 - [Upon an event](#): the email is automatically sent when a reservation is received, confirmed or cancelled...
 - [Scheduled](#): the email is automatically sent “x” days before/after the check-in/check-out date
 - [Manually](#): the email is sent manually from the reservations list

The set-up is different for each case and are explained in details after.

 Please check [this section](#) of our documentation for a **list of the variables** that can be used in the email templates.

Presentation of the different types of email templates

You can create different templates that can be for emails sent upon an event, scheduled emails or emails sent manually.

Upon an event

Sending

☒ Upon event
☐ Scheduled
☐ Manually

☒ New reservation (from customers) **1**
☐ New reservation (from admin)
☐ Reservation confirmation
☐ Payment via Payment link
☐ New payment method via Payment link
☐ Reservation cancellation

For reservation payment status:
☒ Paid **2**
☒ Not fully paid
☒ Unpaid
[Select all](#) - [Unselect all](#)

For accommodation:
☒ All **3**
[Unselect all](#)
☐ Multiple accommodation booking **4**

For language: **5**

All

1. Select the **events** that should trigger the sending of the email. There are 6 different actions, and you can select several for the same template:
 - Automatically when a **new reservation is received**: a customer has just booked on your website (front-end)
 - Automatically when a **new reservation is added from the back-end**: a reservation has been added in the admin page [Reservations](#).
 - Automatically when a **reservation is confirmed**: when you click on the green tick in the reservation list. Note that clicking on the “Confirm” action will always trigger this action, even if you don't require confirmation. See [Confirmation settings](#) for more details on this.
 - Automatically when a **reservation is cancelled**: when you click on the red cross in the reservation list.

- Automatically when you receive a **Payment via Payment link**: when a customer has paid from a payment link page. See [Payment link settings](#) for more information on this.
 - Automatically when a customer adds a **New payment method via Payment link**: when you have asked a customer to update/add a payment method for a future charge or refund.
2. Select the **payment status** for which the template should be sent. There are 4 different payment statuses, and you can select several for the same template.
 - Paid
 - Not fully paid
 - Unpaid
 - Delayed payment (payment methods for which payment status confirmation is not immediate)
 3. Select the **accommodation types** for which the template is.
 4. If you have enabled multiple accommodation booking in **HBook > Misc**, you can select if this template is to be sent out for a **multiple accommodation booking**.
 5. If your website is set with multiple language, you can select here for which **language** the template is.

Scheduled

The image shows a 'Sending' configuration panel with the following elements:

- Event Timing:** Three radio buttons: 'Upon event', 'Scheduled' (selected), and 'Manually'. Below them is a text field '• 7 days before check-in' with edit and delete icons, and a yellow circle with the number '1' next to it.
- Reservation Status:** A '+' icon, followed by the heading 'For reservation status:'. Three checkboxes: 'New', 'Pending', and 'Confirmed'. A yellow circle with the number '2' is next to 'Pending'. Below are links 'Select all' and 'Unselect all'.
- Reservation Payment Status:** The heading 'For reservation payment status:'. Three checkboxes: 'Paid', 'Not fully paid', and 'Unpaid'. A yellow circle with the number '3' is next to 'Not fully paid'. Below are links 'Select all' and 'Unselect all'.
- Accommodation:** The heading 'For accommodation:'. Four checkboxes: 'All', 'Single room', 'Double room', and 'Triple room'. A yellow circle with the number '4' is next to 'Single room'. Below is a link 'Unselect all'.
- Multiple accommodation booking:** A checkbox 'Multiple accommodation booking' with a yellow circle with the number '5' next to it.
- Language:** The heading 'For language:'. A dropdown menu showing 'All' with a yellow circle with the number '6' next to it.

1. Indicate the timeframe for the scheduled event :
 - indicate the **number of days**
 - indicate if it is to be sent **before check-in, after check-in, before check-out, after check-out**
2. Select the [reservation status](#) for which the template should be sent. There are 3 different reservation statuses, and you can select several for the same template:
 - New
 - Pending
 - Confirmed
3. Select the [payment status](#) for which the template should be sent. There are 4 different payment statuses, and you can select several for the same template.
 - Paid
 - Not fully paid
 - Unpaid

- Delayed payment (payment methods for which payment status confirmation is not immediate)
4. Select the **accommodation types** for which the template is.
 5. If you have enabled multiple accommodation booking in **HBook > Misc**, you can select if this template is to be sent out for a **multiple accommodation booking**.
 6. If your website is set with multiple language, you can select here for which **language** the template is.

Manually

The screenshot shows a 'Sending' configuration window. At the top, there are three radio buttons: 'Upon event', 'Scheduled', and 'Manually' (which is selected). Below this, under the heading 'For accommodation:', there are four checked checkboxes: 'All', 'Single room', 'Double room', and 'Accommodation iCal test'. A link 'Unselect all' is below these. Then, there is an unchecked checkbox for 'Multiple accommodation booking'. At the bottom, under 'For language:', there is a dropdown menu currently showing 'All'. Three yellow circles with numbers 1, 2, and 3 are overlaid on the image. Circle 1 points to the 'For accommodation:' section. Circle 2 points to the 'Multiple accommodation booking' checkbox. Circle 3 points to the 'For language:' dropdown menu.

1. Select the **accommodation types** for which the template is.
2. If you have enabled multiple accommodation booking in **HBook > Misc**, you can select if this template is to be sent out for a **multiple accommodation booking**.
3. If your website is set with multiple language, you can select here for which **language** the template is.

Example of a list of email templates

Email templates

[Add new email template](#)
[HBook settings](#)

Name	Addresses	Subject	Message	Sending	Actions
Admin notification	To: bookings@hotel.com Reply-to: From: [customer_first_name] [customer_last_name] <[customer_email]>	New reservation	Message: New reservation: - Customer first name: [customer...] Format: TEXT	New reservation (from customers) For reservation payment status: Paid, Not fully paid, Unpaid For accommodation: All For language: All	 
Customer notification	To: [customer_email] Reply-to: From:	Your reservation	Message: Hello [customer_first_name], Thank you for choosi... Format: TEXT	New reservation (from customers) For reservation payment status: Paid, Not fully paid, Unpaid For accommodation: All For language: All	 
Reservation confirmation	To: [customer_email] Reply-to: From:	Your reservation	Message: Hello [customer_first_name], Thank you for choosi... Format: TEXT	Reservation confirmation For reservation payment status: Not fully paid For accommodation: All For language: All	 
Take our survey	To: [customer_email] Reply-to: From:	How did we do?	Message: Dear [customer_first_name], It was a pleasure... Format: TEXT	• 2 days after check-out For reservation status: Confirmed For reservation payment status: Paid For accommodation: All For language: All	 
Our location	To: [customer_email] Reply-to: From:	How to find us	Message: Hello [customer_first_name], Thank you for choosi... Format: TEXT	• 5 days before check-in For reservation status: New, Pending, Confirmed For reservation payment status: Paid, Not fully paid, Unpaid For accommodation: All For language: All	 

"To address", "Reply-To address", "From address", "Subject" and "Message" fields:

You can use the following variables:

[resa_id] - [resa_alphanum_id] - [resa_invoice_id] - [resa_check_in] - [resa_check_out] - [resa_number_of_nights] - [resa_accommodation] - [resa_accommodation_num] - [resa_adults] - [resa_children] - [resa_persons] - [resa_admin_comment] - [resa_extras] - [resa_coupon_code] - [resa_coupon_amount] - [resa_invoice_table] - [resa_price] - [resa_accom_list_price] - [resa_deposit] - [resa_price_minus_deposit] - [resa_paid] - [resa_remaining_balance] - [resa_bond] - [resa_price_including_bond] - [resa_deposit_including_bond] - [resa_remaining_balance_including_bond] - [resa_payment_type] - [resa_payment_gateway] - [resa_origin] - [resa_received_on] - [resa_received_on_date] - [today_date] - [customer_id] - [customer_first_name] - [customer_last_name] - [customer_email] - [customer_phone] - [customer_address_1] - [customer_address_2] - [customer_city] - [customer_state_province] - [customer_zip_code] - [customer_country]

"To address" field:

If the field is blank the email address of the WordPress administrator (**hotel@email.com**) will be used.

Separate multiple e-mail addresses with commas, for example: **email-1@domain.com,email-2@domain.com**

"Reply-To address", "From address" fields:

Insert a complete e-mail address (a name followed by an email address wrapped between < and >, for example: **Your Name <your.email@domain.com>**)

"From address" fields:

If the field is blank HBook <no-reply@localhost.com> will be used.

Email logs

HBook keep a log of the emails sent. They are displayed by reverse chronological order.

Email logs				
Sent on	Resa id	Template	Trigger	Status
2021-09-22 11:54:41	1		1 day before check-in	OK
2021-09-21 11:12:59	10	Upon New Unpaid	New reservation (from customers)	OK
2021-09-21 10:52:33	2	Upon New not fully paid	Reservation confirmation	OK
2021-09-21 09:36:08	1	Upon New paid	Manually	OK
Delete email logs				

1. This is the timestamp, local time.
2. Here is indicated for which reservation ID the email was sent.
3. If a template was used, the template name is indicated here.
4. The trigger for the email is displayed here. You will see if it was sent manually, as part of the scheduled emails or upon an event
5. The email sending status is shown here. If an email is not sent out, you will find the error here.
6. You can delete all email logs

 Please have in mind that the sending status is not the delivery status. An email can be sent but not received!

There are various levers to improve deliverability : you can connect your site with your mail server via SMTP, improve your content to avoid your email being treated as Spam, etc.

 See [here](#) in our knowledge base for more information regarding emails not being received correctly.

Appearance Settings

In the sub-menu **Appearance** of **HBook** menu, you will find the following settings:

General settings

Here you will the general HBook appearance settings.

General settings

Accommodation links opening
☒ Same page ☐ New page

Sticky header/menu height
If your website has a sticky header insert its height in pixels below.
This will prevent HBook forms to appear under the header when automatic scrolling occurs.

Forms position
☐ Left ☒ Center

Search form maximum width
Leave blank for no maximum.

Accommodation selection form maximum width
Leave blank for no maximum.

Details form maximum width
Leave blank for no maximum.

Minimum width required for displaying a horizontal search form
If the available space is less than the minimum width the form will be displayed vertically.

Minimum width required for displaying columns in the details form
If the available space is less than the minimum width the columns will be stacked.

Buttons

Buttons appearance

Buttons style:
☐ Use theme styles ☒ Custom

Background color:

Select Color

Background color on hover:

Select Color

Text color:
☒ White ☐ Black

Border radius:

Side padding:

Height padding:

Save changes

Inputs and Selects

Inputs and selects appearance

Inputs and selects style:
☐ Use theme styles ☒ Custom

Borders color:

Select Color

Borders color when active:

Select Color

Borders width:

Borders radius:

Height:

Side padding:

Height padding:

Save changes

Tables

Here, you will be able to customize the appearance of the tables, such as the rates table, invoice table...

Tables appearance
Tables style
☒ Use theme styles ☐ Use plugin styles
Save changes

Calendars

Here, you will be able to change the different colors that appear on the calendars.

Calendars appearance

Calendar background:

Sélectionner une couleur

Available day background:

Sélectionner une couleur

Not selectable day background:

Sélectionner une couleur

Not selectable day number:

Sélectionner une couleur

Selected day background:

Sélectionner une couleur

Occupied day background:

Sélectionner une couleur

Buttons background:

Sélectionner une couleur

Buttons background on hover:

Sélectionner une couleur

Disabled buttons background:

Sélectionner une couleur

Button arrows:

Sélectionner une couleur

Calendar inner borders:

Sélectionner une couleur

Add a shadow to calendars:

☒ Yes ☐ No

Save changes

“Number of persons” pop-up

Here, you will be able to modify the pop-up that appears when selecting the “Number of rooms” in the search form. This pop-up only appears when multiple booking is enabled.

Number of persons pop-up appearance

Background color:

Select Color

Add a shadow to pop-up:

☒ Yes ☐ No

Save changes

Custom CSS

If you have to add CSS to HBook pages, you will do this here.

Custom CSS

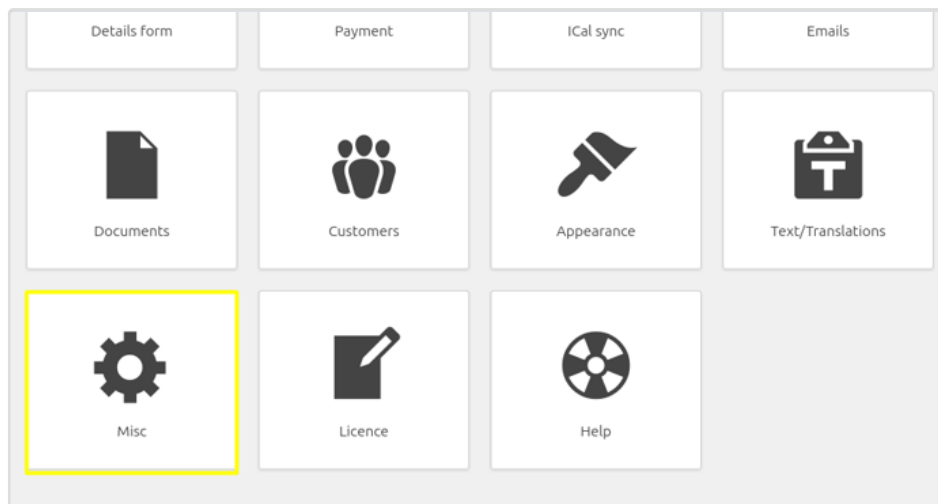
Custom CSS for the front-end pages:

Custom CSS for the admin pages:

Save changes

Misc settings

In this section of the documentation, you will find information regarding the **Misc** settings:



Multiple accommodation booking

A screenshot of the 'Multiple accommodation booking' settings panel. It contains five numbered callouts (1-5) pointing to specific settings: 1. 'Enable multiple accommodation booking' (radio buttons for Yes/No, 'Yes' is selected); 2. 'Enable multiple accommodation booking on front-end' (radio buttons for Yes/No, 'Yes' is selected); 3. 'Preferred type of occupancy when suggesting accommodation' (radio buttons for Normal occupancy/Maximum occupancy, 'Normal occupancy' is selected); 4. 'When possible use maximum occupancy to prevent singleton person in search results suggestion' (radio buttons for Yes/No, 'Yes' is selected); 5. 'Disable suggestions in global search form results' (radio buttons for Yes/No, 'No' is selected). A 'Save changes' button is at the bottom left.

1. Set if you wish to **enable multiple accommodation booking**.
2. If you have enabled multiple accommodation booking, you can set if you wish to **enable it for the front-end** or have the multiple accommodation booking only available for the back-end.
3. Indicate if you prefer that HBook uses the normal occupancy or the maximum occupancy to fill in the accommodation when suggesting multiple accommodation in the search results.

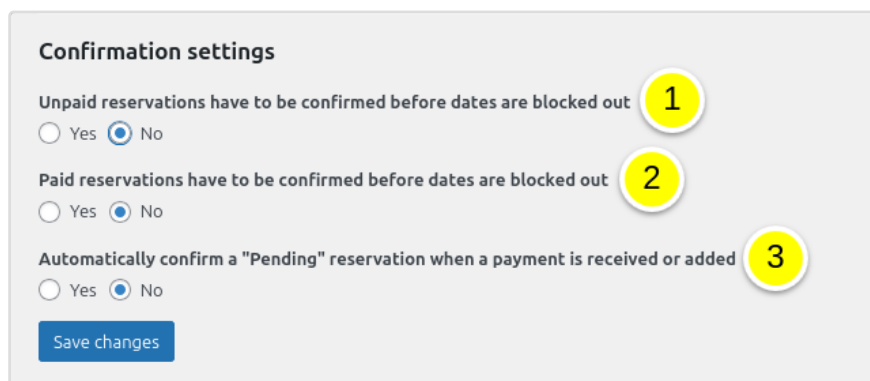
4. When using “Normal occupancy”, you can set if you wish to prevent **singleton** when possible.
5. You can disable the suggestions if you do not wish HBook to make suggestions when no result can meet the searched criteria.

 HBook will show suggestions :

- when you have set that you do not wish to show a “Number of accommodation” field in the search form
- when there is no result for the number of accommodation specified (and number of persons for each accommodation), but it is actually possible to accommodate the number of persons searched at these dates, with a different combination of accommodation.

 See [here](#) in our knowledge base for more information regarding multiple accommodation booking.

Confirmation settings



The image shows a 'Confirmation settings' form with three sections, each with a radio button for 'Yes' and 'No'. The 'No' option is selected in all three. A blue 'Save changes' button is at the bottom. Three yellow circles with numbers 1, 2, and 3 are placed to the right of the first, second, and third sections respectively.

Confirmation settings

Unpaid reservations have to be confirmed before dates are blocked out **1**
☐ Yes ☒ No

Paid reservations have to be confirmed before dates are blocked out **2**
☐ Yes ☒ No

Automatically confirm a "Pending" reservation when a payment is received or added **3**
☐ Yes ☒ No

[Save changes](#)

You can set if a **confirmation is needed** before the dates are blocked out in the calendar. This setting can be different for reservations:

1. with **offline** payment: no payment action has taken place at the time of the reservation on your website
2. with an upfront **payment action**: deposit, full amount or payment method provided for future charges

When a reservation requires confirmation, it means that the reservation will have **“Pending” status** and the accommodation will **remain available** until you click on “Confirm”. It is working

as a reservation request that leaves the accommodation available, so you can **receive various reservation requests** and decide which one you confirm and which ones you decline.

See [here](#) in our knowledge base for more information regarding case examples to use the confirmation settings and “Confirm” action.

3. You can set an **automatic confirmation** of a “Pending” reservation when a payment is received or added. If enabled, the following actions will change the reservation status from “Pending” to “Confirm”:

- mark as paid
- add a payment
- charge a saved payment method (Stripe only)
- receive a payment made from a payment link
- have a payment method added/updated from a payment link

Reservations status

Reservations status

Reservations created from admin

☐ Pending

☐ New

☒ Confirmed

Reservations received from website

☒ New ☐ Confirmed

Reservations imported from an external iCal calendar

☐ New ☒ Confirmed

[Save changes](#)

You can set the default [reservations status](#) depending on the origin of the reservation received (front-end, admin, iCal).

Reservations list settings

The screenshot shows the 'Reservation list settings' form. It includes a section for 'Reservations archiving delay' with a text input field containing '2' (callout 1). Below this is a 'Reservation list default filter' dropdown menu set to 'No filter' (callout 2). A link 'View all filters default value' is present (callout 3). At the bottom is a 'Save changes' button.

1. **Archiving delay:** HBook automatically archive your reservations. You can then find them in **Reservations > Archived reservations**. Here you will enter the delay in months before archiving should be done.
2. **Reservations list default filter:** you can set here the default filter for the [Reservations list](#).
3. **Reservations list filters default values :** you can set the default values for all the filters for the Reservations list.

Invoice ID and reservation number

The screenshot shows the 'Invoice id and reservation number' form. It includes an 'Invoice id structure' text input field containing '%year-%counter' (callout 1). Below this is an 'Invoice id counter next value' text input field containing '48' (callout 2). The 'Invoice id counter reset frequency' section has three radio buttons: 'Yearly' (selected), 'Monthly', and 'Never' (callout 3). The 'Ignore reservations imported from an external iCal calendar for invoice id counter' section has two radio buttons: 'Yes' and 'No' (selected) (callout 4). The 'Display an alphanumeric reservation number' section has two radio buttons: 'Yes' (selected) and 'No' (callout 5). At the bottom is a 'Save changes' button.

You can customize the **invoice ID** :

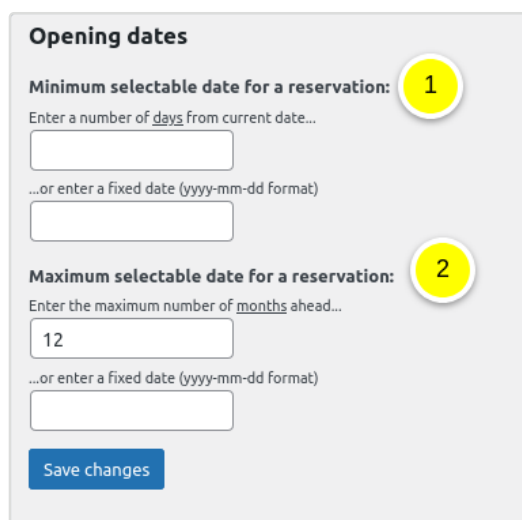
1. You will indicate here the **structure** of the invoice ID. You can use the variables %year, %month and %counter

2. You can manually set the counter to a specific number for the next invoice ID.
3. You can indicate the automatic **reset frequency** so HBook will automatically reset the %counter variable value to “1” either monthly, yearly or never.
4. You can decide if the invoice ID should also be counted for reservations imported from iCal calendar, in addition to those made through HBook.

HBook allows you to have a random **reservation number**, in addition to the reservation ID and the invoice ID. It will be displayed in the [list of reservation](#), you can as well include the variable [resa_alphanum_id] in [Documents](#) or [Emails](#)

5. You can add decide to use an additional **alphanumeric reservation number**.

Opening dates

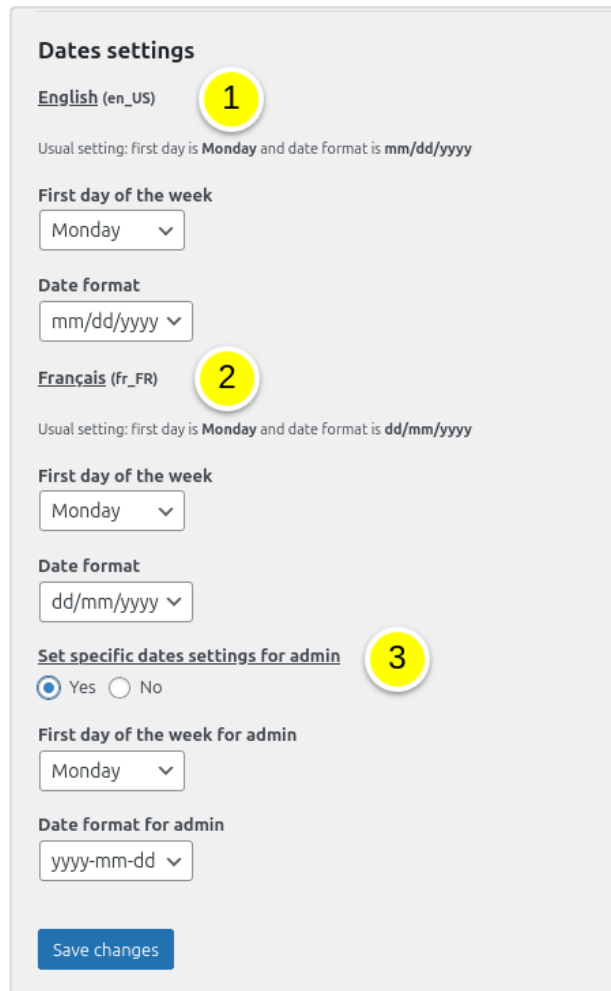


You can set here the **global booking window**. If you have different opening dates for one/some accommodation types, you can override the default opening date for an Accommodation Type. This is done in the [Accommodation Type settings](#).

1. You will indicate here the **minimum selectable date**. It can be set by defining:
 - a number of days from current date. This is useful if you wish to prevent last minute booking.
 - a fixed date. This is useful if you are not open all year round. This will be your opening date.
2. You will indicate there the **maximum selectable date**. It can be set by defining:
 - a number of months ahead of the current date. This is useful if you wish to set a booking window to allow bookings within 6 months only, for example.
 - a fixed date. This is useful if you are not open all year round. This will be your closing date.

Please keep in mind that this is **HBook booking** window, for reservations received on your website (front-end) only. You can as well set the [iCal import window](#), which will apply only to the iCal import of reservations received on your external calendars.

Dates settings



Dates settings

English (en_US) **1**

Usual setting: first day is **Monday** and date format is **mm/dd/yyyy**

First day of the week
Monday ▾

Date format
mm/dd/yyyy ▾

Français (fr_FR) **2**

Usual setting: first day is **Monday** and date format is **dd/mm/yyyy**

First day of the week
Monday ▾

Date format
dd/mm/yyyy ▾

Set specific dates settings for admin **3**
☒ Yes ☐ No

First day of the week for admin
Monday ▾

Date format for admin
yyyy-mm-dd ▾

[Save changes](#)

1. You can set the **date format** and the **first day of the week** for the front-end.
2. Note that if you have a multilingual site, you can set these for each language
3. You can as well specify different settings for the admin (back-end)

Emails settings

The screenshot shows the 'Emails settings' form. It has three main sections: 'Email logs retention period' with a text input containing '2' (callout 1); 'Default sender email' with an empty text input (callout 2); and 'Default recipient email for automatic emails' with an empty text input (callout 3). A 'Save changes' button is at the bottom left.

1. **Email logs retention period:** HBook keep [logs of the emails sent](#). Here you will enter the period of logs retention, in months.
2. **Default sender email:** When no email address is set in “From” header, HBook will use this email as sender. If empty, HBook will use the WordPress administrator email. This applies to all emails, automatic or manual emails.
3. **Default recipient email for automatic emails:** When no email is set in “To” header of the automatic email templates, HBook will use this email as recipient.

For manual emails, the default “To” email address is the customer email.

Terms and conditions, Privacy policy

The screenshot shows the 'Terms and conditions, Privacy policy' form. It has two sections: 'Display a terms and conditions checkbox' with a 'Yes' radio button selected (callout 1), and 'Display a privacy policy checkbox' with a 'Yes' radio button selected (callout 2). Both sections include a link to 'Text page'. A 'Save changes' button is at the bottom.

1. If you wish to add **terms and conditions** checkbox: a compulsory “Terms and Conditions” section will be displayed just before the “Book now” button.
2. If you wish to add a **privacy policy** checkbox: a compulsory “Privacy Policy” section will be displayed just before the “Book now” button.

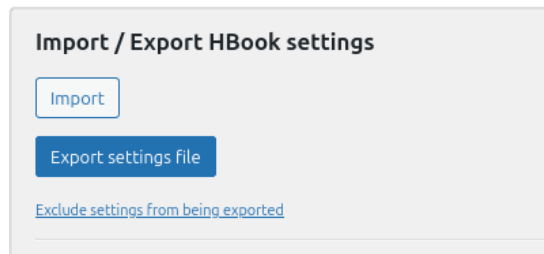


To customize the text, to add for example a **link** to your terms and conditions page or privacy policy page, go to **HBook >Text > Book now area**, and you will find the fields that can be customized.

🔍 Please consult these article of our knowledge base to add a link to your “Terms and conditions” or “Privacy policy” page:

- [📖 How to add a link to my "Terms and Conditions" page?](#)
- [📖 Is HBook ready for European GDPR \(General data protection regulation\)? Can I set a Privacy Policy checkbox?](#)
- [📖 How to add a Privacy Policy checkbox and link to the policy page?](#)

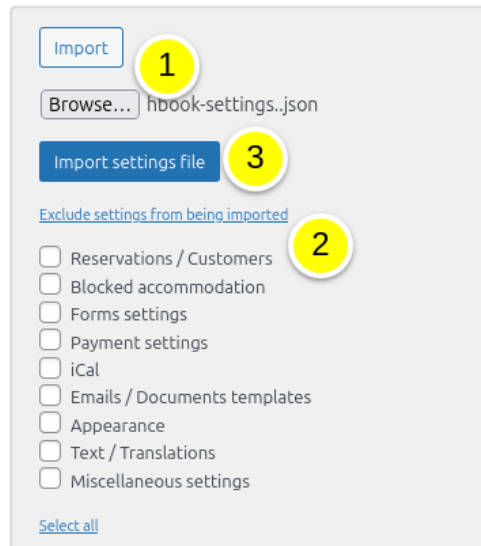
Import/Export of HBook settings



You can **export or import a HBook settings** file. It will be in a .json format and this can come in handy when you wish to move a HBook install with its settings, accommodation types, customers, and reservations.

📘 If you import a .json file of HBook settings in a WordPress installation, please have in mind that any previous HBook set-up, accommodation types, reservations, and customers will be replaced.

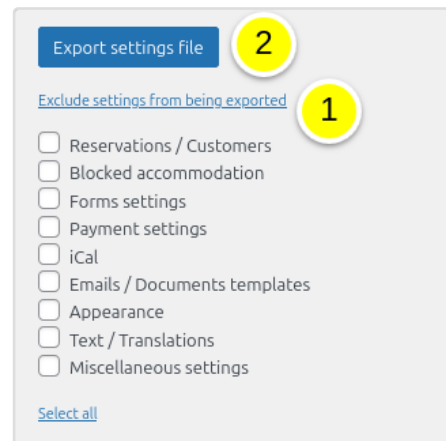
Import a HBook settings file



The screenshot shows the 'Import' section of the HBook settings interface. It includes an 'Import' button (callout 1), a 'Browse...' button followed by the filename 'hbook-settings..json', and an 'Import settings file' button (callout 3). Below these is a link 'Exclude settings from being imported' (callout 2) and a list of settings categories with checkboxes: Reservations / Customers, Blocked accommodation, Forms settings, Payment settings, iCal, Emails / Documents templates, Appearance, Text / Translations, and Miscellaneous settings. A 'Select all' link is at the bottom.

1. Click on “Import” and select the file to import.
2. You can specify if you wish to exclude specific settings/data from being imported.
3. Click on “Import settings file”.

Export a HBook settings file



The screenshot shows the 'Export settings file' button (callout 2) and a link 'Exclude settings from being exported' (callout 1). Below these is a list of settings categories with checkboxes: Reservations / Customers, Blocked accommodation, Forms settings, Payment settings, iCal, Emails / Documents templates, Appearance, Text / Translations, and Miscellaneous settings. A 'Select all' link is at the bottom.

1. You can specify if you wish to exclude specific settings/data from being exported.
 2. Click on “Export settings file”.
-

HBook reset

HBook reset

None of the actions below can be rolled back. Reservations, blocked dates or/and customers will be deleted permanently.

Delete customers, reservations, and blocked dates

Delete reservations and blocked dates

Delete only reservations imported from external calendars

Delete only reservations with status "Cancelled"

Delete only past reservations

Delete only past blocked dates

1. **Delete Customers, Reservations and Blocked dates:** customers, blocked dates and reservations tables will be emptied. This is useful to delete any tests and start fresh. Reservation ID and Customer ID will start again from “1”
2. **Delete Reservations and Blocked dates:** Customers will be kept, but the reservation and blocked dates tables are emptied. Reservation ID will start again from “1”.
3. **Delete only reservations imported from external calendars (iCal sync):** any reservation received on your website will be kept, but all reservations imported from external calendars will be removed, whatever their status is. This can be handy when you have iCal sync issues and need to have a clean reservation list to set up iCal correctly.
4. **Delete only reservations with status “Cancelled”:** all reservations that have “Cancelled” status will be deleted from the reservation table.
5. **Delete only past reservations:** all past reservations will be deleted from the reservation table.
6. **Delete only past blocked dates:** all past blocked dates will be deleted from the reservation table.

The reset actions can not be rolled back. Make sure you know what you are doing before proceeding!

Misc

Misc

Allow accommodation with children only 1
☐ Yes ☒ No

HBook admin language 2
You can check available languages on our [knowledgebase](#).
☐ English ☒ User language (if available)

Accommodation url slug 3
The url slug can not be blank. If you leave this field empty the slug will be set to "hb_accommodation".

Delete all stored information on uninstall 4
☐ Yes ☒ No

Image resizing 5
☒ Dynamic ☐ Static

Delay before a timeout error occurs (in ms) 6

Delay before a timeout error occurs (for admin pages - in ms) 7

[Save changes](#)

1. **Allow accommodation with children only:** you can set here if you wish to accept that only children occupy an accommodation (no adults).

i This can be useful for specific case, as for example:

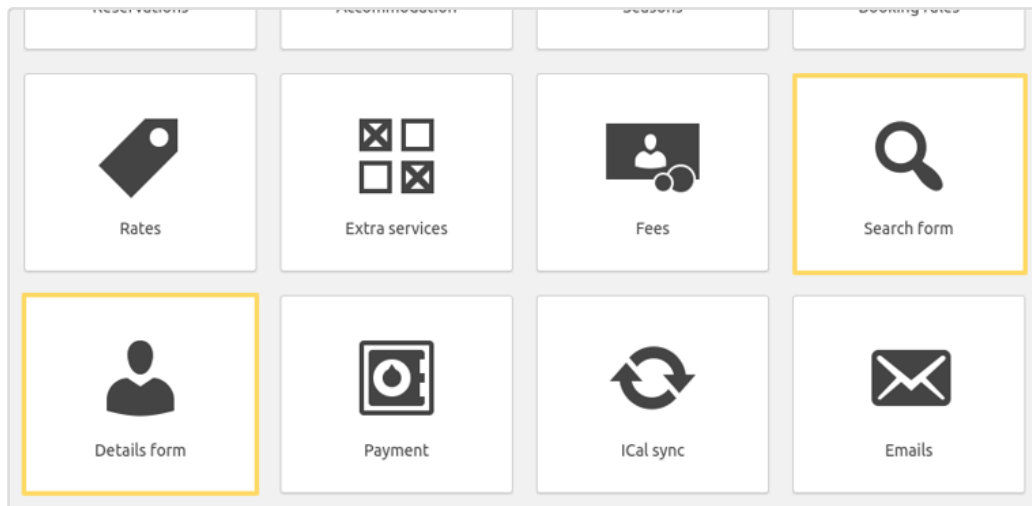
- if you have accommodation for children only. You can specify the maximum number of adults/children for an accommodation type, in the [Occupancy settings](#).
- if you use the “Adults” and “Children” fields for other purposes. For example, when using HBook for a pet boarding project, with “Dogs” and “Cats”.

2. **HBook admin language:** you can set here if you wish to use the existing translations of HBook admin menus (when available for your language). To see an updated full list of available translations, please check [here](#) in our knowledge base.
3. **Accommodation post slug:** customize the slug for the posts in the URL. Default is “hb_accommodation”
4. Set if you wish that we remove all tables/rows of data added by HBook upon deletion of the plugin from the **Plugins** menu.
5. Set if you wish to have a **dynamic** or **static** resizing of the images. HBook uses Aqua Resizer for resizing the images. If you need to use your own resizing functions, you will set this to **static**, and you will use HBook filter [hb_image_sizes](#).

6. Adjust the **delay** before a timeout occurs for front-end pages
7. Adjust the **delay** before a timeout occurs for admin pages

Forms customization

In this section of the documentation, you will find information regarding the **Search Form** and **Details form** sub-menu of **HBook** menu.



The **Search Form** page allows you to customize the **search form** and **accommodation selection** forms:

1. [Search form](#): in this section, you can customize the fields of the Search form.
2. [Accommodation selection](#): in this section, you can customize the accommodation selection step.

The **Details Form** page allows you to customize the **customer details** and **booking details** form:

3. [Customer and Booking details form](#): in this section, you customize the fields of the form customers used for entering their details.

Search form and Accommodation selection

Search form

Customize the fields of the Search form.

The screenshot shows a configuration panel titled "Search form" with the following settings and callouts:

- 1**: "Display a field 'Number of accommodation'?" with the "Yes" radio button selected.
- 2**: "'Number of accommodation' field maximum number" with a text input field containing the value "5".
- 3**: "Display a field 'Adults'?" with the "Yes" radio button selected.
- 4**: "Display a field 'Children'?" with the "Yes" radio button selected.
- 5**: "'Adults' field minimum number" with a text input field containing the value "1".
- 6**: "'Adults' field maximum number" with a text input field containing the value "5".
- 7**: "'Children' field maximum number" with a text input field containing the value "5".
- 8**: "Use Accommodation maximum occupancy for Search form fields on Accommodation pages?" with the "Yes" radio button selected.
- 9**: "Display placeholders instead of labels?" with the "No" radio button selected.

A "Save changes" button is located at the bottom of the panel.

If you have enabled “Multiple accommodation” in [HBook > Misc > Multiple accommodation settings](#), you will see the following fields:

1. Set if you wish to have a field for the customer to indicate the “**Number of accommodation**” in the search form
2. Set the **maximum number** for the “Number of accommodation” select

You will then have the following settings for the search form:

3. Set if you wish to have a selection of the **number of “Adults”** in the search form
4. Set if you wish to have a selection of the **number of “Children”** in the search form
5. You can set a **minimum number** for the adult select
6. You can set a **maximum number** for the adult select
7. You can set a **maximum number** for the children select

8. You can override the above settings when a search is for a **specific accommodation type**.
Set here if you wish HBook to use the accommodation type occupancy settings instead of the settings above.
9. In the search form, you can use **placeholder** instead of labels

Accommodation selection form

Customize the Accommodation selection form.

The screenshot shows a form titled "Accommodation selection" with various settings. Numbered callouts (1-13) point to specific elements:

- 1: **Customers can choose the accommodation number** (radio buttons: Yes, No; No is selected)
- 2: **Link title towards accommodation pages** (radio buttons: Yes, No; No is selected)
- 3: **Display an accommodation thumbnail** (radio buttons: Yes, No; Yes is selected)
- 4: **Link thumbnail towards accommodation pages** (radio buttons: Yes, No; No is selected)
- 5: **Thumbnail width (in px)** (input field: 100)
- 6: **Thumbnail height (in px)** (input field: 100)
- 7: **Display a button that links towards accommodation pages** (radio buttons: Yes, No; No is selected)
- 8: **Display price** (radio buttons: Yes, No; Yes is selected)
- 9: **Display price breakdown** (radio buttons: Yes, No; Yes is selected)
- 10: **Price breakdown default state** (radio buttons: Opened, Closed; Closed is selected)
- 11: **Display detailed accommodation price** (radio buttons: Yes, No; Yes is selected)
- 12: **Display number of available accommodation** (radio buttons: Yes, No; Yes is selected)
- 13: **Threshold to display number of available accommodation** (input field: 10)

A "Save changes" button is located at the bottom left of the form.

1. Set if you wish to allow customers to **select the accommodation number**. For example, not only can they select the "Double room" but they can as well choose which double room they

wish to book among the available ones. You can add an explanation text **HBook > Text > Accommodation selection** if you wish to provide more details at this reservation step.

2. Set if the **title** of the accommodation type should have a **link** to the page used to showcase the accommodation type
3. Indicate if you wish to display a **thumbnail**. The thumbnail is the **featured image** of the post used to showcase the accommodation type
4. Set if the **thumbnail** of the accommodation type should have a **link** to the page used to showcase the accommodation type
5. Indicate the thumbnail **width** in pixels
6. Indicate the thumbnail **height** in pixels
7. Set if a **button** “View accommodation” should be displayed. It will open the page used to showcase the accommodation type in a new tab.
8. Set if any **prices** should be displayed. You always need to set rates for the booking system to work, but you can decide not to show any prices on front-end
9. Set if a **breakdown** of the price should be displayed
10. Set if the **default state** of the price breakdown: if closed, the customer will click to view the price breakdown
11. Set if the **fully detailed** accommodation breakdown should be displayed
12. Set if you wish to display the **number of available accommodation**
13. If you wish to display the number of available accommodation, but only from a specific number, you can set here the **threshold**. The message will be shown only when there are less or equal accommodation left than this threshold.

 If you have **only one** type of accommodation or in a search for a **specific accommodation type**, by default the *accommodation title*, the *accommodation thumbnail* and the *button link* towards the accommodation page are not displayed. You can override this with the parameters of the booking shortcode. See [here](#) for more details.

Customer and booking details form

Customize the fields of the Customer and Booking details form.

Customer and booking details form

Customize the Details form.

You can add new fields, change fields settings and Drag and Drop field

Save changes

Add a field

1

2

3

4

5

6

How did you hear about OK ✕

Displayed? ☒ Yes ☐ No

Required? ☐ Yes ☒ No

Field type: Check boxes ▼

Choices: +

Friends / Family ✎ ✕

Social medias ✎ ✕

Google search ✎ ✕

Data about? ☒ Customer ☐ Booking

Column width: Full ▼

Special requests ✎ ✕

Displayed? ☒ Yes ☐ No

Required? ☐ Yes ☒ No

Field type: Text area ▼

Data about? ☐ Customer ☒ Booking

Column width: One half ▼

Field type: Column break ▼ ✕

Form title

Displayed? ☒ Yes ☐ No

First name

Displayed? ☒ Yes ☐ No

Required? ☐ Yes ☒ No

Column width: One half ▼

Last name

Displayed? ☒ Yes ☐ No

Required? ☐ Yes ☒ No

Column width: One half ▼

Email

Displayed? ☒ Yes ☐ No

Required? ☒ Yes ☐ No

Column width: Full ▼

Phone ✎ ✕

Displayed? ☐ Yes ☒ No

Address line 1  

Displayed? ☒ Yes ☐ No

Required? ☐ Yes ☒ No

Field type:

Data about? ☒ Customer ☐ Booking

Column width:

City  

Displayed? ☒ Yes ☐ No

Required? ☐ Yes ☒ No

Field type:

Data about? ☒ Customer ☐ Booking

Column width:

1. If there are some information you wish to ask your customer to provide further details about their booking, you can include some fields that will be displayed straight after the Extra services selection. In this example, we set the “Customer information” form after these additional information about their reservation.
2. You can set if a field is **displayed** : this is useful when you wish to modify your customer/booking details form, without having to delete and recreate the fields. You can as well set that a field is **required** : it means that if it is not filled by the customer, a message will be displayed asking him to provide the information.
3. You can set that a field is for **admin only** purposes. It will not be displayed in the front-end details form, but only when you add a reservation from the admin, or when you edit customer or reservations details.
4. Select the field type. Here are the possible fields :
 - Text
 - Email
 - Number
 - Text area
 - Select
 - Radio buttons
 - Checkboxes
 - Title
 - Sub-title
 - Explanation

You can as well set that you wish to add a **column break** or a **separator**

5. Indicate if this information should be associated to the **Customer** or to the **Booking**.

When associated to “Customer”, this information will appear in the column “Customer”, in the list of customers in **HBook > Customers** and customer details will be updated each time the customer makes a new reservation on your website.

When associated to “Booking”, it will be displayed in the column “Information” and can be different for each reservation made by the same customer.

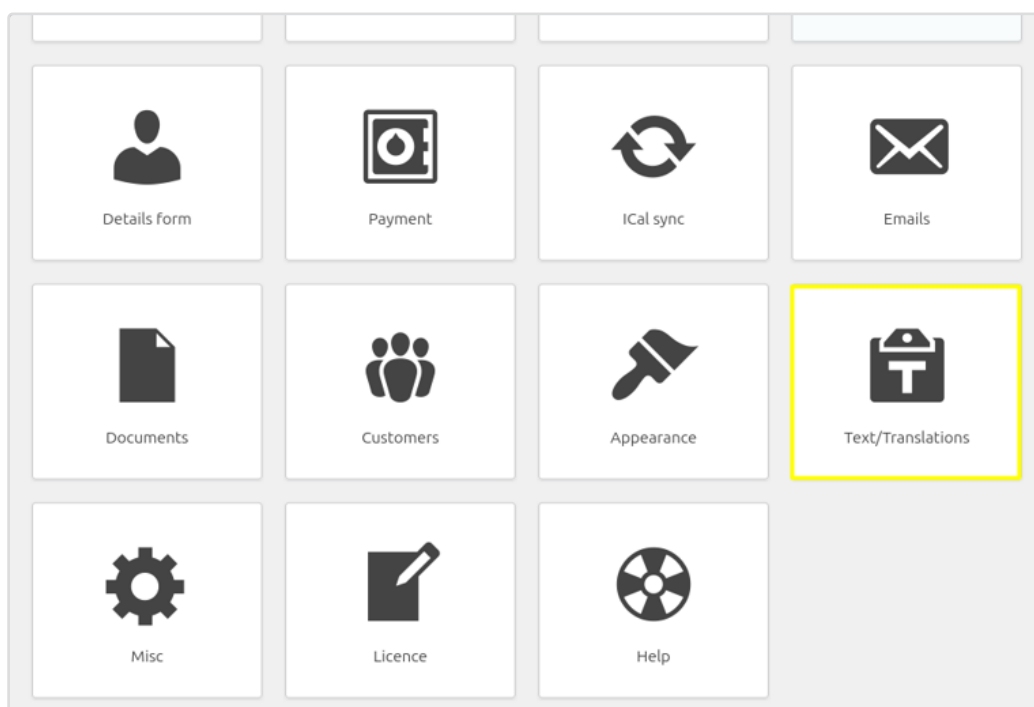
6. You can organize the form with columns, and you will indicate the **column width**: it can be **Full**, **One half** or **One third** so you can organize the layout of the forms to your taste.

7. You can add **column break** if you wish to force jumping to next line

Front-end: Text customization and translation

Front-end text customization & translation in HBook – modify all displayed text and upload translation files for the WordPress booking plugin by Maestrel, customization & multilingual setup.

You will be able to modify the text displayed on front-end in the menu **HBook > Text/Translations**.



Listed languages

- If your site language, as set in **Settings > General > Site language**, is different from English (United States), it will appear automatically as well in **HBook > Text**.
- If you use **WPML** plugin, **Polylang** plugin or **QtranslateX**, the languages will be automatically set in **HBook > Text**, once you have set them in the multi-language plugin.
- If you use **another multi-language plugin**, you will need to use the filter [hb_language_list](#) to list the languages for your website.

Translation files for front-end

Translation files for **front-end** (and **back-end**) are included for many languages. To see an updated full list of available translations, please check [here](#) in our knowledge base. You will find all translation files in **wp-content/plugins/hbook/languages/**. You can get them either from the

zip of HBook, once you have extracted it, or navigating to your server files to the mentioned directory.

For **front-end**, the files are in **wp-content/plugins/hbook/languages/front-end-language-files**. They are .txt files.

Import/export language files for front-end

Text/Translations

HBook includes front-end translation files for many languages and they can be found in the folder `wp-content/plugins/hbook/languages/front-end-language-files/`. You will see the imported strings in the **Front-end strings** section below, where you can edit any text displayed by HBook and translate HBook strings for all languages.

Import a file

Language 1

Browse... 2 file selected.

☐ Overwrite existing strings 3

Import 4

Export a file

[English \(en_US\)](#) 5

[Español \(es_ES\)](#)

Import a file

1. Select the language for which you wish to import the file.
2. Click “Browse” to upload the .txt file to import
3. Check/Uncheck the box to indicate if you wish to **overwrite existing strings**
4. Click on “Import”

ℹ You can as well import .po file, if you work with a 3rd party translation service, for example.

Export a file

5. Click on the language you wish to export. It will download a .txt file. It can be handy to save a copy of your translations, or to import it on another HBook site, for example.

Modify or/and translate text displayed on front-end

The **Front-end strings** section is dedicated to customizing and translating any text displayed by HBook. The **Text** page allows you to view and edit all **front-end strings** displayed by HBook, for **all the languages** you have set. There is a handy list of sections so you can easily identify the various sections and navigate to the section where you wish to modify/translate strings.

Front-end strings

Save changes

Here you can modify any front-end strings for any set language.

☐ Show untranslated strings only

Text sections

- [Search form text](#)
- [Search form messages](#)
- [Accommodation selection](#)
- [Extra services selection](#)
- [Booking details form text](#)
- [Booking details form messages](#)
- [Coupons](#)
- [Summary](#)
- [Payment choice](#)
- [Stripe payment](#)
- [Paypal payment](#)
- [External payment description](#)
- [Book now area](#)
- [Error messages](#)
- [Calendars legend](#)
- [Rates table](#)
- [Invoice table](#)
- [Accommodation list](#)

Search form text

- Default form title**

English (en_US)

Français (fr_FR)
- Form title on accommodation page**

You can use this variable: %accom_name

English (en_US)

Français (fr_FR)
- Check-in date**

English (en_US)

1. You can choose to show only the **untranslated strings**, so you can work on the missing translations easily.
2. You can easily navigate to the **text section** where the text appears.
3. You will see the text for all listed languages, and you can modify/add a text.
4. When available, the list of **variables** you can use is indicated.

 Note that text starting with “%” are variables and are used to display dynamically information (amounts, number of nights, etc.). It must never be modified or translated.

Back-end translation

HBook includes back-end translation files for many languages. To see an updated full list of available translations, please check [here](#) in our knowledge base.

HBook admin language

You will find a setting "HBook admin language" in [HBook > Misc > Misc](#). By default, it is set to "User language", and you can set it to "English" if you prefer.

How to translate HBook admin in another language?

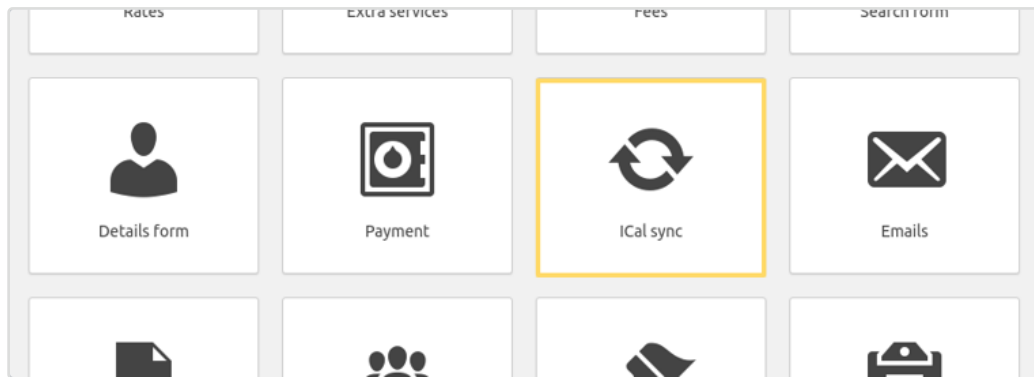
If your language is not available or if you wish to update the translations, you will need to create the translation files. HBook plugin follows the standards of WordPress internationalization.

Below are instructions on how to translate HBook with Poedit.

1. Download and install [Poedit](#)
2. Select "Create New Translation"
 - If you wish to update a translation:
 - Open the correct .po file from wp-content/plugins/hbook/languages/admin-language-files folder
 - Translate the missing strings
 - Save to update both .po and .mo files
 - If you create a new translation:
 - Open the .pot file
 - Click on "File > Save as" : choose the **wp-content/languages/plugins** folder and give the file hbook-admin- followed by your locale.
For example, if you want to translate the plugin admin in Swedish, the file must be named hbook-admin-sv_SE.po. The hbook-admin-sv_SE.mo file will be created automatically on translation.
 - Translate the strings you will use on your website
 - Save again to update the .po and .mo files

If you wish to share your translations, please do not hesitate to [Contact Us](#). This will be highly appreciated by your fellow citizens!

iCal - Import/export and synchronization



HBook allows you to **import**, **export** and **synchronize calendars** using iCal feeds or files. HBook synchronizes by default hourly with the calendars added. This can be modified up to every 5 minutes.

i A **recommended practice** is to have HBook as your main calendar and to set **two-ways synchronization** between HBook and other iCal calendars. You should not set any synchronization between two other calendars, if they already are synchronized with HBook.

What is exactly the iCal synchronization?

iCal is a handy format to exchange calendars. It is used by:

- Agenda/Calendar applications : iCal, Google Calendar, Outlook Calendar...
- Booking platforms and OTA: AirBnb, booking.com , TripAdvisor, Expedia, VRBO, HomeAway, etc...

What is called iCal synchronization is in fact an import of the iCal feed of the calendars that are "synced" made at a regular frequency by each calendar/booking software. Here is what happens:

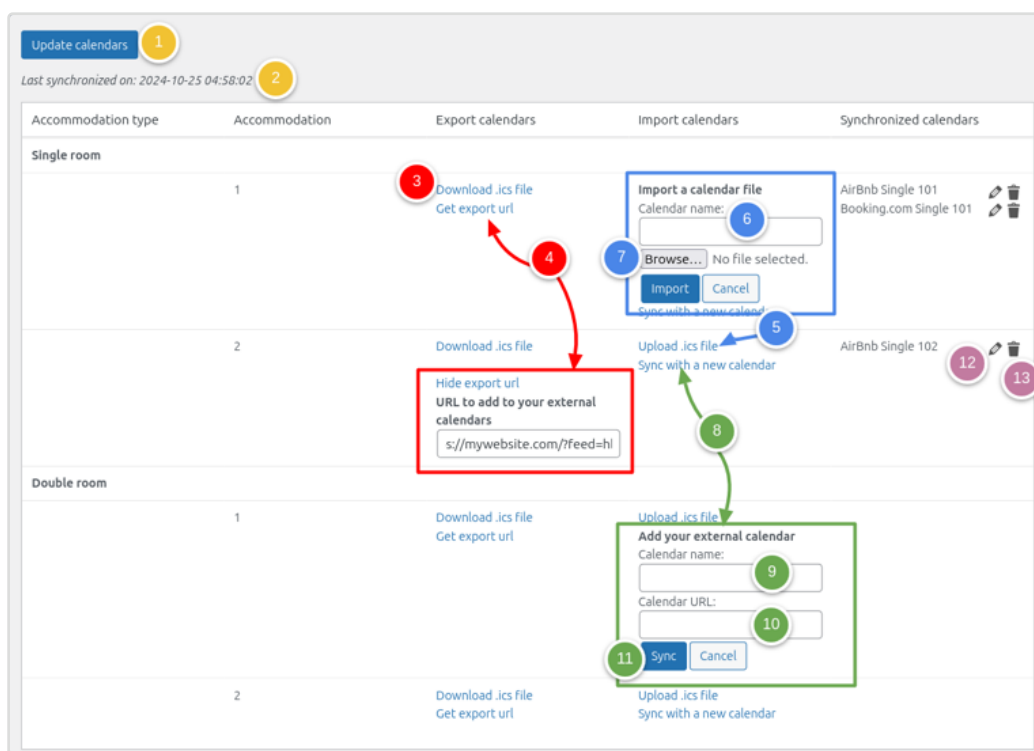
- Every hour (or at a custom frequency set in **HBook > iCal sync > iCal sync settings**), HBook checks the iCal feeds from all the calendars you have entered in **HBook > iCal sync > Synchronized calendars**. You can refresh the calendars manually by clicking on "Update calendars" button. Any new reservation will be imported into HBook and appear in the list of reservation.

- At their own frequency, the external calendars (AirBnb, TripAdvisor, booking.com, HomeAway, Expedia, VRBO, etc...) do the same and check the HBook iCal feeds you have entered in their iCal sync settings. They will import the event (Google or iCal or any calendar software) or block the dates (AirBnb, TripAdvisor, booking.com, HomeAway or any booking platform). Some calendar software or booking platform have a refresh button/link to run the "sync".

You can check [this article](#) of our knowledgebase to see a non-exhaustive list of platforms, OTA, agendas... that accept the iCal synchronization.

Presentation of iCal synchronization table

- If you have a "Coming soon/Maintenance" plugin, you need to deactivate it for the synchronization to work. Else, your iCal URLs are not reachable.



Manual update - Last synchronized

1. You can manually trigger the update of HBook calendars with your external calendars, by clicking on "Update calendars".
2. Here you can see the date and time of the last update.

Export calendars

3. **Download an .ics file** of HBook calendar for that accommodation.

4. Click here to **get the export URL** of the calendar. You can copy it and paste it to provide the URL of HBook calendar for that accommodation.

i If you need to get an URL containing **all reservations within one calendar**, you can click on “Get url of the calendar containing all HBook calendars in one”. This link is located below the iCal sync table.

Query parameters added to the URL

The HBook iCal export URL is structured with the `accom_id` and `accom_num` parameters.

By default, for new HBook installation, we enable automatically a **random key** that is added as well to the export URL. You will see a parameter named `key` when you get the export URL. This is done to secure access to your HBook iCal feeds, which would otherwise be easily accessible.

i For older installation, you will see a setting “Add a random key to HBook iCal URL” in the [Export settings](#) section of **HBook > iCal sync**.

Available additional query parameters

HBook provides different parameters that can be added at the end of the export URL. This can be useful for the following cases:

- when you need a different format for a specific export: by default, HBook exports the reservations as dates, but you may need to export with date and time. This is generally the case when exporting to an agenda (Google Calendar, etc.).
- when you wish to override the default behavior set in **HBook > iCal sync > Export settings**.

You can add up to 4 query parameters to the URL.

- **agenda**: by default, it is set to "no". You will pass it to "yes" for agendas (Google Calendars, etc.). With this parameter set to "yes", the date is formatted with an additional time information (by default, 3pm for check-in and 11am for check-out). This is useful for agendas, so you can see the reservation across the days. You can modify the default values for check-in and check-out, using [HBook filters](#).
- **future_only**: by default, it is set to "yes". You will pass it to "no" if you wish to have all past reservations/blocked dates included in the export (by default, up to 2 years in the past). You can modify the default value for the number of years of history to include, using [HBook filters](#).
- **reservations_only**: by default, it is set to "no". You will pass it to "yes" if you have set that you wish to include blocked dates in the export (in **HBook > iCal sync > Export settings**) but wish to override the setting for a calendar where you wish to export only the reservations.

- **website_only**: by default, it is set to "no". You will pass it to "yes" if you have set that you wish to include all reservations (not only reservations from the website) in the export (in **HBook > iCal sync > Export settings**) but wish to override the setting for a calendar where you wish to export only reservations from the website.

Examples of HBook iCal URL with additional parameters

- `https://web-dom.com/?feed=hbook-calendar.ics&accom_id=102&accom_num=1&agenda=yes`
- `https://web-dom.com/?feed=hbook-calendar.ics&accom_id=102&accom_num=1&agenda=yes&reservations_only=yes`
- `https://web-dom.com/?feed=hbook-calendar.ics&accom_id=102&accom_num=1&website_only=yes`
- `https://website.com/?feed=hbook-all-calendars.ics&future_only=no`
- `https://website.com/?feed=hbook-all-calendars.ics&&key=KBDEHAOEY25RPNO&agenda=yes`

Import calendars

5. Click on **Upload .ics file**
6. Give a **name** to this imported calendar. It will be displayed in the reservation details.
7. Select the .ics file to be imported. All future events of that calendar will be processed. A notice message will appear to inform you of the result of the import.

Synchronize with your external calendars

8. To synchronize HBook calendar with an external iCal calendar, click on **Sync with a new calendar**
9. Enter the **Name** you wish to give to the calendar you will synchronize with. It will be displayed in the reservation details.
10. Enter the **URL** of the calendar
11. Click **Sync**. All future events of that calendar will be processed. A notice message will appear to inform you of the result of the import.

Synchronized calendars

The **list of the calendars which are synchronized with HBook** appears in the last column

12. Click **Edit** to change the name or the URL of the calendar
13. Click **Delete** if you wish to stop synchronizing HBook calendar with this calendar.



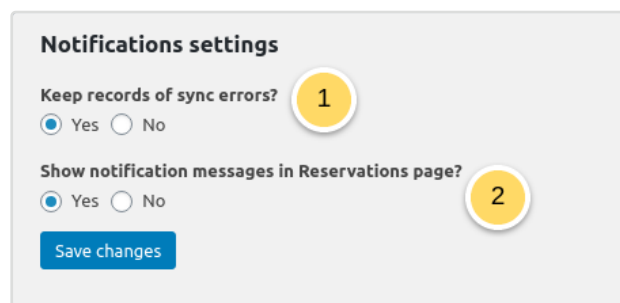
Note that as iCal is aimed at **synchronizing calendars only**, it does not update the information regarding payment, customer details or number of adults/children. You will have to edit these in the reservation list.

Presentation of iCal synchronization settings

To be able to deal with the diversity of external calendars supporting iCal and to offer you synchronization options, you will find the following settings:

Notifications settings

HBook can record and display notifications regarding the synchronization.



Notifications settings

Keep records of sync errors? 1
☒ Yes ☐ No

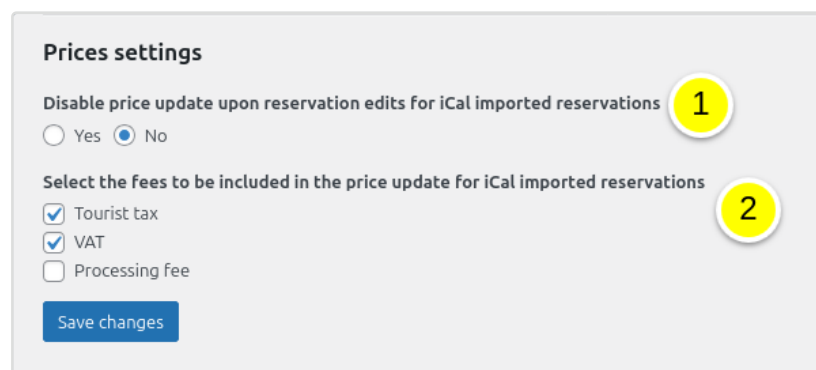
Show notification messages in Reservations page? 2
☒ Yes ☐ No

Save changes

1. Set if you wish to **keep records** of the [notifications](#). We recommend enabling this at least when setting up the iCal sync and when doing debug.
2. Set if you wish to **display** the notifications which will appear in **Reservations** page at the top of the page.

Prices settings

When editing a reservation in the [Reservation list](#), HBook automatically update the price of the reservation. In this section you will find settings to fine tune the price update for reservations imported from an iCal calendar.



Prices settings

Disable price update upon reservation edits for iCal imported reservations 1
☐ Yes ☒ No

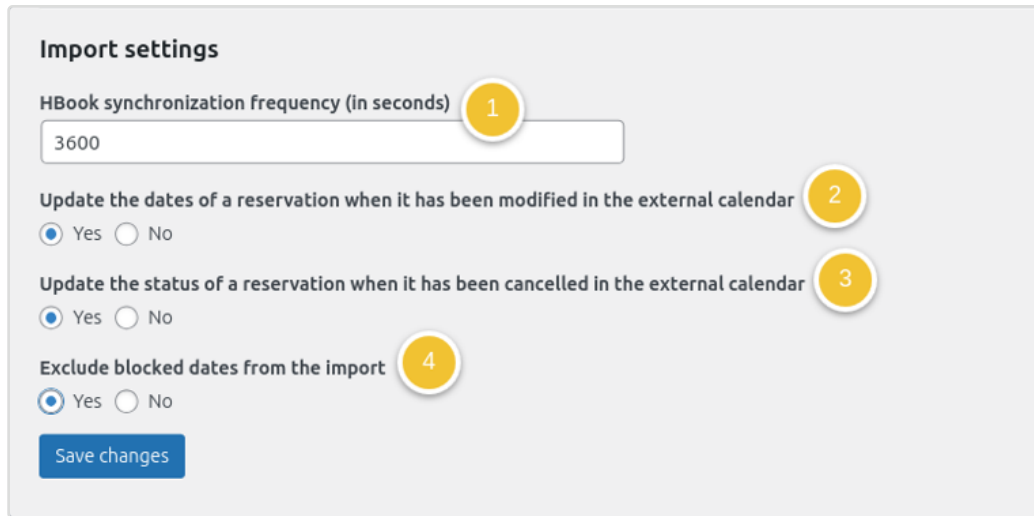
Select the fees to be included in the price update for iCal imported reservations 2
☒ Tourist tax
☒ VAT
☐ Processing fee

Save changes

1. You can **disable** the price update for reservations imported from an external calendar.

2. If you have enabled the price update, you can select the **fees/taxes** to be included in the price calculation.

Import settings



The screenshot shows a 'Import settings' form with the following elements:

- 1**: A text input field for 'HBook synchronization frequency (in seconds)' containing the value '3600'.
- 2**: A radio button group for 'Update the dates of a reservation when it has been modified in the external calendar', with 'Yes' selected.
- 3**: A radio button group for 'Update the status of a reservation when it has been cancelled in the external calendar', with 'Yes' selected.
- 4**: A radio button group for 'Exclude blocked dates from the import', with 'Yes' selected.
- A blue 'Save changes' button at the bottom.

1. Set the sync **frequency**. Please note that this impact only the frequency at which HBook checks the external calendars. It does not have any effect on the frequency of calendar updates on the external calendars (AirBnb, booking.com, Expedia...)
2. If the **dates** of a reservation has been modified in the external calendar, they can be **updated** automatically in HBook. This option is to be disabled if your external calendar does not follow iCal standards.
3. If a reservation has been cancelled in your external calendar, HBook can automatically update the **status** in HBook, and free the accommodation for these dates. This option is to be disabled if your external calendar does not follow iCal standards.
4. By default, HBook does not import **blocked dates** set as unavailable in your external calendars. You can modify this setting, and in such case, you should check the additional settings for iCal import window.

i For the sync to work correctly, we recommend using HBook as **main calendar** and therefore, adding any dates unavailable for booking directly in **HBook > Reservations > Block accommodation**. This is not for reservations, but for dates that you wish to manually block and set as unavailable (for example, if there are painting work planned).

Additional settings for iCal import window

You might need in some circumstances to prevent HBook from importing some dates that are included in the export of an external calendar. This is usually the case with external calendars who add to their exports dates that are blocked due to settings of their own.

This can be for examples when there are no rates set for a future period, when some days are unavailable due to a booking window or an advanced notice setting. This will typically create "fake" or "phantom" reservations imported in your reservation list. You will use the following settings to set the iCal import window:

The screenshot shows a settings form for iCal import. It includes four sections with numbered callouts: 4 for 'Exclude blocked dates from the import', 5 for 'Import window minimum date', 6 for 'Import window maximum date', and 7 for 'Exclude one nights reservations from the import'. Each section has a radio button for 'Yes' or 'No' and a text input field. The 'Save changes' button is at the bottom.

Exclude blocked dates from the import 4
☐ Yes ☒ No

Import window minimum date 5
Set the number of nights from current date. HBook will not import any reservation with check-in within this advanced notice period of time.

Import window maximum date 6
Set the number of months ahead from current date. HBook will import only reservations with check-in within this import window.

Exclude one nights reservations from the import 7
Set this to "Yes" if you do not accept one-night reservations in any of your external calendars.
☐ Yes ☒ No

[Save changes](#)

5. Indicate the **number of months** ahead from current date to set a **maximum date**.
6. Indicate the **number of days** from current date to set a **minimum date**.
7. If you do not accept one night reservations in **any of your external calendars**, you can set it here. HBook will ignore any 1-night event during the iCal import

Export settings

Export settings

1
Include blocked dates in the export?
☒ Yes ☐ No

2
Include "Preparation time" blocked dates in the export?
☒ Yes ☐ No

3
Include only reservations with status "Confirmed" in the export?
☐ Yes ☒ No

Summary of reservation in the export

4
HBook reservation - [customer_first_name] [customer_last_r

Description of reservation in the export

5
NAME: [customer_first_name] [customer_last_name]
EMAIL: [customer_email]

You can use the following variables in the "Summary" field and the "Description" field:
[resa_id] - [resa_alphanum_id] - [resa_invoice_id] - [resa_check_in] - [resa_check_out] - [resa_number_of_nights] -
[resa_accommodation] - [resa_accommodation_num] - [resa_adults] - [resa_children] - [resa_persons] -
[resa_admin_comment] - [resa_extras] - [resa_coupon_code] - [resa_coupon_amount] - [resa_invoice_table] -
[resa_price] - [resa_accom_list_price] - [resa_deposit] - [resa_price_minus_deposit] - [resa_paid] -
[resa_remaining_balance] - [resa_bond] - [resa_price_including_bond] - [resa_deposit_including_bond] -
[resa_remaining_balance_including_bond] - [resa_payment_type] - [resa_payment_gateway] - [resa_origin] -
[resa_received_on] - [resa_received_on_date] - [today_date] - [customer_id] - [customer_first_name] -
[customer_last_name] - [customer_email] - [customer_phone] - [customer_address_1] - [customer_address_2] -
[customer_city] - [customer_state_province] - [customer_zip_code] - [customer_country]

Save changes

1. You can choose to include **blocked dates** (as added in **Reservations > Block accommodation**) in the export or not.
2. You can choose to include the **dates blocked as "Preparation time"** in the export or not.
3. You can choose to include only the **reservations with status "Confirmed"** in the export or not.
4. The **Summary** is a short description for the reservation. You can use [the available variables](#) to customize it. Some external calendar show the Summary to help you identify the reservation.
5. The **Description** is a more detailed description for the reservation. You can use [the available variables](#) to customize it. Some external calendar show the Description but not all of them.

i HBook is coded to deal with the most possible options iCal synchronization can offer, as updating the dates or status of a reservation automatically, customizing the summary and description. However, not all external calendars create the iCal feed to work to its most. Therefore, you might need to disable some of these functionalities to make it work properly.

Understanding the notifications displayed in the Reservations page

Once set up, the iCal sync is completely automated. It still requires regular checks to verify that everything is running well. We display notifications on top of the **Reservations** page when there are any sync errors..

These messages are here to help you to monitor the sync. It can be:

- **a connection error:** this simply means that HBook could not communicate with the external calendar. As the sync is run by default again 1h later (or at your own frequency), you can ignore it unless it is repeatedly showing up at every sync. In that case, you should check with your host provider why access is refused by the external calendar when request is done by your server.
- **a reservation could not be imported:** you should check why it is not available on HBook. Dates are given to help you check this further.
- **a reservation has been modified:** you should check if it is possible to modify the reservation on HBook and update accordingly.
- **a signature error:** HBook checks the “signature” of the calendar returned upon calling the external calendar URL. A signature error indicated that the check was not successful. You should contact us in such case.

Resources : step by step guides, troubleshooting

Since the iCal sync is involving connections between HBook and other platforms/agenda, the set up can be tricky. We have written a variety of articles in our knowledgebase to help you with the set up and to troubleshoot frequent issues:

- [Step-by-step by platform - iCal](#)
- [Troubleshooting - iCal](#).

Do not hesitate to email us via the contact page [here](#). We will be delighted to help if needed!

Shortcodes/Blocks

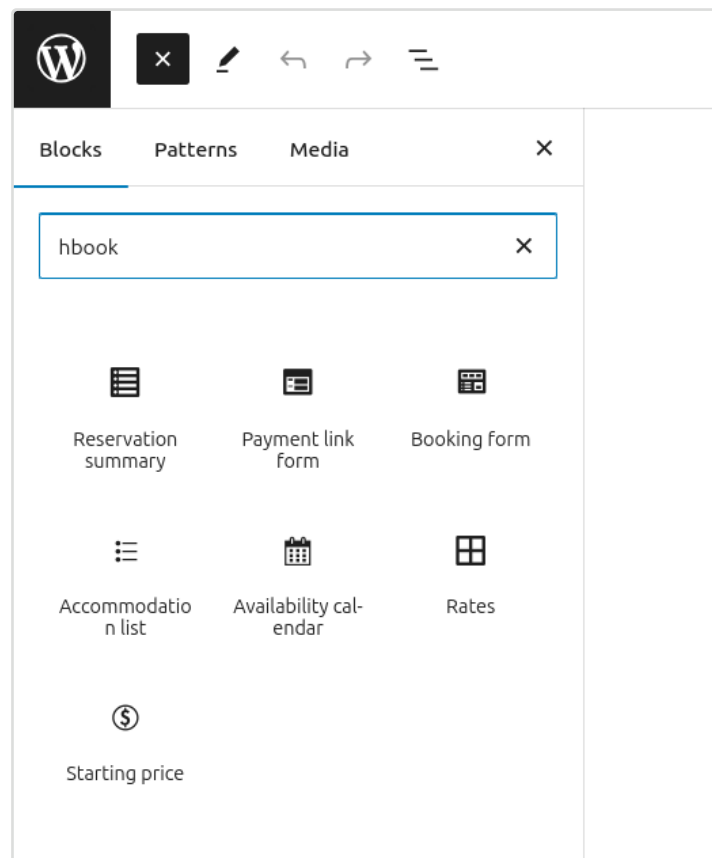
To display HBook elements on a page, as a search form, a booking form, an availability calendar, a rate table or a list of accommodation, you can use:

- **blocks** with Gutenberg editor
- **shortcodes** with any other editor or page builder

You can display these HBook elements anywhere on your website : in a page, a post, a widget, a sidebar...

Gutenberg Blocks

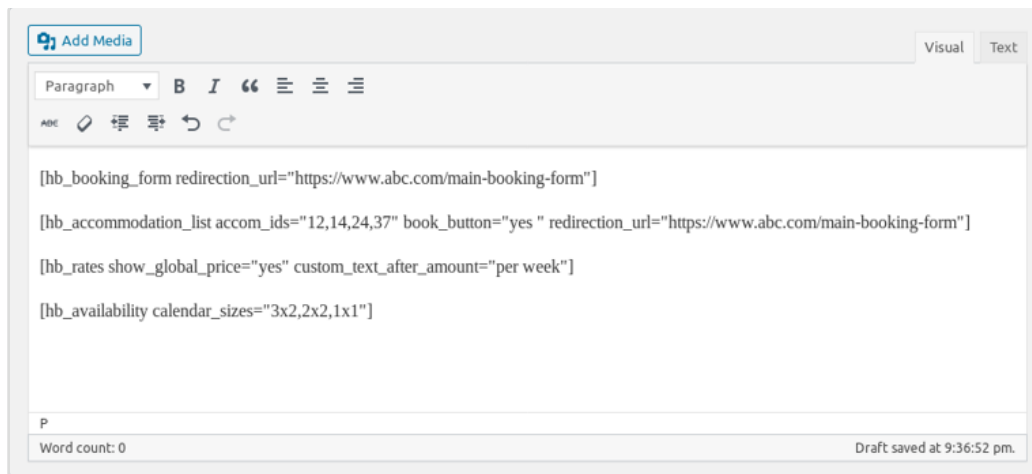
If you use the Gutenberg editor blocks, you will easily find all HBook blocks by typing “HBook” in the search for blocks :



Gutenberg blocks

Shortcodes

If you prefer to use the shortcodes, you will write them in the content of a post/page/widget. For example :



Shortcodes

- Note that the shortcodes have slightly more parameters than the settings of the Gutenberg blocks. If you use Gutenberg editor but wish to use more parameters than the ones shown for the block settings, you should then use a **Shortcode** block and write the shortcode with its parameters.

Available shortcodes and blocks

- Booking form** — Booking form in HBook – add a customizable booking form block or shortcode for guest, check-in/out, payment details in Maestrel's WordPress plugin.
- Accommodation list** — Accommodation list in HBook – display all accommodation types in a list or grid via shortcode or block for Maestrel's WordPress booking plugin.
- Availability calendar** — Availability calendar in HBook – show availability per accommodation in a calendar via shortcode or block in Maestrel's WordPress booking plugin.
- Rates table** — Rates table in HBook – display rates by season, occupancy or extras via shortcode or block in Maestrel's WordPress booking plugin.
- Payment link form** — Payment link form in HBook – create a unique payment-link page where guests can pay bookings via shortcode in Maestrel's WordPress booking plugin.
- Reservation summary** — Reservation summary & Thank You page in HBook – display booking details and thank-you message after payment or booking in Maestrel's WordPress plugin.
- Starting price** — Starting price shortcode and block in HBook – display a starting price in the accommodation type page in Maestrel's WordPress plugin.

Booking form

You will use the booking form shortcode or bloc to display a search/booking form. The reservation process has different steps and some redirection can be implemented at the following steps:

- **Search results:** once the guest has indicated his dates, number of guests and number of accommodation. This redirection can be implemented for global search only.
- **Customer/Reservations details form:** once the guest has selected the accommodation type.
- **Thank you and Summary:** at the last reservation step, once the confirmation screen is shown.

Shortcode [hb_booking_form]

Use the **[hb_booking_form]** shortcode to display a booking form on your website.

Parameters for the search type

With HBook, you can either have a **global search** (search for all accommodation types) or a **specific search** (for one type of accommodation only).

Default behavior:

- Within an accommodation type page, be it an HBook **Accommodation Type** or on the page set as [Display option](#), the search is specific to this accommodation type, by default.
- Within any other page, the search is by default global, for all accommodation types.

Parameters:

- **all_accom:** when displayed on an accommodation page, the search form will only look for that accommodation. If you want the search form to look for all accommodation, set the **all_accom** parameter to **yes**.
- **accom_id:** use this parameter to make the search form to only look for a specific accommodation type. You will find the accommodation ID in the accommodation type post right under the title.

Parameters for the redirection

Default behavior:

- The booking process has various steps, and by default, there is no redirection.

Parameters:

- **search_only:** use this parameter to display a search form only. Once they have clicked on the “Search” button, customers will be redirected to the page whose URL is entered in the **redirection_url** parameter.

 This parameter can only be used in global searched, not when used on an accommodation page or with the “accom_id”.

- **redirection_url:** add this parameter if you use the **search_only** parameter, or if you use the shortcode on an accommodation page. This parameter must contain the URL of your main booking page (this page will have a **[hb_booking_form]** shortcode).
- **thank_you_page_url:** this parameter is useful if you wish to redirect the customer to a different page for the reservation confirmation screen, usually called “Thank you page”. On that “Thank you page”, you need to have a [\[hb_reservation_summary\] shortcode or a bloc “Reservation summary”](#).

 If you use the “redirection_url” parameter, then you should include this parameter only in the booking form shortcode on the page to which your customer is redirected.

Parameters for design and customization

Default behavior:

- By default, HBook does not display the thumbnail and the description if there is only one accommodation type set, or if the search is for a specific accommodation type.

Parameters:

- **force_display_thumb:** add this parameter if you wish to display the accommodation thumbnail when the search is for a specific accommodation type. You can set this parameter to **yes**, and the thumbnail will be displayed.
- **force_display_desc:** add this parameter if you wish to display the **Description displayed in the search results** when the search is for a specific accommodation type. You can set this parameter to **yes**, and the description will be displayed.
- **search_form_placeholder:** this parameter is useful if you wish to override the general setting for using labels or placeholders for the search form. You can find the general setting in **HBook > Search Form**.
- **form_id:** add this parameter to be able to **set the identifier** of the form to your desired ID. This can be useful if you wish for example to style differently one specific form or have

specific JS interacting with this form.

Examples

[hb_booking_form search_only="yes" redirection_url="https://www.abc.com/main-booking-form"]

With this shortcode, your customer enters the check-in and check-out dates as well as the number of adults and children if requested. When he presses the “Search” button, he is redirected to another page for the next step of the booking (selection of accommodation and extra-services, customer details, payment, confirmation).

[hb_booking_form redirection_url="https://www.abc.com/main-booking-form"]

With this shortcode, your customer enters the check-in and check-out dates as well as the number of adults and children if requested. The results of the search appear, and is it after having selected the accommodation type that he is redirected to another page. He will be able to select extra-services, enter customer details, etc.

You need to have a [hb_booking_form] shortcode on the page to which the customer is redirected.

[hb_booking_form thank_you_page_url="https://www.abc.com/thank-you"]

With this shortcode, the customer is redirected to the “Thank you” page at the last step, where the reservation confirmation screen is displayed. On that “Thank you page”, you need to have a [\[hb_reservation_summary\] shortcode or a bloc](#) “Reservation summary”.

[hb_booking_form force_display_desc="yes" force_display_thumb="yes"]

With this shortcode, the thumbnail and description will be displayed even if the search is for only one accommodation type.

Booking form block - Gutenberg

The screenshot shows the 'Booking form' block settings in the Gutenberg editor. The settings are organized into a sidebar with a 'Block' tab selected. The settings include:

- Accommodation:** A dropdown menu set to 'All' (highlighted with a yellow circle containing the number 1).
- Search only:** A toggle switch (highlighted with a yellow circle containing the number 2).
- Redirection:** A dropdown menu set to 'None' (highlighted with a yellow circle containing the number 3).
- Thank you page:** A dropdown menu set to 'Thank you' (highlighted with a yellow circle containing the number 4).

1. Select for which **accommodation type** the booking form is
2. Indicate if you wish to display a **Search only** booking form. With “Search only” parameter enabled, you need to indicate the **Redirection** page below. Your customer enter dates and number of guests searched. Once they have clicked on the “Search” button, they will be redirected to the page indicated in the parameter **Redirection** below. This parameter can only be used in global searched, not when used for a search for a specific accommodation type.
3. Indicate the **Redirection** page. You can use this combined with “Search only” parameter above enabled or disabled. When used alone, your customers will enter the dates and number of guests searched for, then select the accommodation. They will be redirected to the page indicated in this parameter to enter their customer details.
4. Indicate the **Thank you** page. You can use this parameter to redirect your customers to a specific page at the “Thank you” step, which is when the reservation confirmation screen is displayed, with the summary and the thanks messages.

Accommodation list

You will use the accommodation list shortcode or bloc to display a **list of accommodation types**. You can decide the number of columns to use, if you wish to include a booking form and a button to link to the detailed presentation of the accommodation type, which accommodation types you wish to display in the list (with shortcode only)...

You will include the “Description displayed in the Accommodation list” in the [Descriptions](#) section of the accommodation type settings.

Shortcode [hb_accommodation_list]

Use the **[hb_accommodation_list]** shortcode to display a list of accommodation.

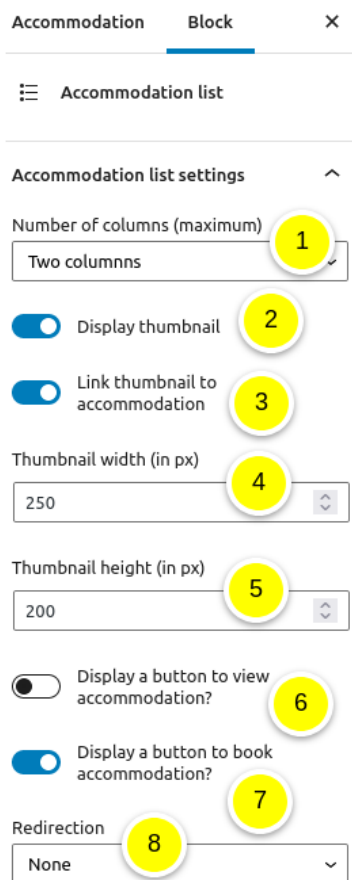
Parameters:

- **accom_ids:** use this parameter to choose to display only some accommodation types in the list. Indicate the ids of the accommodation types you wish to display. Default : empty (so all accommodation types will be displayed)
- **nb_columns:** use this parameter to specify how many columns you wish to be used to display the list of accommodation. This will be the maximum number of columns used. Default: 2.
- **book_button:** use this parameter to add a booking form below the accommodation presentation. Default: yes.
- **view_button:** use this parameter to add a button “View details” which will open the accommodation page in a new tab. Default: no.
- **redirection_url:** if you set “book_button” to “yes”, you might wish to redirect your clients to your main booking page for the next booking steps. Indicate here the url of the page you wish to redirect them to
- **show_thumbnail:** use this parameter to choose whether to display an accommodation thumbnail. Default: yes.
- **thumbnail_link:** here you can set if you wish the thumbnail to have a link to the accommodation page or not. Default: yes.
- **title_link:** here you can set if you wish the title to have a link to the accommodation page or not. Default: yes.
- **title_tag:** use this parameter to change the title heading (h1, h2, h3, h4,...). Default is h2.
- **thumb_width:** use this parameter to change the width of the thumbnail. Default is 150px.
- **thumb_height:** use this parameter to change the height of the thumbnail. Default is 150px.

Examples

```
[hb_accommodation_list view_button="yes" book_button="yes"
redirection_url="https://mywebsite.com/booking-form/ " nb_columns="4" ]
[hb_accommodation_list thumbnail_link="no" title_link="no"]
[hb_accommodation_list title_tag="h4" thumb_width="300" thumb_height="200"]
[hb_accommodation_list accom_ids="12,14,24,37" book_button="no"]
```

Accommodation list block - Gutenberg



The screenshot shows the 'Accommodation list' block settings in the Gutenberg editor. The settings are as follows:

- 1. Number of columns (maximum): Two columns
- 2. Display thumbnail: ☒
- 3. Link thumbnail to accommodation: ☒
- 4. Thumbnail width (in px): 250
- 5. Thumbnail height (in px): 200
- 6. Display a button to view accommodation?: ☐
- 7. Display a button to book accommodation?: ☒
- 8. Redirection: None

1. Select the **number of columns** to use
2. Indicate if you wish to display the thumbnail of the **featured image**
3. Indicate if you include a **link to the accommodation page** for the thumbnail
4. Specify the **width** of the thumbnail
5. Specify the **height** of the thumbnail

6. Indicate if you wish to display a button to **View the accommodation**, which will open a new tab with the accommodation page.
 7. Indicate if you wish to display a button **Book now**, which will display the booking form once clicked
 8. If you have set that you wish to display a “Book now” button, indicate the **Redirection** page. Customers will be redirected to the page indicated in this parameter to enter their details and continue the booking process.
-

Additional settings

- **Links opening** : en [HBook > Appearance > General settings](#), you can set if you wish the links, for the accommodation thumbnail and title, to open in the same tab, or in a new tab.
- **Page used for presentation** : You can set that you use a different page for the presentation of the accommodation than HBook **Accommodation Types**. This can be set in the section [Display options](#).
- **Thumbnail size** : the parameters of the accommodation list shortcode or block, related to the height and width of the thumbnails, are applied only to the accommodation list thumbnails and links.

For the thumbnail of the search results, you will find a setting in [HBook > Booking form > Accommodation selection](#).

Availability calendar

You will use the availability calendar shortcode or bloc to display a calendar of availability. You can decide for which accommodation type the calendar is, as well as the layout (with the shortcode only).

Shortcode `[hb_availability]`

Use the `[hb_availability]` shortcode to display an availability calendar.

Default behavior:

- Within an accommodation type page, be it an HBook **Accommodation Type** or on the page set as [Display option](#), the availability calendar displayed is by default the one for this accommodation type. You do not need to add the parameter “accom_id”.

Parameters:

- **accom_id**: this parameter can be used to specify which accommodation type is concerned. Possible values are:
 - **all** : add this parameter and set it to “all” if you wish to display a global availability calendar (are you fully booked or not?)
 - the **ID** of the accommodation type for which you wish to display an availability calendar

 You will find the accommodation ID in the accommodation type post right under the title.

For example: `[hb_availability accom_id="5"]` or `[hb_availability accom_id="all"]`

- **calendar_sizes**: add this parameter if you want to specify the sizes of the calendar. Default is “2x1, 1x1”. It means that the calendar will have 2 columns if there is enough space to display them, otherwise it will have one column.

For example: `[hb_availability calendar_sizes="3x2,2x2,1x1"]` (3 columns and 2 rows, or 2 columns and 2 rows, or 1 column and 1 row, depending on the available space)

Availability calendar block - Gutenberg

Accommodation

Block

×

 Availability calendar

Availability calendar settings 

Accommodation

All 

Select for which **accommodation type** the availability calendar is

Note that when displaying an availability for “All accommodation”, this will show the global availability. It will show a date as “Unavailable” when you are booked up and no accommodation are left for this date.

Rates table

You will use the rates table shortcode or bloc to display a pricing table. There are various options for the organization of the rates as well as the type of rates to display.

Shortcode [hb_rates]

Use the **[hb_rates]** shortcode to display a rates table.

Default behavior:

- Within an accommodation type page, be it an HBook **Accommodation Type** or on the page set as [Display option](#), the rates table displayed is by default the one for this accommodation type.

Parameters:

- **accom_id**: add the accom_id parameter if you want to display the calendar outside an Accommodation page.

For example: **[hb_rates accom_id="5"]**

 You will find the accommodation ID in the accommodation type post right under the title.

- **type**: you can choose to display only one type of rate with the **type** parameter.

Default : normal.

There are 3 possible values:

- **normal** : it corresponds to the **Accommodation rate** (for the normal occupancy) as set in HBook > Rates.
- **adult** : it corresponds to the **Price per adult above the normal occupancy**.
- **child** : it corresponds to the **Price per adult above the normal occupancy**.

For example, the following shortcode **[hb_rates type="child"]** will only display the rate per extra child.

- **seasons**: use this parameter to display a rates table for **one or several seasons** only.
For example, the following shortcode **[hb_rates seasons="low,middle"]** will display the rates only for low and middle seasons.
- **rule**: use this parameter to display a rates table for one "Special rate" booking **rule** only.
- **days**: use this parameter to display a rates table for a **set of days** only.

For example **[hb_rates days="4,5"]** will display the rate for the Friday night and the Saturday night only.

- **show_global_price:** Default: no. Set this parameter to **yes** to show **global prices** instead of a price per night.
For example, if you have a weekly rate, you might prefer to display the rate for 7 nights than the nightly rate.
- **custom_text_after_amount:** thanks to this parameter, you can display a **custom text after the price**.
- **show_season_name:** Default : yes. Set this parameter to **no** if you do not wish to display a column that will show the **name of the season**. You can customize and translate the name of your seasons (if you have a multi-language site) in **HBook > Text > Rate table**.
- **chronological:** Default : no. Set this parameter to **yes** to order the seasons in chronological order in the rate table.

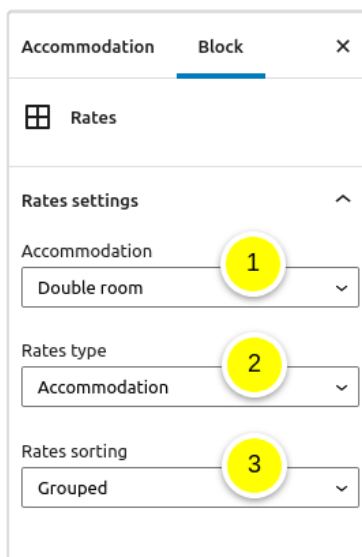
Examples:

 **[hb_rates show_global_price="yes" custom_text_after_amount="per week"]** will display a global price with “per week” appended after the rate amount.

 **[hb_rates season="high" rule="midweek"]** will display a table rate for “High” season and “Midweek” special rate rule only.

 **[hb_rates show_season_name="no" chronological="yes"]** will display a table rate for all my seasons for the accommodation base rate. The table will order the season by chronological order, and it will not show the name of the season.

Rates table block - Gutenberg



Accommodation Block X

Rates

Rates settings ^

Accommodation 1

Double room v

Rates type 2

Accommodation v

Rates sorting 3

Grouped v

1. Select for which **accommodation type** the availability calendar is.
2. Select for which **rate type** you wish to display : the accommodation rate, the extra adults or extra children rates.
3. Select how the rates should be sorted: chronologically or grouped by seasons. This setting is important only if you have seasons that have different periods.

Payment link form

You will use the **Payment link form** shortcode on the page used for payments made by payment links. It is the page where your clients are redirected when they follow a [payment link](#) that you shared with them. It is required to have at least a payment link form on that page.

i Once you have created your payment page, with the required “Payment link form”, you need to set this page as your payment link page. This is done in [HBook > Payment > Payment link settings](#).

When you add the shortcode [hb_payment_link_form] or the block “Payment link form”, it will display a payment form on your page. This payment form works only with payment links.

Payment links can be used for:

- taking an **online payment**. With a payment link, you can ask your customer to pay a deposit, the full amount, a security bond, the remaining balance, etc. The amount to pay is set automatically when creating the payment link.
- providing a **payment method** that is saved for later charge/refunds. With a payment link, you can as well ask your customer to provide a payment method. No charge is made, but the payment method is saved for future use (charge or refund). This functionality is available only with Stripe and you need to enable “Store payment method” in [HBook > Payment > Stripe settings](#).

Shortcode [hb_payment_link_form]

Use the **[hb_payment_link_form]** shortcode to display the payment form on your website.

Parameter:

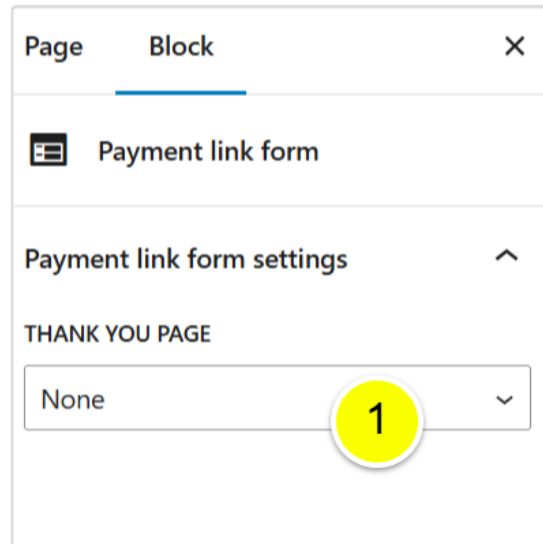
thank_you_page_url: this parameter is useful if you wish to redirect the customer to a different page for the payment confirmation screen.

i On the “Thank you page”, you need to have at least a [\[hb_reservation_summary\] shortcode or a bloc “Reservation summary”](#).

[hb_payment_link_form thank_you_page_url="https://www.abc.com/thank-you-for-your-payment"]

With this shortcode, the customer is redirected to the “Thank you for your payment” page once the payment is done. On that “Thank you for your payment” page, you need to have a [\[hb_reservation_summary\] shortcode or a bloc “Reservation summary”](#).

Payment link form - Gutenberg



Page Block X

Payment link form

Payment link form settings ^

THANK YOU PAGE

None 1 v

1. Indicate the **Thank you** page. You can use this parameter to redirect your customers to a specific page for the payment confirmation. You will need to have at least a [\[hb_reservation_summary\]](#) shortcode or a bloc "Reservation summary" on this "Thank you for your payment" page.

Reservation summary

You will use the Reservation summary shortcode or bloc to display a summary of the reservation.

There are 2 cases where you will use the “Reservation summary”:

- **Thank you page:** when you redirect the customer to a specific [“Thank you” page](#) for the confirmation of the reservation, it is required to add a reservation summary on that page.
- **Payment links:** on the payment page, when using [payment links](#), you may wish to display a summary of the reservation.

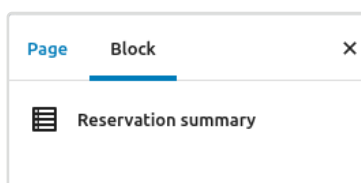
Shortcode [hb_reservation_summary]

Use the **[hb_reservation_summary]** shortcode in your "Thank you" page if you use the "thank_you_page_url" parameter in a booking form shortcode. When customers are redirected to your "Thank you" page, they will see the reservation confirmation screen with the summary of the reservation.

Parameters: none

```
1 [hb_reservation_summary]
```

Reservation summary block - Gutenberg



There are no parameters for this block.

Starting price

In the **Accommodation Type** settings, in the section [Display options](#), you can indicate a “Starting price”. This price can be displayed anywhere on your site with the shortcode [hb_starting_price] or the block **Starting Price**.

Shortcode [hb_starting_price]

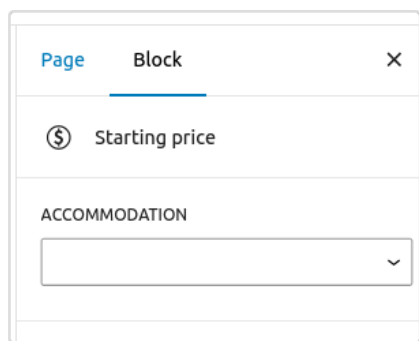
Use the [hb_starting_price] shortcode to display the **starting price** of an accommodation type.

Parameter:

- **accom_id**: add the accom_id parameter if you want to display the calendar outside an Accommodation page. You will find the accommodation ID in the accommodation type post right under the title. For example: **[hb_starting_price accom_id="5"]**

i You will find the accommodation ID in the accommodation type post right under the title.

Starting price block - Gutenberg

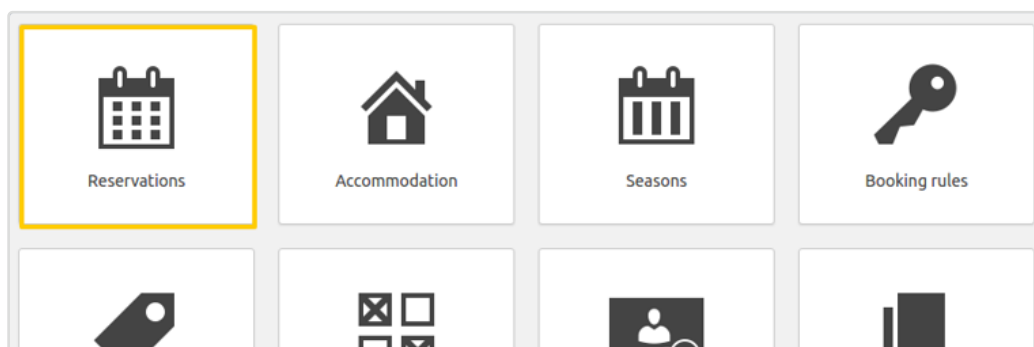


- Select for which **accommodation type** you wish to display the starting price.

Reservations

Reservations in HBook – view, filter, edit and export guest bookings in Maestrel’s WordPress booking plugin.

In this section of the documentation, you will find information regarding the Reservations sub-menus of HBook menu.



All reservations made on your website will appear in the Reservation page. The reservation page is separated in 6 parts.

1. [Calendar](#)
2. [Block accommodation](#)
3. [Add a reservation](#)
4. [Reservations list](#)
5. [Archived reservations](#)
6. [Export reservations](#)

i Note that HBook allows you to set different user roles for reservation and HBook management. See [here](#) for more information.

iCal sync notifications

A notice can appear at the top of the Reservations page if there has been any errors of synchronization. See [here](#) to best understand what the notifications mean. You can disable the display of notifications in iCal sync settings menu.

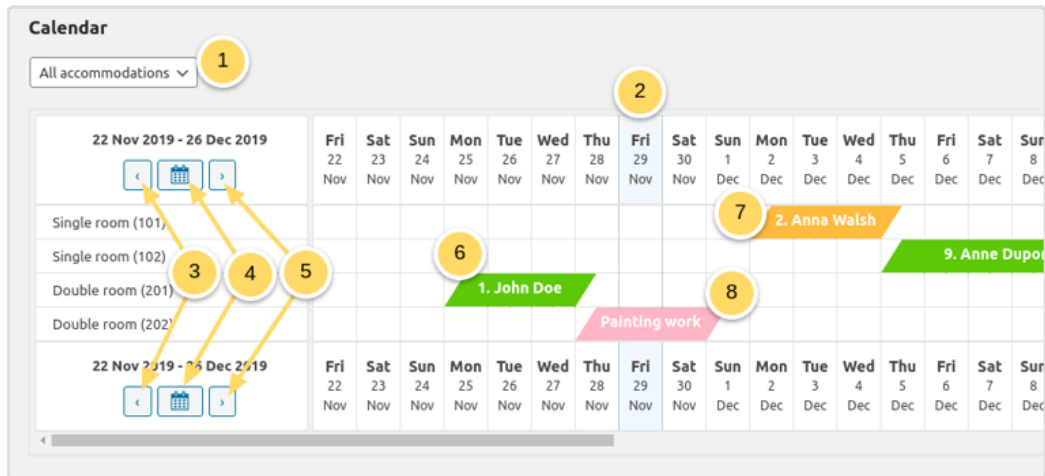
Reservations

A reservation of the calendar named **Airbnb** could not be imported as the accommodation **Triple room** (101) is not available for a check-in on **2016-12-08** and a check-out on **2016-12-10**



Calendar - Blocked accommodation

Calendar

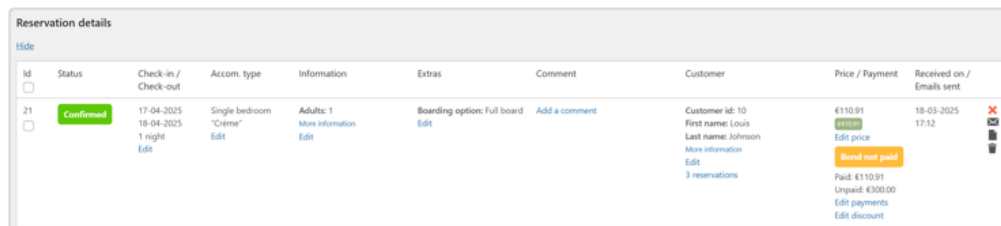


1. Select which **accommodation type** you wish to be displayed
2. The **current day** is highlighted in light blue
3. Go two weeks **backward**.
4. Select a month of a year from the **pop-up calendar**
5. Go two weeks **forward**.
6. A **confirmed reservation** will appear in green
7. A **new reservation** will appear in yellow.
8. A **blocked accommodation** will appear in pink

View reservation details

When you click on the reservation in the calendar, it will display the reservation details, above the calendar.

- For a single reservation



- For a multiple reservation, you will see the reservation detail as well as the “parent” reservation info. You can click on “View all reservations included in this Multiple reservation”

to display all “children” reservations.

Reservation details									
Hide									
ID	Status	Check-in / Check-out	Accom. type	Information	Extras	Comment	Customer	Price / Payment	Received on / Emails sent
#1	Confirmed	01-07-2025 03-07-2025 2 nights		Adults: 4 More information Edit	Add	Add a comment	Customer id: 8 First name: John Last name: Doe More information Edit 2 reservations	€540.00 Unpaid Edit payments	18-03-2025 21:07
23	Confirmed	01-07-2025 03-07-2025 2 nights	Twin bedroom "Chocolat" Edit	Adults: 2 Edit	Boarding options: Half board Edit	Add a comment		€270.00 Edit price Edit discount	18-03-2025 21:07

[View all reservations included in this Multiple reservation](#)

Block accommodation

This is the tool you can use to set accommodations as unavailable. It can be useful if you have several closure periods during the year for example or if you receive booking from other source and wish to update availability without entering the reservation details.

Block accommodation ▲

Accommodation type:

Single room ▼

Accommodation number:

All ▼

Start date:

End date:

Comment:

Block

1. Select which **Accommodation types** are concerned.
2. Select which **Accommodation numbers** are concerned.
3. Select the date **From** when the accommodation is unavailable.
4. Select the date up **To** when the accommodation is unavailable.
5. Add a **comment** if you wish.
6. Click on **Block accommodation**

List of blocked dates

A list of the accommodation you have blocked will be shown. You can delete a blocked date by clicking on the “Bin” icon in the column “Actions”.

Blocked accommodation

Accommodation	Start date	End date	Comment	Actions
Double room	2017-06-29	2017-06-30		
Double room (202)	2017-05-05	2017-05-10	Painting work planned	
Single room (102)	2017-04-21	2017-04-27	Room needed for storage for the wedding fair.	

Add a reservation

Here you can manually add reservation. It can be used if you receive reservations from other source (phone, email...) and wish to enter the full details of the booking.

The form and process will be slightly different if you have enabled [Multiple accommodation booking](#), or if it is disabled.

Step 1 - Search form

Enter dates, number of persons and check availability.

✓ Multiple booking disabled

Add a reservation ▾

Check-in date: 2020-02-10 Check-out date: 2020-02-13 Adults: 1 Children: 0 Accommodation type: All [Check price and availability](#)

1. Select a **check-in** date.
2. Select a **check-out** date.
3. Select the **number of adults and children**.
4. Select the **accommodation type**.
5. Click on **Check price and availability**

✓ Multiple booking enabled

Add a reservation ▾

Check-in date: 2022-06-01 Check-out date: 2022-06-03 Multi. accom.: No Adults: Children: Accom. type: All [Check price and availability](#)

1. Select a **check-in** date.
2. Select a **check-out** date.
3. Select if the reservation you enter is for **multiple accommodation**

If you wish to add a reservation for **one accommodation only**, you will set this parameter to "No"

4. Select the **number of adults**
5. Select the **number of children**
6. Select the **accommodation type**

If you wish to add a reservation for **multiple accommodation**, you will set this parameter to "Yes"

The screenshot shows the 'Add a reservation' form. It includes fields for 'Check-in date' (2022-06-04), 'Check-out date' (2022-06-11), 'Multi. accom.' (Yes), and 'Number of accommodation' (2). A 'Check price and availability' button is on the right. Below the form is a 'Reservation list' section with the text 'No reservations yet.' and an 'Export reservations' link. A dropdown menu for 'Number of accommodation' is open, showing 'Accommodation 1' with 'Adults' (2) and 'Children' (2), and 'Accommodation 2' with 'Adults' (1) and 'Children' (0). Yellow callout circles with numbers 3, 4, and 5 point to the 'Multi. accom.' dropdown, the 'Number of accommodation' dropdown, and the 'Adults' and 'Children' dropdowns respectively.

4. Select the **number of accommodation**
5. Select the **number of adults and children** for each accommodation.

Step 2 - Accommodation selection

A list of available accommodation types will be displayed and you will select the accommodation.

Single booking

The screenshot shows the accommodation selection interface for a single booking. It includes search filters: 'Check-out date: 2020-02-10', 'Check-in date: 2020-02-13', 'Adults: 1', 'Children: 0', and 'Accommodation type: All'. A 'Change search' button is on the right. Below the filters are two accommodation options: 'Single room - \$132.00' and 'Double room - \$192.00'. Each option shows the 'Accommodation price: \$117.00' and 'Cleaning fee: \$15.00'. A 'Select' button is next to each option.

Accommodation selection - Single booking

Multiple booking

Check-in: 2022-06-04

Check-out: 2022-06-11

Multi. accom.: Yes

Number of accommodation: 2 (5 persons)

[Change search](#)

Accommodation 1

Adults: 2

Children: 2

Familial room - \$693.00

Accommodation price: \$693.00

From 2022-06-04 to 2022-06-11 (7 nights x \$99.00) : \$693.00

This accommodation is selected.

Accommodation 2

Adults: 1

Children: 0

Single room - \$210.00

Accommodation price: \$210.00

From 2022-06-04 to 2022-06-11 (7 nights x \$30.00) : \$210.00

This accommodation is selected.

[Next →](#)

Accommodation selection - Multiple booking

Step 3 - Extra service, customer details and summary

Once you have selected the accommodation type, you will provide the booking and customer information.

▼ Single booking

Extras selection, customer details and summary

Check-out date: 2020-02-10 Check-in date: 2020-02-13 Adults: 1 Children: 0 Accommodation type: All [Change search](#)

Single room - \$132.00

Accommodation price: \$117.00
From 2020-02-10 to 2020-02-13 (3 nights x \$39.00) : \$117.00
Cleaning fee: \$15.00

[Selected](#)

Double room - \$192.00

Accommodation price: \$177.00
From 2020-02-10 to 2020-02-13 (3 nights x \$59.00) : \$177.00
Cleaning fee: \$15.00

[Select](#)

Accommodation number:

☒ Single room (101) **1**
☐ Single room (102)

Extra services:

☐ Lunch basket (\$60.00)

Bike rental (\$45.00 each)

Guided tour (\$12.00 each)

Breakfast

☒ Continental (\$24.00)
☐ Full (\$36.00)
☐ None (free)

Options total price: \$24.00

Discount:

Amount:
 3

Amount type:
☒ Fixed (\$)
☐ Percentage

Fees: **4**

Tourist tax (3 nights x 1 adult x \$0.80) : \$2.40

Total price: \$158.40

Customer:

☒ Select existing customer **5**
☐ Enter customer details

(id: 6)
Doe John (id: 1)
Dupont Anne (id: 3)
Sanchez Pedro (id: 4)
Smith Paul (id: 5)
Walsh Anna (id: 2)

Search a customer...

Comment: **6**

[Create reservation](#)

Multiple booking disabled

1. Select the accommodation number
2. Select the extra services
3. You can set a different price than the one calculated by HBook. For this, you will use a discount (fixed or percentage).

4. You will be shown with the details of the global fees calculated for the booking
5. You will provide customer information: you can select the customer for a returning customer or enter full customer details
6. Here you can add a comment for the reservation
7. If you have a multi-language plugin, you will as well be able to select the reservation language for the reservation

▼ Multiple booking

Extra-services

The screenshot shows a booking form for two accommodations. At the top, it displays 'Check-in: 2022-06-04', 'Check-out: 2022-06-11', 'Multi. accom.: Yes', and 'Number of accommodation: 2 (5 persons)'. A 'Change search' button is on the right. Below this is a 'Previous' button. The 'Accommodation number:' section has two dropdowns: 'Accommodation 1' set to 'Familial room (1)' and 'Accommodation 2' set to 'Single room (1)'. A yellow circle with the number '1' is next to the second dropdown. The 'Extra services:' section has two identical blocks for each accommodation. For 'Accommodation 1', there is a 'Lunch basket (\$420.00)' checkbox, 'Bike rental (\$45.00 each)' and 'Guided tour (\$12.00 each)' dropdowns (both set to '0'), and a 'Breakfast' section with radio buttons for 'Continental (\$168.00)' (selected), 'Full (\$252.00)', and 'None (free)'. A yellow line connects the 'Accommodation 2' dropdown to the 'Lunch basket' checkbox of 'Accommodation 1'. Another yellow circle with the number '2' is next to the 'Bike rental' dropdown of 'Accommodation 2'. At the bottom, it shows 'Options total price: \$336.00' and a 'Next ->' button.

Multiple booking enabled

1. Select the **accommodation number**
2. Select the **extra services**

Summary

In the next step, you will then view the **summary** of the reservation, with the breakdown of all prices:

← Previous

Summary:

Check-in: 2022-06-04
Check-out: 2022-06-11
Number of nights: 7

Accommodation 1:
Familial room (1)
Adults: 2
Children: 2
Accommodation price: \$71.60
Options price: \$336.00
Price: \$407.60- [Hide price breakdown](#)

Accommodation 2:
Single room (1)
Adults: 1
Accommodation price: \$70.80
Options price: \$336.00
Price: \$406.80- [Hide price breakdown](#)

Total price: \$814.40

Customer details

You will then enter the **customer details** and add an optional admin comment:

Customer:

☒ Select existing customer
☐ Enter customer details

Anderson tim (Id: 7)
Austin Paul (Id: 2)

Search a customer...

Comment:

Reservation language:

English ▾

Create reservation

1. You will provide **customer information**: you can select the **customer** for a returning customer or enter full **customer details**
2. Here you can add a **comment** for the reservation
3. If you have a multi-language plugin, you will as well be able to select the **reservation language** for the reservation

Below is an example of what could be a reservation list:

125

Reservation sorting and filtering

Reservation list

No filter

Sort by Received date ←

- You can **filter** reservations by ID, by reservation number, by customer, by status, by check-in date, by check-out date or by check-in and check-out date, by active reservation, by accommodation.
- You can **sort** reservations by received date or check-in date.

 You can set the **default filters** in **HBook > Misc > Misc**.

Reservation table

Please find information below regarding the different columns of the reservation table.

Reservation status

Id	Number / Status	Check-in / Check-out	Accom. type (number)
☐			
10	MMV3LER9 Pending	2021-10-13 2021-10-14 1 night Edit	Single room (not allocated) Edit
9	S7NPZP1L New	2021-10-20 2021-10-21 1 night Edit	Double room (3) Edit
6	EB4AAW2F Confirmed	2022-04-05 2022-04-09 4 nights Edit	Familial room (1) Edit
5	6OTCOBRC Cancelled	2022-01-01 2022-01-08 7 nights Edit	Double room (1) Edit

1. If you have set in that you wish to display a [reservation number](#), it will be shown here.

i In **HBook > Misc > Status of reservations**, you can set the **default status** of the reservations when they are done on your website front-end, added from the admin or imported with the iCal sync. See [this section](#) of the documentation for more details.

A reservation can have **4 different status**:

2. **Pending:** the reservation needs confirmation. A pending reservation does not appear in the calendar of reservation. You can view that status only if you have set in **HBook settings > Confirmation settings** that a reservation have to be confirmed before dates are blocked out.
3. **New:** this can be set as the default reservation status. The reservation has just been received, and you have not yet acknowledged you read it (by clicking the green tick).
4. **Confirmed:** this can be set as the default reservation status. When clicking on the “Confirm” action, a reservation can change status from “Pending” to “Confirmed” if you accept the request (See [Confirmation settings](#)) or from “New” to “Confirmed” to acknowledge you read it.
5. **Cancelled:** the reservation has been cancelled but has not been deleted (you can still access details about this reservation, but it will not appear in the calendar).

i For more details about the use of the “Confirmation” action, you can check [this article](#) of our knowledge base.

Check-in/out - Accommodation - Information - Extras - Comment

Check-in / Check-out	Accom. type (number)	Information	Extras	Comment
2021-10-13 2021-10-14 1 night Edit	Current accom.: Single room (1) Select new accom.: ☐ Single room (1) ☐ Double room (1) 2 ☐ Double room (6) Save Cancel	Adults: 1 Edit Payment method: Stripe	Breakfast: None Edit	5 Save Cancel
2022-04-05 Edit 2022-04-09 4 nights Check-in: 2022-04-05 1 Check-out: 2022-04-09 4 nights Save Cancel		Adults: 3 Children: 1 Edit	Breakfast: Full Edit 4	Add a comment
2022-01-01 2022-01-08 7 nights Edit	Double room (1) Edit	Adults: 2 Children: 0 3 Save Cancel	Breakfast: None Edit	Add a comment

1. To edit the dates of a reservation: click on **Edit** and then enter the new dates.
2. To change the accommodation type/number that has been allocated to a reservation: click on **Edit** and select the new accommodation type/number amongst the available accommodations
3. To change the number of guests: click on **Edit** and modify
4. Here you can see the extra-services selected
5. To add a comment, click on **Add a comment**. Comments can be edited too.

Add a comment

Customer id: 4
First name: Anne
Last name: Dupont
[More information](#)
[Edit](#)
[2 reservations](#)

\$430.40
\$470.40
Paid
Edit price
Paid: \$470.40
Edit payment
Accom. discount:
20%
Global discount:
\$40.00
Edit discount

2021-09-28
09:24:31

✕
✉
🗑️

Add a comment

Customer id: 5
First name: Jon
Last name: Doe
[Less information](#)
Email:
jondoe@email.com
Edit

\$424.20
Unpaid
Price:
424.20
Save
Cancel
Mark as paid
Edit payment
Edit discount

2021-09-28
09:18:09

✉
🗑️

Add a comment

Customer id: 4
First name: Anne
Last name: Dupont
[Less information](#)
Email:
annedupont@email.com
Address line 1:
Avenue des Champs
Élysées
City: Paris
State / province: Ile-
de-France
Zip code: 75000
Country: France
Edit
[2 reservations](#)

\$244.62
Not fully paid
Edit price
Mark as paid
Paid: \$112.76
Unpaid:
\$131.86
Edit payment
Global discount:
10%
Edit discount

2021-09-28
09:12:11
1 email sent

✔
✕
✉
🗑️

Add a comment

Customer details
Save Cancel
First name
Anna
Last name
Walsh
Email
annaw@email.com
Address line 1
City
State / province
Zip code
Country

\$61.60
\$49.60
Not fully paid
Edit price
Mark as paid
Paid: \$20.00
Unpaid: \$41.60
Edit payment
Edit discount

2021-09-28
08:57:02
1 email sent

✕
✉
🗑️

Add a comment

Paid
Edit price
Paid: \$1,744.40
Edit payment
Global discount:
10%
Edit discount

\$1,569.96
2021-09-28
08:53:33
2 emails sent

✕
✉
🗑️

1. By clicking on “More information”, you will see the full customer details. To edit the customer details: click on **Edit** and add/edit the information.
2. A reservation can have **three payment status**:
 - Unpaid: no payment has been made for this reservation
 - Not fully paid: the reservation has been only partly paid (for example, only deposit has been paid)
 - Paid: the reservation has been fully paid
3. All payment information are displayed : amount paid, amount unpaid, discount value, security bond amount. You can **Mark as Paid**. There will be a payment log added, corresponding to the remaining balance. The payment method indicated for the payment will be the first one listed as [Offline payment methods](#) in **HBook > Payment**.
4. You can edit the price by clicking on **Edit price**. HBook will automatically modify the “Discount”, which will always be the difference between the price indicated, and the price calculated by HBook, taking into account your prices as set in HBook.
5. It is possible to add or edit a **Discount** on the accommodation price or on the global price. You will see the discount info.
6. If there has been a modification in the price of the reservation (you have edited the dates, number of persons or set a discount), the previous price will be shown with grey background.
7. You will see an **email log** for the reservation
8. There are various actions that can be done for a reservation : Confirm, Cancel, Delete, Send an email, open a document or Delete. We provide details about each action below.
9. To view the payments history or to add a payment, click on **Edit payments**. We provide details about this functionality below.

 With Stripe payment gateway (only), you can charge or refund a credit card that has been saved: click on **Charge** and enter the amount to be charged. Or click on **Refund** and enter the amount to refund.

Edit payments

You can view the payments history and add any payment received outside HBook online payments.

Payment history

Add a payment

Remaining balance (€705.00)
Full refund (€215.00)
Full Stripe refund (€185.00)

Received on

Amount

Method

Comment

21-03-2025

☒ Cash
☐ Wire transfer
☐ Stripe

Add payment

Id	Received on	Amount	Method	Comment	
2	21-03-2025	€30.00	Cash	extra services	
1	21-03-2025 22:18	€155.00	Stripe		

1. Any online payment or refund done through HBook will be listed here automatically. If you add a payment manually, it will as well be listed.
2. For payments done with Stripe, you can click on “Refund” action. The payment will be refunded through Stripe.
3. For payments added manually, you can click on the “Delete” action to remove the payment from the payment history. No refunds are processed.

If you wish to add a payment, you will click on “Add payment”

Add a payment

Add a payment

Remaining balance (€705.00)

Full refund (€215.00)

Full Stripe refund (€185.00)

Received on

21-03-2025

Amount

Method

☒ Cash

☐ Wire transfer

☐ Stripe

Comment

Add payment

Id	Received on	Amount	Method	Comment
2	21-03-2025	€30.00	Cash	extra services
1	21-03-2025 22:18	€155.00	Stripe	

1. Here you will find links to automatically fill in the payment details.
2. Add the payment date
3. Indicate the amount. If you wish to log a refund, you will indicate a negative amount. For example, for a refund of \$30.50, you will write “-30.50”
4. Select the payment method. You can modify the payment methods listed here in [HBook > Payment > Offline payment methods](#).
5. You can add a comment, if you wish to provide details or context for this payment.
6. Click on “Add payment”

Make a Stripe charge or refund

If you are using Stripe as a payment gateway, you can process later payments and refunds directly from here. You can use the pre-set links or set a custom amount to charge or refund:

- for a partial refund, type in the amount to refund, for example “-10.50” and select “Stripe” as the method.
- for a full refund, you will find a quick link “Full refund” that will automatically populate the full amount to be refunded.

i A prerequisite is to set “Save payment method” to “Yes” in **HBook > Payment > Stripe settings**.

Make a charge

Add a payment

Remaining balance (€585.00)

Full refund (€95.00)

Received on

21-03-2025

Amount

Method

☐ Cash

☐ Wire transfer

☒ Stripe

Comment

Charge

Id	Received on	Amount	Method	Comment
1	17-03-2025 18:04	€95.00	Stripe	

Make a refund

Add a payment

Remaining balance (€585.00)

Full refund (€95.00)

Received on

21-03-2025

Amount

-95

Method

☐ Cash

☐ Wire transfer

☒ Stripe

Comment

Refund

Id	Received on	Amount	Method	Comment
1	17-03-2025 18:04	€95.00	Stripe	

Actions on a reservation

You can do **5 types of actions** on a reservation:

Mark as Confirmed

- If you have set that a reservation have to be confirmed before dates are blocked out, this action will add the reservation to the calendar.
- If reservation do not have to be confirmed, then this action will not do anything apart changing the status to **Confirmed**, which in this case means that you acknowledge you have read the reservation.

- Any email template that is associated to the action “Reservation confirmation” will be sent out automatically.

Cancel the reservation

- A cancelled reservation is still in the database, and is visible in the reservation list. The status is “Cancelled”. You can not revert the status of a cancelled reservation. If you cancelled it by mistake, you will have to re-enter the reservation.
- Any email template that is associated to the action “Reservation cancellation” will be sent out automatically.

Send an email

This is handy to sent email manually.

Send an email

SendCancel

Take our survey 1 

To

If this field is blank the email will be sent to the customer.

Subject

How did we do?

Message 2

Dear [customer_first_name],

It was a pleasure to have you staying in our [resa_accommodation]. We hope you enjoyed your stay and

Add payment link 3

Add attachments 4

SendCancel

1. You can select a **template** that you wish to use. You can set different email templates in **HBook > Emails**
2. Edit the message if you wish to customize it.
3. You can include a payment link in the body of the email. To insert a payment link, click on “Add payment link”.
 - You will be presented with a list of possible values for the payment link.

Add payment link

☒ Total price

☐ Total price including bond

☐ Deposit

☐ Deposit including bond

☐ Remaining balance

☐ Remaining balance including bond

☐ Bond

☐ Custom amount

☐ No payments (store payment method only)

Insert

Add attachments

Send Cancel

- You can indicate a custom amount

Add payment link

☐ Total price

☐ Total price including bond

☐ Deposit

☐ Deposit including bond

☐ Remaining balance

☐ Remaining balance including bond

☐ Bond

☒ Custom amount

☐ No payments (store payment method only)

Amount:

Insert

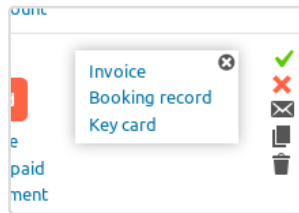
- You can as well select to only ask for a payment method, without any charge.

4. Select any attachment you wish to send

i For a detailed log of the emails sent, you can check in **HBook > Emails > Email logs**

Open a document

- You can select amongst the documents created in **HBook > Documents**. It will open in a new tab of your browser.



- You can print to PDF, from your browser, if you wish to download a PDF of the document.

Delete the reservation

- This action will remove the reservation from the list. It is not possible to revert this action.



- Note that a deleted reservation can not be restored as it is erased from the database.

Archived reservations - Export reservations

Archived Reservations

In order to maintain a readable list of reservation and to improve loading speed, HBook can automatically archive past reservations.

- Archived reservations are listed per month and when clicking on the month, you will be able to view all reservations from this specific month.
- By default, reservations are automatically archived when check-out was in the second-last month from the current month. You can customize the archiving delay in [HBook > Misc > Misc](#)

Archived reservations ▲

[November 2019](#)

[September 2019](#)

[August 2019](#)

Export reservations

It is possible to export your reservation in .csv file, which can be used for example with Excel.

Export reservations ▲

Select reservations to be exported:

1

☒ All dates

☐ Received between and

☐ Check-in between and

☐ Check-out between and

Accommodation:

2

[Select all](#) - [Unselect all](#)

☒ Single room

☒ Double room

Select data to be exported:

3

[Select all](#) - [Unselect all](#)

☒ Num

☒ Check-in

☒ Check-out

☒ Accommodation type

☒ Accommodation number

☒ Adults

☒ Children

☒ Price

☒ Amount paid

☒ Currency

☒ Status

☒ Comment

☒ Received on

☒ Breakfast

☒ Bike rental

☒ Guided tour

☒ Lunch basket

Customer information:

☒ Id

☒ First name

☒ Last name

☒ Email

☒ Address line 1

☒ City

☒ Zip code

☒ State / province

☒ Country

4

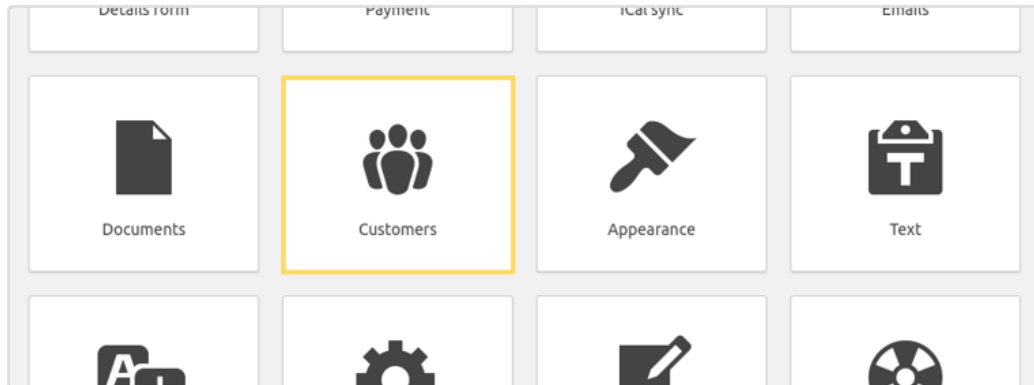
[Download file](#)

[Cancel](#)

1. **Filter** the reservations you wish to export
2. Select the **Accommodation** for which you wish to export
3. Select the **data** to be exported from all the reservation and customer info
4. Click on **Download**

Customers

In this section of the documentation, you will find information regarding the **Customers** sub-menu of **HBook** menu. You can here manually manage the customer details and list.



This is where are listed all your customers. A customer ID is associated to a customer email, which means that if a reservation is done with an existing customer email, any information associated to the “Customer” in [HBook > Details Form](#) will be updated by HBook if modified.

The screenshot shows the 'Customers' management interface. At the top right is a link for 'HBook settings'. Below the title 'Customers' is a section 'Customer list' containing a search bar (callout 1) and a table of customers. The table has columns for Id, First name, Last name, Email, Other informations, and Actions. Three customers are listed. The first customer, John Doe, has a callout 3 on his actions column. The second customer, Jane Doe, has a callout 2 on her '3 reservation' link. The third customer, Anne Dupont, has a callout 2 on her '2 reservations' link.

Id	First name	Last name	Email	Other informations	Actions
1	John	Doe	johndoe@email.com	Address line 1: Paradise lane City: New York Zip code: 10001 State / province: New York Country: United States 3 reservation	3
2	Jane	Doe	jane@doe.com	Address line 1: Central Plaza City: Roma Zip code: 00128 State / province: Roma Country: Italy 1 reservation	
3	Anne	Dupont	anne.dupont@email.com	Address line 1: Avenue des Champs Élysées City: Paris Zip code: 75000 State / province: Ile-de-France Country: Paris 2 reservations	

1. You can search the customers table. You can as well sort the customers by ID or last name.
2. You can check the history of reservations of a customer. If you click on the number of reservations, you will see the list of his reservations with all details.

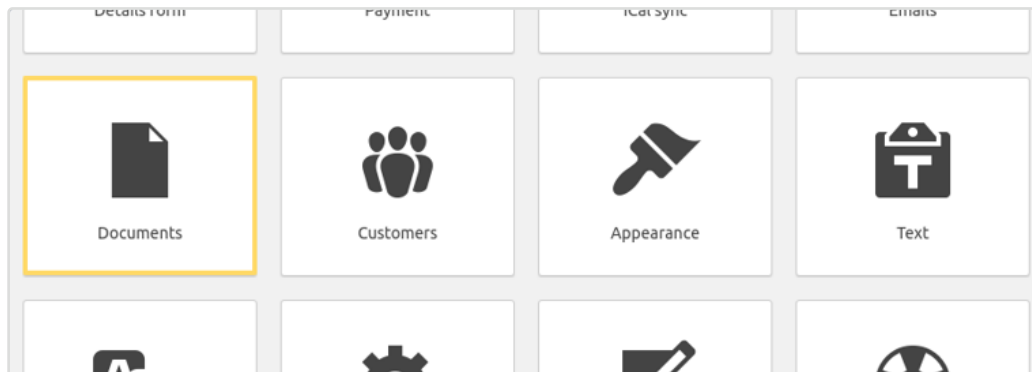
3. It is possible to **edit** customer details or as well to **delete** the customer, which will remove it definitely from the list.

 Good to know!

- Any information of the [Details Form](#) associated to the “Customer” will be updated each time a new reservation is received with this customer email address. If the field is empty, HBook keeps the previous information. If it is filled, we update the data for the customer.
- If you work with agents that make bookings for 3rd party, we recommend creating another email field for the booking agent email.
- If you enter reservations from the back-end, leaving the customer email field empty will allow you to create a new customer, only if you wish to.

Documents

In this section of the documentation, you will find information regarding the **Documents** sub-menu of **HBook** menu.



This is where you can create document templates. In the list of reservation, you will find an action which is “Open document”. You can select one of the template documents created and HBook will generate it dynamically. This can be very useful if you wish to print out invoices, contracts, booking record, receipts, etc...

Document templates

Add new document template

1

2

3

4

Save

Cancel

Name	Template	Actions
Invoice	<pre><html> <head> <title>Invoice - #[resa_id]</title> <style type="text/css"> html, body, h1, h2, h3, h4, h5, h6 { margin: 0; padding: 0; }</pre>	
Booking record	<pre><html> <head> <title>Reservation record - #[resa_id]</title> <style type="text/css"> html, body, h...</pre>	 
Key card	<pre><html> <head> <title>Key card record - #[resa_id]</title> <style type="text/css"> html, body, h1, ...</pre>	 

You can use the following variables:

[resa_id] - [resa_check_in] - [resa_check_out] - [resa_number_of_nights] - [resa_accommodation] - [resa_accommodation_num] - [resa_adults] - [resa_children] - [resa_admin_comment] - [resa_extras] - [resa_price] - [resa_deposit] - [resa_price_minus_deposit] - [resa_paid] - [resa_remaining_balance] - [resa_bond] - [resa_price_including_bond] - [resa_deposit_including_bond] - [resa_remaining_balance_including_bond] - [resa_received_on] - [resa_received_on_date] - [customer_id] - [customer_first_name] - [customer_last_name] - [customer_email] - [customer_address_1] - [customer_city] - [customer_zip_code] - [customer_state_province] - [customer_country_2]

1. Click on **Add new document template**
2. Give a **name** to the template.
3. Add the **HTML content** of your template. You can use all variables listed. For more details about the variables available, see [here in the documentation](#)
4. Click **save**.

 Good to know!

We have styled the invoice table, so if you wish to include a full price breakdown for the reservation, simply use [resa_invoice_table] variable.

Plugin customization

In order to facilitate customization different filters and actions have been created. We recommend that you insert your customization code in the **functions.php of your child theme** to make sure it is not erase on plugin or theme update.

Filters for the accommodation type post

- hb_accommodation_cpt
- hb_accommodation_public
- [hb_accommodation_has_archive](#)
- [hb_accommodation_supports](#)
- [hb_accommodation_taxonomies](#)

Filters for the search form

- [hb_search_form_markup](#)
- [hb_search_form_title](#)

Filters for the accommodation selection

- hb_available_accommodation_markup
- hb_first_available_accom_num

Filters for the extra-services selection

- [hb_extra_name](#)
- [hb_resa_extra_formatting](#)
- [hb_extras_types_order](#)
- [hb_extras_form_markup](#)

Filters for the details form

These filters can be useful if you wish to add content **before or after a specific field**:

- hb_details_form_markup_before_field
- hb_details_form_markup_after_field

This filter can be useful if you wish to **modify** a specific **field output**:

- [hb_details_form_markup_field](#)

This filter can be useful if you wish to **modify** the output of the **details form**:

- [hb_details_form_markup](#)

Filters for the payment section

- [hb_payment_types](#)
- [hb_active_payment_gateways](#)
- [hb_stripe_credit_cards_icons](#)

Filters for the summary and book now area

- hb_resa_summary_markup
- hb_resa_summary_no_external_payment_markup
- hb_resa_summary_external_payment_markup
- [hb_policies_area_markup](#)
- hb_confirm_area_markup

Filters for the invoice table

- [hb_invoice_table_style](#)
- hb_invoice_table_markup

Filters for the actions associated to the reservation and customer

- [hb_create_reservation](#)
- [hb_create_customer](#)
- [hb_reservations_updated](#)
- [hb_blocked_accom_updated](#)

Filters for the shorcodes [hb_accommodation_list], [hb_rates], [hb_availability]

- [hb_accommodation_list_markup](#)
- hb_rates_markup
- hb_availability_on_click_refresh

Filters for HBook additional roles (reservation reader, reservation manager, pricing manager, HBook manager)

- hb_resa_reader_capabilities
- [hb_resa_manager_capabilities](#)
- hb_pricing_manager_capabilities
- hb_hbook_manager_capabilities

Filters for automatic emails

- [hb_email_actions](#) : to add actions upon which an email is sent automatically
- [hb_scheduled_min_hour](#) : to change the sending window minimum hour of the day
- [hb_scheduled_max_hour](#) : to change the sending window maximum hour of the day. Default is 11pm

Filters for the iCal sync

- [hb_ical_agenda_check_in_time](#) : to change the shared check-in time when using the “agenda” query parameter. Default is 3pm.
- [hb_ical_agenda_check_out_time](#) : to change the shared check-out time when using the “agenda” query parameter. Default is 11am.
- [hb_ical_additional_info](#) : to add information to filter the “DESCRIPTION” field when importing a iCal calendar event. The filtered information will be displayed in the “Comments” column for the reservation.
- [hb_ical_additional_non_standard_properties](#) : to add information to filter any non standard property (“X-PROPERTY-NAME”) field when importing a iCal calendar event. The filtered information will be displayed in the “Comments” column for the reservation.
- [hb_ical_nb_years_history](#) : to customize the number of years in the past that are included in the export when passing the query parameter “future_only” to “no”. Default is 2 years.

Various

- [hb_language_list](#)
- [hb_uncompleted_resa_deletion_delay](#)
- [hb_old_resa_logs_deletion_delay](#)
- [hb_retina_scale_factor](#)
- [hb_image_sizes](#)
- [hb_strings](#)

Js functions

HBook plugin also try to call these two global JavaScript functions:

- [hbook_show_accom_list](#)
- [hbook_reservation_done](#)

hb_accommodation_taxonomies

This filter is applied to the **taxonomies** parameter which is passed to the **register_post_type** function used for creating the Accommodation custom post type.

Parameter:

- **\$taxonomies:** (array) list of taxonomies.

Example:

Adding categories to the Accommodation posts.

```
1 function categories_for_accommodation( $taxonomies ) {  
2     $taxonomies[] = 'category';  
3     return $taxonomies;  
4 }  
5 add_filter( 'hb_accommodation_taxonomies',  
6     'categories_for_accommodation' );
```

Please note that by default posts using a custom post types are not included in archive pages. To add them (if you wish to have a page for a category for example), you will need to add the following code:

```
1 function hbook_add_custom_types( $query ) {  
2     if( (is_category() || is_tag()) && $query->is_archive() && empty(  
3         $query->query_vars['suppress_filters'] ) ) {  
4         $query->set( 'post_type', array(  
5             'post', 'hb_accommodation'  
6         ));  
7     }  
8     return $query;  
9 }  
10 add_filter( 'pre_get_posts', 'hbook_add_custom_types' );
```

hb_accommodation_has_archive

This filter is applied to the **has_archive** parameter which is passed to the **register_post_type** function used for creating the Accommodation custom post type.

Parameter: none

Example:

To disable the archive for the accommodation post types:

```
1 function hb_disable_archive() {  
2     return false;  
3 }  
4 add_filter( 'hb_accommodation_has_archive', 'hb_disable_archive' );
```

hb_accommodation_supports

This filter is applied to the **supports** parameter which is passed to the **register_post_type** function used for creating the Accommodation custom post type.

Parameter:

- **\$supports:** (*array*) list of supported items.

Example:

Adding support for excerpts to the Accommodation posts.

```
1 function support_for_excerpts( $supports ) {  
2     $supports[] = 'excerpt';  
3     return $supports;  
4 }  
5 add_filter( 'hb_accommodation_supports', 'support_for_excerpts' );
```

hb_search_form_markup

This filter is applied to the HTML mark up of the form which is used for searching available accommodation.

Parameters:

- **\$output:** (*string*) the HTML code of the form.
- **\$form_id:** (*string*) the id of the form as passed to the **[hb_booking_form]** shortcode via the **form_id** attribute.

hb_search_form_title

This filter is applied to the title of the search form.

Parameter:

- **\$title:** (*string*) the HTML code of the title of the search form.

Example:

```
1 function change_title_tag( $title ) {  
2     return str_replace( 'h3', 'h2', $title );  
3 }  
4 add_filter( 'hb_search_form_title', 'change_title_tag' );
```

hb_extra_name

This filter is applied to the name of each extra service (extra services are displayed as a list after the accommodation selection).

Parameter:

- `$display_name`, `$option`, `$price`
 - **`$display_name`**: (*string*) name of the extra as it will be displayed
 - **`$extra`**: (*array*) information about the extra
 - **`$price`**: (*array*) price of the extra
-

`hb_resa_extra_formatting`

This filter is applied to the name of each chosen extra service (in emails sent by HBook).

Parameter:

- **`$formatted_extra_name`**: (*string*) the formatted name of the extra service
 - **`$extra_name`**: (*string*) the name of the extra service
 - **`$extra_value`**: (*string*) value of the chosen option
 - **`$option_choice_name`**: (*string*) name of the chosen option
-

`hb_extras_types_order`

The extra-services are grouped by type of input (checkbox, select drop-down, radio buttons).

- The **single** options are displayed with checkboxes : these are for extra-services that are not quantities and for which there is no multiple choices.
- The **quantity** options are displayed with a drop-down select : these are for extra-services that are quantities (per day, per person/per day, etc.)
- The **multiple** options are displayed with radio buttons : these are for extra-services that have multiple choices.

The default display order is : single, quantity, multiple. This filter is useful to have a different order of display of the different types of extra-services.

Parameter:

- **`$types`**: (*array*) list of the different types, by order of display. Default order is : `array( 'single', 'quantity', 'multiple' )`.

Example:

Changing the default order to display drop-down select first (quantity), then checkboxes(single) and finally all options that are with radio buttons(multiple):

```
1 function custom_extras_types_order( $types ) {  
2     $types = array( 'quantity', 'single', 'multiple' );  
3     return $types;  
}
```

```
4 }  
5 add_filter( 'hb_extras_types_order', 'custom_extras_types_order' );
```

hb_extras_form_markup

This filter is applied to the HTML mark up of the form which displays extra services.

Parameter:

- **\$output:** (*string*) the HTML code of the form.
-

hb_details_form_markup_field

This filter is applied to the HTML mark up of a field of details fields.

Parameter:

- **\$output:** (*string*) the HTML code of for the specific field.
- **\$field:** (*array*) the attributes of the field.

Example:

Set a default input field value. In this example, it is a default arrival time, for a field that is for admin use only.

```
1 add_filter( 'hb_details_form_markup_field',  
2 'myfunction_set_default_arrival_time', 10, 2 );  
3 function myfunction_set_default_arrival_time( $markup, $field ) {  
4     if ( $field['id'] == 'arrival_time' ) {  
5         $markup = str_replace( 'value=""', 'value="15:00"', $markup );  
6     }  
7     return $markup;  
8 }
```

hb_details_form_markup

This filter is applied to the HTML mark up of the form which is used for getting the details fields.

Parameter:

- **\$output:** (*string*) the HTML code of the form.
-

hb_payment_types

This filter is applied to the set an order for the payment types listed when a choice is offered to the customer.

Parameter:

- **\$types:** (array) list of accepted payment types. Default order is : array('offline', 'store_credit_card', 'deposit', 'full').

Example:

Changing the default order to have the offline option as last one.

```
1 function custom_payment_type_order( $types ) {  
2     $types = array( 'deposit', 'full', 'store_credit_card', 'offline'  
3 );  
4     return $types;  
5 }  
6 add_filter( 'hb_payment_types', 'custom_payment_type_order' );
```

hb_active_payment_gateways

This filter is applied to the list of payment gateways that have been activated.

Parameter:

- **\$gateways:** (array) list of active payment types.

Example:

Reverse the order of the payment gateways options, in the payment form, when various are enabled.

```
1 function custom_payment_gateway_order( $gateways ) {  
2     $gateways = array_reverse( $gateways );  
3     return $gateways;  
4 }  
5 add_filter( 'hb_active_payment_gateways',  
6 'custom_payment_gateway_order' );
```

hb_stripe_credit_cards_icons

This filter is applied to the set which credit card icons you wish to display in the Stripe payment form.

Parameter:

- **\$icons:** (array) list of credit card icons. Default value is : array('mastercard', 'visa', 'americanexpress'). Possible values are : 'amazon', 'americanexpress', 'delta', 'diners', 'discover', 'ebay', 'jcb', 'maestro', 'mastercard', 'solo', 'visa', 'visaelectron', 'switch'

Example:

Display only visa and mastercard icons.

```
1 function custom_stripe_payment_icons( $types ) {  
2     $icons = array( 'visa', 'mastercard' );  
3     return $icons;  
4 }
```

```
5 add_filter( 'hb_stripe_credit_cards_icons',  
8 'custom_stripe_payment_icons' );
```

hb_policies_area_markup

This filter is applied to the part of the booking form where customers acknowledge Privacy policy, Terms and conditions.

Parameter:

- **\$output:** (*string*) the HTML code of the form.

Example:

Add a checkbox to signup to a MailChimp newsletter. This requires MC4WP plugin and custom integration. Please check [this article](#) of our knowledgebase.

```
1 function add_mailchimp_to_details_form( $output ) {  
2     $output .= '<h3 class="hb-title hb-title-terms">Our  
newsletter</h3>';  
3     $output .= '<p>';  
4     $output .= '<label>';  
5     $output .= '<input type="checkbox" name="mc4wp-subscribe"  
value="1" />';  
6     $output .= 'Yes! Subscribe me to the your monthly newsletter.  
</label>';  
7     $output .= '</p>';  
8     return $output;  
9 }  
10  
11 add_filter( 'hb_policies_area_markup', 'add_mailchimp_to_details_form'  
);
```

hb_invoice_table_style

This filter is applied to the invoice table styles. You can find these styles in **wp-content/plugins/hbook/utils/utils.php**. Look for the function "get_invoice_table".

Parameters

- **\$style:** (*string*) all the CSS applied.
- **\$resa:** (*array*) the reservation information

hb_create_reservation

This action fires when a new reservation is added to the reservation database table.

Parameter:

- **\$resa_info:** (*array*) all of the new reservation information.

hb_create_customer

This action fires when a new customer is added to the customer database table.

Parameter:

- **\$customer_info:** (*array*) all of the customer information.
-

hb_reservations_updated

This action fires whenever the reservations database table is updated.

Parameter: None.

hb_blocked_accom_updated

This action fires whenever the blocked accommodation database table is updated.

Parameter: None.

hb_accommodation_list_markup

This hook can be used to modify the display of the accommodation list.

Parameter:

- **\$output:** (*string*) that contains the output of the accommodation list markup.

Example:

For the accommodation list thumbnail to open the accommodation type post in the same tab.

In the functions.php of your child theme add:

```
1 function change_target_self( $output ) {  
2     return str_replace( '_blank', '_self', $output );  
3 }  
4 add_filter( 'hb_accommodation_list_markup', 'change_target_self' );
```

hb_resa_manager_capabilities

This filter is applied to the list of capabilities of the reservation manager.

Parameter:

- **\$capabilities:** (*array*) that contains a list of the different capabilities.

Example:

If your theme redirect automatically the user with "read" capability to the front-end, you should

add capabilities that are for Contributor or Author, depending on your theme. To view a full list of WordPress roles and capabilities, please refer to [WordPress Roles and Capabilities](#)

```
1 function hb_add_capabilities_to_manager( $capabilities ) {
2     $added_capabilities = array( 'edit_posts', 'delete_posts' );
3     $capabilities = array_merge( $added_capabilities, $capabilities );
4     return $capabilities;
5 }
6 add_filter( 'hb_resa_manager_capabilities',
    'hb_add_capabilities_to_manager' );
```

hb_email_actions

This filter is applied to the list of actions that are shown in the column "Send on" of the email templates in **HBook > Emails**.

Parameter:

- **\$actions:** (array) that contains information about the different actions : a key (string) ⇒ value (string). Required keys are 'action_value' and 'action_text'.

hb_scheduled_min_hour

Automatics emails are triggered, by default, between 7am and 11pm (timezone set in WordPress Settings), as soon there is a visit on your website (admin or front-end).

Default is 7 (7am). Expect a number between 0 and 23.

Parameter: None.

Example:

```
1 function change_minimum_scheduled_hour() {
2     return 9;
3 }
4 add_filter( 'hb_scheduled_min_hour', 'change_minimum_scheduled_hour' );
```

hb_scheduled_max_hour

Automatics emails are triggered, by default, between 7am and 11pm (timezone set in WordPress Settings), as soon there is a visit on your website (admin or front-end).

Default is 23 (11pm). Expect a number between 0 and 23.

Parameter: None.

Example:

```
1 function change_maximum_scheduled_hour() {
2     return 20;
3 }
4 add_filter( 'hb_scheduled_max_hour', 'change_maximum_scheduled_hour' );
```

hb_ical_agenda_check_in_time

If you are using the query parameter “agenda” to include times in the format of the shared information for DTSTART and DTEND iCal property, you may wish to modify the time passed to DTSTART (check-in time). By default, we pass “15” (3pm).

Parameter: None.

Default is 15 (3pm). Expect a number between 0 and 23.

```
1 function change_agenda_check_in_time() {
2   return 16;
3 }
4 add_filter( 'hb_ical_agenda_check_in_time',
  'change_agenda_check_in_time' );
```

hb_ical_agenda_check_out_time

If you are using the query parameter “agenda” to include times in the format of the shared information for DTSTART and DTEND iCal property, you may wish to modify the time passed to DTEND (check-out time). By default, we pass “11” (11am).

Parameter: None.

Default is 11 (11am). Expect a number between 0 and 23.

```
1 function change_agenda_check_out_time() {
2   return 10;
3 }
4 add_filter( 'hb_ical_agenda_check_out_time',
  'change_agenda_check_out_time' );
```

hb_ical_additional_info

Parameter:

- **\$default_comment_data:** (array) an array of values that will be looked for in the DESCRIPTION field of the ical content of an external calendar. When found, HBook will show the value of this field in the column "Comments" for the reservation.

Example with dummy data “Vehicle-Registration” and “Special-Request”.

```
1 function my_platforms_comment_data ( $default_comment_data ) {
2   $additional_data = array(
3     'Vehicle-Registration',
4     'Special-Request'
5   );
6   $updated_comment_data = array_merge( $default_comment_data,
  $additional_data );
7   return $updated_comment_data;
8 }
9 add_filter( 'hb_ical_additional_info', 'my_platforms_comment_data' );
```

hb_ical_additional_non_standard_properties

Parameter:

- **\$other_ical_non_standard_properties:** (*array*) an array of properties that will be looked for in the ical content of an external calendar. When found, HBook will show the value of this field in the column "Comments" for the reservation.

Example with dummy data “X-EXTRAS” and “X-TOTAL-AMOUNT”.

```
1 function my_platforms_non_standard_properties (
2   $other_ical_non_standard_properties ) {
3   $additional_properties = array(
4     'X-EXTRAS',
5     'X-TOTAL-AMOUNT'
6   );
7   $updated_other_non_standard_properties = array_merge(
8     $other_ical_non_standard_properties, $additional_properties );
9   return $updated_other_non_standard_properties;
10 }
11 add_filter( 'hb_ical_additional_non_standard_properties',
12   'my_platforms_non_standard_properties' );
```

hb_ical_nb_years_history

If you are using the query parameter “future_only” to include past reservations/blocked dates in the iCal export, you may wish to modify the number of years included in the export. By default, HBook includes 2 years of history, when the parameter “future_only” is passed with “no” as value (to override default value of including only future reservations and blocked dates).

```
1 function custom_ical_nb_years_history ( $default_delay ) {
2   return '6';
3 }
4 add_filter( 'hb_ical_nb_years_history', 'custom_ical_nb_years_history' );
```

hb_language_list

This filter is applied to the list of languages managed by HBook in a multi-language website.

Parameter:

- **\$langs:** (*array*) a key (*string*) $\Rightarrow$ value (*string*) array that contains information about the different languages (key is the language locale, value is the language name).

Example:

If you are using a multi-language plugin that is not Polylang or WPML and for which the languages are not detected automatically by HBook:

```
1 function new_language_list( $langs ) {
2   $added_languages = array(
```

```

3         'fr_FR' => 'French',
4         'it_IT' => 'Italian',
5         'es_ES' => 'Spanish',
6         'de_DE' => 'German'
7     );
8     $langs = array_merge( $added_languages, $langs );
9     return $langs;
10 }
11 add_filter( 'hb_language_list', 'new_language_list' );

```

hb_uncompleted_resa_deletion_delay

- **Expect a returned value as:** (*integer* + "MINUTE" or "HOUR") the delay before HBook delete a reservation that was not completed and is shown as "Processing" status (the customer closed the tab, left the payment process, etc.). By default, HBook delete these uncompleted reserevation after 1 hour.

Example:

Deleting uncompleted reservations after 30 MINUTE.

```

1 function custom_uncompleted_resa_deletion_delay( $default_delay ) {
2     return '30 MINUTE';
3 }
4 add_filter( 'hb_uncompleted_resa_deletion_delay',
5     'custom_uncompleted_resa_deletion_delay' );

```

hb_old_resa_logs_deletion_delay

- **Expect a returned value as:** (*integer* + "DAY" or "MONTH") the delay of log retention for HBook reservation status changes. These logs are used by ourselves or webdevelopers for debug purposes. By default, HBook delete these logs after 14 days.

Example:

Retaining logs for 28 DAY.

```

1 function custom_resa_logs_deletion_delay( $default_delay ) {
2     return '28 DAY';
3 }
4 add_filter( 'hb_old_resa_logs_deletion_delay',
5     'custom_resa_logs_deletion_delay' );

```

hb_retina_scale_factor

Parameter:

- **\$retina_scale_factor:** (*integer*) the scale factor applied to images displayed by HBook (by default the scale factor is 1).

Example:

Displaying images ready for 3x retina devices.

```
1 function custom_retina_scale_factor( $retina_scale_factor ) {  
2     return 3;  
3 }  
4 add_filter( 'hb_retina_scale_factor', 'custom_retina_scale_factor' );
```

hb_image_sizes

Parameter:

- **\$sizes:** (*multidimensional array*) an array of sizes, each size containing "width" and "height" keys. This filter can be useful if you set that HBook uses "static" images resizing in **HBook > Misc > Misc**. When settings to "Static", HBook don't use AquaResizer.

hb_strings

You can use this filter to add external strings for translation in HBook > Text. It expects in return an array with the **title** of the sections and the **strings** for this new section.

Example:

```
1 function add_my_custom_section_strings() {  
2     return array(  
3         'title' => esc_html__( 'My custom section', 'hbook-admin' ),  
4         'strings' => array(  
5             'custom_section_text_1' => esc_html__( 'Label for my first  
text', 'hbook-admin' ),  
6             'custom_section_text_2' => esc_html__( 'Label for my second  
text', 'hbook-admin' ),  
7             'custom_section_text_3' => esc_html__( 'Label for my third  
text', 'hbook-admin' ),  
8         )  
9     );  
10 }  
11 add_filter( 'hb_strings', 'add_my_custom_section_strings' );
```

JavaScript functions

hbook_show_accom_list

HBook plugin tries to call this function whenever the list of available accommodation is shown.

Example:

Launching a JavaScript function after the list of available accommodation has been shown.

In the functions.php of your child theme add:

```
1 add_action( 'wp_enqueue_scripts', 'enqueue_my_js_scripts' );  
2  
3 function enqueue_my_js_scripts() {
```

```

4     wp_enqueue_script( 'my-script', get_stylesheet_directory_uri() .
    '/my-script.js', array(), null, true );
5 }

```

and in the child theme directory create a my-script.js file that contains:

```

1 function hbook_show_accom_list() {
2     my_js_function();
3 }

```

hbook_reservation_done

HBook plugin tries to call this function whenever a reservation is successfully completed by a customer.

Example:

Launching a JavaScript function after a reservation has been made. This can be used if you have conversion or tracking code for example.

In the functions.php of your child theme add:

```

1 add_action( 'wp_enqueue_scripts', 'enqueue_my_js_scripts' );
2
3 function enqueue_my_js_scripts() {
4     wp_enqueue_script( 'my-script', get_stylesheet_directory_uri() .
    '/my-script.js', array(), null, true );
5 }

```

and in the child theme directory create a my-script.js file that contains:

```

1 function hbook_reservation_done() {
2     my_js_function();
3 }

```

You will replace “my_js_function()” with your code.

HBook reservation information is available when this function is called. Here is an example to retrieve the deposit price and the reservation price:

```

1 function hbook_reservation_done() {
2     var hbSummary = document.getElementsByClassName("hb-payment-data-
    summary");
3     console.log( hbSummary );
4     var hbTotal = hbSummary[0].getAttribute("data-charged-total-price-
    raw");
5     console.log( hbTotal );
6     var hbDeposit = hbSummary[0].getAttribute("data-charged-deposit-
    raw");
7     console.log( hbDeposit );
8 }

```

List of variables

Here is a **list of variables** that can be used for **emails templates**, **documents templates** or for the content of the iCal export. You will see the list of variables below :

- the email templates table in [HBook > Emails](#)
- the document templates table in [HBook > Documents](#)
- the settings for the iCal export calendar in [HBook > ICal synchronization > Export settings](#)

For any new field you add for the [customer and booking details form](#), you will see a new variable.

- Any variable associated to the **Reservation** starts with "[resa_...]"
- Any variable associated to the **Customer** starts with "[customer_...]"

Variables for the reservation details

Here are some information about the **reservation variables** you can use:

- **[resa_id]**: the ID of the reservation
- **[resa_ids]**: for multiple accommodation bookings, this is the list of ids of the individual reservations
- **[resa_alphanum_id]**: the random alphanumeric reservation number of the reservation
- **[resa_invoice_id]**: the invoice id of the reservation
- **[resa_check_in]**: the check-in date of the reservation
- **[resa_check_out]**: the check-out date of the reservation
- **[resa_number_of_nights]**: the number of nights of the reservation
- **[resa_accommodation]**: the name of the type of accommodation booked (ex : "Double room")
- **[resa_accommodation_num]**: the number/name of the accommodation booked(ex: "201" if it is the Double Room 201)
- **[resa_adults]**: the number of adults
- **[resa_children]**: the number of children
- **[resa_persons]**: the number of persons

- **[resa_admin_comment]**: the content of the content displayed in "Comment" section of the **Reservations**
- **[resa_extras]**: the list of extras selected
- **[resa_coupon_code]**: the coupon code validated
- **[resa_coupon_amount]**: the amount of the coupon validated
- **[resa_invoice_table]**: displays an invoice table with all price breakdown. Please note that it can be used only with **HTML** emails or documents.
- **[resa_price]**: the total price of the reservation
- **[resa_accom_list_price]**: the accommodation list price. It is the price before any discounts or fees applied to the accommodation price.
- **[resa_accom_list_price_per_night]**: the accommodation list price, divided by the number of nights. It is the price before any discounts or fees applied to the accommodation price that is then divided by the number of nights.
- **[resa_deposit]**: the deposit amount as set in [Deposit settings](#)
- **[resa_price_minus_deposit]**: the price of the reservation once the deposit is deducted
- **[resa_paid]**: the amount already paid
- **[resa_payments_history_table]**: displays a table with the payments' history. Please note that it can be used only with **HTML** emails.
- **[resa_remaining_balance]**: the outstanding amount that has not been paid yet
- **[resa_bond]**: the security bond amount as set in [Security bond settings](#)
- **[resa_price_including_bond]**: the price of the reservation with security bond included
- **[resa_deposit_including_bond]**: the deposit amount, to which is added the security bond amount
- **[resa_remaining_balance_including_bond]**: the remaining amount to be paid, to which is added the security bond amount
- **[resa_payment_gateway]**: the payment gateway used for the payment (Stripe, PayPal...)
- **[resa_origin]**: the origin of the reservation (website, iCal calendar name)
- **[resa_ical_origin_url]**: the URL of the reservation details in the origin platform (available only for platforms that share this URL, as AirBnb, TripAdvisor, Campsites.co.uk, etc.)
- **[resa_received_on_date]**: the date of reception of the reservation
- **[resa_received_on]**: the date and time of reception of the reservation
- **[resa_x_days_before_check_in]**: the date corresponding to "x" days before the check-in date. You would replace "x" with the number of days. For example
[resa_21_days_before_check_in]

- **[resa_x_days_after_check_in]**: the date corresponding to "x" days after the check-in date. You would replace "x" with the number of days. For example [resa_2_days_after_check_in]
- **[resa_x_days_before_check_out]**: the date corresponding to "x" days before the check-out date. You would replace "x" with the number of days. For example [resa_1_days_before_check_out]
- **[resa_x_days_after_check_out]**: the date corresponding to "x" days after the check-out date. You would replace "x" with the number of days. For example [resa_14_days_after_check_out]
- **[today_date]**: the date of the current day

Variables for the customer details

Variables are usually straightforward, for example :

- **[customer_id]** : id of the customer
- **[customer_first_name]** : first name of the customer
- **[customer_last_name]** : last name of the customer
- **[customer_email]** : email of the customer
- ...

Variables for payment links

- **[payment_link_total_price]** : a payment link with the total price as amount to pay
- **[payment_link_total_price_including_bond]** : a payment link with the total price as amount to pay, including the security bond as set in [Security bond settings](#)
- **[payment_link_deposit]** : a payment link with the deposit amount to pay, as set in [Deposit Settings](#)
- **[payment_link_deposit_including_bond]** : a payment link with the deposit amount to pay, including the security bond
- **[payment_link_remaining_balance]** : a payment link with the outstanding amount that has not been paid yet, as amount to pay
- **[payment_link_remaining_balance_including_bond]** : a payment link with the outstanding amount that has not been paid yet, including the amount of the security bond, as amount to pay
- **[payment_link_bond]** : a payment link with the security bond amount to pay, as set in [Security bond settings](#)
- **[payment_link_custom_amount-xx.xx]** : a payment link with a custom amount to pay
- **[payment_link_no_payments]** : a payment link for updating/providing a payment method. No charge is done. This is only available with Stripe payment gateway.