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Browse our knowledgebase by topic

Pre-sales

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- Can I use a Page builder with HBook?
- Can I use HBook for a hostel?
- Can I use my current pages and add HBook elements to them?
- How much cost HBook plugin?
- How to add a booking form to my website? Or an availability calendar?
- Is HBook available in different languages? Do you include translation files?
- Is HBook plugin included in your themes Adomus and Lavilla?
- Is it possible to set different minimum stays depending on seasons?
- What are your products and prices?
- Will HBook work with my theme?

iCal synchronization

- Are the automatic emails sent as well for reservations imported via iCal?
- Can I sync HBook with AirBnb, Expedia, VRBO, booking.com, TripAdvisor, Agoda etc...?
- HBook does not update with my iCal external calendars automatically. The sync has stopped.
- How can I check the content of an iCal calendar?
- How does the iCal synchronization work?
- How to sync HBook with AirBnb?
- How to sync HBook with Booking.com?
- How to sync HBook with Gîte de France?
- How to sync HBook with HomeAway or VRBO?
- How to sync with Google Calendar?
- I have a message indicating that "HBook iCal calendars URLs are currently cached".
- What is the difference between HBook and a Channel manager?
- Why do you recommend to use HBook as the main calendar?

How does it work?

- How does HBook update availability? If someone books a room, will it be shown as unavailable?
- How does multiple accommodation booking work?
- How does the "Confirm" action work? What happens when I confirm a reservation?
- How does the automatic email work?
- How does the iCal synchronization work?
- How does the security bond work?
- How to add a booking form to my website? Or an availability calendar?
- Why do you recommend to use HBook as the main calendar?

Translations

- Are your themes and plugins multi-language ready?
- How to have HBook admin menus in my language?
- How to keep my custom translations of the back-end when updating HBook?
- How to set up Polylang plugin with HBook?
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- How to update front-end translations with updated translation file?
- How to update HBook back-end translations?
- I can't validate my licence for HBook. Where can I find the activation code?
- In the Accommodation type, the settings are missing.
- Is HBook available in different languages? Do you include translation files?

Payments

- Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.
- Can I ask for full payment and charge the security bond later?
- Can I charge a customer of the remaining balance?
- Can I redirect the client to a custom "Thank you" page?
- Can I refund a customer?
- Can I send a payment link to my client?
- Can I use HBook for booking requests that need to be confirmed?
- For which payment gateways is the payment link feature currently available?
- How can I ask a customer to add or update a Stripe payment method?
- How to disable the payment system?
- What are the redirection options for the booking process?
- What pricing and payment scenarios can be catered for?
- Which payment gateways are supported?

Troubleshooting

- Can I change or remove the accommodation numbering in the reservation list?
- Can I open booking for more than 12 months ahead?
- HBook does not update with my iCal external calendars automatically. The sync has stopped.
- How should I format the email address in the email template headers?
- How to add a new currency to HBook supported currencies?
- I have a message "There was a connection error"
- I have a message indicating that "HBook iCal calendars URLs are currently cached".
- I have a reservation with "Processing" status. Why I can not delete it?
- I need HBook to block 1 night after each stay, why does it block as well 1 night before?
- In the payment form, some payment methods enabled in Stripe are missing
- Licence: This purchase code is already in use
- On my website, the calendar is not showing that a date is not available.

Maestrel products and prices

- [Changes on HBook prices from July 1st](#)
- [What are your products and prices?](#)
- [Is HBook plugin included in your themes Adomus and Lavilla?](#)
- [How much cost HBook plugin?](#)

Changes on HBook prices from July 1st

Please find information below regarding the new prices that will be available from **July 1st 2026**.

Why is there a change?

HBook plugin was initially released on Envato Marketplace in **2015** and was exclusively sold on codecanyon.net, Envato's platform for WordPress plugins. From 1 July 2026, Envato Market will move to a single non-exclusive model.

We will offer HBook plugin **directly on our website** as well, in the same way as we sell [our WordPress themes](#).

What will be the new prices and conditions?

You will be able to choose between purchasing HBook directly on our website or on Envato.

	Directly with us	On Envato
Initial purchase	\$99	\$129
Renewal before expiration	\$55	\$80
Renewal after expiration	\$65	\$110

Why is there a difference between your direct prices and your prices on Envato?

With more than 10 years of exclusivity with Envato, we were at a 12.5% author fee that was deducted on every HBook sale. With the new Envato rules, the distinction between exclusive and non-exclusive plugin authors will be removed, and the author fee for all authors will move to 50%.

When you purchase directly on our website, we can offer you a competitive price. 😊

I purchased HBook on Envato. How does this change affect me?

HBook will still be on Envato. You will continue having access to updates, and we will continue providing technical support.

If you wish to renew your technical support, you will now be able to choose between renewing on Envato or directly with us.

How will I be notified when there is a new HBook update?

Plugin update notifications for HBook will soon be sent directly by Maestrel instead of Envato.
[Register your notification](#) preferences now to not miss HBook plugin updates.

What are your products and prices?

 You can check our full pricing list directly on our website: [Pricing list](#)

HBook plugin - \$99

- ✔ 1 year technical support included
- ✔ Renewal is for 1 year
- ✔ 1 year of updates

Renewal costs - 1 year

-  Before expiration: **\$55** for 1 year
-  After expiration: **\$65** for 1 year

Where can I buy?

[Purchase directly from our website](#), at a competitive price.
Purchase on [Envato](#)*.

* Envato prices and conditions apply.

Adomus/Lavilla theme + HBook - \$119

- ✔ 1 year of updates
- ✔ 1 year technical support included
- ✔ 1 year theme update included
- ✔ Renewal is for 1 year

Renewal costs - 1 year

-  Before expiration: **\$55** for 1 year
-  After expiration: **\$65** for 1 year

Where can I buy?

Purchase exclusively on our website

[Adomus theme + HBook](#)

[Lavilla theme + HBook](#)

Is HBook plugin included in your themes Adomus and Lavilla?

Yes, HBook plugin (our booking system) is included in Adomus/Lavilla theme. Exact same plugin as sold on its own. Unlimited updates for HBook.

How much cost HBook plugin?

The Regular Licence of HBook plugin costs **US\$99** including **1 year of technical support** and **1 year of updates**. The purchase of the licence is a one-off fee, which means that you **do not have** to pay each year to use your licence.

- You will receive an email when your technical support is about to expire. Renewal is for 1 year.
- You can extend **before expiration**, at **US\$55** for 1 year. If you prefer, you can renew only when you need to contact us. Renewing **after expiration** costs **US\$65** for 1 year of technical support.

What is included?

- 1 year of updates
- 1 year technical support
- Payment gateways: PayPal and Stripe are included

Are there extra costs?

- No commission, no hidden fees. It is a one-off purchase of the licence.
- If you wish to use another payment gateway, we have developed payment gateway add-ons for HBook. They are sold at **US\$50** and it is a one-off purchase.

Where can I buy HBook?

You can purchase HBook either through [Envato Marketplace](#) (CodeCanyon) or [directly from our website](#). By purchasing directly from us, you benefit from more competitive pricing. For more details, please visit our [pricing page](#) on our website.

Features

- [What's new in HBook version 2.1?](#)
- [Will HBook work with my theme?](#)
- [Can I sync HBook with AirBnb, Expedia, VRBO, booking.com, TripAdvisor, Agoda etc...?](#)
- [Can I use my current pages and add HBook elements to them?](#)
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- [What is the difference between HBook and a Channel manager?](#)
- [For which payment gateways is the payment link feature currently available?](#)
- [Is HBook ready for European GDPR \(General data protection regulation\)? Can I set a Privacy Policy checkbox?](#)
- [What best practices do you recommend for GDPR?](#)
- [Which PHP version is supported by HBook and your themes?](#)
- [Thinking of HBook for a slightly different project?](#)

What's new in HBook version 2.1?

Version 2.1 of HBook introduces various features related to the payments.

Payment links

You can now share payment links to your customers. A payment link is a unique link to your payment page, with preset values. You can now generate and send payment links for:

- Deposit or Full payment
- Remaining balance
- Security bond
- Custom amounts
- Asking a customer to add a payment method (for later charge/refund)

These links are currently available **only with Stripe**, with more payment gateways to follow soon. We will be progressively updating our payment gateway add-ons for HBook.

Resources - payment links

Documentation

- [Payment link settings](#)
- [Include payment links in manual emails](#)
- [New payment links variables for email and document templates](#)

Knowledgebase

- [Can I send a payment link to my client?](#)
- [For which payment gateways is the payment link feature currently available?](#)

Payment page

When a customer clicks a payment link, they're taken to a dedicated payment page on your website. You can customize this payment page and display a reservation summary, including reservation details and payments history. As it is a page on your website, you can as well display any information you wish to share on that page.

You can optionally redirect users to a custom "Thank You" page after payment.

You can as well have specific email templates sent upon payment made via payment link or upon payment method added via payment link.

As for any text displayed by HBook, you can modify the texts displayed on the payment page and for the "Thank you" messages in **HBook > Text**.

Resources - payment pages

Documentation

- [Payment link form](#)
- [Reservation summary and "Thank you" page](#)
- [New "Upon event" email triggers for payment links](#)

Knowledgebase

- [Can I redirect the client to a custom "Thank you" page?](#)

Add payments and check payment history

Version 2.1 also makes it easier to manage payments:

- View a full history of payments per reservation
- Make Stripe charges and refunds directly from the payments details
- Record manual payments directly within HBook
- Display payment history in documents and email templates
- Show payment summary within invoice tables

Resources - payment history

Documentation

- [New "Add/Edit payment" section](#)
- [New way to do Stripe charge/refund](#)
- [List offline payment methods](#)

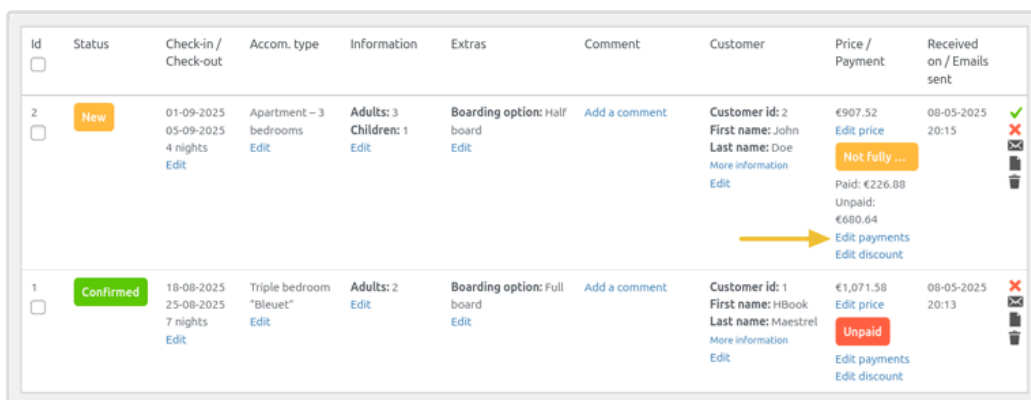
Knowledgebase

- [Can I charge a customer of the remaining balance?](#)

Where are the new location for previous information/actions?

Some information is now available at a different place, and some actions have to be done differently, from version 2.1.

All actions related to payments are now shown when clicking on "Edit payments".



Id	Status	Check-in / Check-out	Accom. type	Information	Extras	Comment	Customer	Price / Payment	Received on / Emails sent
2	New	01-09-2025 05-09-2025 4 nights Edit	Apartment - 3 bedrooms Edit	Adults: 3 Children: 1 Edit	Boarding option: Half board Edit	Add a comment	Customer id: 2 First name: John Last name: Doe More information Edit	€907.52 Edit price Not fully ... Paid: €226.88 Unpaid: €680.64 Edit payments Edit discount	08-05-2025 20:15
1	Confirmed	18-08-2025 25-08-2025 7 nights Edit	Triple bedroom "Bleuet" Edit	Adults: 2 Edit	Boarding option: Full board Edit	Add a comment	Customer id: 1 First name: HBook Last name: Maestrel More information Edit	€1,071.58 Edit price Unpaid Edit payments Edit discount	08-05-2025 20:13

View payment origin

It is possible now to have various online payments for a reservation, and to log as well any payment received offline. Therefore, we do not indicate any more the payment gateway used for the initial payment in “Information” column.

You will click on “Edit payments” to view the payment history.

Add a payment

Remaining balance (€680.64)
Full refund (€226.88)

Received on: 08-05-2025
Amount:
Method: ☒ Cash, ☐ Wire transfer, ☐ Stripe
Comment:

Add payment

Id	Received on	Amount	Method	Comment
1	08-05-2025 20:15	€226.88	Stripe	

Mark as paid

This action has been replaced by “Add payment”. Simply click on the link corresponding to the payment, select the payment method and click on “Add”. The payment will be logged, and the reservation will be marked as paid.

Add a payment

Remaining balance (€1,071.58)
Received on: 08-05-2025
Amount: 1071.58
Method: ☐ Cash, ☒ Wire transfer
Comment: Remaining balance

Add payment

Remaining balance (€1,071.58)
Edit price
Edit discount
Unpaid
Edit payments
Edit discount

Stripe Charge or Refund

These actions are now done as well from the “Edit payments” pop-up. It is important to mention, that a [Stripe payment method](#) has to be stored in order to charge or refund a customer.

Stripe charge

You can select a link, for example “Remaining balance”, which will autofill the form, or enter a custom amount to charge.

Will HBook work with my theme?

HBook plugin is coded for **WordPress**. If your theme is a WordPress theme, then HBook plugin will work well with it. HBook follows your theme style so it is integrated in your theme design. If some adjustments are needed, you will find styling settings in **HBook > Appearance** for the inputs, buttons, select as well as for the calendar and rate table. If you wish to customize the style, you can add custom CSS.

If you use one of the frequently used theme (Avada theme, Divi themes, X theme, etc.), no need to ask if it will work well with your theme! You won't have any issue.

If you are with a different theme and run into a styling issue, please simply contact us. We are glad to help!

Do you recommend specific themes to use for HBook?

As mentioned, you can use HBook with any WordPress theme. If you choose a theme that already have a booking engine, you may wish to check that you can disable the booking system. You can not use 2 different booking systems on a same website.

Are you looking for a “Theme + HBook” package?

You should check out our own themes, **Lavilla** and **Adomus**. They include HBook plugin, so it is as well a great bargain :

- General presentation : <https://maestrel.com/themes/>
- Lavilla theme demo : <https://demos.maestrel.com/lavilla-1/>
- Adomus theme demo : <https://demos.maestrel.com/adomus-1/>

Change language

 English

 French

 Spanish



Can I sync HBook with AirBnb, Expedia, VRBO, booking.com, TripAdvisor, Agoda etc...?

Yes, HBook supports Ical synchronization. It means that availability is always updated across the various platforms where you have a listing and this is essential to prevent double bookings.

Here is a non-exhaustive list of booking platforms that support Ical synchronization. We have only listed the most popular:

- AirBnb
- Booking.com(*)
- Expedia
- Agoda
- TripAdvisor Group: TripAdvisor, FlipKey, HolidayLettings, HouseTrip...
- HomeAway group: HomeAway, VRBO, Homelidays, Abritel, OwnersDirect.co.uk , Stayz, etc.
- Atraveo group: Atraveo, TuiVillas, etc.
- Gite de France, CyberEvasion
- FreeToBook, Smoobu, SyncBnb,...
- PitchUp, GlampManager, GlampSites, Canopy and Stars, Cool Camping...
- Oyo Group: Belvilla, DanCenter, Traum-Ferienwohnungen...
- Unicstay, Abracadaroom , La Cabane enl'air, Treego
- ...

There are many more, so feel free to contact us to check with us!

You can as well sync HBook with your personal agenda (Google Calendar, iCal...)

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 your custom frequency), 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, Google Calendar,...) 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".

- * Please note that for Booking.com, iCal sync is possible for :
 - a property with 20 room types or less, and a maximum of 1 unit per room type.
 - a property that doesn't use XML connectivity services like property management systems (PMS) or channel managers.

Can I use my current pages and add HBook elements to them?

If you have already created pages to showcase your accommodation types, you can indeed use the page you have already created instead of HBook accommodation type post.

How to link my own pages to HBook Accommodation types?

Let's say that you have already created pages to showcase your rooms, and you wish now to add HBook booking system. You will create HBook accommodation types only to provide the settings for the booking system (occupancy, descriptions for the search results, number of accommodation of this type).

For each HBook accommodation type, you will indicate in the **Accommodation display** section the ID of the page that you wish to use for showing the accommodation. It can be a theme page, a custom post type page, etc...

To find out what is the ID of the page you wish to use, you will check the url of the page when you edit it. For example: www.mywebsite.com/wp-admin/post.php?post=213&action=edit. This tells you that the post/page ID is **213**.

It has several effects:

- You can then use HBook shortcodes on your theme page 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 your theme page.
- 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 your theme page.
- In the accommodation list, if you have set that the thumbnail should link to the accommodation page, it will open your theme page.

Can I use a Page builder with HBook?

Yes, you can use your favorite builder!

It takes two steps to add a HBook element with your page builder :

- Add a module for **shortcode** or a **text** module
- Write the HBook shortcode

We provide more details for each builder in these articles of our knoweldgebase :

If you are using a different builder, you can check if you have a “**Shortcode**” element and use it. If your builder does not provide an element to add shortcodes, you can as well use a “Text” element, which you obviously have!

Can I use the pages already created with my favorite builder?

Yes! If you already have created your own pages to showcase your accommodation types (rooms, villa, apartment, cabin, etc...), HBook allows you to set a different page (than HBook accommodation pages) to be used to display your accommodation type.

- you will create HBook accommodation types only for the settings of the booking system as the occupancy settings, number of accommodation of this type, etc...
- you will indicate the ID of the page to be used for display purposes (the one you have created with your favorite builder)

It has several effects:

- You can then use HBook shortcodes or blocks on your theme page 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 your theme page.
- 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 your theme page.
- In the accommodation list, if you have set that the thumbnail should link to the accommodation page, it will open your theme page.

How to add a booking form to my website? Or an availability calendar?

To add a booking form, an availability calendar, a rate table, or a list of accommodation, you can use:

- HBook Shortcodes
- Gutenberg HBook Blocks

What are shortcodes? Do I need coding knowledge?

You don't need any technical skill or knowledge to use "Shortcodes". A Shortcode is a text written between brackets that will be rendered on your website. For example, when you write in the content of your page `[hb_booking_form]`, we will display a booking form.

A shortcode can have parameters, that are here to give instructions for the rendering. For example, if you write `[hb_booking_form accom_id="123"]`, it means that you wish HBook to display a booking form that is only for the accommodation type with ID "123".

Related articles

Can I use a Page builder with HBook?



• Created by Céline - Maestrel • Updated on Feb 17, 2025

Yes, you can use your favorite builder! It takes two steps to add a HBook element with your page builder : Add a module for shortcode or a text module Write the HBook shortcode We provide more details for each builder in these articles of our knowledgebase : If you are using a different builder, you can check if you have a "Shortcode" element and u

 Confluence

[Open preview panel](#)

Shortcodes/Blocks



• Created by Céline - Maestrel • Updated on Nov 11, 2025

HBook shortcodes & blocks – add search form, booking form, calendar or rates table using Gutenberg or shortcode in Maestrel's WordPress plugin. 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

 Confluence

[Open preview panel](#)

Is it possible to set different minimum stays depending on seasons?

Yes, this is possible with HBook. You can set different minimum stay according to accommodation type and seasons.

Can I offer my property as a whole and per accommodation?

Yes, you can perfectly rent your property as a whole, or separately.

This can be useful if you have a property that can be rented per room or entirely. Or if you have various properties on a site that are normally booked separately, but you wish to offer the option to privatise the entire site.

Instructions

1. Create your **Accommodation types**. You will set your booking rules, occupancy settings, prices for each case. For example, you may wish to have a “Minimum occupancy” for the “Entire property”.

 Let's take the example of 2 apartments, Apartment A can accommodate 8 persons and Apartment B can accommodate 6 persons. You will create the accommodation types as follows:

1. Apartment A: Maximum occupancy = 8 persons
2. Apartment B: Maximum occupancy = 6 persons
3. Entire property (A+B): Maximum occupancy = 14 persons. Minimum occupancy = 9 persons, if I wish to show this option only for larger groups.

2. Set the **Automatic blockings** for automatic update of availability. In the “Automatic blockings” section of the settings of each **Accommodation Type**, you will indicate the ID of the accommodation that need to be blocked by HBook automatically.

 In my example:

- I will add the ID of the "Apartment A" and "Apartment B" in the settings of the "Entire property (A+B)". It means that "Apartment A" and "Apartment B" will automatically be blocked when someone books the Entire property.
- I will add the ID of the “Entire apartment” as the accommodation to be blocked, in the settings of both "Apartment A" and "Apartment B". If I receive a reservation for “Apartment A”, or for “Apartment B”, HBook will block the option to book the entire property for these dates.

 Depending on your needs, you may prefer to enable **Multiple accommodation booking**. You can read about this functionality [here](#).

Useful resources

- Check [this section](#) of HBook documentation regarding Automatic Blockings.

Can I use HBook for a hostel?

Yes, you can perfectly use HBook for dormitory with beds. Your customer will book one or several beds in dormitories.

Instructions

1. Create your **Accommodation types** as “Bed in dormitory”, and not “Dormitory”. The “Minimum occupancy”, “Normal occupancy” and “Maximum occupancy” are set to 1 person.
2. Indicate the number of beds in the dormitory room as the “Number of accommodation of this type”.
3. If you have different dormitories, and wish to present them separately to the customer, you will create one Accommodation Type for each dormitory.

 Let's take the example of a hostel with 3 dormitories:

- 4-bed women dormitory
- 6-bed men dormitory
- 8-bed mixed dormitory

You will create the accommodation types as follows:

- “Bed in 4-bed women dormitory”. Number of accommodation of this type: 4.
- “Bed in 6-bed men dormitory”. Number of accommodation of this type : 6.
- “Bed in 8-bed men dormitory”. Number of accommodation of this type : 8.

4. Enable **Multiple accommodation** booking in **HBook > Misc > Multiple accommodation booking**. By doing so, a customer can book various beds in a single reservation.

 In **HBook > Text**, you can change any text displayed by HBook.

Can I show how many beds are left for each dormitory?

Yes, you can display in the search results the number of beds left for each dormitory that has availability. There are settings for this feature in **HBook > Search form > Accommodation selection**.

- You will set “Display number of available accommodation” to “Yes”.
- You should modify the “Threshold to display number of available accommodation” to the number of beds of your bigger dormitory, which means that it is always displayed.

I have a mix of private rooms and dormitories. How can I set up HBook?

For your private rooms, the **Accommodation Type** will be the **room**. For your dormitories, the **Accommodation Type** will be 1 **bed** in the dorm room. This is the main difference to correctly set-up HBook for a mix of private rooms and dorm beds.

- You may wish to have separate booking pages for Private rooms and Dormitories. We recommend using the [Accommodation List](#) on each page.
- You may wish to adjust the [Multiple accommodation settings](#) for each **Accommodation Type**.

If you have **mainly private rooms**, then you may set to exclude “On global search only” all your accommodation types that are for beds in dormitories. Your client will be able to book, in a single reservation, various private rooms (of the same type, or of different types) or various beds in a same dormitory. But they will not be able to book beds in different dormitories in a same reservation.

If you have **mainly beds in dormitories**, then you may set to exclude “On global search only” all your accommodation types that are Private rooms. Your client will be able to book, in a single reservation, various beds (in different dormitories or in the same dormitory), various private rooms of a same type. But they will not be able to book different private rooms (of different types) in a same reservation.

 You can learn more about **Multiple accommodation booking** functionality [here](#).

Is there a user area for the customer to manage his reservation?

With the current version of HBook, a customer does not have any access to view, amend or cancel his reservation. He will need to contact you if he wishes to make some changes to a booking.

From the admin, you can modify the dates of a stay, the number of guests, the extra-services, etc. You can as well send email, if you wish to confirm the changes to a guest that asked to modify his reservation, for example.

What is the difference between HBook and a Channel manager?

They are 2 different tools, that can be use together.

- HBook is a complete booking system that you add to your website.
- A channel manager is aimed at channelling availability across your different platforms.

 Some channel managers may have a widget that you can add to your website to display a booking form in an iframe. But since the main focus of a Channel manager is on the OTA connections, the booking engines are usually with poor functionalities.

Regarding the **synchronization of availability** across platforms:

- A channel manager can offer direct integration with the OTA (API integration) or/and iCal synchronization.
- HBook offers iCal synchronization only

What are the main difference of functionalities for the synchronization?

There are a couple of important differences between iCal synchronization and synchronization using the API of the OTA.

“Pull” vs “Push” action

- iCal synchronization is a “pull” action: each platform checks if there are any change in the connected calendars. It pulls information from the platform iCal agenda. This action is automatic but is not done instantly. There is a delay between a reservation received on a platform and the update of the availability on the rest of the platforms. It means that you can have a double booking during this delay.

Update frequency:

- HBook can update its calendar up to every 5 minutes.
- Each platform has its own update frequency, usually between every 30 minutes and every 1h30.

- API integration is a “push” action: when there is a new reservation, the data is pushed to all platforms connected. This action is automatic and instantly done. There is no delay and all platforms are automatically updated.

Information shared

- with the iCal calendar format, the information that can be shared is limited. HBook includes any information shared by your external platforms in the “Comments” column. When

customer or reservation information is shared, we add it too. Some platforms share the URL of the reservation in their dashboard, and we add the link in the “Comments” column, so you can easily open the reservation details.

- a connection with an API allows sharing of reservation information, customer details, payment information, etc. It is not as limited as iCal synchronization.

Price

- iCal synchronization is a useful tool, and it is costless. We use it in HBook, and for the vast majority of our users, the higher risk of a double booking is manageable.
- a Channel Manager has an extra cost. Usually, it is a monthly subscription that depends on the number of properties/rooms and the number of connections. Some offer a money-back guarantee in case of a double booking (insurance).

What to take into account when choosing a Channel manager to use with HBook?

It is important that you evaluate what is best for your project. If you think that you wish to use a Channel manager, here are the key points to check:

- make sure the Channel manager does not only offer iCal synchronization, and has API integration with the platforms you wish to connect to. There are plenty of players in this market, and you don't want to pay for iCal synchronization, when HBook offers it already!
- make sure they support iCal synchronization. You will sync HBook with your Channel manager with the iCal synchronization. And all your platforms will be connected directly to your Channel Manager (API integration).
- check which Channel managers are mostly used in your country. The channel managers that are available in Germany are not the same as in the U.S. or in Australia. You may wish as well to be able to connect to platforms that are relevant to your geographical area, in addition to the main OTA.
- [contact us](#) if you need further advice!

For which payment gateways is the payment link feature currently available?

We have just introduced “Payment links” functionality in version 2.1 of HBook. Payment links functionality is currently available only for **Stripe** payment gateway.

We have prepared HBook to be able to update all our supported payment gateways, to integrate the payment link functionality as well. We will be progressively updating our gateway integrations, and offering this functionality for any supported gateway. Thank you for your patience!

Is HBook ready for European GDPR (General data protection regulation)? Can I set a Privacy Policy checkbox?

HBook includes a Privacy Policy checkbox option with the possibility to link to your Privacy Policy page. It allows you as well to easily manage all user rights introduced by GDPR (General Data Protection Regulation). Please find below the different aspects regarding HBook plugin and GDPR.

Booking form

You can set a compulsory check box for that purpose. It works the same way as the current “Terms and Conditions” checkbox. It is highly recommended to separate your Privacy Policy and your Terms and Conditions. You will be able to add a link to a “Privacy policy” page of your own. In this page, you should indicate which data is collected and how the customer can contact you to claim their Right to Access, Right to Be Forgotten and Data Portability right.

Customer data

When setting up the booking details form, you can decide which data belongs to the customer and which ones belong to the Reservation. All data that you set in HBook > Forms as belonging to the “Customer” is forming the information associated to a customer ID.

HBook has a “Customers” menu where you can search a customer, edit the data and delete the data:

- You can already delete a customer if he claims his “Right to be forgotten”.
- You can already export in CSV all customer data. This is what you need for the “Right of access” and “Data portability”

Share of data to third-party

Customer data might be transmitted to third-party only with the iCal synchronization. There are 2 fields that could contain customer data, which are “Summary” and “Description” for each iCal event created. We have added the possibility to customize the information that is passed in these fields, so you can clearly choose what information is shared or not and inform your customers in your Privacy Policy.

Cookies

HBook does not store any cookies.

What best practices do you recommend for GDPR?

You can read this article about the RGPD : [Is HBook ready for European GDPR \(General data protection regulation\)? Can I set a Privacy Policy checkbox?](#) Below, you'll also find best practices for GDPR.

Define the right roles for each WordPress user

For example, if you have a cleaning crew for whom you have created a WordPress account, consider using the roles offered by HBook : [What are the different roles added by HBook?](#)

iCal Export settings

If you use iCal, we recommend that you add a key to your export URL. And check the content of the “Summary” and “Description”, to make sure you know what you're sharing. This is done in **HBook > Sync iCal > Export settings**. See this section of our documentation : [iCal - Import/export and synchronization](#)

Deleting customer and reservation information

You can easily “reset” HBook and delete all reservations, blocked dates and customers. After a season, you can export reservations from **HBook > Reservations > Export reservations**. In the same way, you can export customers from **HBook > Customers**. This way, you keep a copy of all reservations and customers. Then, in **HBook > Misc > HBook reset**, you can choose to reset customers, reservations and blocked dates.

Which PHP version is supported by HBook and your themes?

We follow the minimum requirements for WordPress for PHP versions. You can find them [here](#).

We always test HBook and our themes with any new PHP version. You may see “Deprecated” or “Warning” notice when a new PHP version is released. It is for developers to be able to modify their code to update to the latest PHP version. If you see them, it means that you are with “Debug” mode active.

 Please note that it is not recommended to have debug mode enabled on a live site.

Thinking of HBook for a slightly different project?

- Can I use HBook plugin for conference, events or appointments booking (same day check-in and check-out)?
- Can I use HBook for other rentals or business that are not the hospitality industry?
- Can I use HBook plugin in multi-site environment?

Can I use HBook plugin for conference, events or appointments booking (same day check-in and check-out)?

HBook is not developed for conference room booking, daily events, appointments, restaurant bookings... as it works on a nightly basis. Check-in date and check-out dates need to be at least 1 night apart.

Can I use HBook for other rentals or business that are not the hospitality industry?

🔗 Is it possible to use HBook for pet boarding, car park booking, boat trips, ship reservations, etc.?

We have clients who use HBook for other business than hospitality. It can be parking space rentals, cats and dogs kennels, storage box rentals, etc. As any text displayed by HBook can be customized, it is not an issue to adapt the front-end to your business. What is important is to check if the way HBook booking system works can suit your needs.

A couple of notes to take into account:

- HBook works per night basis, so there need to be at least one night between start date (check-in) and end date (check-out).
- HBook does not allow including check-in time and check-out time as a search criterion. It can be asked to your customers as part of the booking details information, but it can not be a parameter of the search.

Can I use HBook plugin in multi-site environment?

Yes, HBook plugin can be used with WordPress Multisite. The [demos](#) for example are on a multi-site. In that case, each blog/sub-site has its own independent booking system, and you will need to buy one licence per blog.

HBook magic

- [How does HBook update availability? If someone books a room, will it be shown as unavailable?](#)
- [How does multiple accommodation booking work?](#)
- [How does the automatic email work?](#)
- [How does the security bond work?](#)
- [How does the “Confirm” action work? What happens when I confirm a reservation?](#)

How does HBook update availability? If someone books a room, will it be shown as unavailable?

HBook booking system is quite flexible and can be set to handle different situations:

- availability can be updated automatically when someone makes a reservation
- availability can be updated automatically only when you confirm a reservation from the back-end

By default, HBook will immediately update availability.

When you set accommodation types, you indicate how many accommodations of a certain type you have: for example, I create an accommodation type “Double Room” and I set that I have 5 of this type. It means that you have 5 Double Rooms. If someone books a double room for next Saturday night, then there will be now 4 Double Rooms left. And so on, until none is left for a date, which means that it can not be booked at this date.

HBook allows you to change this default behavior.

If you prefer to block the accommodation **only when you confirm the reservation**, you will set in **HBook > Misc > Confirmation settings** that the reservation has to be confirmed before dates are blocked out in the calendar. You can set this differently for unpaid reservation or paid reservation. Typically, you may wish to set that dates are automatically blocked if there has been a payment but that it requires confirmation if there has been no payments (for example, if you ask for a bank transfer).

How does multiple accommodation booking work?

HBook supports the reservation of various accommodation for a same reservation. It can be enabled for back-end only or for back-end and front-end. For example, a group of persons wishes to book various accommodation for their stay. It can be done with a single search and booking process.

What settings are there for the multiple accommodation booking?

There are various settings to adjust this feature to your needs :

- In **HBook > Misc**, you can enable multiple accommodation booking. You can decide to have this functionality only for back-end use (when adding reservations manually from the admin) or for both back-end and front-end, so visitors can book several accommodations.
- In the **Accommodation** type settings, you can set that you wish to exclude it from multiple accommodation booking. So you can decide which accommodation type can be part of the search results that are made of a combination of rooms.
- In **HBook > Search form**, you can set if you wish to display a “Number of accommodation” field in the search form. When enabled, the visitor will indicate the number of accommodation he would like to book. If you use the “Adults”/“Children” fields, your visitor will indicate for each accommodation the desired number of adults/children.

How does HBook decide what to show in the search results?

When multiple accommodation booking is enabled, here is how HBook will proceed to display the search results, depending on the set up above.

Multiple booking disabled

HBook will show available accommodation types that are suitable for the number of persons searched.

Multiple booking enabled and “Number of accommodation” field disabled :

- If there are accommodation types that are suitable for the number of persons searched, HBook will show them. A message will be shown above the search results to allow the visitor to search for multiple accommodation.
- If the number of persons searched can not be allocated in one accommodation only, HBook will suggest a combination of accommodation. A message will be shown above the search results to allow the visitor to search for multiple accommodation.

Multiple booking enabled and “Number of accommodation” field enabled :

- If there are results for the number of accommodation (and persons) searched, HBook will show them. If there are various accommodation types that can be combined, the visitor can choose the accommodation types he wishes to book. He will select the first accommodation type, then the second, etc.
- If there are availability for the number of persons searched but the number of accommodation or the allocation of the persons in the accommodation differs from the search criteria, HBook will suggest a combination of accommodation.

How does the automatic email work?

- ? Can I set automatic emails that will be sent to the customer with the reservation details?
- ? Can the admin be notified when a new booking has been received?
- ? Can I set emails that will be automatically sent after or before the stay?

Emails sent upon an action

You can set different email templates that can be **sent automatically** on different actions:

- When a customer book on your website
- When you add reservations from the admin
- When a reservation is confirmed
- When a reservation is cancelled

You can set as many email templates as you need for each action so it means that when a customer books on your website, you can have different emails automatically sent: one for the customer, another for the admin, a third one for the sales team or the cleaning staff, etc... You can use variables in the email templates to include the reservation and customer details information.

Scheduled emails

You can set email templates that will be triggered “x” days before or after check-in/check-out. This is useful to send information a few days before the arrival, to ask feedback regarding his stay, etc.

Manual emails

You can as well create email templates that are **not sent automatically**. You will use the action "Send email" of the admin page where you manage the reservations to email your client. You can edit this email before sending it.

How does the security bond work?

HBook allows you to ask for a **security bond**, sometimes called security deposit. It 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.

What are the available options to manage the security bond?

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
- use it in combination with Stripe payment gateway to manage the refunds with Stripe

You will find the following settings in **HBook > Payment > Security Bond** :

- set if there is a security bond or not
- 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)
- 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.

How can I proceed if I wish to refund the security bond?

When the customer has checked out, if you have set that Security bonds needs to be paid, you will see a note in the “Payment” section of the list of [reservation](#). It will display, highlighted in red, for example: “To refund: \$250”.

- If you have activated Stripe payment gateway and if you have set in **HBook > Payment > Stripe settings** that you store customer credit card details: you will be able to refund the security bond using Stripe. In the reservation details of the **Reservations** page, you will see a “Refund” link. You can set which amount is to be refunded, which means you can refund only partially the security bond if needed.

- If you do not use Stripe, the refund process has to be done outside HBook. Once you have refunded the money (given back directly to the customer on check-out, send by bank wire, etc.), you can edit the “Payment” column to show the amount refunded.

How does the “Confirm” action work? What happens when I confirm a reservation?

The “Confirm” action is when you click on the green tick “Confirm” in the column “Actions” of the list of reservations.

You will find confirmation settings in **HBook > Misc > Confirmation settings**. There are 2 aspects for the confirmation to take into account:

Do you wish to block automatically the dates when a booking is made on your website?

Depending on your situation, you might actually wish that accommodations are automatically blocked when a reservation is received, or you might wish to leave it open until confirmation of the reservation. If open, no accommodation will be allocated until you click on “Confirm”. It means that someone else can as well go through the reservation process. You might wish to avoid that, and in that case you will set that no confirmation is required. Or you might actually prefer to be open to requests and to be able to confirm or decline a request.

You can as well have different confirmation set up depending on “Paid” or “Unpaid” reservations. Let's say you offer a choice of payment option to your client (deposit online or bank transfer), you might wish to block the dates only when you actually have received the deposit via bank transfer. But block automatically when customer has made the deposit payment online.

What happens when you click on “Confirm”?

In the list of **Reservations**, you can see in the column “Action” a green tick that is a “Confirm” action. Firstly, if you have set that a reservation needs to be confirmed before dates are blocked out, then it will block the dates and allocate the booking to a specific accommodation. Secondly, it will send any email template associated to the “Confirmation of reservation”, as set in **HBook > Emails**. So you might be interested in using this action to trigger the sending of a specific email to your client.

Pricing scenarios

- What pricing and payment scenarios can be catered for?
- Can I set up HBook with different nightly rates for weekdays and weekend, as well as a weekly rate?
- Can I set up HBook for Midweek (4 nights), Weekend (3 nights) and Week (7 nights) bookings?
- Can I offer different boarding options?
- How to allow weekly reservations only, with check-in any days of the week?
- How to set rates that are per person per night?
- How to add a new currency to HBook supported currencies?
- The prices are not formatted correctly for my currency

What pricing and payment scenarios can be catered for?

HBook is highly flexible and provides many options to tailor the booking system to your needs. Here is a non-exhaustive list of possible uses.

Booking system

- Use HBook to receive inquiries or as a booking request system where a reservation needs to be confirmed
- Use HBook with automated confirmation of the reservation
- Search form: check-in and check-out fields are mandatory. You can enable/disable the fields “Adults” and “Children”.

Payments

- No payments : you can disable the payments and manage this differently (ex: guests pay on arrival, by checks...)
- Bank transfer : you can add a message to provide information as bank details, delay for payment, etc...
- Payment of a deposit (percentage, number of nights, fixed amount)
- Payment of the full amount
- Possibility to enable various payment types
- Possibility to enable various payment gateways
- Possibility to hide prices on front-end
- Possibility to set a “Security bond” : security deposit can be displayed for information only, added to the total price, paid online/offline
- View all payment gateways available : <https://maestrel.com/payment-gateways>

Pricing

- Accommodation rates can be per person per night
- Accommodation rates can be per accommodation (whatever the number of guests is)
- Accommodation rates can have a base rate for “x” persons and a fee for additional persons
- Prices can be set differently for children or adults
- Prices can be seasonal
- Prices can be different according to accommodation type
- Prices can be different depending on the length of stay
- Weekday and weekend nightly rates

- Midweek. Weekend and Weekly stays
- There are many other possibles set up, so please do not hesitate to send us a pre-sales question : <https://maestrel.atlassian.net/servicedesk/customer/portal/3/group/45>

Can I set up HBook with different nightly rates for weekdays and weekend, as well as a weekly rate?

? I have different rates per night during the week and on the weekend. A weekly rate is applied for stays of 7 nights, whatever is the check-in day. How can I set this up with HBook?

1. In **HBook > Seasons**, you will split the seasons between weekdays and weekend:

Season name	Start date	End date	Days	Actions
Low season - weekdays				+
	2018-01-01	2018-05-31	Mon, Tue, Wed, Thu, Sun	
	2018-10-01	2018-12-31	Mon, Tue, Wed, Thu, Sun	
Low season - weekends				+
	2018-01-01	2018-05-31	Fri, Sat	
	2018-10-01	2018-12-31	Fri, Sat	
High season - weekdays				+
	2018-06-01	2018-09-30	Mon, Tue, Wed, Thu, Sun	
High season - weekends				+
	2018-06-01	2018-09-30	Fri, Sat	

2. In **HBook > Booking rules**, you will set an "Advanced booking rule" to take care of the weekly pricing.

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
Weekly rate	☐ Compulsory ☒ Special rate ☐ Compulsory and special rate ☐ Discount ☐ Coupon	Apply a special rate when check-in is on: ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday Select all Unselect all	...and check-out is on: ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday Select all Unselect all	...and minimum stay is: 7 nights (leave empty for no minimum stay)	...and maximum stay is: nights (leave empty for no maximum stay)	Select accommodation and seasons in the Rates page.	Save Cancel	

3. In **HBook > Rates**, you will set your rates per night for weekdays and weekends for all seasons.

Accommodation rates Add rate				
Accommodation	Seasons	Special rates	Amount	Actions
Family apartment	Low season - weekdays		\$100.00 per night	
Family apartment	Low season - weekends		\$130.00 per night	
Family apartment	High season - weekdays		\$150.00 per night	
Family apartment	High season - weekends		\$180.00 per night	

4. You will then add the rate for weekly stays, associating the rate to the rule you created:

Accommodation	Seasons	Special rates	Amount	Actions
Family apartment	Low season - weekdays		\$100.00 per night	 
Family apartment	Low season - weekends		\$130.00 per night	 
Family apartment	High season - weekdays		\$150.00 per night	 
Family apartment	High season - weekends		\$180.00 per night	 
Family apartment	Low season - weekdays, Low season - weekends	Weekly rate	\$600.00 for a 7-night stay	 
☐ All ☒ Family apartment Unselect all	☐ All ☐ Low season - weekdays ☐ Low season - weekends ☒ High season - weekdays ☒ High season - weekends Unselect all	☒ Weekly rate Select all - Unselect all	\$ 800.00 for 7 night(s)	Save Cancel

Can I set up HBook for Midweek (4 nights), Weekend (3 nights) and Week (7 nights) bookings?

? My pricing is that customers can check-in and check-out only on Mondays and Fridays. We offer midweek, week-end and week options. What is the best way to set up HBook?

1. In **HBook > Seasons**, you will create your seasons. For example :

Seasons Add new season				
Season name	Start date	End date	Days	Actions
High Season				+ ✎ 🗑
	2019-07-01	2019-08-31	All	✎ 🗑
Medium Season				+ ✎ 🗑
	2019-09-01	2019-10-31	All	✎ 🗑
Low season				+ ✎ 🗑
	2019-11-01	2019-12-21	All	✎ 🗑
	2020-01-06	2020-03-31	All	✎ 🗑
Christmas - New Year				+ ✎ 🗑
	2019-12-21	2020-01-05	All	✎ 🗑

2. In **HBook > Booking rules**, you will indicate the changeover days as Monday and Friday :

Booking rules			
Check-in days Add rule			
Allowed check-in days	Accommodation	Seasons	Actions
Mon, Fri	All	All	✎ 🗑
Check-out days Add rule			
Allowed check-out days	Accommodation	Seasons	Actions
Mon, Fri	All	All	✎ 🗑

3. Let's say that we wish to have a minimum of **7 nights** for bookings during **Christmas** season. We add it here :

Minimum stay length Add rule			
Minimum stay	Accommodation	Seasons	Actions
7 nights	All	Christmas - New Year	✎ 🗑

4. In **HBook > Rates**, we set now our rates for the accommodation types for each length of stay (midweek, weekend and weekly rates) for each season. We only set a 7-nights rate for

Christmas season. In this example, we have set the same rate for all accommodation types, but you can perfectly have different prices.

Accommodation rates Add rate			
Accommodation	Seasons	Amount	Actions
All	Low season	\$200.00 for a 3-night stay	 
All	Low season	\$250.00 for a 4-night stay	 
All	Low season	\$480.00 for a 7-night stay	 
All	Medium Season	\$300.00 for a 3-night stay	 
All	Medium Season	\$360.00 for a 4-night stay	 
All	Medium Season	\$550.00 for a 7-night stay	 
All	High Season	\$400.00 for a 3-night stay	 
All	High Season	\$480.00 for a 4-night stay	 
All	High Season	\$750.00 for a 7-night stay	 
All	Christmas - New Year	\$1,000.00 for a 7-night stay	 

Can I offer different boarding options?

HBook does not have a built-in setting to set accommodation rates with different boarding plans.

You have two different ways to proceed with HBook in order to offer full-board/half-board/breakfast or room only rates. Depending on your project, you may prefer one or the other.

Using the extra-services

In **HBook > Extra-services**, you will create a new extra-service that will have multiple options. You can set as options your different plans with the additional price to pay, depending on each option. The price can be per guest per day, and it can be set differently for “Adults” and “Children”.

After selecting the accommodation, your customer will set which boarding option he prefers.

The price will be adjusted automatically. You can see an example of this in one of our demo:

<https://demos.maestrel.com/adomus-3/>.

The downside of this option is that extra-services prices can not be different according to season. So if your boarding options have different rates (for example low-season rates and high-season rates), you might prefer to use the other option described below.

Duplicating your accommodation types

You will copy your existing **Accommodation Types** in order to create different Accommodation plans. Let's say I have a “Double room” accommodation type. It will duplicate it to offer, for example, "Double room with half-board" and "Double room with full-board". In **HBook > Rates**, I will set the rates for each of them.

When a customer will run a search, he will see both options directly in the search results, with the boarding option price already included in the accommodation price calculation.

As you will have duplicated the accommodation types, you will need to use the setting "Accommodation that need to be automatically blocked when this accommodation type is booked". This setting can be found in the section “Automatic blockings” of each

Accommodation Type settings. In my example, it means that when a customer books a "Double room half-board", HBook will automatically block a "Double room full-board" for these dates. Availability is always accurate, even if you have duplicated your accommodation types.

How to allow weekly reservations only, with check-in any days of the week?

Problem

I need to allow any days of the week for arrival, but they can book only per weeks. If they arrive on a Monday, then can check out only on Mondays. If they arrive on Friday, they can check out only on Fridays, etc.

Solution

If you do not have a specific changeover day, you would use "compulsory" type rules in **HBook > Booking rules > Advanced booking rules**. You would use 7 rules that will simply be set this way :

- When check-in is on "Monday", check-out is on "Monday"
- When check-in is on "Tuesday", check-out is on "Tuesday"
- When check-in is on "Wednesday", check-out is on "Wednesday"
- When check-in is on "Thursday", check-out is on "Thursday"
- etc.

Related articles

 [How to allow weekly reservations only, with check-in any days of the week?](#)

 [Is it possible to set different minimum stays depending on seasons?](#)

How to set rates that are per person per night?

HBook can be adjusted to charge per person. You can have adult rates and children rates.

Instructions

To charge per person per day, here is how you will proceed.

1. In the **Accommodation type** settings, adjust the Occupancy settings:
 - Minimum occupancy and Normal occupancy: 1 person
 - Maximum occupancy: the maximum number of persons in the accommodation
2. In **HBook > Rates**, set the “Accommodation Rate” to the price for 1 adult
3. In **HBook > Rates**, set the “Price per adult/child above normal occupancy”. You can set a different price for adult and children.

 You will follow the same pattern to create a base price for “x” persons, for example, and have an extra charge per additional guest. Your “Normal occupancy” is the “x” number of persons for which your base price applies. The “Accommodation rate” is your base price.

Useful resources

- HBook Documentation - [Occupancy](#) settings
- HBook Documentation - [Rates](#) settings
- Check [examples](#) of occupancy/rates set-up



How to add a new currency to HBook supported currencies?



Problem

In **HBook > Payment > Price settings**, my currency is not listed.



Solution



If your currency is not listed yet, please [contact us](#) so we can add it in the following update. Else, your changes will be overwritten.

You can already add the currency for your project, following these steps.

1. Check (for example on Wikipedia) the currency code and English name. Check as well if there is a currency symbol (for example: “€” for €).
2. Open **hbook/utills/currencies.php**. The currencies are listed by alphabetical order of the currency code.
3. At the beginning of the file, there is :

```
1 'XXX' => array(  
2 'name' => ' XXX (XXX name)',  
3 'symbol'=> 'HTML symbol'  
4 ),
```

4. Replace with your currency code, name and symbol, for example:

```
1 'DZD' => array(  
2 'name' => 'DZD (Algerian dinar)',  
3 'symbol' => 'DA'  
4 ),
```

The prices are not formatted correctly for my currency

Problem

There is an error with the format of the currency.

- The thousands separators or/and the decimals separators are not correct.
- The symbol should be after/before the price.

Solution

HBook uses the default WordPress number formatting according to the language and currency.

If you have a comma as thousands separator or decimals separator, but need to have a dot, or vice versa, please check the following:

1. In **HBook > Payment > Price settings**, do you have correctly set if you wish to have the currency symbol before or after the price?
2. For a website that is in one language only (no multilanguage plugins):
In **Settings > General**, do you have the “Site language” set to your country?

 For example, for MXN currency to show prices as "MX\$0,000.00", you need to select “Español de México”.

Payments

- Which payment gateways are supported?
- How to disable the payment system?
- Can I use HBook for booking requests that need to be confirmed?
- Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.
- Can I charge a customer of the remaining balance?
- Can I send a payment link to my client?
- Can I refund a customer?
- Can I ask for full payment and charge the security bond later?
- How can I ask a customer to add or update a Stripe payment method?
- I have a reservation with "Processing" status. Why I can not delete it?
- I use Stripe. How can the remaining balance be paid?
- Stripe
- PayPal

Which payment gateways are supported?

With HBook, you can set that your customer will pay “offline”, for example by Bank Transfer, on arrival, ... or you can set that you wish to take payment online. You can as well let your customer choose his preferred payment method. If you wish to offer online payments, you will need to use a payment gateway.

Included payment gateways

When you purchase HBook plugin, you will have 2 payments gateways that are already included: [Stripe](#) and [PayPal](#).

- Stripe allows to securely process payment with all the methods enabled in your Stripe Dashboard (debit or credit card, payment wallets...) directly on your site.
- For PayPal, HBook uses PayPal Express Checkout. Your customer is redirected to PayPal website for the payment, where he can pay with a **PayPal account** or with **debit/credit card** (as a guest).

Payment gateways add-ons

We have developed various add-ons to allow you to use your favourite payment gateway. We are constantly adding new ones, and you can see the full list here:

<https://maestrel.com/payment-gateways>

If the payment gateway you are after is not available yet, please do not hesitate to send us a message : <https://maestrel.atlassian.net/servicedesk/customer/portal/3>. We might be available for development.

How to disable the payment system?

You might wish not to take online payment. It can be for example that you manage payment by bank transfer or that you wish to use the system for booking enquiries.

1. You can select that “Customer do not need to pay online to book an accommodation” in **HBook > Payments**.
2. You can change the text displayed by HBook in **HBook > Text > Payment choice**. You can as well add an “Explanation text for offline payment”. This can be useful to give details to your clients about the next steps (for example, if you ask for a bank transfer, if you will review their booking enquiry...).
3. You can modify the email templates in **HBook > Emails** to provide information in the email that is automatically sent to the customer upon new reservation/request.

Can I use HBook for booking requests that need to be confirmed?

You can set HBook as a booking request system. A customer will send a booking enquiry, and you will be able to approve or decline their request.

- If you wish to treat only one request at a time for a same period

In **HBook > Misc > Confirmation settings**, you will keep the default configuration, where dates are blocked out in the calendar automatically when a request is received.

- If you wish to receive various requests for a same period and decide which one you accept

In **HBook > Misc > Confirmation settings**, you will set that a reservation needs to be confirmed before dates are blocked out in the calendar.

In **HBook > Text**, you can change any front-end text displayed by HBook on your website, so you adapt the text for a booking request system, for example replacing “Book now” by “Send us a booking request”.

In **HBook > Emails**, You can set email templates to be sent on “New reservation/request”, “Reservation confirmation” and “Reservation cancellation”. You can set as many email templates as you wish for each action (for the customer, the admin, ...).

This way, you and the customer can be notified of the reception of a new request, on “New reservation”. You can confirm the reservation request from the back-end and have a confirmation email sent to the guest, or you can decline the reservation request and have as well an automatic email sent to the customer.

- If you are using Stripe payment gateway

In **HBook > Payment > Booking payment** settings, you might wish to set that “Customer have to leave their credit card details”. And in **HBook > Payment > Stripe settings**, you will enable “Store credit card”.

By doing so, you can charge the card directly from the reservation list once you have approved the reservation. The transaction is done through Stripe, even though you manage it directly in HBook reservation list dashboard.

- If you are not using Stripe payment gateway or if you do not wish to ask for credit card details

In **HBook > Payment > Booking payment settings**, you will set that “Customers do not have to pay online to book”. You can include payment instructions in the automatic email that will be sent out when you approve the booking request.

Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.

Yes, you can ask for credit/debit card details without charging the card at the time of the booking. In **HBook > Payment > Payment settings**, you will set that “Customers have to leave their credit card details to book an accommodation”. Please note that this option is only available with Stripe as payment gateway.

In **HBook > Payment > Stripe settings**, you will enable “Store payment method”. Once enabled, you will see in the column “Payment” of the **Reservations** list the option to “Charge” the customer, and the option to “Refund” a payment (if a charge has been done).

It is important to understand that :

- these charge or refund actions must be carried out manually in the “Payment” column of the reservation in Reservations menu
- the transactions are done with Stripe, even if you can do them from the HBook admin directly. No credit card information is stored on your server.
- it is not a pre-authorization: indeed, the pre-authorization is only valid for 8 days (which does not correspond to the needs of the hotel sector)
- a Stripe client is therefore created, with the associated payment method. This allows for a later debit or refund.

This functionality is handy for various cases:

- Booking requests : if you wish to receive booking requests that you review before confirming a reservation. Once you confirm the reservation, you can charge the deposit or full amount.
- “No-show” : a customer does not show up, and you need to charge him for a certain amount as per your terms and conditions.

Check Stripe related articles

- [Can I refund a customer?](#)
- [How to test payments with Stripe? Which credit card should I use?](#)
- [Where to find my Stripe API Publishable and Secret Keys?](#)
- [Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.](#)
- [Can I charge a customer of the remaining balance?](#)
- [Required country field notification with Stripe](#)
- [Can I use HBook for booking requests that need to be confirmed?](#)
- [Can I ask for full payment and charge the security bond later?](#)
- [In the payment form, some payment methods enabled in Stripe are missing](#)

Can I charge a customer of the remaining balance?

It is possible to charge a customer with the remaining balance directly from HBook **only if you use Stripe** as a payment gateway. We have a more in-depth integration with Stripe for this feature, and we currently have not planned to offer this feature for our other payment gateways. If you're using a different payment gateway, the remaining balance must be charged through that gateway's dashboard.

In **HBook > Payment > Stripe settings**, there is an option "Store payment method". If you set it to "Yes", the customer credit card details are saved on Stripe.

There are then two options to charge the customer:

You charge the customer

In **Reservations**, you will be able to charge the credit card at a later stage by clicking "Edit payments" in the "Price/Payment" column.

From the pop-up, you will click on "Remaining balance", which will autofill the forms. Finally, click on "Charge".

The customer pays himself

You can also send a payment link for the remaining balance to your clients, included in emails or documents.

To set up payment links, please check [this article](#) of our knowledge base.

It is important to understand that:

- these charge or refund actions must be carried out manually in the "Price/Payment" column of the reservation in **Reservations** menu
- the transactions are done with Stripe, even if you can do them from the HBook admin directly. No credit card information is stored on your server
- it is not a pre-authorisation: indeed, the pre-authorisation is only valid for 8 days (which does not correspond to the needs of the hotel sector)
- a Stripe client is therefore created, with the associated credit card data. This allows for a later debit or refund.

Check Stripe related articles

-  [Can I refund a customer?](#)
-  [How to test payments with Stripe? Which credit card should I use?](#)
-  [Where to find my Stripe API Publishable and Secret Keys?](#)
-  [Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.](#)

- ☐ Can I charge a customer of the remaining balance?
- ☐ Required country field notification with Stripe
- ☐ Can I use HBook for booking requests that need to be confirmed?
- ☐ Can I ask for full payment and charge the security bond later?
- ☐ In the payment form, some payment methods enabled in Stripe are missing

Can I send a payment link to my client?

Yes, it is possible to send a payment link to your client. You can send payment links via manual or automatic emails, and in documents. These payment links can be used for both asking a customer to pay or asking a customer to add a payment method for future charges.

i Payment links functionality is currently not available for all our payment gateways. Check this article for an updated list of payment gateways that support the payment link feature: [For which payment gateways is the payment link feature currently available?](#)

Step-by-step to enable payment links

1. Create a new page specifically for the [payment link form](#). This is where the client will be redirected to when following a payment link. Add at least the [hb_payment_link_form] shortcode in that page. We also suggest adding the [hb_resa_summary] shortcode.
2. In [HBook > Payment > Payment link settings](#), you will select the page you created in the dropdown menu. You can also set a payment link expiration delay if you wish.

How to use the payment links?

There are three different ways you can include payment links:

- **In emails sent manually:** in the **Reservation** page, on the Emails column, by clicking on the [“Add payment link”](#) text when sending an email.
- **In email templates:** in **HBook > Emails**, you can include payment link variables in the message of your email templates.
- **In documents:** in **HBook > Documents**, you can include payment link variables in the template of your document.

i For your information, you can check the full list of variables in [this section](#) of the documentation.

What does the payment page for payment links look like? How can I customize it?

- Since you indicated which page to be used, it can be customized to your taste. You can add the content you wish, and it is only required to use the [shortcode \[hb_payment_link_form\] or bloc “Payment link form”](#).
- To display a summary of the reservation, you can use the [shortcode \[hb_resa_summary\] or bloc “Reservation Summary”](#).

- In **HBook > Payments > Payment link settings**, 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.
- You can customize the text displayed on the page in **HBook > Text/Translations > Payment link form**. In this section, you will find different text fields, whether it is for a form that is for a payment and for a form that is for adding a payment method.
- You can use a “Thank you” page. Check [this help article](#) for further details.

How to redirect the customer to a “Thank you” page?

After a payment has been done or a payment method has been added/updated, you can redirect the customer to a different page for the “Thank you for your payment” step.

1. Create a page “Thank you for your payment” and add the [shortcode \[hb_resa_summary\] or bloc “Reservation Summary”](#) on that page.
2. In the “Payment page”, where you have the [hb_payment_link_form] shortcode/bloc, add the “thank_you_page” URL, with the value being the URL of your new page “Thank you for your payment”. For example:

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

3. In **HBook > Text > Payment link form**, you can modify the text displayed. You will find a string for “Thanks message for payment” and another for “Thanks message for adding or updating payment method”.
4. You can add any information or details you wish to add on that “Thank you” page.

Can I refund a customer?

It is possible to refund a customer directly from HBook, **only if you use Stripe** as a payment gateway, otherwise, it is done outside of HBook. Both methods are explained below.

Directly in HBook

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

In **Reservations**, you will be able to refund the credit card by clicking “Edit payments” in the “Price/Payment” column. From the pop-up, you have two options:

- issue a partial refund by typing in the amount to refund, for example “-10.50” and select “Stripe” as the method. Finally, click on “Refund”.
- issue a full refund by clicking the quick link “Full refund” that will automatically populate the full amount to be refunded. Finally, click on “Refund”.

Outside of HBook

If you do not use Stripe payment gateway, refunding the customer will take place outside HBook, and this is how to proceed:

1. Issue the refund outside of HBook, be it online, for example, on another payment gateway dashboard, or offline, for example, by wire transfer.

 The online payment methods are listed automatically and correspond to the ones activated in **HBook > Payment > Active payment gateways**. The offline payment methods list can be modified in **HBook > Payments > Offline payment methods**.

2. In **Reservations**, you will be able to enter the refund information by clicking “Edit payments” in the “Price/Payment” column. From the pop-up, you can choose the method used for the refund, enter the amount, and click on “Refund”.

Can I ask for full payment and charge the security bond later?

Yes, you want to ask for the payment for the entire reservation, with the security bond to be charged at a later stage.

Setting up HBook Payments

In **HBook > Payments**, follow these steps to configure HBook correctly:

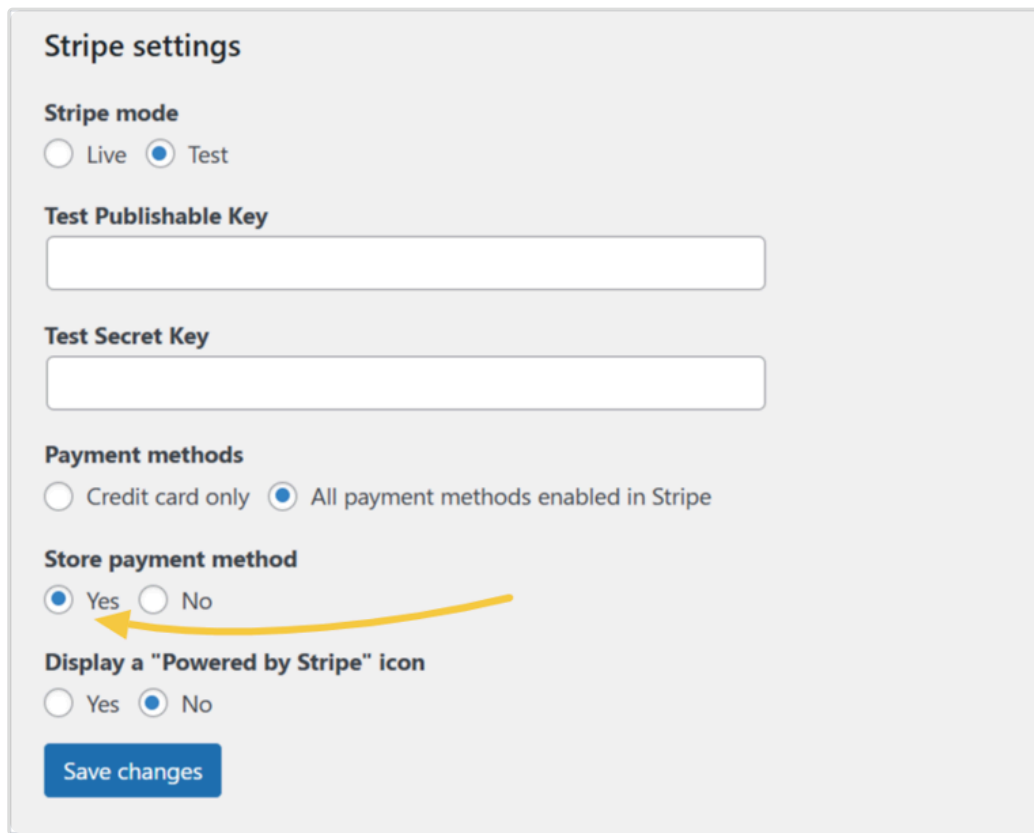
The screenshot shows the 'Payment' settings page in HBook. It is divided into three main sections: 'Booking payment settings', 'Security bond settings', and 'Deposit settings'. Each section has a 'Save changes' button at the bottom. Yellow arrows and numbered circles (1-4) indicate the configuration steps:

- Step 1:** In 'Booking payment settings', under 'Booking payment', select 'Customers have to pay a deposit online to book an accommodation'.
- Step 2:** In 'Security bond settings', under 'Security bond has to be paid', select 'Yes', and enter '300' in the 'Security bond amount' field.
- Step 3:** In 'Deposit settings', under 'Deposit type', select 'Percentage', and enter '100' in the 'Deposit percentage' field.
- Step 4:** In 'Deposit settings', under 'Security bond must be paid along with deposit', select 'No'.

1. Select that customers have to pay a deposit in order to book an accommodation
2. Set that the security bond has to be paid, and enter the wanted amount
3. Set the deposit to “percentage”, and make sure to enter “100” as the value
4. Set that the security bond does not have to be paid with the deposit

Setting up Stripe for payments

In **HBook > Payments > Stripe settings**, you will choose to “Store payment method”, which allows you to charge to customer later.



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

Charging the security bond

To charge the customer for the security bond later, this can be done directly in the **Reservations** page in HBook. From the “Edit payments” pop-up window, you can enter the security bond amount, select ‘Stripe’ as the payment method, and click the “Charge” button.

How can I ask a customer to add or update a Stripe payment method?

You can ask a customer to add or update a Stripe payment method, which is saved for later charges/refunds. This can be useful, for example, if your customer has changed bank cards, or if their card has expired or is no longer valid.

 You will need to enable payment links in order to ask a customer to add or update a Stripe payment method. To do so, you can check [this article](#) from our knowledge base.

Customizing the payment page

You can customize the page as you want, as long as you have added the required [shortcode \[hb_payment_link_form\]](#) or bloc “Payment link form”. You can customize the text displayed on the page in **HBook > Text/Translations > Payment link form**, such as “Explanation text before add or update payment method form”, “Text before “Submit” button” or “Thanks message for adding or updating payment method”.

Sending the payment link

To send the payment link to your customers, in order for them to add or update a payment method, you can:

- **Send it manually:** in the **Reservation** page, on the Emails column, by clicking on the “[Add payment link](#)” text when sending an email. You will select “No payments (store payment method only)” from the options.
- **Send it in email templates:** in **HBook > Emails**, you can include payment link variables in the message of your email templates.
- **Send it in documents:** in **HBook > Documents**, you can include payment link variables in the template of your document.

 I have a reservation with “Processing” status. Why I can not delete it?

Problem

- In the Reservations list, I see a reservation that has the status “Processing”, but no other information.
- A customer has just tried to book but did not finish the process and closed the tab. He wishes to start again, but the accommodation is not available any more.

Solution

You might see reservations with “Processing” status in grey and nothing else. You can not delete it or edit it. This is a normal behaviour of HBook. After 1h, this reservation will be deleted automatically if it has not been finalized.

1. You can inform your client that he will be able to book then.
2. If you prefer, you can block the dates manually in **Reservations > Block accommodation** and then add the reservation manually, once it has been deleted.

What is this “Processing” status for?

The processing status is normal when a payment is processed, so it should be there but only for a very short time. You should not even realize it was as “Processing” status. It disappears once the payment is completed and the customer is redirected to the “Thank You” screen.

If a payment is not completed (for example, the customer clicked the back button while PayPal is processing the payment, or he was interrupted by a phone call), the reservation will have the status “Processing” for one hour. This allows the customer to finish his payment, in case he was interrupted.

 After one hour, the not-completed reservation is deleted and the accommodation is again available for these dates.

Can I change the delay before a reservation with status “Processing” is deleted automatically?

Yes, you can do so using the HBook filter [hb_uncompleted_resa_deletion_delay](#).

Can I find the customer information for a reservation that was not finalized?

We save the customer details before the payment step. You will find the customer details in **HBook > Customers**. If the reservation has not been finalized, there will be no information about the reservation in HBook.

If a payment attempt has been made, you will see the description entered by HBook for this transaction in the payment gateway.

The payment has been received, but HBook has not updated the reservation status. What should I do?

This is not normal behavior for HBook. It can happen, very exceptionally, if there is a problem with either:

- the customer's connection: the payment is made on the gateway, but HBook was unable to verify the payment status or the customer closed their tab before seeing the “thank you” message.
- the server: connection interruption, problem when updating the reservation in the database
- the payment gateway: payment status information could not be retrieved by HBook

 It is still possible that the payment status will be obtained later (server-to-server verification). In this case, the reservation status will be updated, emails will be sent, etc.

If the reservation is not present in HBook, but you can see on the payment gateway that the payment has been made correctly, here is what you need to do:

- Retrieve the reservation information in order to manually add the reservation to HBook.
- If you are missing any information, contact the customer to verify the details of their reservation.
- Send us a technical [support request](#).

Customer contact

The customer has been created in all cases, and you will find the customer's information in **HBook > Customers**. They will not have any associated reservations, but you will have the information associated with the customer.

Reservation information

HBook sends a description for this transaction to the payment gateway. By default, we include the dates, accommodation, number of adults, and number of children.

In **HBook > Text > External payment description**, you can customize the information that is shared as a description for the payment.



I use Stripe. How can the remaining balance be paid?



Problem

I use Stripe payment gateway, and I want to charge my customer the remaining balance. How do I collect the outstanding balance, and which methods can I use?



Solution

Please note that charging the remaining balance can not be done automatically. There are two methods to collect the payment, one where you perform the operation, the other where the customer makes the payment.

1. Charging the customer directly from the admin, in the **Reservations** page: [Can I charge a customer of the remaining balance?](#)
2. Sending a payment link to the customer: [Can I send a payment link to my client?](#)



Make sure that you have set up Stripe payment gateway correctly in **HBook > Payment > Stripe settings**. You can check this article for further information: [Can I charge a customer of the remaining balance?](#)



Check Stripe related articles

- [Can I charge a customer of the remaining balance?](#)
- [Can I refund a customer?](#)
- [Can I ask for full payment and charge the security bond later?](#)
- [In the payment form, some payment methods enabled in Stripe are missing](#)
- [Required country field notification with Stripe](#)
- [Where to find my Stripe API Publishable and Secret Keys?](#)
- [Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.](#)
- [How to test payments with Stripe? Which credit card should I use?](#)
- [Can I use HBook for booking requests that need to be confirmed?](#)

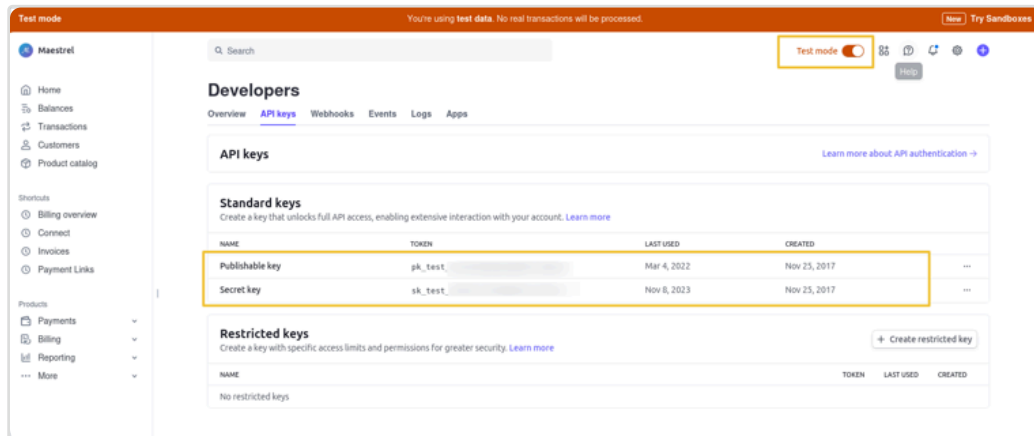
Stripe

- [Where to find my Stripe API Publishable and Secret Keys?](#)
- [How to test payments with Stripe? Which credit card should I use?](#)
- [Required country field notification with Stripe](#)
- [In the payment form, some payment methods enabled in Stripe are missing](#)

Where to find my Stripe API Publishable and Secret Keys?

Once you have created your Stripe account, you will find API keys in your **Dashboard**. You should navigate to the menu **Developers > API Keys**.

You can switch to view your "Live" keys and your "Test" keys.



Check Stripe related articles

-  Can I refund a customer?
-  How to test payments with Stripe? Which credit card should I use?
-  Where to find my Stripe API Publishable and Secret Keys?
-  Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.
-  Can I charge a customer of the remaining balance?
-  Required country field notification with Stripe
-  Can I use HBook for booking requests that need to be confirmed?
-  Can I ask for full payment and charge the security bond later?
-  In the payment form, some payment methods enabled in Stripe are missing

How to test payments with Stripe? Which credit card should I use?

You can test online payments with Stripe by setting Stripe to **Test** mode in **HBook→Payments**.

You will enter your Test Secret Key and Test Publishable Key.

You can not use genuine card information in test mode. Here is a test card that is widely accepted for Stripe test mode:

- Credit card number: 4242 4242 4242 4242
- Expiration date: any date in the future with the format MM/YY
- CVC: any 3-digits number

Learn more about Stripe test cards [here](#).

Check Stripe related articles

-  Can I refund a customer?
-  How to test payments with Stripe? Which credit card should I use?
-  Where to find my Stripe API Publishable and Secret Keys?
-  Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.
-  Can I charge a customer of the remaining balance?
-  Required country field notification with Stripe
-  Can I use HBook for booking requests that need to be confirmed?
-  Can I ask for full payment and charge the security bond later?
-  In the payment form, some payment methods enabled in Stripe are missing



Required country field notification with Stripe



Problem

I have the message : “When using Stripe, you need to add a Required Country Field in the Details form.”.



Solution

If you are using Stripe payment gateway, you might see a message indicating that a country field is required.

Stripe needs additional information to be passed, due to the new 3D Secure standards v2, which is an authentication protocol when paying by card. This has been implemented to meet the European SCA regulations (Strong Customer Authentication) and it is now required for any charge on a card issued by a European bank.

As part of the information sent to Stripe, we now need to include the owner country code (ISO country code format).

If you see the message “When using Stripe, you need to add a Required Country Field in the Details form.”, please follow these steps:

1. In **HBook > Details form**. Check that you have a “Country field”.
2. If you already have a “Country” field, you will change the field type to “Country selection”
3. If you don't have a “Country” field already, please add one and select that the type is “Country selection”



You can set a default country for the Country field selection.



Related articles

- [Can I refund a customer?](#)
- [How to test payments with Stripe? Which credit card should I use?](#)
- [Where to find my Stripe API Publishable and Secret Keys?](#)
- [Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.](#)
- [Can I charge a customer of the remaining balance?](#)
- [Required country field notification with Stripe](#)
- [Can I use HBook for booking requests that need to be confirmed?](#)
- [Can I ask for full payment and charge the security bond later?](#)
- [In the payment form, some payment methods enabled in Stripe are missing](#)



In the payment form, some payment methods enabled in Stripe are missing



Problem

I have enabled payment methods in Stripe that are not displayed in the payment form.



Solution

If you have enabled these payment methods and if they are configured properly, then it is Stripe who decide which payment method to show to the customer. The payment module is managed by Stripe, and it will display a choice of payment methods according to the device, the country, the amount to pay, etc.

Please note as well that Stripe will not show the same payment method if you have enabled offline payment or not.

Here is what you can do:

- In **Stripe dashboard**, make sure that you have correctly configured the payment methods that are not shown when you test. For some payment methods (Apple Pay, Google Pay...), extra actions are required to complete the setup. For example, for Apple Pay, you need to upload a certificate or validation file.
- In **HBook > Payment > Stripe settings**, check if switching the setting “Save payment method” to “No” changes the behavior.
- Contact Stripe if you wish to check if there are other factors in your Stripe setup that could prevent some payment methods to show up.



Related articles

- [Can I refund a customer?](#)
- [How to test payments with Stripe? Which credit card should I use?](#)
- [Where to find my Stripe API Publishable and Secret Keys?](#)
- [Can I ask for credit card details without taking payment? I wish to charge the customer card at a later stage.](#)
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- [Can I ask for full payment and charge the security bond later?](#)
- [In the payment form, some payment methods enabled in Stripe are missing](#)

PayPal

- [Which type of PayPal account do I need?](#)
- [PayPal : Can a customer pay without a PayPal account?](#)
- [Can I accept credit or debit card payments with PayPal?](#)
- [How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials?](#)
- [How to test payments with PayPal? What is Sandbox mode? How to create a Sandbox account?](#)
- [PayPal error: Security header is not valid](#)

Which type of PayPal account do I need?

❓ Can I use a Personal account or do I need to have a Business account? What type of account should I create with PayPal if I wish to use PayPal payment gateway included in HBook? What PayPal API does HBook use, and what are the requirements?

✅ HBook uses **PayPal Express Checkout** API. We use this API as it is highly secured and reliable. It requires a **PayPal Business** account.

Check PayPal related articles

☰ [PayPal : Can a customer pay without a PayPal account?](#) (Knowledgebase)

paypal

☰ [Which type of PayPal account do I need?](#) (Knowledgebase)

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☰ [How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials?](#) (Knowledgebase)

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paypal sandbox

☰ [PayPal error: Security header is not valid](#) (Knowledgebase)

paypal troubleshoot

☰ [Can I accept credit or debit card payments with PayPal?](#) (Knowledgebase)

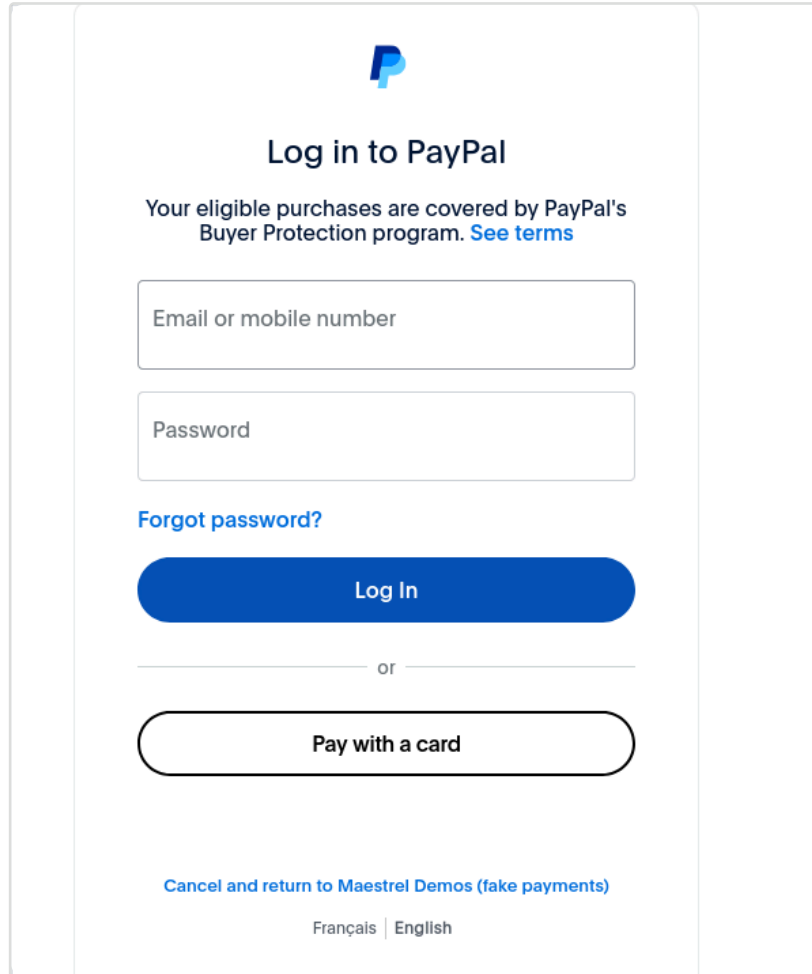
paypal

PayPal : Can a customer pay without a PayPal account?

By enabling Guest Checkout within your PayPal account settings, buyers will have the option to check out using a debit or credit card without the need for a PayPal account login.

The buyer's checkout view on PayPal depends on their web browser's cookies:

- **If a PayPal cookie has been created:** When the buyer lands on a PayPal page, they will be presented with the PayPal Login but still have the option to select “Pay with card”.



The image shows a screenshot of the PayPal login interface. At the top is the PayPal logo. Below it, the heading "Log in to PayPal" is centered. A message states: "Your eligible purchases are covered by PayPal's Buyer Protection program. [See terms](#)". There are two input fields: "Email or mobile number" and "Password". Below these is a link for "Forgot password?". A blue "Log In" button is positioned below the password field. A horizontal line with the word "or" in the center separates the login section from the guest checkout option. Below the line is a button labeled "Pay with a card". At the bottom, there is a link that says "Cancel and return to Maestrel Demos (fake payments)" and a language selector showing "Français | English".

- **If a PayPal cookie has not been defined:** The buyer will instead see a default view of Guest Checkout, allowing for debit/credit payment.

Have a PayPal account?

Log In

or

Pay with debit or credit card

We don't share your financial details with the merchant.

Country/Region
United States

Email
noreply@maestrel.com

Phone type
Mobile

Phone number
+1



Card number

Expiration date

CVV



Billing address

First name
hbook

Last name
Maestrel

Street address
Times Square

Apt., ste., bldg. (optional)

City
New York City

State

ZIP code
10036

Save info & create your PayPal account



By continuing, you confirm you're 18 years or older.

Pay Now

[Cancel and return to merchant](#)

[Français](#) [Español](#) [中文](#) |

Check PayPal related articles

 PayPal : Can a customer pay without a PayPal account? (Knowledgebase)

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 Which type of PayPal account do I need? (Knowledgebase)

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 How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials? (Knowledgebase)

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paypal sandbox

 PayPal error: Security header is not valid (Knowledgebase)

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 Can I accept credit or debit card payments with PayPal? (Knowledgebase)

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Can I accept credit or debit card payments with PayPal?

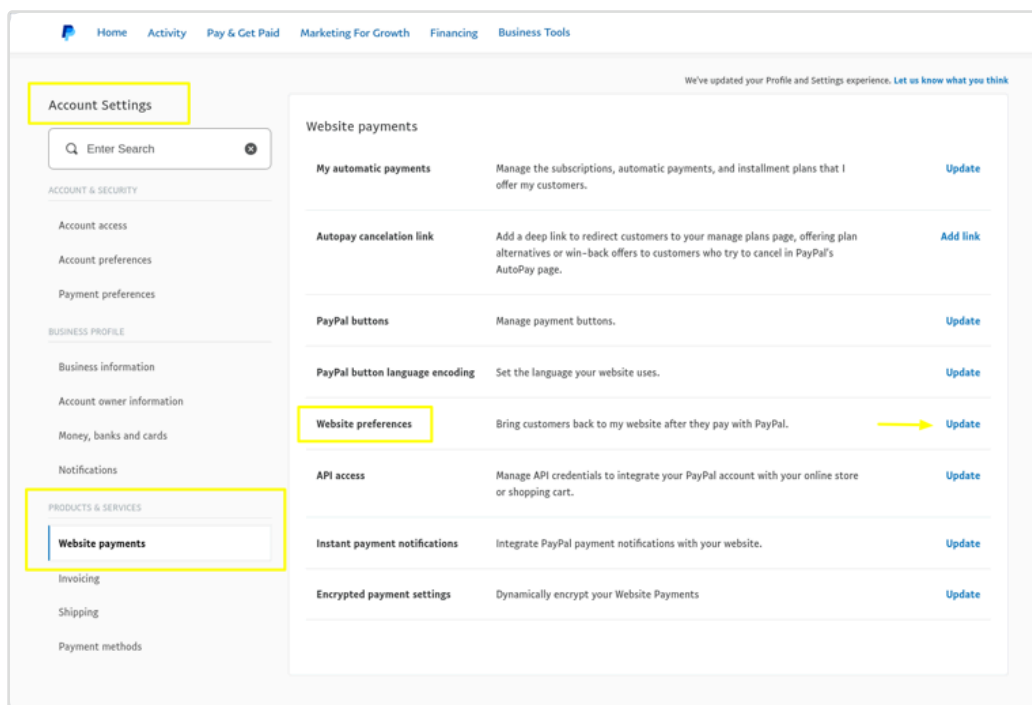
By enabling Guest Checkout within your PayPal account settings, buyers will have the option to check out using a debit or credit card without the need for a PayPal account login.

Before you can enable **Guest Checkout** in Express Checkout, you must meet the following requirements:

- Have a confirmed email address.
- Verify your PayPal account.
- Set **PayPal Account Optional** to **On** within your PayPal settings

Enabling the PayPal Account Optional Setting

1. Click [here](#) to log in to your PayPal Account
2. Go to your [Accounts settings](#) (from the top-right drop down menu)
3. Look for **Website payments** in the left sidebar menu
4. Find **Website preferences** and click on “Update”
5. Select **PayPal Account Optional**



PayPal account optional

When this feature is turned on, your customers will go through an optimized checkout experience. This feature is available for buy now, donations, and shopping cart buttons, but not for subscription buttons. [Learn more](#)

PayPal account optional

☒ On

☐ Off

Check PayPal related articles

 Can I accept credit or debit card payments with PayPal?

paypal

 How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials?

paypal

 How to test payments with PayPal? What is Sandbox mode? How to create a Sandbox account?

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 PayPal : Can a customer pay without a PayPal account?

paypal

 PayPal error: Security header is not valid

paypal troubleshoot

 Which type of PayPal account do I need?

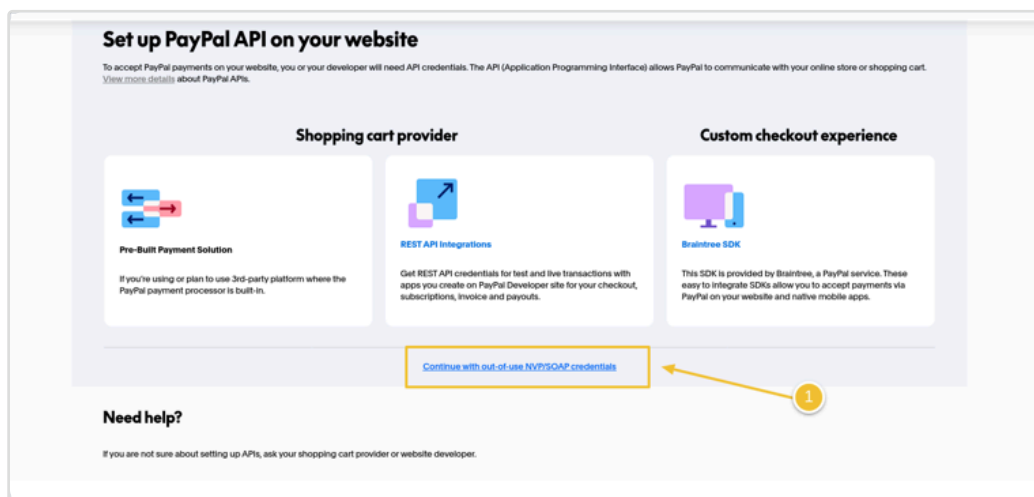
paypal

How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials?

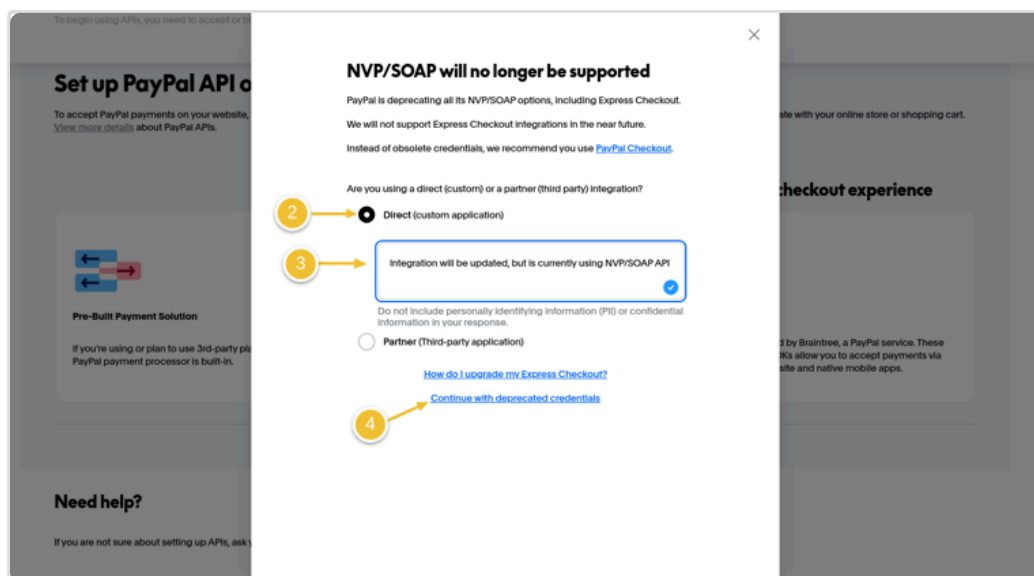
- i** Please note that the PayPal integration in HBook will be updated, as the current API is being phased out. The PayPal API currently used by HBook remains supported for at least the next two years, so existing functionality will continue to work during this period. In the meantime, we will release an updated version of HBook with a new PayPal integration to ensure a smooth transition.

Once logged in to your business PayPal account, click on the following link and follow the steps to retrieve your API access:

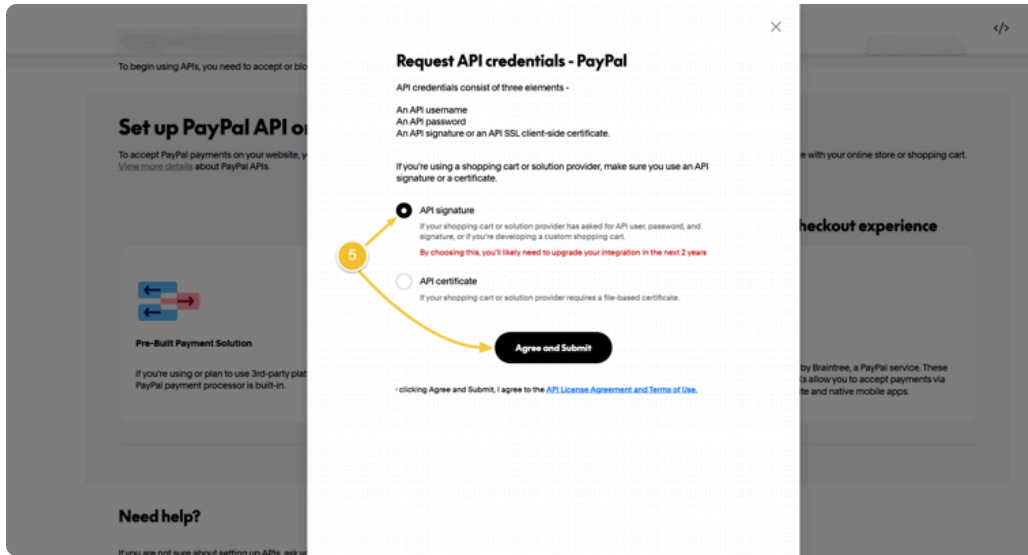
<https://www.paypal.com/businessmanage/account/accountAccess/unifiedsettings/apiaccess>



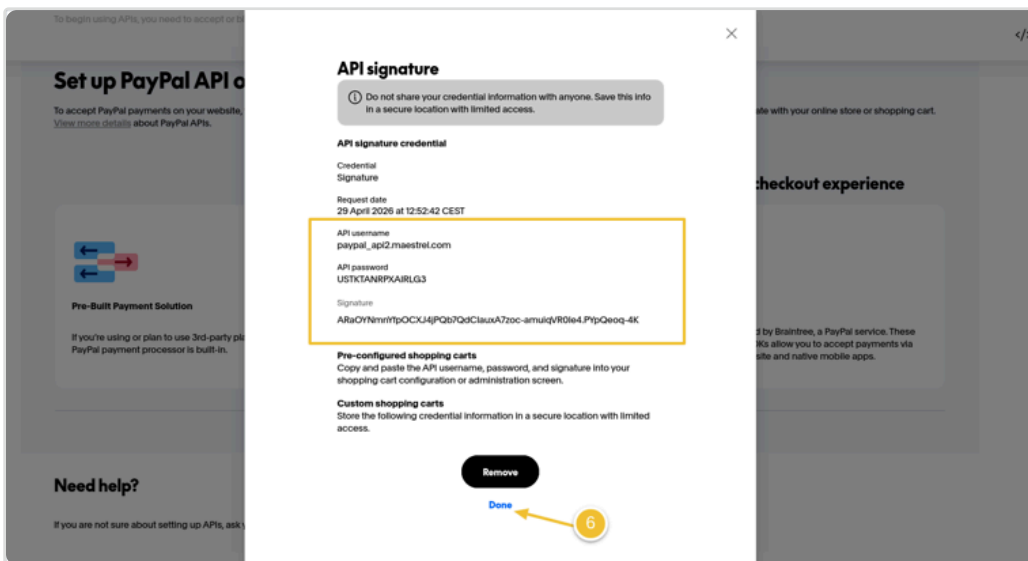
1. Click on **Continue with out-of-use NVP/SOAP credentials**. It will open a pop-up to set up the PayPal API.



2. Select the **Direct** option
3. Enter the following **custom application** in this field: Integration will be updated, but is currently using NVP/SOAP API
4. Click on **Continue with deprecated credentials**



5. Select **API Signature** and click on **Agree and Submit**



Here, you will find your API username, password, and signature.

6. Click on **Done**

Check PayPal related articles

 [PayPal : Can a customer pay without a PayPal account? \(Knowledgebase\)](#)

paypal

 [Which type of PayPal account do I need? \(Knowledgebase\)](#)

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☰ How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials? (Knowledgebase)

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☰ How to test payments with PayPal? What is Sandbox mode? How to create a Sandbox account? (Knowledgebase)

paypal sandbox

☰ PayPal error: Security header is not valid (Knowledgebase)

paypal troubleshoot

☰ Can I accept credit or debit card payments with PayPal? (Knowledgebase)

paypal

How to test payments with PayPal? What is Sandbox mode? How to create a Sandbox account?

To test payments with PayPal, you will need to set PayPal to Sandbox mode in **HBook >**

Payments. When the Sandbox is used, it processes fake payments with a fake PayPal store.

- Sandbox API credentials are to be entered as you can not use the same API Credentials (Username, Password and Signature) for Live and Sandbox payments.
- To obtain Sandbox API, you need to create a Sandbox account. It is free and can be done at developer.paypal.com.
- Learn more about test accounts with PayPal [here](#).

Related articles

 [PayPal : Can a customer pay without a PayPal account?](#) (Knowledgebase)

[paypal](#)

 [Which type of PayPal account do I need?](#) (Knowledgebase)

[paypal](#)

 [How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials?](#) (Knowledgebase)

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[paypal](#) [sandbox](#)

 [PayPal error: Security header is not valid](#) (Knowledgebase)

[paypal](#) [troubleshoot](#)

 [Can I accept credit or debit card payments with PayPal?](#) (Knowledgebase)

[paypal](#)



PayPal error: Security header is not valid



Problem

I have added my PayPal information, but when I run a test reservation, it says “PayPal error: Security header is not valid”.



Solution

This error normally happens only when you have not entered your API credentials correctly, for example if you have entered the sandbox API instead of the live API. You should retype your API Username, Password, and Signature and make sure that you have correctly set “Use PayPal Sandbox” in **HBook > Payments**.

1. Please check again your Username, Password, and Signature
2. Please make sure that you are not mixing Live and Sandbox credentials



Related articles

- [PayPal : Can a customer pay without a PayPal account?](#)
- [Which type of PayPal account do I need?](#)
- [How to find my Live PayPal username, password and signature? Where can I find my PayPal API credentials?](#)
- [How to test payments with PayPal? What is Sandbox mode? How to create a Sandbox account?](#)
- [PayPal error: Security header is not valid](#)
- [Can I accept credit or debit card payments with PayPal?](#)

Search form

- [How to remove the title “Search” on the booking form?](#)
- [How to remove the “Children” or/and “Adults” field in search form?](#)
- [How to change the maximum of 5 adults and 5 children in the select drop-down of the search form?](#)
- [How to add calendar icons to the date picker fields?](#)
- [How to specify an age for the children in the search form?](#)
- [How to display the search form in vertical or horizontal?](#)
- [Can I open booking for more than 12 months ahead?](#)
- [The search form does not display any results. It keeps reloading the page.](#)
- [I have a message “There was a connection error”](#)
- [I have set a discount, but it does not appear in the accommodation price breakdown.](#)

How to remove the title “Search” on the booking form?

You can remove the text “Search”, that is displayed above the search/booking form, by leaving the field “Default form title” empty, in **HBook > Text > Search form text**.

 For your information, you can modify and translate any text displayed by HBook in **HBook > Text/Translations**.

How to remove the “Children” or/and “Adults” field in search form?

This can be set in **HBook > Search Form**

1. I only need “Check-in” and “Check-out” dates, but I do not need the number of persons.

You will see an option **Display a field “Adults”**. If you only need the check-in and check-out dates, you will set this option to “No”. This will disable both the “Adults” and the “Children” fields for the search form.

2. I only need one field for the number of guests. I don’t need the “Children” field.

You will see an option **Display a field “Children”**. You will set it to “No”.

You can modify the label “Adults” in **HBook > Text > Search form**.

How to change the maximum of 5 adults and 5 children in the select drop-down of the search form?

You can change that in **HBook > Search Form**. You will find the settings "Maximum adults number" and "Maximum children number".

How to add calendar icons to the date picker fields?

This can be done only if you have Font Awesome library loaded by your theme or a plugin. If this is not the case, you will have to modify the file `functions.php` of your child theme and add code to load Font Awesome stylesheet.

Step 1 - Check if you have Font Awesome library loaded and which version you are running.

You can simply view the source file and check if you find “font-awesome” id in the CSS stylesheets that are loaded. Take note of the version number.

If you are using Elementor, check that you have enabled support to Font Awesome.

Step 2 - Add CSS

You will add the following CSS in **HBook > Appearance > Custom CSS for front-end**.

Resources

- Version 6 : [CSS Pseudo-elements | Font Awesome Docs](#)
- Version 5 : <https://docs.fontawesome.com/v5/web/advanced/css-pseudo-elements>

With Font-Awesome 5

```
1 .hb-datepicker-check-in-out-trigger::before {  
2   content: "\f073";  
3   font-family: "Font Awesome 5 Free";  
4   font-weight: 900;  
5 }  
6  
7 span.hb-datepicker-check-in-out-trigger {  
8   bottom: 10px;  
9   right: 20px;  
10 }
```

How to specify an age for the children in the search form?

HBook have 2 different guest types : they are named by default "Adults" and "Children". But you can:

- in **HBook > Search form** : set if you wish to use both of them or not
- in **HBook > Text > Search form** : modify the text of the labels "Adults" and "Children"

HBook does not work with a selection of the children age (as in AirBnb or booking.com). Depending on your needs, you can combine the following options.

Change the labels

You can use both guest types but change the labels so it says for example "Adults(+16 y.o.)" instead of "Adults", and "Children (2-16 y.o.)" instead of "Children".

Use only one field labelled “Guests”

You can use only the "Adults" guest type but change the label to "Guests".

Collect children age

You can as well use the extra-services in **HBook > Extra-services** or the details form in **HBook > Details form**, to ask your guests to specify the age of the children.

- If you work with age groups, for example “Babies (Under 2)”, “Children (2–12 years old)” and “Teens (12–16 years old)”, you can as well charge them differently, using the extra-services.

How to display the search form in vertical or horizontal?

You can control whether the HBook search form is displayed vertically or horizontally by adjusting the “Minimum width required for displaying a horizontal search form” setting in **HBook > Appearance > General settings**.

1. Always Vertical

To force the form to display vertically on all screen sizes, set a high value, such as 3000. Since most screens are smaller than this width, the form will never switch to horizontal.

2. Always Horizontal

To have the form display horizontally on most screens, set a low value, such as 500. This way, any screen wider than 500px will show the horizontal form.

 Can I open booking for more than 12 months ahead?

Problem

I have seasons and rates set for next year. However, it is not possible to book more than 12 months ahead.

Solution

You can modify the “Maximum selectable date” in **HBook > Misc > Opening dates**. By default, it is set to 12 months ahead of current date. It can be a number of months ahead (usually known as a “Booking window”) or a fixed date.

Related articles

[Check this section of our documentation.](#)



The search form does not display any results. It keeps reloading the page.



Problem

When a customer enters check-in and check-out dates, then runs a search, it does not display any result. There is a loop with the page reloading constantly.



Solution

You have HBook plugin only

This may happen when you use the “redirection_url” parameter in the [hb_booking_form] shortcode to display the results of the search in a different page.

i The problem occurs if you set a redirection URL that redirects to itself, which creates the loop.

1. On the first page (before the redirection/loop occurs): please check the shortcode you have written. Please double-check that the URL you have entered as the value for the “redirection_url” parameter is correct.
2. On the page where it loops: please check the shortcode on the page. It should not include the “redirection_url” parameter.

You have Lavilla/Adomus theme

This happens when you use the “Hero” booking form and redirect to a different page for the results.

i The problem occurs when on the page you redirect to, you have as well indicated that you wish to use a hero booking form with redirection, which is what creates the loop.

1. On the first page (before the redirection/loops occurs): please double-check which page ID you have entered in the “Booking form” settings. Make sure you do not redirect to the page you are editing!
2. On the page where it loops: please make sure you do not have a hero booking form. Hero booking forms are for redirection to a different page for the search results. You should not have a redirection in place on the page where you redirect to!



I have a message “There was a connection error”



Problem

I use a redirection for the results. However, it says “There was a connection error” when I am redirected to it.



Solution

To troubleshoot this issue, you need to do the following steps.

1. Check if there is a cross-domain issue

Please check the value of the parameter “redirection_url” in the [hb_booking_form] shortcode you use. The URL entered should be with the same domain name as the page you are on. If your website is “https://mywebsite.com/...”, make sure you haven’t added a “www” in the URL indicated in the “redirection_url” parameter. You should not have a URL starting with “https://**www**.mywebsite.com/...”.

2. Check if there are errors with the values

If the above does not solve the issue, it is usually that there is a problem when HBook calculates the extra-services, deposit amount, security bond amount, etc. Typically, it is a value that is not formatted or saved correctly, and it creates an error in HBook.

You should check the values for deposit amount and security bond amount, for example.

3. If the issue remains, please [send us a support request](#)!



I have set a discount, but it does not appear in the accommodation price breakdown.



Problem

In HBook, I have set up a discount, however, when I check the price breakdown in the search results, it is not displayed.



Solution

If your discount does not appear in the accommodation price details, it is because you have set it to apply to the total price.

1. In **HBook > Rates > Discounts**, you can specify whether the discount applies to the “accommodation price” or the “total price.” You must choose the accommodation price if you want the discount to be displayed in the price details in the search results.
2. If you wish, you can have the price details open by default. This can be set in **HBook > Search form > Accommodation selection**.
3. Additionally, it is possible to use Custom CSS to visually highlight the discount. For example, the following CSS snippet will display the discount text in red:

```
1 .hb-price-breakdown-discount {  
2   color: #f00;  
3 }
```

Booking process

- What are the redirection options for the booking process?
- Can I redirect the client to a custom "Thank you" page?
- How to display the results of a search in a new page?
- How to change the order of the accommodation types in the search results?
- How to add additional information during the booking process?
- How to prevent customers from booking at the last minute?
- The accommodation thumbnail and description are not displayed

What are the redirection options for the booking process?

HBook allows you to split the booking process in different steps that can be done on different pages:

Step 1 : Search form page / Accommodation booking page.

You can set a redirection to your "Main booking page" with the parameters "search_only" and "redirection_url".

- On a **global search form**, you can set that the results of the search will be displayed on a different page. The user enters check-in date and check-out date, number of guests (if relevant) and is redirected to a different page. Here is an example of shortcode for this behavior:

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

- On a **global search form**, you can set that the user is redirected to a different page only once he has selected the accommodation he wishes to book. Here is an example of shortcode for this behavior: `[hb_booking_form redirection_url="https://www.abc.com/main-booking-form"]`
- On an **accommodation form**, you can set that the user is redirected after the results of his search. Here is an example of shortcode for this behavior:
`[hb_booking_form accom_id="123" redirection_url="https://www.abc.com/main-booking-form"]`

Step 2 : Extra-services, Customer details and Payment.

You can set the redirection to your "Thank you page" with the parameter "thank_you_page_url". On the second page (the "Main booking page"), you will have a booking form, and you can set a redirection for the last step. Here is an example of shortcode for this behavior:
`hb_booking_form thank_you_page_url="https://www.abc.com/thank-you-page"]`

Step 3 : Thank you page.

On this page, you will have a shortcode `[reservation_summary]`. The user will be redirected to this page only when the reservation is finalized, be it that an online payment is required or not.

Can I redirect the client to a custom "Thank you" page?

You can redirect a customer to a "Thank you" page:

- at the end of the **Reservation** process. This is when the customer does the reservation/reservation request on your website.
- at the end of the payment by link process. This is when your customer followed a **Payment link**, either to update/add his payment method or to make an online payment.

 Payment links functionality is currently not available for all our payment gateways. Check this article for an updated list of payment gateways that support the payment link feature: [For which payment gateways is the payment link feature currently available?](#)

Why should I use a "Thank you" page?

Having a "Thank you" page is optional. You may wish to use a different page for the last step of the reservation process or after a payment form submission has been successful:

- to provide additional information that you wish to display only once the reservation is done
- to display a message to a customer who updated his saved payment method
- to display specific information after a payment has been made. For example, to explain how the remaining payment will take place, information about your refund policy, etc.
- to do some tracking as some tools work by page URL flow

Which shortcode do I need to have on the "Thank you" page?

You need to include a [\[hb_summary\] shortcode or block](#).

How do I change the "Thanks" message that are displayed?

HBook will display different "Thanks message" depending on the situation. Here are the different "Thanks message" that can be configured:

- when a reservation is finalized without any online payment
- when a reservation is finalized with a payment (deposit or full amount)
- when a payment method is added/updated, following a payment link
- when a payment is done, following a payment link

You can modify these messages in **HBook > Text/Translations**, in the following sections:

- in the section "Summary" for thanks messages displayed above and below the Summary, on the reservation confirmation screen.
- in the section "Payment link form" for payment actions done following a payment link.

Can I create different “Thank you” pages?

- For the “Reservation confirmation” thank you page: you can create as many “Thank you” page as you wish, as you indicate in the [\[hb_booking_form\] shortcode/bloc](#) itself where the customer should be redirected to the “Thank you” page.
- For the “Payment link” thank you page, you can only have one, as you can only have one “Payment page” for payment links. You define your payment page in **HBook > Payment > Payment link settings**, and you need to add in that page a [Shortcode / Bloc \[hb_payment_link\]](#). It is when adding this shortcode/bloc to your “Payment page” that you specify the page to be used as “Thank you” page.

How to display the results of a search in a new page?

It is possible to redirect to a different page to show the results of the search.

- You will create a “Booking” page, which will be the page where your customers will be redirected to, once they have entered check-in, check-out and optionally number of adults and children. For our example, we will say that the URL of this “Booking” page is :
`http://www.abc.com/main-booking-form`
- In this “Booking” page, you will have the shortcode:

`[hb_booking_form]`

- In the page where you have the search form, you will write the shortcode using the parameters “search_only” and “redirection_url”. With our example, we will write:

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

By doing so, 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 your “Booking” page for the next step of the booking (selection of accommodation and extra-services, customer details, payment, confirmation).

Please check [this section of the documentation](#) for further details about the parameters.

How to change the order of the accommodation types in the search results?

In the search results, the Accommodation types are displayed in the same order that they were created. They are listed in the order as they are displayed in **HBook > Accommodation Types**.

If you wish to modify this order, you should simply edit the date of the post. You can do that by clicking on "**Quick edit**" in the accommodation type list seen in **Accommodations**.

How to add additional information during the booking process?

How to add an explanation for the customer before they book? How to add text before the “Book now” button? Where can I insert important information for the customer? I wish to give payment instructions to the customer, how can I do that?

There are several areas during the booking process where additional text can be inserted:

- in the [booking details form](#): you can add a field “Explanation” to this form. You can customize the text you wish to display in **HBook > Text > Booking details form text**. HTML is supported.
- for each payment option: there is a field “Explanation text” for each payment option you offer to the customer. You can customize the text you wish to display in **HBook > Text > Payment choice**. HTML is supported.
- before PayPal redirection information or Stripe form: there is a field “Text before form” for each payment gateway. You can customize the text you wish to display in **HBook > Text > Stripe payment** and **HBook > Text > PayPal payment**. HTML is supported.
- in the booking summary: if you enable [Security Bond](#), there is a field for an explanation. You can customize the text you wish to display in **HBook > Text > Summary**. HTML is supported.
- in the [Terms and Conditions](#) checkbox: you can modify the text displayed for the checkbox in **HBook > Text > Book now area**. HTML is supported.
- just before the final “Book now” button: there is a field “Text before Book now” for each payment option you offer to the customer. You can customize the text you wish to display in **HBook > Text > Book now area**. HTML is supported.
- in the confirmation screen, when the booking has been done: there are two “Thank you message” fields: before and after the summary box (where reservation information are summed up). You can customize the text you wish to display in **HBook > Text > Summary**. HTML is supported.
- in the email templates: you can add any information you wish to give to your customers in the email templates. You can customize the email templates in **HBook > Emails**. HTML is supported.

How to prevent customers from booking at the last minute?

General setting

Go to **HBook > Misc > Opening dates**. You can set a number of days from current dates as the minimum selectable date. So a customer can not book within x days from today's date.

If you set it to “1”, then no one can book for tonight. The first bookable night is tomorrow night.

Override setting per accommodation type

You can have different opening dates for an accommodation type. In the **Accommodation Type** settings, you will an option to “Override default opening dates”. If you wish to prevent last minute booking only for some accommodation type, you can do so. You will create the general rule in **HBook > Misc > Opening dates**, and will override this setting for the accommodation types that do not follow the general rule.

The accommodation thumbnail and description are not displayed

Problem

I have created an accommodation type, for which I have set the featured image and the description to be displayed in the search results. However, it is not shown.

Solution

Please note that if you have only one accommodation type set, the “View accommodation” button and the thumbnail/title link are by default not displayed.

We have added 2 parameters that you can use to force the display of the thumbnail and description: "force_display_thumb" and "force_display_desc". Here is an example of a shortcode with these parameters:

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

Please do not hesitate to check [this section](#) of the documentation to read more about the shortcodes and the parameters.

1. In **HBook > Forms > Accommodation selection**, check that you have enabled the display of the thumbnail.
2. If you have **only one accommodation type**, the “View accommodation” button and the thumbnail/title link are by default not displayed.

How to force the display of the thumbnail and description when I have only one property?

We have added 2 parameters to the shortcode [hb_booking_form] that you can use to force the display of the thumbnail and description: "force_display_thumb" and "force_display_desc".

Here is an example of a shortcode with these parameters:

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

Resources

Check [this section](#) of our documentation for the shortcode [hb_booking_form].

Multilanguage & Translations

- [Are your themes and plugins multi-language ready?](#)
- [Is HBook available in different languages? Do you include translation files?](#)
- [How to have HBook admin menus in my language?](#)
- [How to translate the admin \(back-end\)?](#)
- [How to update HBook back-end translations?](#)
- [How to update front-end translations with updated translation file?](#)
- [How to keep my custom translations of the back-end when updating HBook?](#)
- [How to set up Polylang plugin with HBook?](#)
- [How to set up WPML plugin with HBook?](#)
- [How to set up TranslatePress plugin with HBook?](#)
- [In the Accommodation type, the settings are missing.](#)

Are your themes and plugins multi-language ready?

All our themes and plugins are ready for multi-language.

Which multi-language plugin do you recommend?

We recommend using [Polylang](#), [WPML](#) or [Q-translateX](#) plugins.

- Polylang: [How to set up Polylang.plugin with HBook?](#)
- WPML: [How to set up WPML plugin with HBook?](#)

If you use a different plugin (Loco Translate, WeGlot, TranslatePress...), you will use the filter [hb_language_list](#) to indicate the different languages.

Do you include translations?

We include translations for many languages.

- See [this article](#) to check available translations.
- Check [this section](#) of our documentation for front-end strings import
- Check [this article](#) for having HBook admin in your language

Is HBook available in different languages? Do you include translation files?

HBook offer translation files in many languages for both the back-end (HBook admin menus) and for the front-end (HBook front-end strings)

- For **French** and **Spanish** languages, the translations are maintained by ourselves and always up to date.
- For the other languages, they have been generously provided by HBook users. If you wish to share your translations, do not hesitate to [contact us](#).

Back-end files

- French - 100% translated
- Spanish - 100% translated
- German - 100% translated
- Croatian - 100% translated
- Dutch - 97% translated
- Portuguese - 91% translated
- Romanian - 79% translated
- Greek - 65% translated
- Russian - 57% translated
- Italian - 55% translated
- Swedish - 50% translated
- Polish - 50% translated

Front-end files

- French
- Spanish
- Italian
- Portuguese
- German
- Dutch
- Polish
- Romanian

- Croatian

How to have HBook admin menus in my language?

By default, HBook will be displayed in your language if the translation is available.

HBook is available in various languages. We translate ourselves to French and Spanish. For other available languages, translation files are generously provided by HBook users.

- Check all available languages for back-end [here](#)
- If you prefer to use the “English” for the admin, you can change the default setting in **HBook** > **Misc** > **Misc**.
- If you wish to update the translation or create translation for your language, check [this article](#) of the knowledge base

♥ If you wish to share your translations, feel free to [send us](#) a message.

How to translate the admin (back-end)?

Our plugins and theme follow the standards of WordPress internationalization. Below are instructions on how to translate the admin or back-end of HBook plugin and of our themes Adomus/Lavilla with [Poedit](#).

Translating HBook plugin back-end

 We include translation in many languages. You can check first the list of [available translations](#) for HBook.

1. Download and install Poedit
2. Open the **hbook/languages/admin-language-files/hbook-admin.pot** file in Poedit
3. Create your .po and .mo files by going to **File > Save as....** We recommend that you save your translations in the **wp-content/languages/plugins** folder. By doing so, you can [keep your customized translations](#). The name of the file should be **hbook-admin-** followed by your locale. For example, if you want to translate the plugin in Lithuanian the file must be named **hbook-admin-lt_LT.po** . The .mo file will be created automatically on translation.
4. Translate the strings you will use on your website
5. Save again to update the .po and .mo files

Translating Adomus/Lavilla theme back-end

1. Download and install Poedit
2. Open the **adomus/languages/default.pot** (or the **lavilla/languages/default.pot** file) in Poedit
3. Create your .po and .mo files by going to **File→Save as...** : choose the **wp-content/themes/adomus/languages/** folder (or **wp-content/themes/lavilla/languages/** folder) and give the file the name of your locale. For example, if you want to translate the theme in Lithuanian, the file must be named **lt_LT.po**. The .mo file will be created automatically on translation.
4. Translate the strings you will use on your website
5. Save again to update the .po and .mo files

If you wish to share your translations for other languages, please do not hesitate to [contact us](#). This will be highly appreciated by your fellow citizens!

How to update HBook back-end translations?

We provide ourselves translations for French and Spanish. The back-end translations are updated at each new release. However, if you have HBook translated in another language, we may not have updated translations available. Translations are provided by HBook users who generously share their translations.

If you need to update a translation for HBook back-end, you will need to have [Poedit](#) and to follow the instructions below.

1. Download and install Poedit, if you do not have it installed.
2. Open with Poedit the .po translation file for your language (for example: it_IT.po).
 - If you haven't customized the translations: You will find this file in the folder **wp-content/plugins/hbook/languages/admin-language-files**.
 - If you have [customized your translations](#), you should have saved them in **wp-content/languages/plugins**.
3. Click on **Translations > Update from POT file**. Select the file hbook-admin.pot that you will find in the folder **wp-content/plugins/hbook/languages/admin-language-files**.
4. Translate the strings that need to be translated or updated.
5. Save again to update the .po and .mo files.

 Please do not hesitate to [share with us](#) your updated translations!

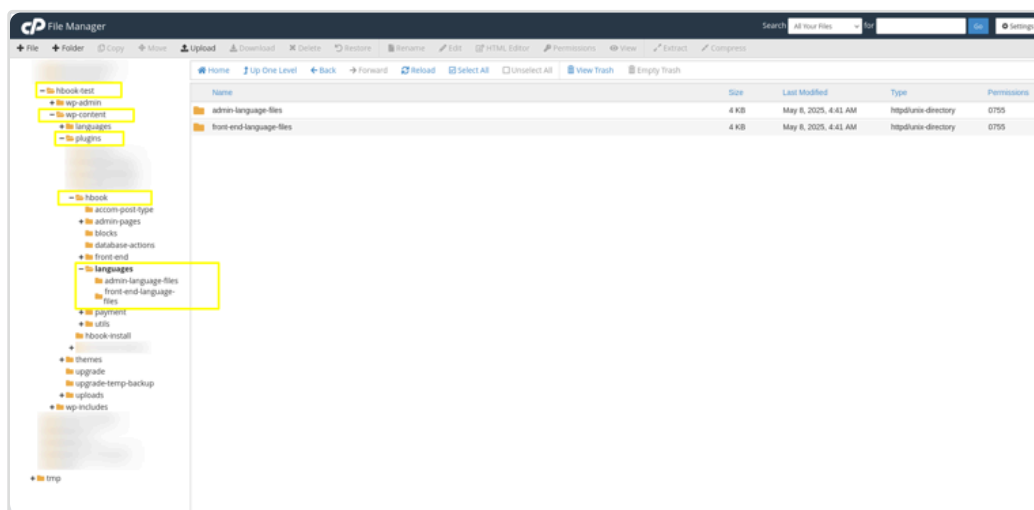
How to update front-end translations with updated translation file?

When we release a new version of HBook, there may be new front-end strings. We always update the translation files for French and Spanish, with the new translations. We include as well any updated translation file that has been generously provided by users.

Locating the translation file

There are two different ways you can locate the file:

- from the zip of the latest HBook version, in **hbook/languages/front-end-language-files/**
- from your server at the following path



Importing the translation file

This will be done in **HBook > Text/Translations > Import a file.**

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

No file chosen 2

☐ Overwrite existing strings 3

1. Select the language that corresponds to the translation file you will be updating
2. Select the file that was located previously
3. Keep the checkbox unchecked so existing translations are not overwritten, and only new translations are added. This guarantees that it won't be overwritten with default HBook text, in case text has been customized.

 Before proceeding to updating the translations, we highly recommend that you make sure you have a backup copy of the translations file. You can do so in **HBook > Text/Translations > Export a file.**

How to keep my custom translations of the back-end when updating HBook?

If you have done custom translations of HBook admin for your website, you might wish to be able to keep them. HBook allows you to create custom language files for the plugin in addition to the ones that come packaged with HBook.

You will save both .mo and .po files in the folder **wp-content/languages/plugins**.

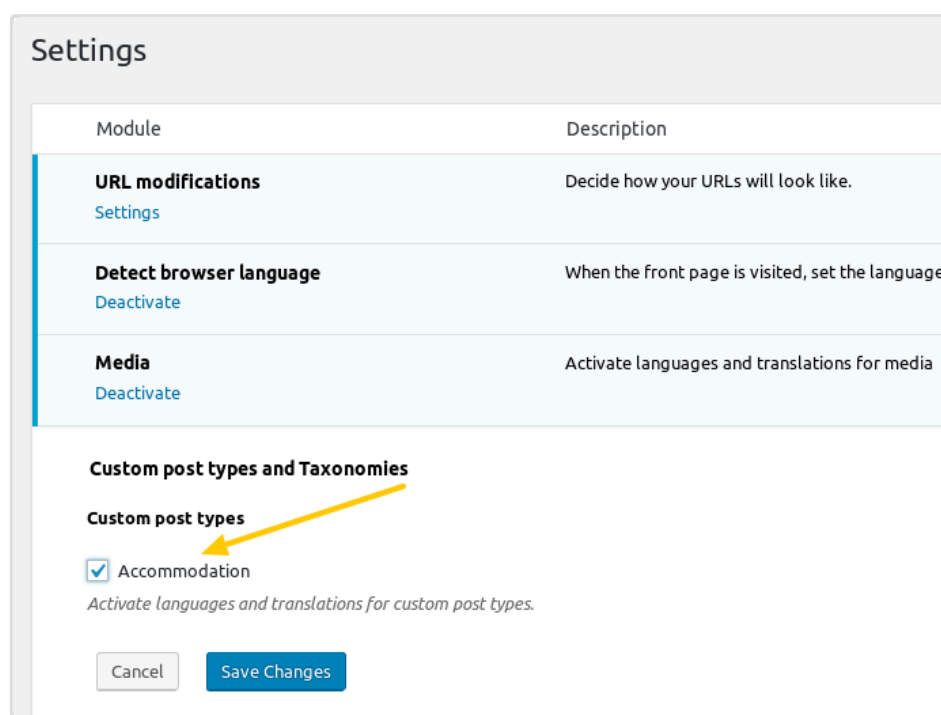
So if you wish to customize the existing translations or if you wish to add translations to your language for HBook back-end, you will save your custom translation in this folder. When you update HBook next time, the package translations will be updated but your custom translations place in the folder **wp-content/languages/plugins** will not be overwritten.

How to set up Polylang plugin with HBook?

Make the Custom Post Type “Accommodation” translatable

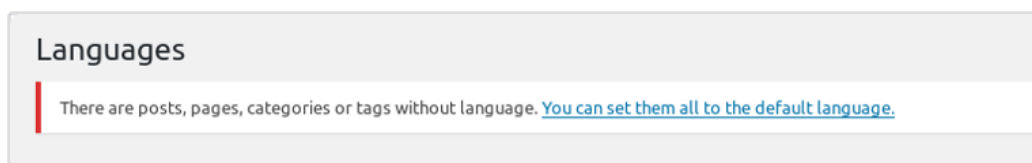
Once you have activated Polylang plugin, you need to make the “Accommodation” posts translatable.

1. Click **Languages** to access the Polylang setting page
2. Click on **Settings** and then on **Custom post types and Taxonomies**
3. Check the **Accommodation** box
4. Click **Save Changes**



All posts need to have a language assigned

You need as well to make sure that all posts have a language assigned. If this is not the case, you will see the following screen in Polylang menu **Languages**. You need to click on the link to set them all to the default language.



You can now translate the Accommodation pages.

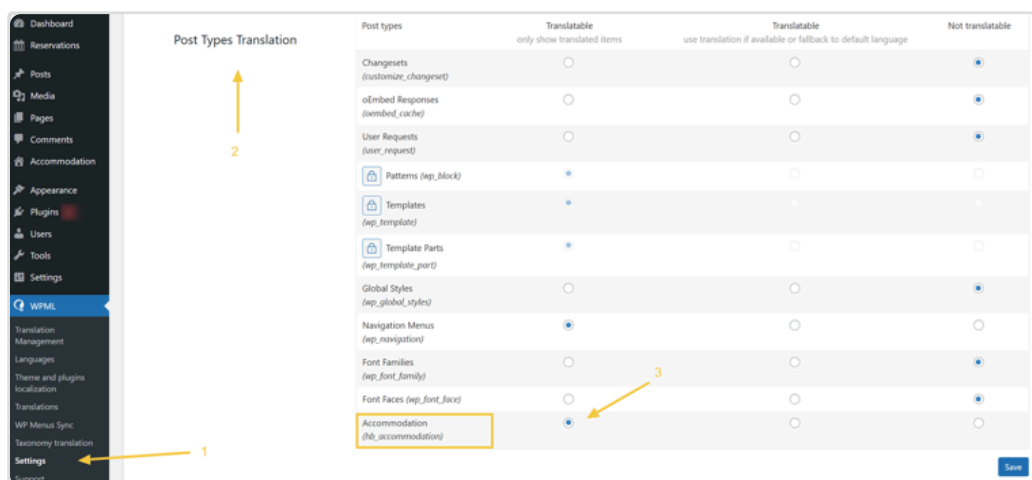
 Note that the Accommodation settings (occupancy, starting price, number of accommodation...) are only shown in the main language accommodation post.

How to set up WPML plugin with HBook?

Once you have activated and configured WPML plugin, you need to adjust WPML with HBook.

Set that the “Accommodation” posts are translatable.

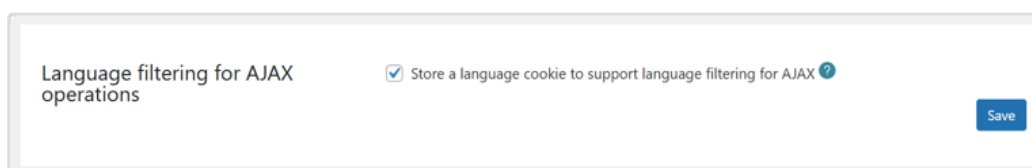
You will set this in **WPML > Settings > Multilingual Content Setup > Post type translations**:



You can now translate the Accommodation pages.

Enable a language cookie for AJAX

When you use WPML with HBook, you need as well to enable “**Language filtering for AJAX operation**”. You will find this option in **WPML > Languages**.



Note that the Accommodation settings (occupancy, starting price, number of accommodation...) are only shown in the main language accommodation post.

WPML: the results of a search are not displayed in the correct language.

When you use WPML with HBook, you need to enable “Language filtering for AJAX operation”. You will find this option in **WPML > Languages**. For more details regarding this option, please refer to WPML documentation [here](#).

How to set up TranslatePress plugin with HBook?

⚠ Please note that it is not possible to use the Oxygen page builder, TranslatePress, and HBook simultaneously due to compatibility issues between these three.

Before using TranslatePress, it is important to follow these 3 steps:

1. You will need to use our [hb_language_list](#) function to list HBook languages. This filter allows you to display the fields to be translated in **HBook > Text/Translations** and **HBook > Emails** (in order to define different emails depending on the language).
2. Import existing translations into **HBook > Text/Translations**: import translation files provided by HBook
3. Some strings are displayed via AJAX or under specific conditions. These elements will need to be translated directly with the TranslatePress visual editor.

Translate content with TranslatePress

You can access the translation editor by clicking on the tab “**Translate the website**” in the extension settings, or the button “**Translate the website**” in the WordPress admin bar.

Click on the blue translation icon next to the desired text.

1. The text appears in the left column of the editor. Enter the translation in the field provided, then click on “**Save translation**”.
2. Repeat the process for all elements: menus, buttons, side columns, widgets, meta text, etc.
3. TranslatePress saves each string once and automatically reuses it throughout the entire site.

ℹ With TranslatePress, translations are done directly on the front-end by hovering over visible text.

HBook and TranslatePress features

- **HBook covers :**

Chains related to the booking process (buttons, messages, confirmation emails).

- **TranslatePress covers :**

The rest of the site:

- Search results (apartment titles and descriptions).
- Extracts or custom fields related to accommodations.
- Images (it is possible to display a different thumbnail depending on the language).

 In the Accommodation type, the settings are missing.

Problem

When I create a new Accommodation, I only see the descriptions section, but the other settings are missing.

Solution

This may happen if you have a multi-language plugin, and you have not set it up correctly. The custom post types "Accommodation" have to be set as translatable.

1. Check our knowledge base articles for Polylang and WPML:
 - Polylang: [How to set up Polylang.plugin with HBook?](#)
 - WPML: [How to set up WPML plugin with HBook?](#)
2. If your set-up is correct, please make sure you have created accommodation types for the main language. If you created initially your accommodation types in a language that is different from the language set as main language in WPML or Polylang, it will create an issue and you will not see the accommodation types settings.

 The accommodation type settings that are related to the booking system (normal occupancy, maximum occupancy, starting price, number of accommodation of this type, etc.) are only shown for the main language accommodation post.

ICal synchronization

- [How does the iCal synchronization work?](#)
- [How often are my calendars updated?](#)
- [Why do you recommend to use HBook as the main calendar?](#)
- [How can I check the content of an iCal calendar?](#)
- [Troubleshooting - iCal](#)
- [Step-by-step by platform - iCal](#)

How does the iCal synchronization work?

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”.

How often are my calendars updated?

- It is important to understand that the iCal sync is automatic, but not immediate. And that it is a 2-way sync, but each “way” is run independently by each platform. You may want to first check our following article: [How does the iCal synchronization work?](#)

Each platform updates their calendars at their own frequency. It is therefore normal that after 5 minutes, it is not updated. It usually can take 1-2h to update, and HBook does not have any control over the sync frequency of the external platforms.

Updating iCal calendars from HBook

There are two different aspects to keep in mind:

- What you can set is at which frequency HBook updates its calendar (i.e. HBook checks your external platforms' calendars and imports any new reservations), and that can be done in **HBook > iCal sync > Import settings**. But this has no impact on the frequency at which the external platforms update their calendars.
- The action “Update calendars” in **HBook > iCal sync** will only force HBook to check your external platforms' calendars to import/update HBook calendars accordingly (let's say you have received a new reservation on AirBnb, HBook will block the dates and import the reservation).

However, it is important as well to have in mind that your servers and the external platforms' servers have rules in place to prevent too frequent calls to the server. It can explain that sometimes you will click to update manually, but it will not. Let's say you click several times in a row, even if you will not see a message other than one informing you that it has updated, it will clearly have been blocked for security purposes.

Behaviours to watch out for

Now, what is not the normal behaviour is if a change in HBook is not reflected automatically after various hours. The update frequency is usually between every hour and every 4 hours, depending on the platform.

Information regarding frequency update by platform

We list below available information specific to each platform.

- **AirBnb**: It may take up to 3h [according to their documentation](#) (but customer feedback indicates a more frequent sync, usually every 1h30-2h).

- **Booking.com** : They indicate [on their documentation](#) that it updates every 2h, but from our customers' feedback, it is very different depending on the regional area. We have customers who experience very good sync frequency (every 1h-1h30) and others for whom it is more every 3-4h.
- **Google Calendar** : There are known issues with Google Calendar, with irregular update frequency. This is not specific to HBook and is an ongoing issue that Google has not fixed for years.

Why do you recommend to use HBook as the main calendar?

When setting up the iCal synchronization between HBook and the other platforms you wish to sync with (be it **OTA** as AirBnb, booking.com, Expedia, etc. or **Agendas**, as iCal, Google Calendar, etc.), there are 2 main situations.

- You are using a Channel Manager

In such case, the Channel Manager will be the main calendar. In HBook, you will only set a synchronization with your Channel Manager. It is the Channel Manager who will sync with the rest of your platforms.

- You are not using a Channel Manager

HBook should be your main calendar if you wish the synchronization to work nicely. The reason for that is that HBook not only “block dates” as unavailable when importing an external calendar but creates reservations that can be edited/managed in the admin **Reservations page**. HBook is a full booking system, and it is thought to be used as your main booking system.

What does it mean to use HBook as your main calendar?

- You will sync HBook with each platform both ways (AirBnb - HBook, booking.com - HBook, VRBO - HBook, etc.). But you **do not sync** platforms between themselves. If, for example, you have currently a sync set between AirBnb and booking.com, you will remove this sync. Everything goes through HBook.

When you will receive a reservation on AirBnb, HBook will import it, and you will see the reservation in HBook. Then booking.com (or any other calendar) will block the dates when they update their calendar, since it will be part of the export.

- If you need to block dates when a room is not available (for example if you have painting work), you will do it in **Reservations > Block accommodation**. You should not set the date as unavailable on the platforms (for example, do not set the dates as “unavailable” on AirBnb, VRBO, booking.com...).

With the sync, the dates will be automatically blocked when you add a blocked date in HBook.

- When setting the iCal sync, if you have such option, you should make sure that you select to include only reservations in the export calendar you get from the platform. For example,

Booking.com has a setting to include “Booked dates only” and this is what you need to select. On platforms as VRBO/Abritel, where you can receive booking requests that need confirmation (known as “Tentative bookings”), you should select the calendar URL that does not include the tentative bookings.

Why should I use HBook as the main calendar? Why you do not recommend blocking dates directly on one of my platform?

The main reason for this is that it helps you to keep a clean list of reservation, instead of having blocked dates imported as fake reservations into the list of reservations. There are as well known issues with some platforms, as they may not respect the iCal standards or include more than reservations and dates manually set as “Unavailable” in their iCal export calendar.

For example, AirBnb includes any date that is not bookable in their export. Now, let's say you have set in AirBnb an “Advanced notice” or a “Booking Window”, the dates that are blocked on AirBnb due to these settings will change every day. Well, AirBnb adds to their iCal calendar these blocked dates, and it means that in HBook, it would create one new reservation per day and cancel the previous one every day! As you realize, this can be quickly messy in your reservation list...

What can I do if I have to block dates directly on one of my platform?

If, for any reason, you have to block dates manually on a platform (AirBnb, for example) instead of HBook, you will need to adjust HBook iCal settings.

- In **HBook > iCal Sync > Import settings**, you will find a setting “Exclude blocked dates from the import”. It is set to “Yes” by default, and you will switch this setting to “No”.
- You will see additional settings that are here to set the iCal import booking window. To set the “Import window minimum date”, indicate the number of days of your AirBnb “Advanced notice” setting. To set the “Import window maximum date” indicate the number of months of your AirBnb “Booking window”.
- Please note that in this case, you need to have the same Advanced notice and Booking window for all your AirBnb listings

If it is another platform you wish to use as Main calendar, please contact us. We will clarify if it is feasible or not. Note that it is not possible to use Booking.com as the main calendar, as there are known issues with booking.com export calendar when not selecting to include “Blocked dates only”.

How can I check the content of an iCal calendar?

You can use this tool which is very handy to reproduce a server-to-server call to your HBook iCal calendar URL: <https://icalendar.org/validator.html>

1. Enter the URL of your HBook iCal calendar. You will find it in **HBook > iCal sync**, when clicking on “Get export URL” for one of your accommodation.
2. Click on “Validate”. When validating, you will be shown with a message informing you if the calendar is correctly formatted or if there are any errors.
3. Click on “Show source”. This will display the content returned. If the validation step returned an error indicating that it is not an iCal file/calendar, you can view here the content that has been returned by the server.

Troubleshooting - iCal

- [My HBook iCal calendar URL is not accepted](#)
- [How can I check if my HBook iCal calendars are cached?](#)
- [HBook does not update with my iCal external calendars automatically. The sync has stopped.](#)
- [I have a message indicating that "HBook iCal calendars URLs are currently cached".](#)



My HBook iCal calendar URL is not accepted



Problem

When I add my HBook iCal Calendar URL, the external platform (AirBnb, booking.com, etc.) tells me that it is not a valid iCal calendar.



Solution

When a platform indicates that you have not entered a valid .ics calendar, it means that the platform could not access your calendar.

1. Do you have a “Coming soon/Maintenance” plugin active? Please disable maintenance mode or coming soon mode, as it prevents your platform to access your HBook Calendars.
2. If this is not the problem, then [follow these steps](#) to check if you have a valid iCal calendar returned when calling your HBook iCal calendar URL. If the validation indicates that it is not an iCal calendar, then click on “Show source” to view what is returned.
3. If your calendar is validated and is correctly showing the reservations, then it means that there is an issue between your server and the server of the platform on which you are trying to add your HBook calendar. Please contact your host provider to get assistance from them
4. If the issue remains, please [send us a support request!](#)



Related articles

- [How can I check if my HBook iCal calendars are cached?](#)
- [My HBook iCal calendar URL is not accepted](#)

How can I check if my HBook iCal calendars are cached?

Problem

I would like to know if my external platforms are getting a cached calendar instead of the updated calendar.

 In **HBook > iCal Sync**, we add a notification when we detect that your HBook iCal URL are cached. This [article](#) is useful if you wish to double-check by yourself.

Solution

You can use this tool which is very handy to reproduce a server-to-server call to your HBook iCal calendar URL: <https://icalendar.org/validator.html>

1. Enter the URL of your HBook iCal calendar. You will find it in **HBook > iCal sync**, when clicking on “Get export URL” for one of your accommodation.
2. Click on “Validate”.
3. Click on “Show source”
4. Search for the iCal property “DTSTAMP” and take note of it. It will be with the following format:, which means 28th of March 2025 at 14h26min25s (UTC time)

```
1 | DTSTAMP:20250328T142625Z
```

5. Open a new tab and repeat the steps 1 to 4, with the same calendar URL.

If the DTSTAMP are identical, it means that there is caching applied on your calendar. The calendar given to your external platforms is the one that dates back to the date/time of the DTSTAMP value.

 The DTSTAMP property is a timestamp of when the calendar was generated. It is never the same, as the calendar should be generated “as new” each time it is called, to be able to reflect any new reservation.

Related articles

-  [How to use caching with HBook?](#)
-  [I have a message indicating that "HBook iCal calendars URLs are currently cached".](#)
-  [On my website, the calendar is not showing that a date is not available.](#)
-  [How can I check if my HBook iCal calendars are cached?](#)



HBook does not update with my iCal external calendars automatically. The sync has stopped.



Problem

- The sync is not working properly. When I receive a reservation on an external calendar, it does not import into HBook.
- HBook does not update automatically, and I have to click on "Update calendars" for the synchronization to run.



Solution

If the sync has stopped, we recommend proceeding as follows:

1. Deactivate and re-activate HBook: the wp_scheduled_event which is responsible for the synchronization is registered upon plugin activation
2. If that does not solve your issue, install [WPCroncontrol](#) plugin and check that the 'hb_ical_synchronized' cron appears
3. If it appears, but it is not triggered, you should try to modify your wp-config.php file to set an alternate cron, as explained [here](#) in the codex adding in your wp-config.php :
`define( 'ALTERNATE_WP_CRON', true );`
4. If the issue remains after taking the steps above, send us a [support request](#).



I have a message indicating that "HBook iCal calendars URLs are currently cached".



Problem

In **HBook > iCal Sync**, there is a notification that my iCal calendars URL are cached.



Solution



Caching can be applied with different layers. You can have a plugin for cache, and you can as well have cache applied at server level.

Here are the steps to follow to troubleshoot this issue.

1. Check at which level you have caching in place. To do so, deactivate all plugins but HBook and check if the notification remains.
2. If the notification remains with only HBook plugin active, it means that there is caching at server level. Get in touch with your hosting provider and ask them to exclude your HBook iCal URL from the cache.
3. If the notification is not present when all plugins are deactivated, you need to configure your caching plugin with HBook. Please check [this article](#) from our knowledge base to set up your caching plugin with HBook.



You will find your HBook iCal URL by clicking on “Get export URL” for each accommodation, in **HBook > iCal sync**.

Step-by-step by platform - iCal

- [How to sync HBook with AirBnb?](#)
- [How to sync HBook with Booking.com?](#)
- [How to sync with Google Calendar?](#)
- [How to sync HBook with HomeAway or VRBO?](#)
- [How to sync HBook with Gîte de France?](#)
- [How to sync HBook with Campsites.co.uk?](#)
- [How to sync HBook with Holidu.com?](#)
- [How to sync HBook with GreenGo?](#)

How to sync HBook with AirBnb?

We recommend that you use [HBook as your main calendar](#). To get the synchronization up and running, you need to have created your accommodation types.

Please note that AirBnb include in their export calendars only reservations for which the check-in is within 12 months.

To set the synchronization both ways, you will proceed as follows for each accommodation:

- in **HBook > iCal sync**, you will click on "Get URL" and copy the URL
- on AirBnb, in **Calendars > Availability settings > Connect calendars**, you will click on "Connect to another website" and paste the URL in the Step 2 section.

This means that now if you receive a reservation on your site via HBook, your AirBnb calendar will be automatically updated.

- on AirBnb, in **Calendars > Availability settings > Connect calendars**, you will click on "Connect to another website" and copy the URL in the Step 1 section.
- in **HBook > iCal sync**, you will click on "New calendar" in the "Synced calendar" column, name the calendar and paste the URL.

This means that now if you receive a reservation on AirBnb, HBook will automatically import it. You will see it in Reservations page.

We highly recommend the following setting for the synchronization to work properly:

- in **HBook > iCal sync > Import settings**, set "Exclude blocked dates from the import" to "Yes".
- in **HBook > iCal sync > Export settings**, set "Include blocked dates in the export" to "Yes".
- if you have any date that you need to block (for example, for painting work), please do so from **HBook > Reservations > Block accommodation**. Thanks to the iCal sync, it will automatically be blocked in AirBnb calendar.

Connect calendars

Sync all of your hosting calendars so they automatically stay up to date.

 Connect to another website >

 Connect multiple Airbnb listings >

Connect to another website

This two-way connection will update both calendars when a night is booked. If this is your first time doing this, get detailed instructions in our [Help Centre](#).

Step 1

Add this link to the other website.

Airbnb calendar link

<https://www.airbnb.co.uk/>

Copy

Step 2

Get a link ending in .ics from the other website and add it below.

Other website link

Calendar name

Add calendar

How to sync HBook with Booking.com?

Booking.com provides support for the iCal synchronization, but they have “Eligibility criteria” which are:

- a maximum of 20 room types
- only 1 unit per room type

Please check [this help article](#) from Booking.

Please make sure that you choose in booking.com to sync with “**Booked dates only**”.

Step by step to sync with Booking.com both ways:

1. In **HBook > iCal sync**, click on “Get URL” and copy the URL given by HBook for that accommodation.
2. Once logged in to **Booking.com > Calendar**, follow the instructions of the section “Import Calendar option” of the booking.com help article given above and paste the HBook URL.
3. Now, still in **Booking.com > Calendar**, follow the instructions of the section “Export Calendar option” of the booking.com help article given above. Make sure you set that you wish to have “Booked dates only”. Copy the URL given by booking.com.
4. Back to **HBook > iCal sync** page, click on “New calendar”, enter a name for it (“Apartment 101 Booking” for example), paste the URL and click on “Add”.

We highly recommend the following setting for the synchronization to work properly:

- in **HBook > iCal sync > Import settings**, set “Exclude blocked dates from the import” to “Yes”.
- in **HBook > iCal sync > Export settings**, set “Include blocked dates in the export” to “Yes”.
- if you have any date that you need to block (for example, for painting work), please do so from **HBook > Reservations > Block accommodation**. Thanks to the iCal sync, it will automatically be blocked in booking.com calendar.

Sync your calendars with Airbnb, VRBO, and more

Sync your calendars to view all your reservations and availability across sites in one place and prevent double-bookings. Check out our [FAQ page](#) to learn how it works.

One-Bedroom Apartment

[Add calendar connection](#)[Refresh connection](#)

Calendar name	Last exported	Status
.....com	55 minutes ago	Okay Remove

Statuses explained

Use this guide to understand the status of your calendar connections.

Okay ^

Your import and export connections are working perfectly fine.

Activating vImport only vExport only vService error v

Decide what to export

Stay on top of reservations and limit double-bookings by exporting both your Booking.com reservations and closed dates to other sites your property is listed on.

- ☐ Booked and closed dates
☒ Booked dates only

[Save](#)

These settings affect all connections

How to sync with Google Calendar?

Step by Step to sync with Google Calendar both ways:

1. In **HBook > iCal sync**, click on “Get URL” to get the URL of the HBook calendar of the accommodation for which you are setting up the sync. Copy this URL.
2. In **Google Calendar** : click on the “+” sign besides “Other calendars”
3. Select : “From URL”
4. Paste the URL of HBook calendar. And add to the end of the URL the parameter “&agenda=yes”. By doing so, reservations are correctly displayed in agendas, as Google calendar. Please consult [this section](#) of HBook documentation for further details.

→ This is the synchronization set one way : from HBook to Google. It means that any reservation received on HBook will be imported to your Google Calendar. You might wish to stop here if you only wish to view the reservations on your Google Calendar.

We recommend using HBook (**HBook > Reservations > Block accommodation**) to block dates that would not be available, or to add reservation. However, if for any reason, you use a Google Calendar to block some dates, you would do the following steps in order to have HBook importing these unavailable dates.

5. Still in **Google Calendar**, go now to the Settings of the calendar you wish to sync with HBook.
Go to **Calendar Settings > Integrate calendar** and scroll to “Public address in iCal format”.
Copy this URL
6. In **HBook > iCal sync**, click on “New calendar”
7. Give the calendar a name so you can identify it easily and paste the URL from Google Calendar

→ Now, the sync is as well set in the opposite way from Google to HBook. It means that when you add an event in your Google Agenda (if you use Google Agenda to add some reservations received by phone, for example), it will be imported into HBook and the dates will be blocked.

Displaying HBook reservations as full-day events

To have HBook bookings appear as full-day events when syncing with Google Calendar, follow the steps below:

1. At the end of your HBook iCal URL, add the `&agenda=yes` parameter to ensure that events are displayed as full-day items in your calendar. For detailed instructions and an example, refer to the [Export calendars section](#) of our documentation.
2. If you'd like to customize the hours for the event's start and end time, you can use the following filters:
 - `hb_ical_agenda_check_in_time`
 - `hb_ical_agenda_check_out_time`

Refer to the [Filters for iCal section](#) in our documentation for more information on using these filters.

How to sync HBook with HomeAway or VRBO?

Please check this article from VRBO to identify where to find HomeAway/VRBO settings for the import/export of the calendar <https://help.vrbo.com/articles/How-do-I-import-my-iCal-or-Google-calendar>

1. Once logged in to **Calendar > Reservations > Import/Export**, follow the instructions of the section “**To Export your HomeAway calendar**” of the help article given above. Copy the URL given by HomeAway. **In HBook > iCal sync**, click on “New calendar”, enter a name for it (“Apartment 101 HomeAway” for example), paste the URL and click on “Add”.

 We recommend unchecking **the box**, so you exclude “Tentative bookings” and only include confirmed reservations received on HomeAway.

2. In the same HBook page, click on “Get URL” and copy the URL given by HBook for that accommodation.
3. Back to **Calendar > Reservations > Import/Export**, follow the instructions of the section “**To Import an external calendar**” of the VRBO help article given above and paste the HBook URL.

We highly recommend the following setting for the synchronization to work properly:

- in **HBook > iCal sync > Import settings**, set “Exclude blocked dates from the import” to “Yes”.
- in **HBook > iCal sync > Export settings**, set “Include blocked dates in the export” to “Yes”.
- if you have any date that you need to block (for example, for painting work), please do so from **HBook > Reservations > Block accommodation**. Thanks to the iCal sync, it will automatically be blocked in HomeAway/VRBO calendar.

How to sync HBook with Gîte de France?

Step by Step to sync HBook with “Gîte de France”

1. Go to the **Module Propriétaire** of Gîte de France (ITEA).
2. In **Mon compte > Export planning**, you will find the URLs of your calendars. Copy the URL of the calendar of the accommodation you wish to sync.
3. In **HBook > iCal sync**, click on “New calendar”, enter a name for it (“Apartment 101 Gîte de France” for example), paste the URL and click on “Add”.

You have set the synchronization one way, from Gîte de France to HBook. It means anytime you receive a reservation on Gîte de France, it will be imported into HBook automatically.

3. In the same HBook page, click on “Get URL” and copy the URL given by HBook for that accommodation.
4. Contact Gîte de France and ask them to add your HBook calendar URL to import it into “Gîte de France” calendar. You can not do this yourself from the **Module Propriétaire ITEA**, but “Gîte de France” will have no issue to do it for you, since it is the way to proceed.

Once done, the sync is set up both ways between your “Gîte de France” calendar and HBook calendar.

We highly recommend the following setting for the synchronization to work properly:

- in **HBook > iCal sync > Import settings**, set “Exclude blocked dates from the import” to “Yes”.
- in **HBook > iCal sync > Export settings**, set “Include blocked dates in the export” to “Yes”.
- if you have any date that you need to block (for example, for painting work), please do so from **HBook > Reservations > Block accommodation**. Thanks to the iCal sync, it will automatically be blocked in Gîte de France calendar.

How to sync HBook with Campsites.co.uk?

HBook is compatible with [Campsites.co.uk](https://campsites.co.uk)'s "intelligent" iCal sync, which is developed to avoid double bookings.

HBook also retrieves the reservation details URL from Campsites.co.uk and displays a direct link inside your reservation list. This means you can open the full reservation details on Campsites.co.uk in a new browser tab with just one click.

Step by step to sync with Campsites.co.uk both ways:

You will first need to get in touch with campsites.co.uk to set up iCal synchronization with HBook.

1. In **HBook > iCal sync**, click on "Get URL" and copy the URL generated by HBook for that accommodation. Repeat for each accommodation you have.
2. Since campsites.co.uk manage all the configuration and connections, you will email bookings@campsites.co.uk with the copied HBook URLs.
3. They will email you back with the Export URLs. Copy these URLs.
4. Back in **HBook > iCal sync**, click on "Sync with a new calendar", enter a name for it (for example, "Glamping cabin A"), paste the Campsites.co.uk URL, and click Add. Repeat this process for each accommodation.

We highly recommend the following setting for the synchronization to work properly:

- in **HBook > iCal sync > Import settings**, set "Exclude blocked dates from the import" to "Yes".
- in **HBook > iCal sync > Export settings**, set "Include blocked dates in the export" to "Yes".
- if you have any date that you need to block (for example, for painting work), please do so from **HBook > Reservations > Block accommodation**. Thanks to the iCal sync, it will automatically be blocked in Campsites.co.uk calendar.

Displaying additional Campsites.co.uk booking information in HBook

You can use the filter [hb_ical_additional_non_standard_properties](#) and HBook will display extra booking information from Campsites.co.uk in the reservation details.

Add the following code snippet to the functions.php file of your child theme:

```
1 function my_ical_additional_non_standard_properties (
2     $default_ical_non_standard_properties ) {
3     $additional_data = array(
4         'X-Adults',
5         'X-Children',
```

```

5      'X-Infants',
6      'X-Dogs',
7      'X-Vehicle-Registration',
8      'X-Total-Booking-Value',
9      'X-Total-Booking-Value',
10     'X-Deposit-Value',
11     'X-Balance-Due-Date',
12     'X-Balance-Paid-Date'.
13     'X-Balance-Paid-Amount'.
14     'X-Vehicle-Registration',
15     'X-Commission-Inc-VAT',
16     'X-Notes'
17 );
18     $updated_comment_data = array_merge(
19 $default_ical_non_standard_properties, $additional_data );
20     return $updated_comment_data;
21 }
22 add_filter( 'hb_ical_additional_non_standard_properties',
23 'my_ical_additional_non_standard_properties' );

```

How to sync HBook with Holidu.com?

- i** Holidu is the main platform that manages all connections and calendar synchronisations. Depending on your country, you might be using one of Holidu's partner websites, such as [CybEvasion](#) for France, [Clubrural](#) or [Spain Holiday](#) for Spain, [Ferienwohnungen.de](#), [FincaMallorca.de](#), [Lohospo.de](#) for Germany...

Step by step to sync with [Holidu.com](#) both ways:

1. In **HBook > iCal sync**, click on “Get URL” and copy the URL given by HBook for that accommodation.
2. Once logged in to [Holidu.com](#) > **Properties**, in the configuration panel, find the **iCal & synchronization** section. Click on the “Configure” button. From the pop-up window, select “Other” from the list, then paste the HBook URL and enter a calendar name.

Calendar synchronization

From where do you want to import a calendar?
If the calendar you wish to import is not listed here, please contact your account manager.

Abrifel	Icnea
Airbnb	Iperbooking
Atraveo	Menorca Vacations
Awatbook	Mister B & B
Avanto	Octorate
Booking.com	TouristManager - LTS
Felto-direkt	VRBO
Feratel	Wimdu
Fewomanager.de	Other

1. Import
Paste your Other calendar address here. Based on the data provided through that, we will block your property's calendar.
Other's calendar URL usually looks similar to this:
<http://www.availabilitycalendar.com/ical/ABCD1234.ics>

Address Of iCal (.ics File) (Required)
To paste the iCal address, please right-click into the form field and click "Paste".

Paste the calendar address here

Calendar Name (Required)
Other

3. Now, still in the set-up window, copy the given iCal URL.

2. Export

Now copy the Holidu calendar address from below and paste it into the property's iCal import on the channel.
This will block the dates for which you have bookings from Holidu or where you created manual reservations or calendar blocks.

iCal URL / Link

Copy

4. Back to **HBook > iCal sync** page, click on “New calendar”, enter a name for it (“Apartment 101 Holidu” for example), paste the URL and click on “Add”.

We highly recommend the following setting for the synchronization to work properly:

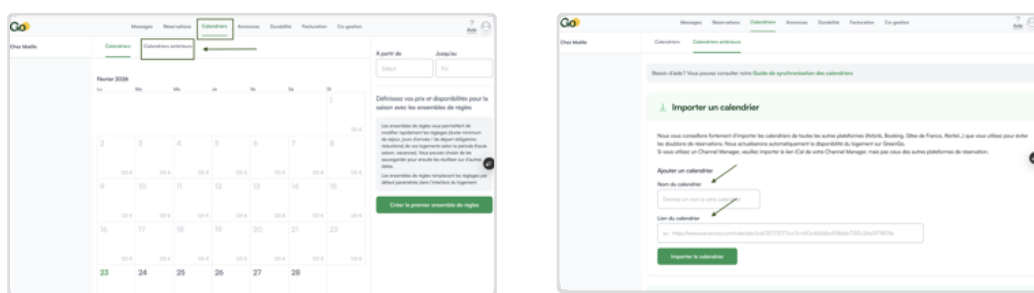
- in **HBook > iCal sync > Import settings**, set “Exclude blocked dates from the import” to “Yes”.
- in **HBook > iCal sync > Export settings**, set “Include blocked dates in the export” to “Yes”.
- if you have any date that you need to block (for example, for painting work), please do so from **HBook > Reservations > Block accommodation**.

How to sync HBook with GreenGo?

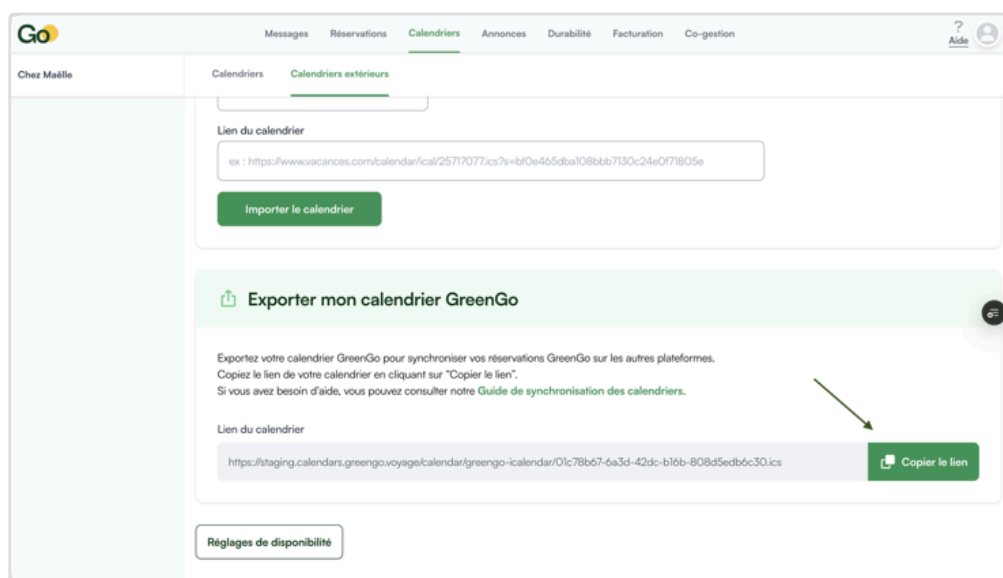
Please refer to this GreenGo article to find out where to locate the settings for importing/exporting the calendar: [Comment synchroniser mon calendrier GreenGo avec une autre plateforme ?](#)

Step-by-step guide to syncing with [Greengo](#) in both directions:

1. In **HBook > Sync with iCal**, click "Get URL" and copy the URL given by HBook for that accommodation.
2. Once you've logged in to [Greengo](#) > **Calendriers > Calendriers extérieurs**, in the section **Importer un calendrier**, paste the HBook URL and enter a calendar name. Click "Importer le calendrier".



3. Now, still on this same page, in the section **Exporter mon calendrier GreenGo**, copy the given iCal URL.



4. Back to **HBook > iCal sync** page, click on “New calendar”, enter a name for it (“Apartment 101 Holidu” for example), paste the URL and click on “Add”.

We highly recommend the following setting for the synchronization to work properly:

- in **HBook > iCal sync > Import settings**, set “Exclude blocked dates from the import” to “Yes”.
- in **HBook > iCal sync > Export settings**, set “Include blocked dates in the export” to “Yes”.
- if you have any date that you need to block (for example, for painting work), please do so from **HBook > Reservations > Block accommodation**.

Emails

- [Email builders - How to guides](#)
- [Can I have scheduled emails sent at a specific time of the day?](#)
- [Can I add my logo in Emails and Documents?](#)
- [How should I format the email address in the email template headers?](#)
- [The emails are not sent](#)
- [Are the automatic emails sent as well for reservations imported via iCal?](#)

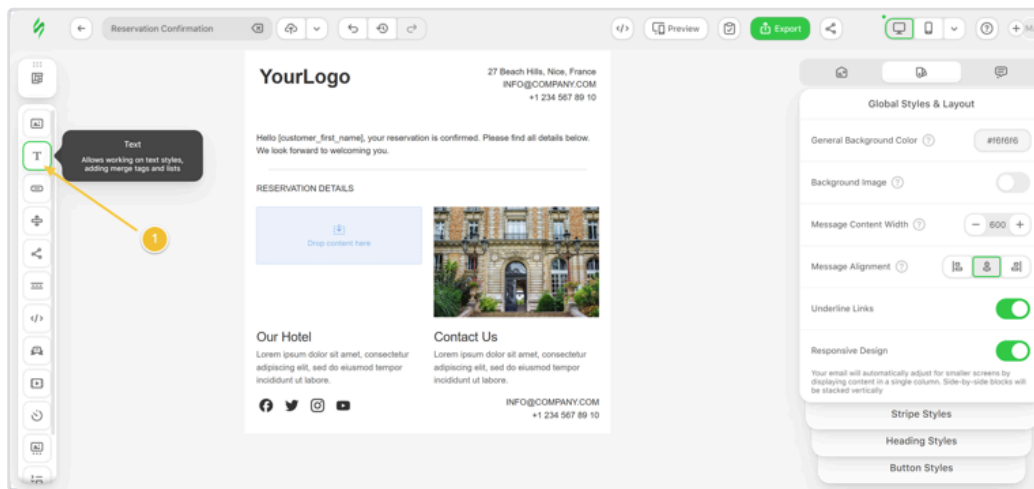
Email builders - How to guides

- [How to use HBook with Stripo Builder?](#)
- [How to use HBook with DesignModo?](#)
- [How to use HBook with Beefree?](#)

How to use HBook with Stripo Builder?

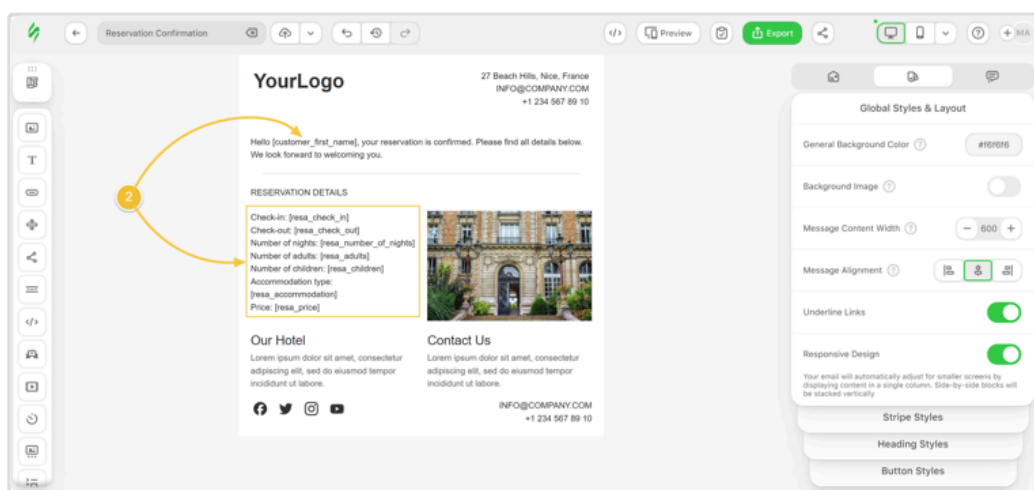
Once you have created your email template with Stripo, you can follow these steps to include HBook variables and add the content in **HBook > Emails**.

- It is possible to add images directly from your WordPress Media by using the **URL option**. You can check this article to do so: [How do I find the URL of an image in my WordPress Media Library?](#)

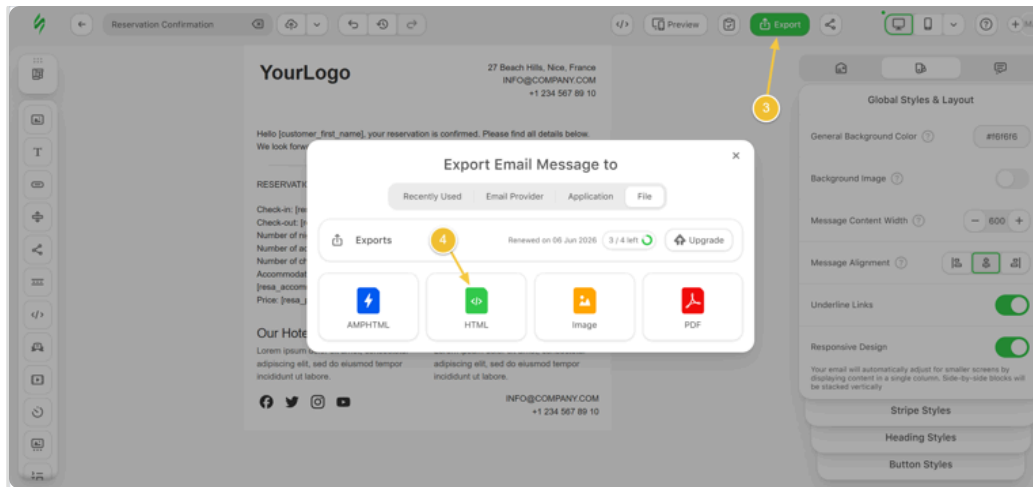


1. Wherever you wish to add HBook variables, you will add a **Text** element.

- You can check the full list of variables in this section of our documentation: [List of variables](#)

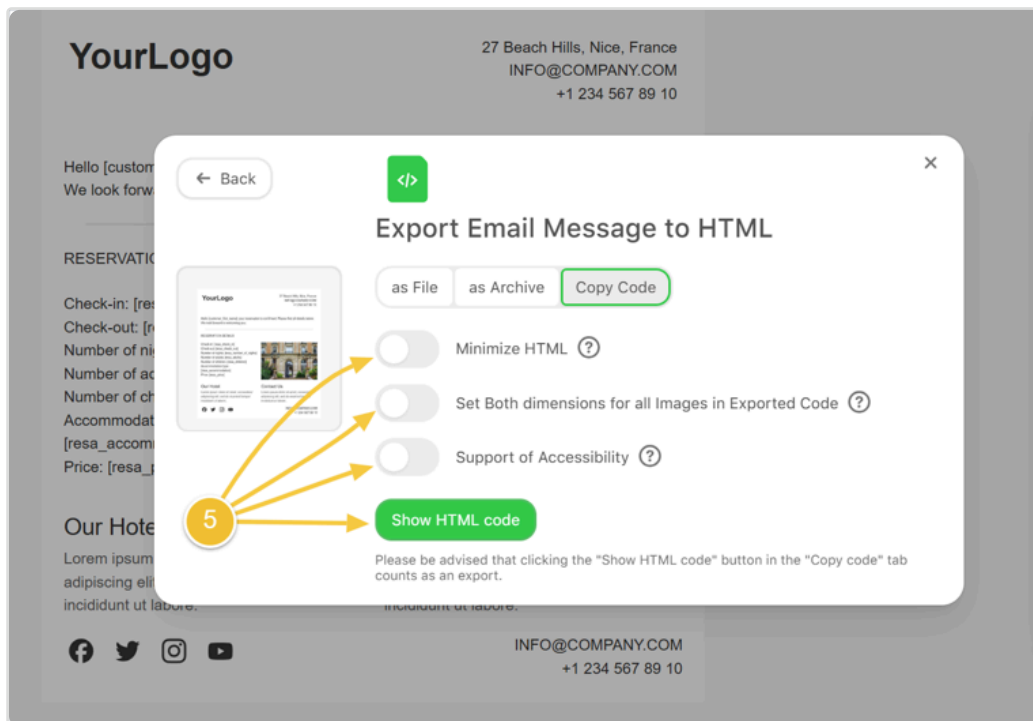


2. In the added **Text** element, enter the HBook variables you wish to use.



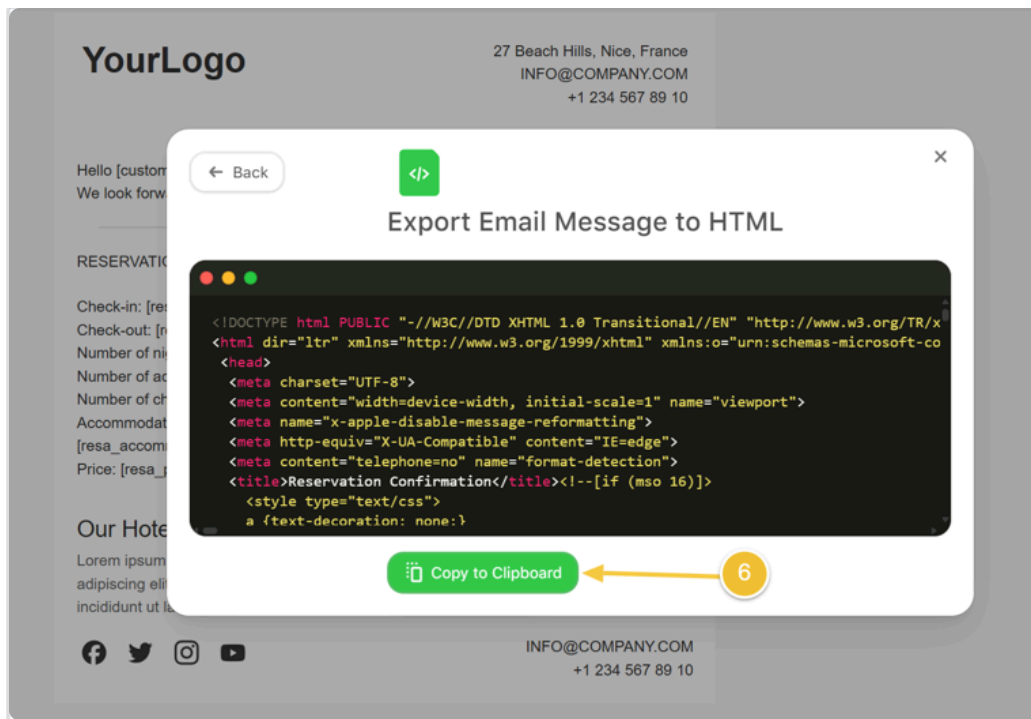
3. Click on **Export**

4. Select the **HTML** export method

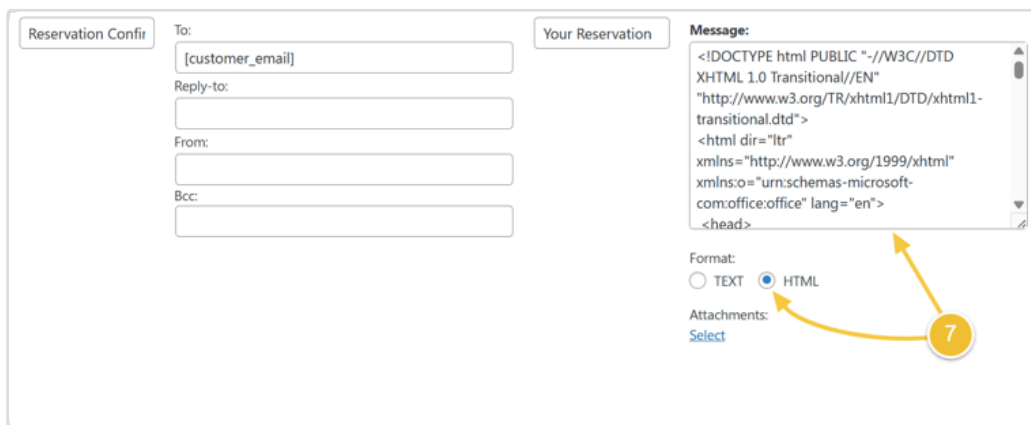


5. You may toggle off all options, then click on **Show HTML code**

i If you have added heavy content to your email template, you may wish to toggle on the **Minimize HTML** option to optimize it for better performance.



6. Click on **Copy to Clipboard**

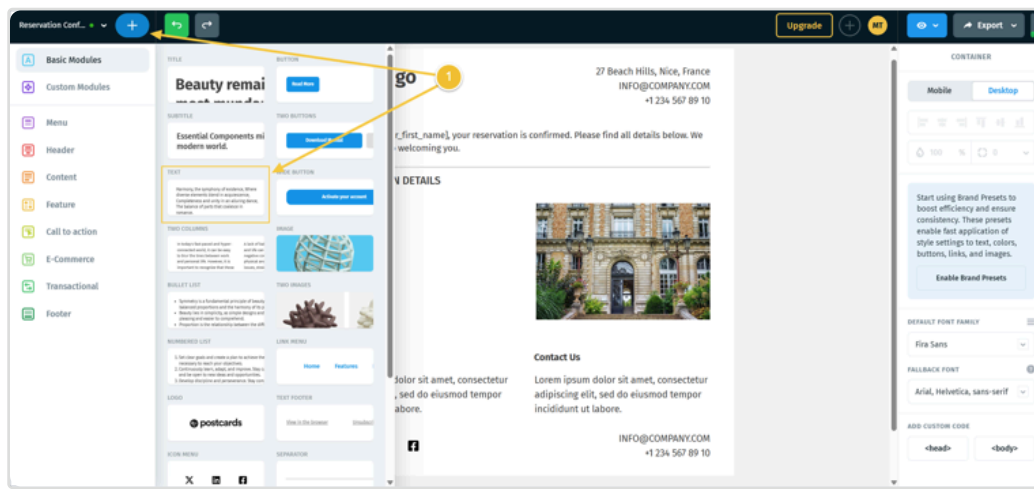


7. Back in **HBook > Emails**, in the message section, select the **HTML** format and paste the HTML code from Stripo.

How to use HBook with DesignMode?

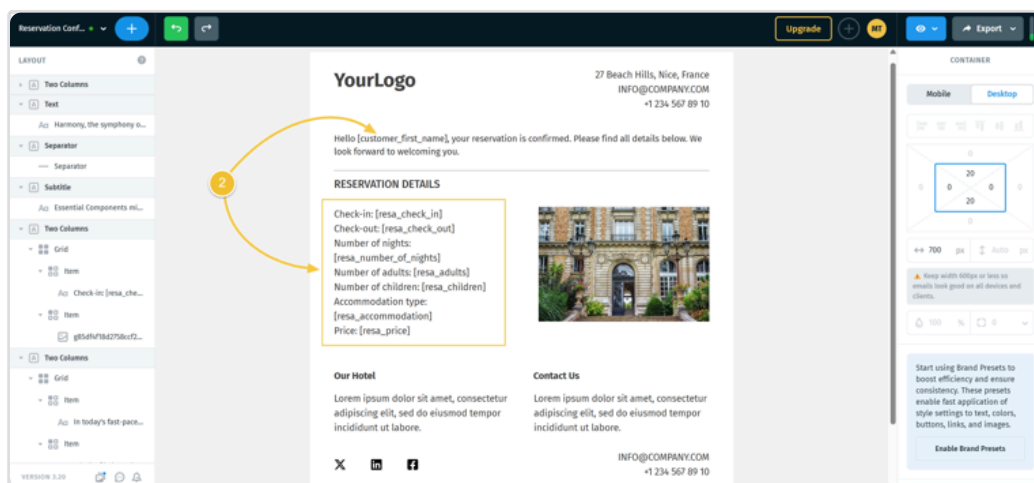
Once you have created your email template with DesignMode, you can follow these steps to include HBook variables and add the content in **HBook > Emails**.

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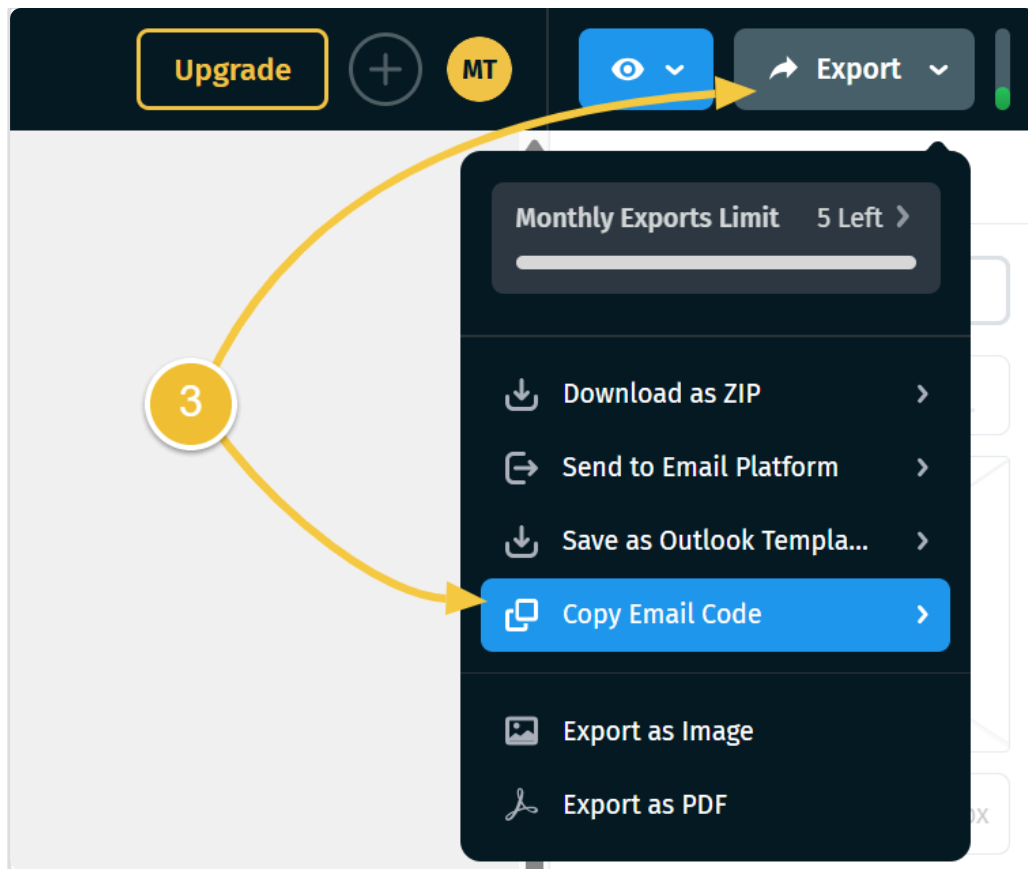


1. Wherever you wish to add HBook variables, you will add a **Text** element.

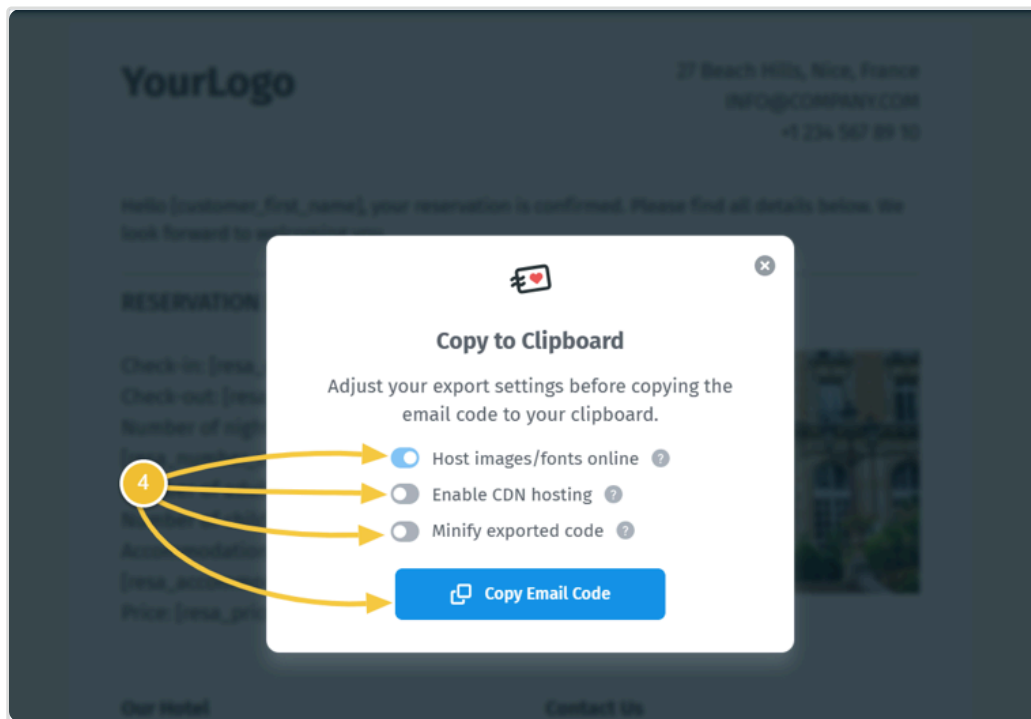
- You can check the full list of variables in this section of our documentation: [List of variables](#)



2. In the added **Text** element, enter the HBook variables you wish to use.



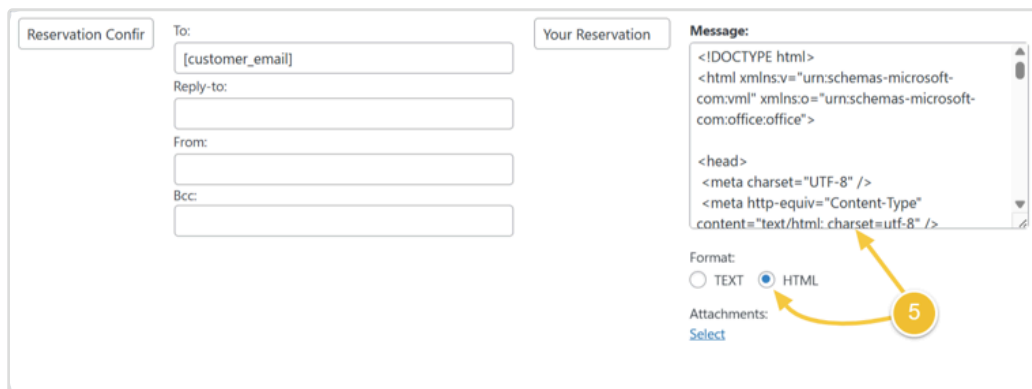
3. Click on **Export**, then click on **Copy Email Code**



4. If you have added images, the **Host images/fonts online** option will automatically be toggled on. You may toggle off the two other options, then click on **Copy Email Code**



If you have added heavy content to your email template, you may wish to toggle on the **Minify exported code** option to optimize it for better performance.



The screenshot shows an email configuration interface. On the left, there are fields for 'To:', 'Reply-to:', 'From:', and 'Bcc:', with the 'To:' field containing '[customer_email]'. On the right, the 'Message:' section displays HTML code. Below the code, the 'Format' dropdown is set to 'HTML'. A yellow circle with the number '5' is placed over the 'HTML' option, with an arrow pointing to it from the right.

Reservation Confir

To: [customer_email]

Reply-to:

From:

Bcc:

Your Reservation

Message:

```
<!DOCTYPE html>
<html xmlns:v="urn:schemas-microsoft-com:vm" xmlns:o="urn:schemas-microsoft-com:office:office">

<head>
<meta charset="UTF-8" />
<meta http-equiv="Content-Type"
content="text/html; charset=utf-8" />

```

Format:

☐ TEXT ☒ HTML

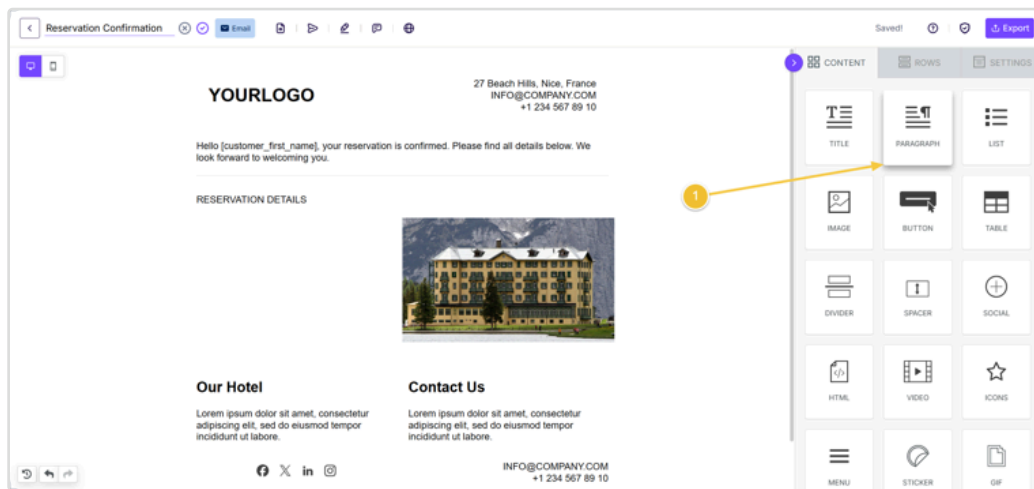
Attachments: [Select](#)

5. Back in **HBook > Emails**, in the message section, select the **HTML** format and paste the HTML code from DesignModo.

How to use HBook with Beefree?

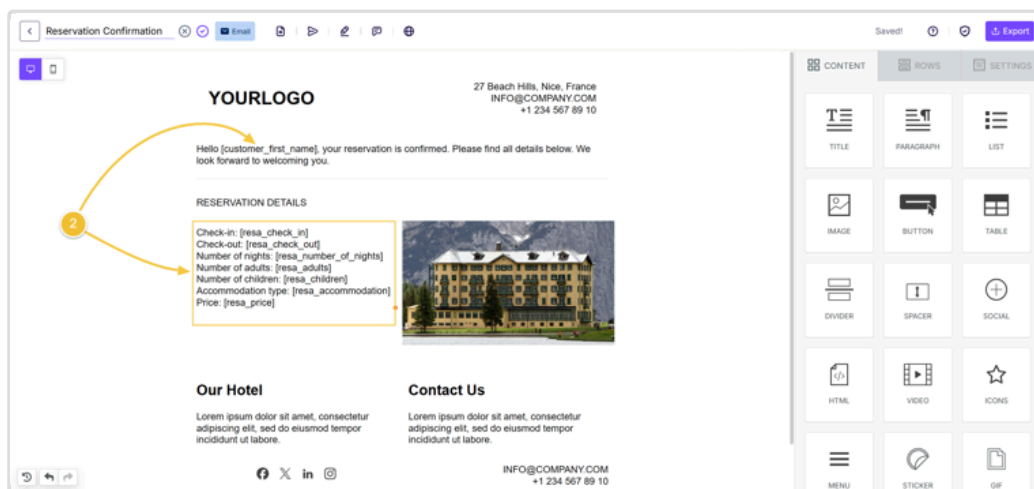
Once you have created your email template with Beefree, you can follow these steps to include HBook variables and add the content in **HBook > Emails**.

- It is possible to add images directly from your WordPress Media by using the **URL option**. You can check this article to do so: [How do I find the URL of an image in my WordPress Media Library?](#)

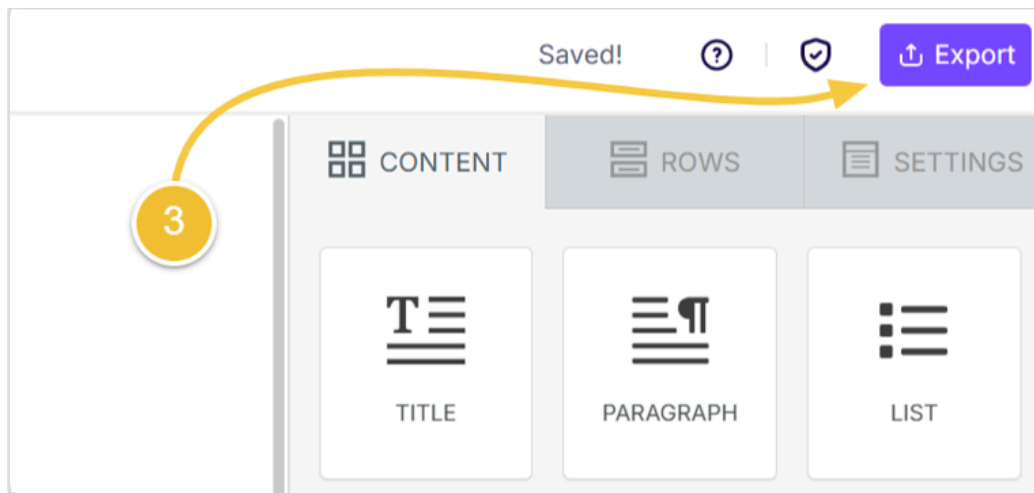


1. Wherever you wish to add HBook variables, you will add a **Paragraph** element.

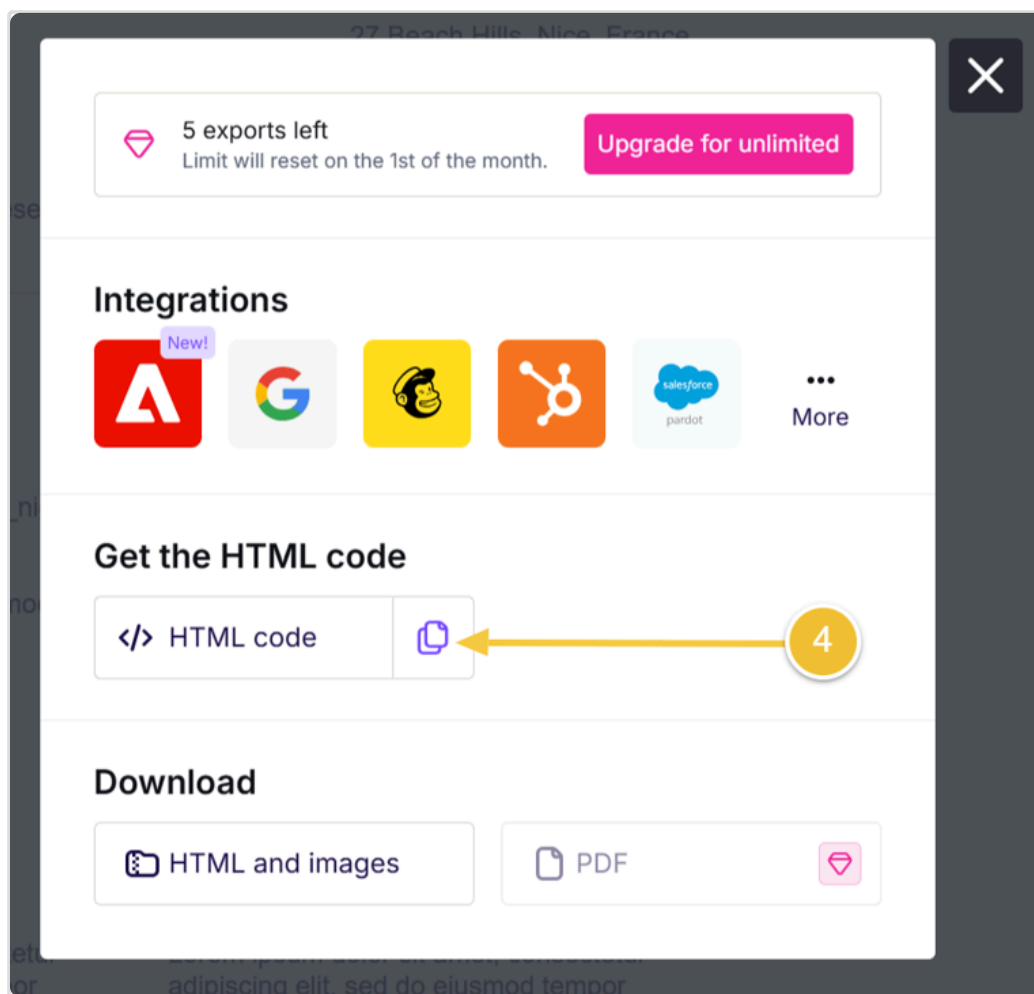
- You can check the full list of variables in this section of our documentation: [List of variables](#)



2. In the added **Paragraph** element, enter the HBook variables you wish to use.



3. Click on **Export**



4. Click on the **Copy** icon

The screenshot shows an email composition window. On the left, there are labels for 'Reservation Confir' and 'Your Reservation'. The main area contains fields for 'To:', 'Reply-to:', 'From:', and 'Bcc:', each followed by a text input box. The 'To:' field contains the placeholder text '[customer_email]'. On the right, there is a 'Message:' section with a text area containing HTML code. Below the text area, there are radio buttons for 'Format:' with 'TEXT' and 'HTML' options. The 'HTML' option is selected. Below the format options, there is an 'Attachments:' section with a 'Select' link. A yellow circle with the number '5' is positioned to the right of the 'HTML' radio button, with two yellow arrows pointing from it to the 'HTML' radio button and the 'Select' link.

Reservation Confir

To: [customer_email]

Reply-to:

From:

Bcc:

Your Reservation

Message:

```
<!DOCTYPE html>
<html xmlns:v="urn:schemas-microsoft-com:vm" xmlns:o="urn:schemas-microsoft-com:office:office" lang="en">

<head>
  <title> </title>
  <meta http-equiv="Content-Type" content="text/html; charset=utf-8">

```

Format:

☐ TEXT ☒ HTML

Attachments: [Select](#)

5. Back in **HBook > Emails**, in the message section, select the **HTML** format and paste the HTML code from Beefree.

Can I have scheduled emails sent at a specific time of the day?

You can use HBook filters to adjust a **sending window**, but it is not possible for the emails to be sent at an exact specific time.

How do the scheduled emails work?

- We use WordPress scheduled events, that are cron jobs which are automatically set to run hourly. Therefore, theoretically, HBook checks hourly if there is a scheduled email that has to be sent.
- However, these cron jobs actually run only when someone visits your website, either from the backend or front-end. That is why emails can be not be sent at a specific time of the day.

What is the default sending window?

By default, HBook sends emails between 7am and 11pm.

Can I modify this sending window?

Yes, you can use the following HBook filters:

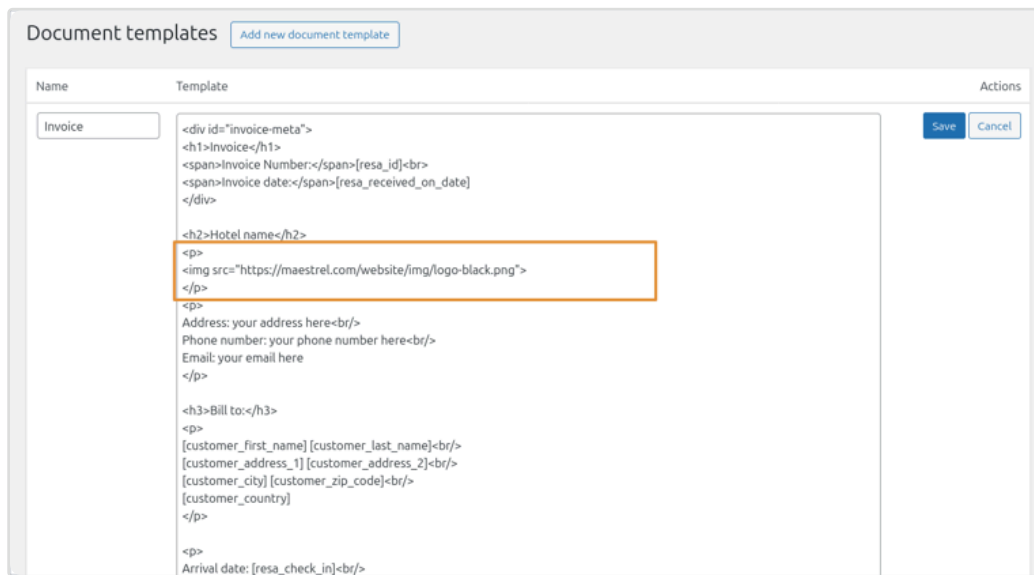
- [hb_scheduled_min_hour](#)
- [hb_scheduled_max_hour](#)

Can I add my logo in Emails and Documents?

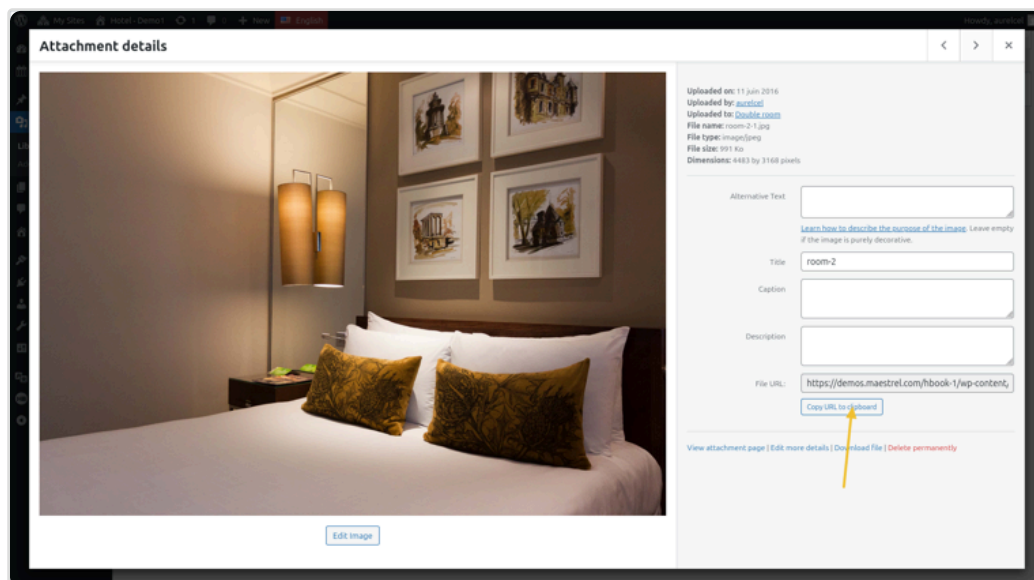
Yes, you can add your logo or any image to your email and documents templates.

Use the “img” tag

Since these images are HTML contents, you can add an “img” tag with the URL of the image as the “src” attribute:



If your image is already in the WordPress **Media Library**, then you will copy the URL by clicking on “Copy URL to clipboard”:





How should I format the email address in the email template headers?



Problem

I have an error when adding the email address, it states that it is invalid.



Solution

In the emails settings, you might see a message indicating that the email address does not seem valid. In the email headers "From" and "Reply-to", it is required to provide a name and the associated email. A full email address has the following format: "Name <email@domain.com>".

For example: "Maestrel <hotel@maestrel.com>". Here is an example of how it will look like:

The screenshot shows a form with two main sections: 'Name' and 'Addresses'. The 'Name' section has a text input field containing 'Admin notification'. The 'Addresses' section contains several fields: 'To:', 'Reply-to:', 'From:', and 'Cc:'. The 'Reply-to:' field contains 'Maestrel <hotel@maestrel.com>'. The 'From:' field is highlighted with a yellow box and contains the placeholder text '[customer_first_name] [customer_last_name] <[customer_email]>'. The 'Cc:' field is empty.



Related articles

[HBook documentation regarding emails.](#)



The emails are not sent



Problem

I have created email templates, but the customer email or the admin notification are not received.



Solution

If you don't receive the automatic emails, you need to run the following checks to troubleshoot this issue.

1. Check the sending status. In **HBook > Emails > Email Logs**, you can check the "Sending status" of your emails. It will indicate if the email has been sent out or not.



If an email has been sent out correctly, it does not necessarily mean that it has been received correctly. It means that there were no problems to send it out.

The email sending status is "OK", but the emails are not received

Here are the next steps.

2. Double-check your email template set up:

- Are you using the correct variables for the "From", "To", "Reply-to" fields? You can see the list of variables that you can use right under the email template table.
 - Have you selected the correct action? You can set if the email is to be sent automatically upon new reservation (from customers), new reservation (from admin), confirmation of reservation or cancellation of reservation.
3. **Use SMTP** : We strongly [recommend using SMTP plugin](#) to send your emails. If you already have SMTP set, please check the logs and if needed contact your SMTP server to check with them any action you can take to improve deliverability (for example if you use your Hosting SMTP).
 4. **Check your deliverability rate** : there are plenty of sites that offer to test your emails, for example <https://www.mail-tester.com/>. Don't be worried if you rank badly, it is very common. This tool is useful to be able to identify where you can improve!
 5. If it is only with some mail address(HotMail, GMail, etc.) that emails are not received, check the email sender guidelines for this service.
 6. You can test if there are parts of your email content that are problematic for the deliverability of your email. To do so, create a new email template with "Test" as body and subject. Run a

test and see if it is received. If so, progressively add your template content to identify if there is a section that falls into the anti-spam rule.

 Email services (GMail, Yahoo, HotMail, etc.) regularly modify their anti-spam and security rules, to reduce email spamming.

Rules are complex and include the server IP reputation, authentication protocols, email headers, content, etc.

The email sending status is not “OK”.

There will be an error indicated in the “Status” column. Here are the next steps to investigate this issue.

2. **Check that your WordPress install can send email correctly:** To test that, you can use a plugin as [Check Email](#).
3. **Check your SMTP setup**, if you use an SMTP plugin. And test the connection.



Are the automatic emails sent as well for reservations imported via iCal?

There are 2 types of automatic emails:

- Emails that are [triggered by an event](#)
- Emails that are [scheduled](#)

When a reservation is imported from an external calendar, thanks to the iCal synchronization, here is the behavior of HBook regarding automatic

- The general rule is that automatic emails are sent out as long as there is a recipient email defined.
- When the recipient is the customer (variable [customer_email]) : if a customer is associated to the reservation, the email will be sent out. If the reservation does not have a customer, then it will not be sent.
- By default, HBook does not send the email set to be sent “Upon new reservation(from website)”. If you wish to modify this behavior (for example, if you wish to be notified when a reservation is imported from iCal), you will modify the option `hb_ical_send_new_resa_email` in WordPress `wp_options` table. Please [contact us](#) if you need help with this.

How to provide customer email for reservations imported via iCal?

For reservations imported from an iCal calendar, it is each platform/agenda who provide the information they wish to share in their export iCal calendar. Sometimes, a customer email is provided, but some platforms/agenda do not share any customer information.

When HBook import reservations from an iCal calendar, if there is a customer email provided by the external calendar, then a HBook customer is created and the reservation is associated to this customer.

If it is not provided, then there is no customer information for the reservation, but you can add this information manually. In the column “Customer”, you can select a customer or provide customer information. If you wish to have future automatic emails sent out, you will add the customer email address.

How-to-guides

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- [How to create coupons or vouchers? Can I offer a special discount for my family or friends?](#)
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- [How can I show VAT in my prices?](#)
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- [I need HBook to block 1 night after each stay, why does it block as well 1 night before?](#)
- [The customer information is overwritten](#)
- [Can I change or remove the accommodation numbering in the reservation list?](#)
- [The loading time for HBook Reservations page is too long](#)
- [Can I delete past seasons or change rates without affecting existing & past reservations](#)

Page builders - How to guides

- [How to use HBook shortcodes with Beaver Builder?](#)
- [How to use HBook shortcodes with Oxygen Builder?](#)
- [How to use HBook shortcodes with WPBakery?](#)
- [How to use HBook shortcodes with Visual Composer?](#)
- [How to use HBook shortcodes with Muffin builder?](#)
- [How to use HBook shortcodes with Elementor plugin?](#)
- [How to use HBook shortcodes with Divi Builder?](#)
- [How to use Elementor with our themes?](#)

How to use HBook shortcodes with Beaver Builder?

It is very easy to use HBook with Beaver builder.

Here is a step-by-step to simply add HBook elements to your page:

1. Add a Beaver Builder "Text Block" element.
2. Enter a HBook shortcode, for example [hb_booking_form] for a search form.

Done!

How to use HBook shortcodes with Oxygen Builder?

It is very easy to use HBook with Oxygen builder and you will have it done in two steps.

Here is a step-by-step to simply add HBook elements to your page:

1. Add a “Shortcodes” element to your page by doing **Add > WordPress > Shortcode**.
2. Enter a HBook shortcode, for example [hb_booking_form] for a search form.

Done!

- Learn more about how to integrate 3rd party shortcodes into Oxygen builder [here](#).
- Learn more about HBook shortcodes [here](#).

How to use HBook shortcodes with WPBakery?

It is very easy to use HBook with WPBakery builder, and you even have an option to add HBook shortcodes in the element list.

Here is a step-by-step to simply add HBook elements to your page:

1. Add a WPBakery “Text Block” element.
2. Enter a HBook shortcode, for example [hb_booking_form] for a search form.

Done!

If you wish, you can even add HBook shortcodes in the list of WPBakery elements!

- Learn more about how to integrate 3rd party shortcodes into WpBakery [here](#).
- Learn more about HBook shortcodes [here](#).

How to use HBook shortcodes with Visual Composer?

It is very easy to use HBook with Visual Composer and you will be able to view directly HBook elements without having to go to the “Preview” mode.

Here is a step-by-step:

1. Add a Visual Composer “Shortcode” element.
2. Enter a HBook shortcode, for example [hb_booking_form] for a search form.

Done!

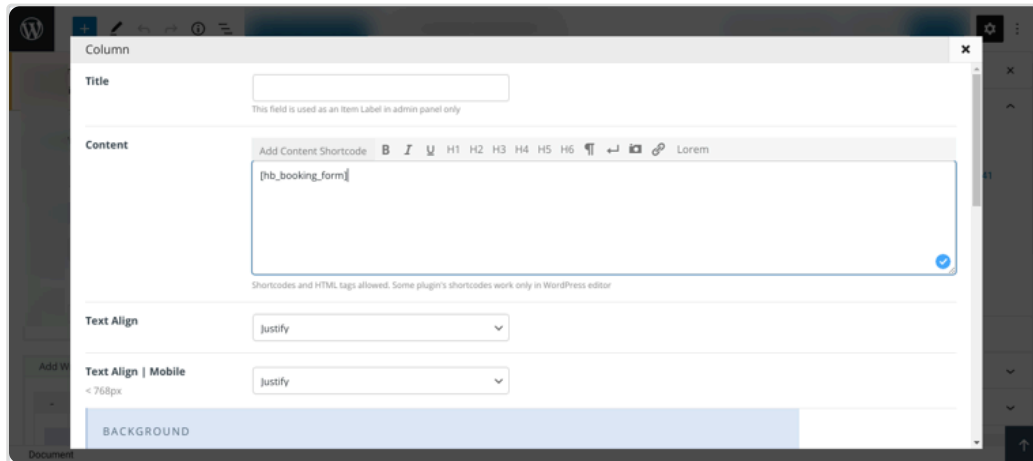
- Learn more about Visual Composer **Shortcode** element [here](#).
- Learn more about HBook shortcodes [here](#).

How to use HBook shortcodes with Muffin builder?

It is very easy to use HBook with Muffin builder. You would use any elements where you can add some content.

Here is a step-by-step to simply add HBook elements to your page:

1. Add a Muffin Builder element where you can include content, for example a “Column” element
2. Enter a HBook shortcode, for example [hb_booking_form] for a search form.



Done!

- Learn more about Muffin builder sections [here](#).
- Learn more about HBook shortcodes [here](#).

How to use HBook shortcodes with Elementor plugin?

It is very easy to use HBook with Elementor and you will be able to view directly HBook elements without having to go to the “Preview” mode.

Here is a step-by-step:

1. Add an Elementor “Shortcode” widget.
2. Enter a HBook shortcode, for example [hb_booking_form] for a search form.

Done!

- Learn more about Elementor Shortcode widget [here](#).
- Learn more about HBook shortcode [here](#).

How to use HBook shortcodes with Divi Builder?

It is very easy to use HBook with Divi Builder and you will be able to view directly HBook elements without having to go to the “Preview” mode.

Here is a step-by-step:

1. Add a Divi Builder “Code” module.
2. Enter a HBook shortcode, for example [hb_booking_form] for a search form.

Done!

- Learn more about Divi Builder **Code** widget [here](#).
- Learn more about HBook shortcodes [here](#).

How to use Elementor with our themes?

Using Elementor with our themes

Please keep in mind that our themes are not Elementor themes. You can use Elementor with Adomus or Lavilla, and it will not conflict, but you'll have to choose, for each page, whether you want to use:

- Elementor builder to build the page (you do not wish to include Adomus/Lavilla sections for this page)
- Adomus or Lavilla sections to construct your page. You can include some content build with Elementor by using the “Editor content” section.

Page built with Elementor only

If you do not wish to use our theme sections, and build the entire page content with Elementor, you will set “Use Adomus sections”/ “Use Lavilla sections” to “No”:

Page built with our themes sections

If you create a page with Adomus or Lavilla sections, set “Use Adomus sections”/“Use Lavilla sections” to “Yes”.

 When choosing to build pages with our themes sections, you will see that you can then select different sections. You will find the list of these sections [here](#) for Adomus, and [here](#) for Lavilla.

Step by step to insert Elementor content

If you would like to insert content build with Elementor, you will use the section “Editor content”. You can either work on this “Elementor” content within the same page, or use the content created in a different “Elementor” page.

Use the current page Elementor content

You can display the content **of the current page Editor**. To create the “Elementor” content you wish to display, you will have to:

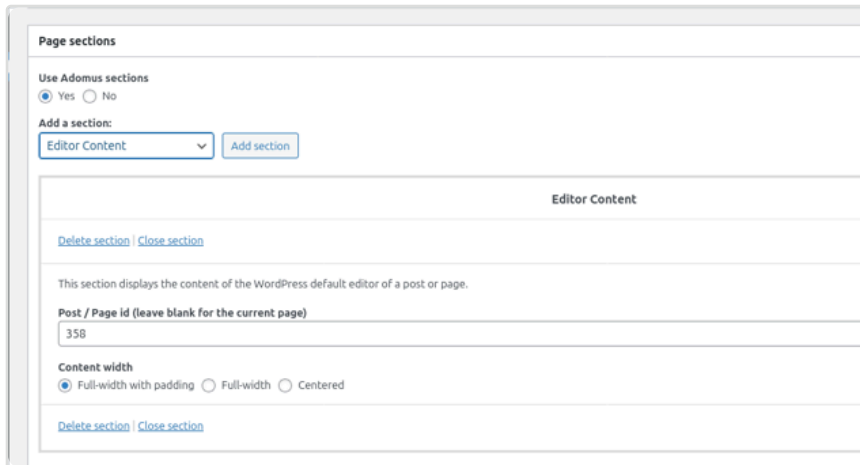
1. Switch “Use Adomus sections”/“Use Lavilla sections” to “No”.
2. Edit with Elementor.
3. Switch back “Use Adomus sections”/“Use Lavilla sections” to “Yes”

4. Add the “Editor content” section. You will leave the field Post/Page ID blank.

Use another page Elementor content with Adomus:

You can display the content **of a different page built with Elementor**.

1. Create your content with Elementor in a new **Page** or **Post** for which you will set “Use Adomus sections” to “No”. Take note of the Page ID.
2. Back on your page built with Adomus sections, add the “Editor content” section. You will indicate the ID of the Post/Page ID where your Elementor content is.



Use another page Elementor content with Lavilla:

You can display the content **of a different page built with Elementor**.

1. Create your content with Elementor in a new **Page** or **Post** for which you will set “Use Lavilla sections” to “No”. Take note of the Page ID.
2. Back on your page built with Lavilla sections, add the “Editor content” section. You will indicate the ID of the Post/Page ID where your Elementor content is.

Page sections

Use Lavilla sections
☒ Yes ☐ No

Add a section:
 Editor Content ▼ [Add section](#)

Editor Content
Delete section Close section
Section tagline This section will display the content created by Elementor Section title My content created with Elementor Post / Page id (leave blank for the current page) 358 Content width ☐ Full-width ☒ Centered Colored background ☐ Yes ☒ No Background image Add image
Delete section Close section

i You can check this article from our knowledge base to [find the Page or Post ID](#).

How to create coupons or vouchers? Can I offer a special discount for my family or friends?

Yes, you can create coupons, and you can set conditional rules for the coupons to be valid (minimum stay, accommodation type, season...).

You can set coupons without any conditions, or coupons that can be applied only if the conditions are met.

1. If you wish to create a conditional coupon : Create a rule which will be of type “Coupon” in **HBook > Booking rules > Advanced booking rules**. For example, to have a coupon that can be used only for stays of more than 7 nights.

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
Coupon +7 nights	Coupon	Any	Any	7 nights	---	---	---	

2. Enter the coupon value in **HBook > Rates > Coupons**

Here we have a coupon without conditional rule, and a coupon with the rule created above.

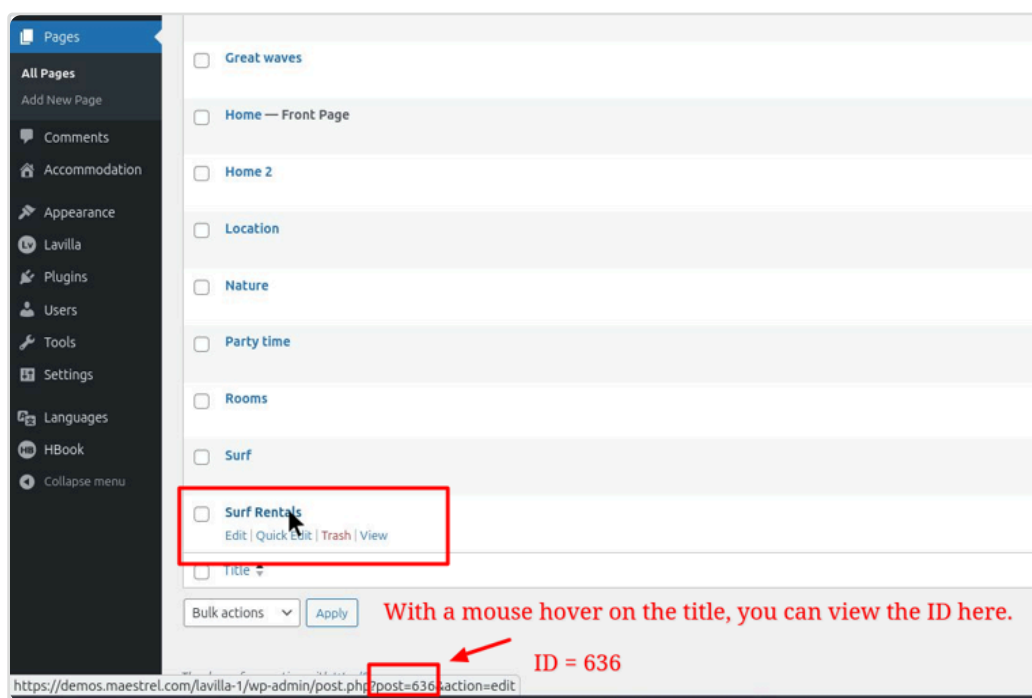
Coupons Add coupon								
Code	Accommodation	Seasons	Rule	Use count	Max use	Date limit	Amount	Actions
SPRING PROMO	All	All		0	15	05/31/2025	10%	
FRIENDS WELCOME	All	All	Coupon +7 nights	0	10	No date limit	15.00\$	

How to find the Page or Post ID?

To find the Page or Post ID, go to **Pages > Edit** or **Post > Edit**, as if you wanted to edit the post/page for which you need the ID. Hover over the title of the page or click on Edit. If you only hover, check the status bar at the bottom. If you click on edit, check the browser bar. It will display a URL with a numeric ID as for example “post=313”. This is the post/page ID.

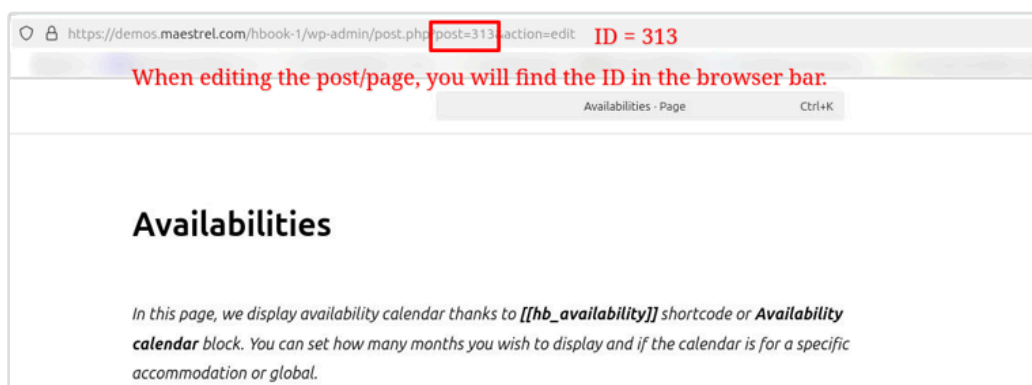
Hovering on the Title of the Post/Page

If you hover on the **title** of the Post/Page, you will see in the status bar the URL that it would open if clicked. You will find the ID in the status bar.



Clicking on Edit

If you click on “Edit”, you will find the ID in the browser bar.



How to add a Privacy Policy checkbox and link to the policy page?

You can add a compulsory "Privacy policy" checkbox so you require your clients to confirm that they accept it. You can include a link to your Policy page. Here are the steps to follow to achieve that:

- In **HBook > Misc**, you will find a setting to display a Privacy Policy section. You should set it to "Yes"
- In **HBook > Text > Book now area > Privacy Policy Text**, you can modify the text displayed. You can add HTML tags, which is what you will use to include a link to the page where you have written your Privacy Policy.

Here is an example of what you can write to have a link to a privacy policy page:

```
1 | I have read and I accept the <a href="mysite.com/privacy-policy-url" target="_blank">privacy  
   | policy</a> for this booking.
```


How to set a different opening date for a specific accommodation type?

It is possible to set different minimum selectable date and maximum selectable date depending on the accommodation.

It is handy if you allow last minute reservations for a specific accommodation type but not all, or if you have accommodation types that are seasonal and other that are rented all year round.

What you will do is set your default opening dates in **HBook > Misc > Opening dates**. Then in the accommodation settings, you will click on **Override default opening dates**, at the bottom of the accommodation page. This setting allows you to set different opening dates to override the ones set in **HBook > Misc**.

 Please do not hesitate to check [this section](#) of our documentation for more information.

How to share my bank details for a bank transfer payment method?

If you choose to offer offline payments for reservations, and want customers to pay their reservation via bank transfer payment method, you can follow these steps to share your bank details to your customers.

Changing the text displayed on your website

- In **HBook > Text > Payment choice**, you will be able to modify the “Explanation text for offline payment”. This allows you to communicate additional information to the customer, and provide payment method instructions for their reservation.
- You can also add further information during the different steps of the booking process. Please do not hesitate to check [this article](#) from our knowledge base.

Including payment instructions in the automatic emails

We recommend sharing your bank details in an email template, for example in the automatic email that is sent to the customer once he has booked on your website. In **HBook > Emails**, you will create/update an email template that is sent “Upon event”, and choose the event “New reservation”.

In the case of a payment by bank transfer, the customer did not pay online to book an accommodation, so the payment status for the reservation will be “Unpaid”. In the email template settings, you will therefore set that this email template is sent out for reservation with “Unpaid” payment status. By doing so, your customers who pay by bank transfer will receive an email with the bank details information to proceed for the reservation payment.

- If you offer the choice to your customer to pay online or to pay by bank transfer, you can have different emails sent to your customers, depending on the payment status.

For example, an email with instructions to pay a deposit by bank transfer if the customer selected to pay by bank transfer. And a different email for customers who paid a deposit online, with the confirmation of payment.

How do I attach a document created in HBook to my email?

If you have created a document in **HBook > Documents** and if you want to attach it to an email, there are two ways to do so. These two methods are explained below.

Attach a PDF to an email

Price / Payment	Received on / Emails sent
\$20.00 Edit price Unpaid Mark as paid Edit payments Edit discount	05/05/2026 13:33    

1. In the “Actions” column of the reservation list, click the “Document” icon
2. The document will open in a new tab. You can use your browser’s built-in feature to save a PDF of this document. Each browser has its own tool, but it’s usually found in the menu **Print > Print as PDF**.

Price / Payment	Received on / Emails sent
\$20.00 Edit price Unpaid Mark as paid Edit payments Edit discount	05/05/2026 13:33    

3. Back on the list of **Reservations**, click the “Email” icon.

Price / Payment Received on / Emails sent

Send an email

[Send](#) [Cancel](#)

Templates... ▾

To

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

Subject

Message

[Add attachments](#)

[Send](#) [Cancel](#)

4. You can choose one of your email templates or write a custom email. Click “Add attachments” to open the WordPress **Media** library. This allows you to select the PDF file saved on your computer.

Price / Payment Received on / Emails sent

Send an email

[Send](#) [Cancel](#)

Reservation Confirmation ▾

To

[customer_email]

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

Subject

Votre réservation

Message

Welcome [customer_first_name],

Thank you for booking with us! We are pleased to confirm your reservation as follows:

[Add attachments](#)

Invoice - 2026-6

[Remove all attachments](#)

☒ Delete added attachment files from the Media Library after email has been sent

[Send](#) [Cancel](#)

5. There is a checkbox you can select to have the document automatically deleted from your library **Media** once the email has been sent.

i At this time, it is not possible to have the document automatically attached as a PDF when sending automated emails. This is a feature we hope to offer in the future. Thank you for your patience and understanding!

Send an email as a document

By choosing this method, you can send the document via automated email.

1. In **HBook > Documents**, edit the appropriate document.
2. Copy all the content.
3. In **HBook > Emails**, create a new email template and copy the content into the message.
Make sure the email is format is in HTML.

How to add a link to my "Terms and Conditions" page?

In **HBook > Misc**, you will find a setting to display Terms and Conditions section. Once you have set that setting to "Yes", you can customize the text displayed for that checkbox in **HBook > Text > Book now area**.

If you wish to add a link to your terms and conditions page, it will look like this, for example:

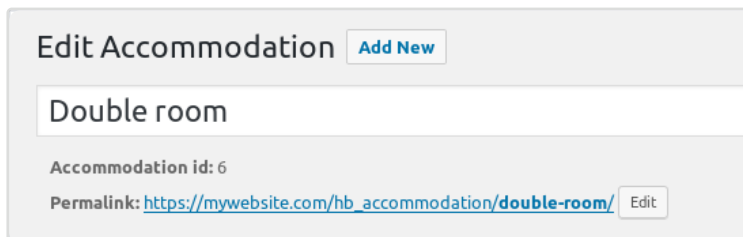
```
1 | I have read and I accept the <a href="mysite.com/terms-and-condition-url"
   | target="_blank">terms and conditions</a> for this booking.
```

How to find the accommodation ID needed for "accom_id" parameter in the shortcodes?

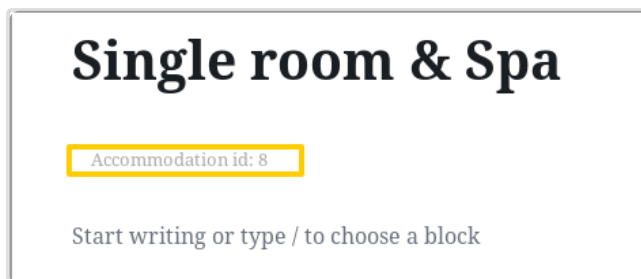
When adding HBook shortcodes, you might need to add the parameter "accom_id" if you wish to target a specific accommodation type. Where can this accommodation ID be found?

You will find the accommodation ID in the accommodation type post right under the title. Please note that the post needs to be with status "Published" and visibility "Public".

Classic editor



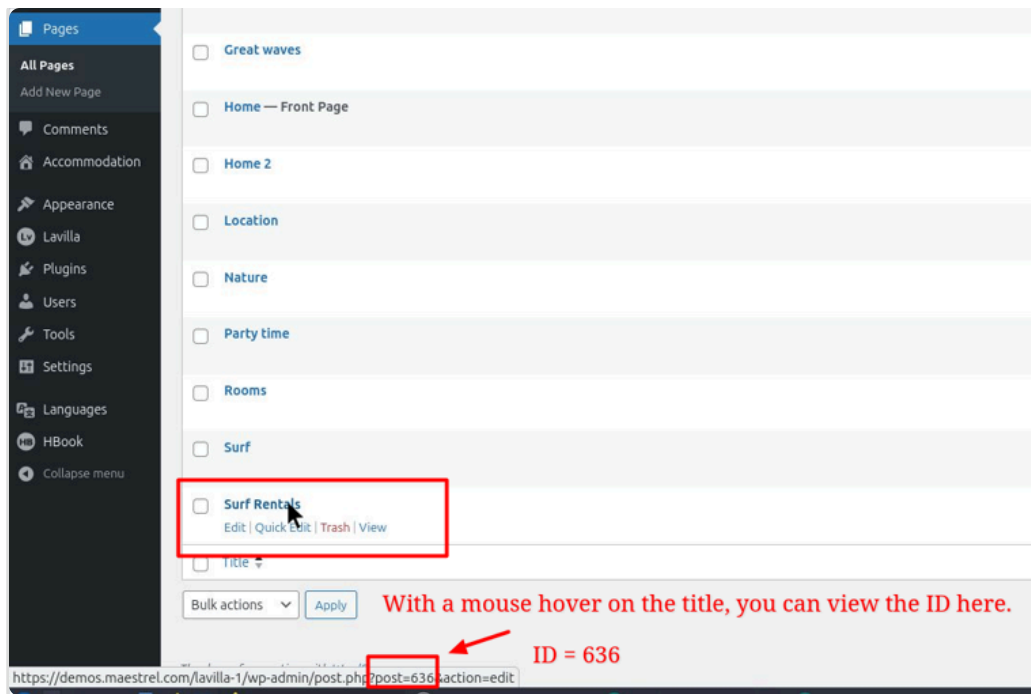
Gutenberg editor



To find the Page or Post ID, go to **Pages > Edit** or **Post > Edit**, as if you wanted to edit the post/page for which you need the ID. Hover over the title of the page or click on Edit. If you only hover, check the status bar at the bottom. If you click on edit, check the browser bar. It will display a URL with a numeric ID as for example "post=313". This is the post/page ID.

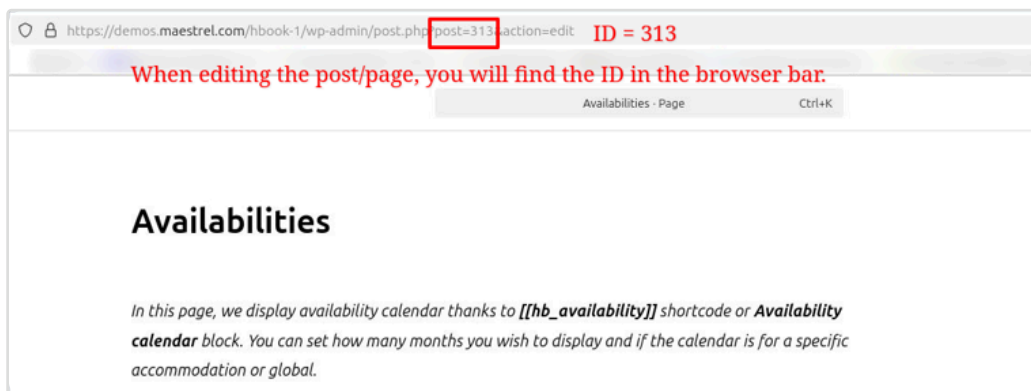
Hovering on the Title of the Post/Page

If you hover on the **title** of the Post/Page, you will see in the status bar the URL that it would open if clicked. You will find the ID in the status bar.



Clicking on Edit

If you click on “Edit”, you will find the ID in the browser bar.



How to import customers from an external source?

HBook does not directly offer a CSV file import function for adding customers to HBook. You will import your customers directly into the `hb_customers` table in the database. You will need to work from PhpMyAdmin, using the “Import” function, which allows you to import CSV files.

You will first need to edit your current CSV file, in Excel for example, in order to structure the data as required by HBook. Here are the names of the table columns:

- `email` : this must be unique. 1 email = 1 customer. Make sure you don't have any duplicates.
- `info` : this is where the customer information is stored, in a Json. The “keys” correspond to the default HBook field IDs, as found in **HBook > Details form** (or in the `hb_fields` table of the database)
- `payment_id` : leave this column blank. This is for the Stripe customer ID when the payment method save option is enabled in **HBook > Payment > Stripe Settings**.
- `nb_resa` : enter 0. This corresponds to the number of HBook reservations for this customer.

You may download a sample file, as an example: [wp_hb_customers.csv](#)

How can I show VAT in my prices?

It is possible to add a VAT tax to be shown in your prices by following these steps in **HBook > Fees**:

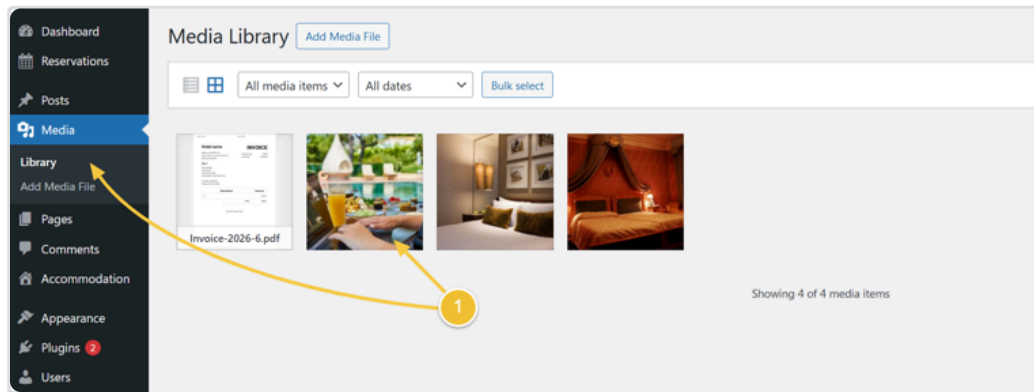
The screenshot shows the 'Fees' management interface in HBook. It includes a table with columns for Fee name, Type, Amount, Accommodation, and Actions. A new fee named 'VAT' is being created. The 'Type' section has three radio buttons: 'Fixed (\$)' (unselected), 'Percentage' (selected and marked with a yellow circle '1'), and 'Fee applies on:' (unselected). The 'Amount' section has a 'Percentage' input field with the value '21'. The 'Fee applies on:' section has three radio buttons: 'Accommodation price' (unselected), 'Extra Services price' (unselected), and 'Global price' (selected and marked with a yellow circle '2'). The 'Fee is:' section has three radio buttons: 'Added to final price' (unselected), 'Added to prices' (unselected), and 'Included in prices' (selected and marked with a yellow circle '3'). The 'Actions' column has 'Save' and 'Cancel' buttons.

1. Create a fee with a **percentage amount**
2. Set that is applied to **global prices**
3. Set that it is **included in prices**

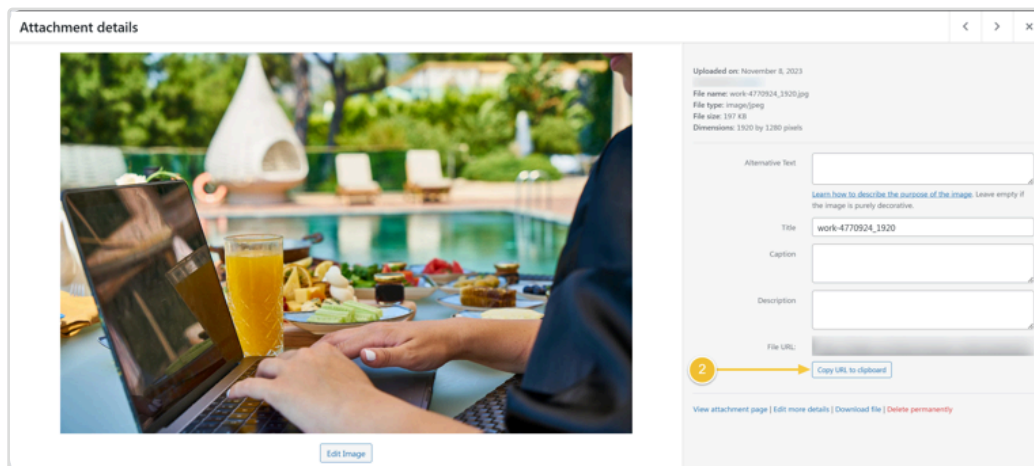
Then, it will show the VAT in the price breakdown on the front end as well as in the invoice table. Please note that this will be applied only for future reservations received.

How do I find the URL of an image in my WordPress Media Library?

You can follow these steps to find the URL of an image in your WordPress Media Library:



1. Go to the **Media Library** page, and click on the image for which you need the URL



2. The **File URL** field will show you the URL of that image, and you can click on **Copy URL to clipboard**



I need HBook to block 1 night after each stay, why does it block as well 1 night before?



Problem

On the day of the check-out, I can not have another guest arriving the same day. I have set up a “Preparation time” of 1 night, but HBook blocks 1 night before and 1 night after each reservation. I need only 1 night after, no?



Solution

If you wish to have 1 night between 2 stays, it is actually correct to set the “Preparation time” at 1 night. HBook will block the night before and the night after the reservation. Here is an example to best understand why it is the correct set-up.

Reservation A : Check-in 12th Feb - Check-out 15th Feb

Preparation day - nobody on the night of the 15th Feb or on the night of the 12th

Reservation B: Check-in 22nd Feb - Check-out 25th Feb

Preparation day - nobody on the night of the 25th Feb and nobody on the night of the 21st

You can have a **Reservation C**

Check-in 16th Feb - Check-out 21st Feb



The customer information is overwritten



Problem

When a new reservation is added, the information of the customer for other reservations is updated to the last customer information.



Solution

Each customer ID is associated to an email address. If a reservation is received or added with an existing email address, then HBook retrieves the customer information associated to that customer ID. The customer data is updated with the latest one known.

1. In **HBook > Details form**, you can select which field are related to the “Customer” and which fields are associated to the “Reservation”. A field linked to the “Reservation” will not be updated. Only “Customer” fields are updating when they are not the same for a new reservation with the same email address.
2. When adding reservations manually from the back-end, you should either include the customer email or leave the email field empty. If empty, HBook creates a new customer.
3. If you work with a travel agency that does the reservations on your website on behalf of the customer, you should add new fields to the **HBook > Details form**. You can add a new “Email” field to separate the customer email and the agency email, for example.



Can I change or remove the accommodation numbering in the reservation list?



Problem

I see numbers in parentheses in the admin calendar of reservations. I don't know how to remove them or change them.



Solution

The numbers on the side of the name of the accommodation are what we call “Accommodation numbering”. You can edit them in each **Accommodation Type** settings, right below the setting where you indicate the “Number of accommodation of this type”.

When is the accommodation number displayed?

- If you have only one accommodation of a type, we don't display the accommodation number, unless you modify it. By default, the accommodation number is “1”.
- If you have several accommodations of a type, we always display the accommodation number.

How can I change the accommodation number?

By default, the accommodation numbering is a number sequence. If you have an accommodation type “Double Room” and indicate that you have 4 of them, HBook will name them “Double room(1)”, “Double room(2)”, “Double room(3)” and “Double room(4)”.

You can change this numbering in each **Accommodation Type** settings. It is a text, so you can have numbers (101, 102, 103, ...) or names (Rosemary, Lavender, ...).



The loading time for HBook Reservations page is too long



Problem

When I try to access the admin page **Reservations**, it takes a long time to load. Sometimes, it simply does not load and stop.



Solution

If you are having an issue with the loading of the Reservations page, please check the following.

1. Check if there are any error in the Console. This can be done by opening the Inspector (F12, Ctrl+I, Cmd+I, or right-mouse click are the usual way to open the Inspector)



When there is a JS error, you will see all elements of the page, without formatting and without any possibility to run any action.

Yes, there is a JS error

2. Deactivate all plugins but HBook and check if the problem remains. If not, reactivate your plugins one by one, to find out which one is causing an issue.
3. If the error remains with all plugins deactivated but HBook, please [send us a support request](#)

No, I don't see any error

2. If the loading is very long, but you can still see the reservation list, please run the checks listed below as it may give you an insight on what the issue might be.
3. If you need further help, please [send us a support request](#), we'll check this further with you!

I can't even open the Console

If the Reservations page does not load at all (or is very long), please run the following checks.

2. Check the "Maximum selectable date" in **HBook > Misc > Opening dates** to make sure the max date is not too far in the future. A couple of years is fine, setting it to 2050 will clearly slow down the page.
3. Check if you have any blocked accommodation for a very long period. Look specifically for a blocked period that would have not "End date".
4. Clean up the blocked dates. In **HBook > Misc > Reset options**, you can delete any past blocked period. If you know that you had a long list of blocked accommodation, you should consider this step.
5. Clean up the reservations list. In **HBook > Misc > Reset options**, you can bulk delete reservations that are with "Cancelled" status. If you reckon you had many reservations with

this status, you should take this step.

6. A clotted reservation list is usually a sign of an issue with the iCal synchronization (external calendar that do not follow the iCal standard or incorrect set-up). In **HBook > Misc > Reset options**, you can delete all reservations that were imported via the iCal sync. You will then click on “Update calendars”, in **HBook > iCal sync**, to re-import any reservations from your external platforms.
7. If you still can't view your Reservations page, please [send us a support request](#), we'll check this further with you!
8. Analyse the problem! It is best to tackle any issue you could spot when troubleshooting and check the source of this problem. Feel free to [send us a support request](#) and inform us of your findings.



Can I delete past seasons or change rates without affecting existing & past reservations



Problem

I want to change my current rates and/or set up different seasons, but I am unsure if this will affect my reservations prices.



Solution

You can delete or set up new rates and seasons without any concern, as this will not affect your current or past reservations. Only future reservations will be affected by these changes.

It is actually a recommended practice to regularly clean up your seasons and rates to ensure HBook admin pages load properly and also for seamless organization.

Google Connectivity

- [Maestrel is becoming a Connectivity Partner for Google Hotel and Vacation Rentals](#)
- [What are the prior requirements for onboarding with Maestrel as Google Connectivity Partner?](#)
- [Where can I find my Google Business Profile URL for HBook Connect?](#)
- [How to find the latitude and longitude coordinates of my property?](#)
- [HBook Connect - I have provided and transmitted my properties, what's next?](#)
- [What images can I use for Google Vacation Rentals/Hotels?](#)
- [Guidelines for translations of property name and description](#)

Maestrel is becoming a Connectivity Partner for Google Hotel and Vacation Rentals

♥ [Sign up now](#) and get **50%** off your first subscription to our Maestrel Connect service. [See terms and conditions](#).

Maestrel is in the process of becoming a Connectivity Partner for Google Hotels and Vacation Rentals. We will share updated information here.

What is it about?

To be able to display your rates on Google Search/Maps and to include a link for visitors to finish their booking directly on your website, you need to use a Google-approved **Connectivity partner**. Maestrel is currently in the process of being certified.

How will it work? How much will it cost?

There are different steps:

- **Preparation** step: we need to map your HBook configuration with Google Hotels and Vacation Rentals requirements.
- **Connection** step: we then can link your HBook listings to Google Hotels/Vacation Rentals, and push to Google any update (prices, availability, listing...).
- **Maintenance**: this involves regular verification and processing of feedback from Google Hotels and Vacation Rentals. We will contact you if any adjustments are necessary.

HBook Connect plugin + Maestrel Connect service

It will work with a **plugin** and a subscription to a **service**.

HBook Connect plugin

What for?

- To set up and manage the information you need to share for Google Hotel/.Vacation Rentals.
- To make the link between HBook (on your website) and Maestrel Connect (on our server).

Maestrel Connect service

What for?

- To use our service as Google Connectivity Partner : automatic push of Availability, Rates, and Inventory update.
- We centralize, validate and monitor all the information before passing it to Google Hotel and Vacation Rentals.

- We help you to match your HBook set-up with Google requirements.

How much?

- With ongoing technical support for HBook: **\$15**
- Without ongoing technical support for HBook: **\$45**
- One-off purchase, lifetime updates.

Where to purchase?

- You can purchase the plugin [directly on our website](#).
- When you are ready to start the onboarding with us, as connectivity partner.
- Here is a checklist: [Prior requirements for onboarding with Maestrel as Google Connectivity Partner](#)

- We check with you when there are any issue that needs to be addressed.

How much?

- 1 subscription = 1 website

Basic subscription: **\$90** per year.

- Allows connection for **up to 5 accommodation types**, with a maximum of **20 accommodation** in total.

Extra subscription: + **\$40** per year.

- Extend connection for **up to 10 accommodation types**, with a maximum of **40 accommodation** in total.

Subscription Renewal

- We will email you when it is time to renew, and you can opt for auto-renewal if you prefer.

When to purchase?

- When we inform you that the connection with Google Hotels and Vacation Rentals is ready to go “Live”.
- The 1-year subscription starts **only when we can connect you** “live” to Google Hotels and Vacation Rentals

Timeline

- ✓ **April 2026** - Release of version v1.0 of “HBook connect” plugin.
- ✓ **September 2025** - Application for Google Vacation Rentals accepted. We have moved to the integration step with support from the Google Vacation Rentals technical team.
- ✓ **August 2025** - Creation of a Priority group for Google Connectivity onboarding.
- ✓ **August 2025** - Application for Google Hotel accepted. We have moved to the integration step with support from the Google Hotel technical team.

✓ **June 2025** - Application lodged to become a Connectivity Partner with Google Hotels and Vacation Rentals.

Current Step

- Google Hotels: Google Hotels is currently validating the “Listings” feed submitted by Maestrel.
- Google Vacation Rentals: Submission of “Listings” is scheduled to begin as soon as the Google Hotels feed is validated.
- Maestrel: Preparing for the next step: submission of Availability, Rates, and Inventory.

What are the next steps?

- Release of a new version of HBook
- Next integration steps: main version release for HBook Connect plugin to transmit Availability, Rates and Inventory.
- “Live” connection with Google Hotels and Vacation Rentals for properties in the priority group.
- Certification by Google Hotels and Vacation Rentals
- Progressive “Live” connection of those on the ‘Waiting List’ (not in the Priority group, but ready to be connected).

Terms and Conditions for the 50% Discount on the First Subscription

The certification process is conducted through Google Hotels and Vacation Rentals using actual properties. Maestrel therefore needs your help right now so that we can then connect you “Live” to Google Hotels and Google Vacation Rentals. As a thank you for your participation, Maestrel will offer you a 50% discount on your first subscription to the Maestrel Connect service. This is our way of thanking you for your cooperation and patience.

How can I get the 50% discount?

1. Purchase the [HBook Connect](#) plugin on our website. The cost is \$15 if your HBook license has a valid support period and \$45 if it does not.

 You can easily [renew your HBook technical support](#) on our website for **\$55 for 12 months** and then purchase the HBook Connect extension at a discounted price. 😊

2. Set up and configure your property by referring to our [technical documentation](#) for the HBook Connect plugin. This takes about 15–30 minutes.
3. Click “Transmit Information.” You will then be automatically added to the Maestrel listing feeds for Google Hotels/Vacation Rentals.
4. When we're ready to connect you “Live” to Google Hotels/Vacation Rentals, we'll send you an email inviting you to sign up for our [Maestrel Connect](#) service. The discount will be

automatically applied to the cost of your first subscription.

What are the prior requirements for onboarding with Maestrel as Google Connectivity Partner?

- ✓ Check that you are part of the eligible [Lodging Category](#). If your business fall into “Outdoor lodging” category, then you are not eligible.
- ✓ Google Hotels and Vacation Rentals is for short-stays only : no more than 30 nights
- ✓ You need to have a [Google Business Profile](#)
- ✓ You need to have HBook fully set-up on your website. Your website needs to be live, ready to take reservations.
- ✓ You need to always run the latest update of HBook.
- ✓ You need to have seasons and rates set for 12 months ahead.
- ✓ You need to run the [latest version](#) of HBook.
- ✓ You should decide who will be our technical contact. It can be the webmaster or the owner ; the only requirement is that it has to be someone who is ready to be contacted during the onboarding process, and with a good understanding of HBook. 🤗

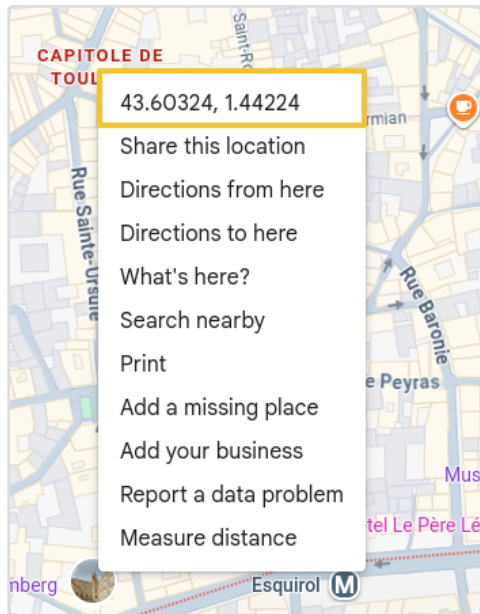
Where can I find my Google Business Profile URL for HBook Connect?

The best way to get your Business Profile URL is to retrieve it from **Google Maps**.

1. Open Google Maps and search for your business. You can enter your business name.
2. You should see the business overview. If Google did not find your business, search on the map and click on the pointer corresponding to your business to open the overview.
3. Click on “Share” icon.
4. A pop-up will open and click on “Copy link”. This is the link you will add in HBook Connect settings.

How to find the latitude and longitude coordinates of my property?

- On your computer, open [Google Maps](https://www.google.com/maps).
- On the map, right-click the place or area.
- A pop-up window appears. At the top, you can find your latitude and longitude in decimal format.



- Click to copy. This is what you need to indicate the **GPS coordinates** of HBook Connect settings.

HBook Connect - I have provided and transmitted my properties, what's next?

 Maestrel is in the process of being certified by Google Hotels and Vacation Rentals. It is a process with different steps, and you can find more details [here](#).

HBook Connect current version: 1.0.1

How do I know if there is an update of HBook Connect plugin available?

We will release new versions of HBook Connect plugin whenever it is necessary for our developments during this process of certification as Connectivity partner for Google Hotels and Vacation Rentals.

You will view in **Plugins** that an update is available, and you will be able to update directly by clicking on “Update now”.

[Register your notification preferences](#) to get HBook Connect updates notifications.

What happens when I click on “Transmit information”?

With the current version of HBook Connect, when you click on “Transmit information”, the property information is sent to our servers at Maestrel. It is not communicated yet to Google Hotels and Google Vacation Rentals.

When will Maestrel transmit Properties to Google Hotels and Google Vacation Rentals?

At Maestrel level, we are compiling the information transmitted by all HBook Connect users.

The next stage will involve Maestrel and both Google Hotels and Google Vacation Rentals.

These are two separate technical teams within Google, and the process is separated. This next phase will consist in:

- **Maestrel** : we have to structure the data compiled to transmit it to Google Hotels and to Google Vacation Rentals
- **Google Hotels and Google Vacation Rentals**: each technical team will review the information received and cross-check the listings provided with their own Google data. This is where they match each property with its Google Business profile/Maps data.

How long will it take?

There are some developments involved on Maestrel side:

- to process and format the data, as well as for the transmission itself to Google Hotels and Vacation Rentals

- we will as well continue to update HBook Connect plugin to anticipate the next steps of the integration and certification.

There are actions for which we are depending on the technical teams at Google Hotels and Google Vacation Rentals. Each technical team has its own criteria. Even if the two integrations and certifications are run in parallel by us, the validation of each step by Google Hotels and by Google Vacation Rentals may happen at different moments. You can follow our progress!

How to be sure that the property information provided will be validated by Google Hotels and Vacation Rentals?

The key points are:

- provide the correct GPS coordinates. Please check [this help article](#)
- provide an address that matches the information on your Google Business Profile

When Maestrel will transmit **Listings** to Google Hotels and Google Vacation Rentals, we will be able to view, on our side, any property that has not been matched or for which Google identified issues. We will be in contact with you if this is the case.

What images can I use for Google Vacation Rentals/Hotels?

Images you upload for your properties in **HBook > HBook Connect** must follow specific requirements from Google Vacation Rentals and Google Hotels.

General recommendations

The following requirements apply to both Google Vacation Rentals and Google Hotels:

- Image URLs must be publicly accessible and crawlable by Googlebot or Googlebot-Image.
- Do not block image URLs in your robots.txt file or through an X-Robots-Tag HTTP header.

 You can check this article from Google to [test your robots.txt](#).

- Do not use watermarks, logos, or branding on your images, as these are not permitted.

Specific requirements for Google Vacation Rentals

To ensure your property is eligible for Google Vacation Rentals and performs well in search results, we recommend following the guidelines below.

A property must have **at least 8 images** to appear on Google Vacation Rentals, including at least the following:

- 1 bedroom
- 1 bathroom
- 1 common area

For the best results, we strongly recommend uploading **20 or more high-quality images**, or as many as you have available.

Images should meet the following specifications:

- Recommended resolution: 1920 × 1080 px
- Maximum dimensions: 4000 × 4000 px
- Maximum file size: 10 MB
- Supported formats: JPG, JPEG, PNG, WEBP
- Orientation: Landscape

Google automatically selects and orders the images displayed on your listing. This order **cannot be customized** and may change depending on a user's search. For example, if a guest searches for a property with a pool, Google may prioritize showing pool images first.



We strongly recommend that all images uploaded in the Property images section also be visible on the page selected as the Property page.

Specific requirements for Google Hotels

To ensure your property is eligible for Google Hotels and performs well in search results, images should meet the following specifications:

- Recommended aspect ratio: 4:3
- Screenshots of images or websites are not permitted
- Images must be original and actual images or photographs

Image URL accessible by Googlebot Image crawler

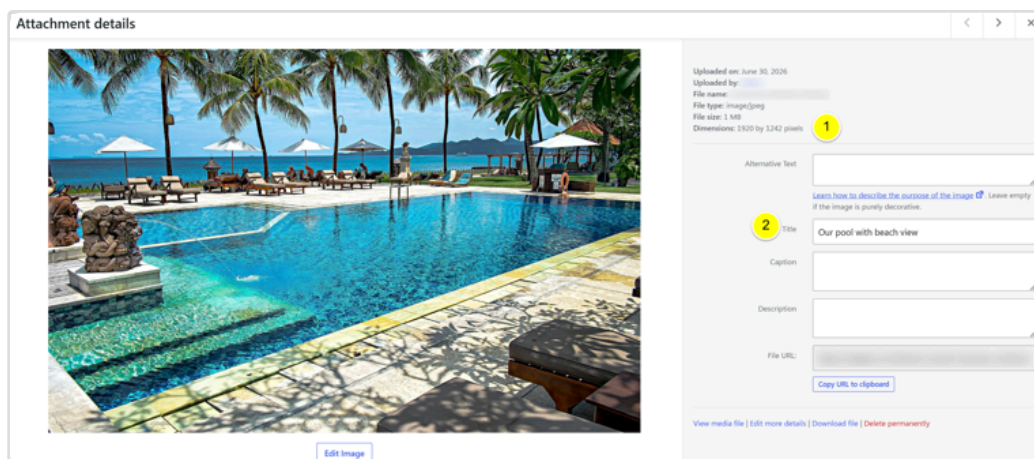
If your site includes a robots.txt at the root level, verify that it contains one of the two options shown:

- Allows the Googlebot crawler to crawl your site's content, images included.
 - User-agent: Googlebot
 - Allow: /
- Allows the Googlebot Image crawler to crawl the images on your site.
 - User-agent: Googlebot-Image
 - Allow: /

i You can check [this article](#) from Google to learn how to check if an image URL is available to Google.

Steps before uploading images

In your WordPress Media Library, click on an image you wish to use for Google Vacation Rentals/Hotels, and check the following:



1. Make sure the image size matches the requirements from Google Vacation Rentals or Google Hotels
2. Make sure to add a title that is relevant to the image.

 The following information is shared with Google as image attributes: image width, height, title, date, and author.

Guidelines for translations of property name and description

The property name and description is used by Google for matching purposes. We list below our recommendations for these fields and for the use of translation.

Should I translate the name of my property?

The property name should always be **exactly the same** as in your Google Business Profile.

If you have a property name that is not in English, you will proceed as follows:

- In the property fields, write the name exactly as it is in your Google Business Profile, even if it is in a different language than English.
- Add a translation for your language.
- Copy the name in the translation.

How is the listing description used by Google?

The descriptive content you provide for your property is **not displayed to end-users** on Google Search or Google Maps. This information is **solely used by Google for matching purposes** to pair your listings with valid locations on Google Maps.

The attributes and descriptions shown to travelers are instead sourced directly from the merchant's Google Business Profile.

Will translated descriptions be displayed to localized visitors?

No, the translated descriptions are not displayed to visitors. However, providing localized names or addresses in different languages can **help improve your property match rates** in those specific locales.

In which cases should I provide translations?

Here are the situations for which we recommend providing translations:

- Your property is based in a country where English is not the main language.
- Your property is based in a country with different official languages.
- Your property targets an audience from a specific country.

For example, if you have a property in France with a large proportion of Dutch visitors, you will provide French and Dutch translations to optimize your matching capabilities.

Example with annotated screenshot

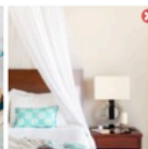
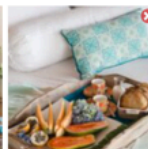
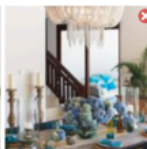
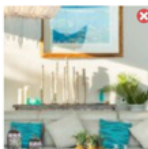
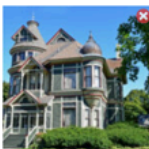
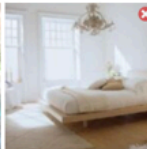
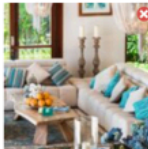
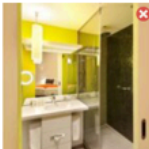
Let's take the example of a property that is based in Pforzheim, near Stuttgart and the Black Forest National Park, in Germany. It receives many visitors from France, as it is close to the

French border. It has a Google Business Profile with the name “Maestrel Ferienhaus Schwarzwald”.

Maestrel Ferienhaus Schwarzwald  [Delete property](#)

Connection status: Active 

Address 1: Luisenstraße 17 
Address 2: 
City: Pforzheim 
Province: Bade-Wurtemberg 
Postal code: 75172
Country: Germany
Phone: +49123456789 
GPS coordinates: 48.89368210520581,8.701960117780413
Google Business profile URL: <https://maps.app.goo.gl/YVUXskKaonnkcpQy8>
Description (in English): 
A charming vacation home in the quiet town of Pforzheim, the gateway to the Black Forest National Park. 
Property main category: Vacation rental
Vacation rental category: House

Property pictures


[Add pictures](#) • [Reorder pictures](#) • [Remove all pictures](#)

Accommodation
Maestrel Ferienhaus • [Remove accommodation](#)
Capacity: 12

Property page

Maestrel Ferienhaus ▾

Translate information

Select a language ▾

Add language

German 
Property name: 
Maestrel Ferienhaus Schwarzwald
Property description: 
Ein charmantes Ferienhaus in der ruhigen Stadt Pforzheim, dem Tor zum Nationalpark Schwarzwald. 

French 
Property name: 
Property description: 
Une charmante maison de vacances située dans la paisible ville de Pforzheim, aux portes du parc national de la Forêt-Noire. 

1. **Property name:** It is in German, as in the Google Business Profile, the property name is “Maestrel Ferienhaus Schwarzwald”.
2. **Address fields:** These are the postal address, exactly as indicated in the Google Business Profile. It is as well in German and is left as-is (no translation to English).
3. **Description:** This field has to be provided in **English**, always. You should avoid including words that are in other languages than in English.
4. **Translation to German:** As my property is based in Germany, a translation to German for both **name** and **description** is required. Here, I copy again the **name** of my property as indicated in the Google Business Profile. In the description, only German should be used.
5. **Translation to French:** As I have a targeted audience of French visitors, I provide the **description** in French as well. In this description, only French should be used. I do not add a translation for the property name in other languages that are not official languages for my country.

Third-party

- [How to use caching with HBook?](#)
- [Why do you recommend SMTP for my WordPress emails?](#)
- [How to use MailChimp with HBook?](#)
- [How to track conversions with Google Analytics 4 \(GA4\)?](#)
- [How to create my Google Map API key?](#)
- [How to use CleanTalk with HBook?](#)
- [The map is greyed out with a message stating "This page can't load Google Maps correctly"](#)
- [WooCommerce redirects a user with HBook role to the front-end](#)
- [On my website, the calendar is not showing that a date is not available.](#)
- [The images are not displayed on my website](#)
- [Thumbnails are not displayed - Images must be local notification](#)
- [Security vulnerability notice can be ignored](#)
- [Security vulnerability notice](#)

How to use caching with HBook?

Using a WordPress caching plugin or the built-in cache plugins from your hosting requires adjustment to work nicely with HBook. There are two aspects concerned :

- the caching of HBook iCal calendar URLs : it is important that these URLs are not cached so it is always an up-to-date calendar that is returned when external platforms(AirBnb, Booking.com, etc.) call your HBook iCal calendar URLs.
- the calendars displayed on your website, be it the "Availability calendar" ([hb_availability] shortcode or block) or the booking form date picker ([hb_booking_form] shortcode or block). You wish to always show accurate availability in your front-end HBook calendars.

Depending on your website structure, and on the caching tool that is in place on your website, we recommend implementing the following :

- Exclude from the cache any URLs that should not be cached. You should exclude URLs of pages where you have a HBook availability calendar. This is the easiest option and is suitable if you do not have HBook calendars on many pages of your website
- use a function from your caching tool to flush the cache whenever a reservation has been received or modified and whenever a blocked date has been added. This option is more appropriate if you have many pages on your website that display HBook calendars. And it is as well the best way to proceed for the HBook iCal calendar URLs, since not all caching tools allow having query parameter in their settings to Exclude URLs from the cache.

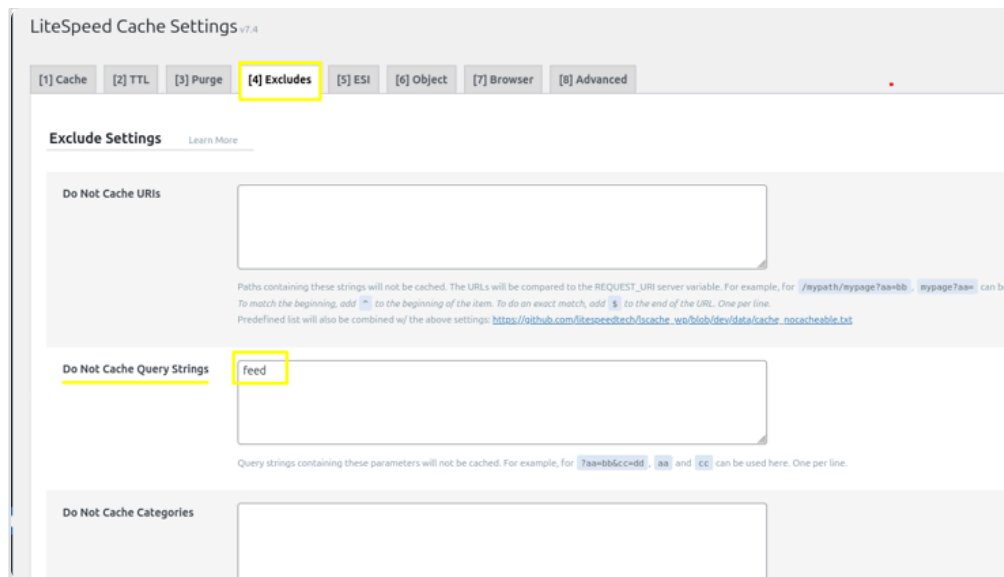
You can use our filters to execute the function that will clear/flush cache, each time a reservation is received or updated. The filters that should be used are "hb_reservations_updated" and "hb_blocked_accom_updated".

 For a list of all HBook filters, please check [this page](#).

Please find below a couple of examples for popular caching tools :

LiteSpeed ([documentation reference](#))

- Exclude "feed" from the cache in "**Do not cache query strings**" in "Exclude" settings for the Cache. This is to avoid caching of your HBook iCal calendars.



- Use a function - Add this code in the file functions.php of your child theme :

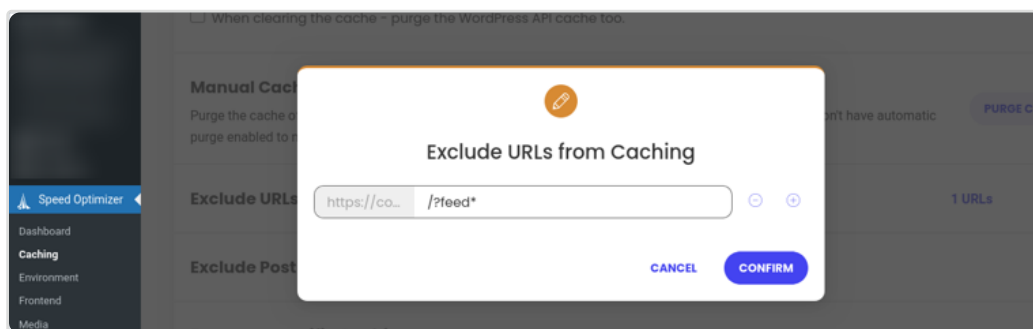
```

1 function my_custom_flush_cache() {
2     do_action( 'litespeed_purge_all' );
3 }
4
5 add_filter( 'hb_reservations_updated', 'my_custom_flush_cache' );
6 add_filter( 'hb_blocked_accom_updated', 'my_custom_flush_cache' );

```

SG Optimizer SuperCache

- You can check the section "Exclude URLs from Caching" of [this article](#) from SG Optimizer cache to exclude pages. This is to avoid caching of your HBook iCal calendars. Here is how it should be set:



- Use a function - Add this code in the file functions.php of your child theme:

```

1 function my_custom_flush_cache() {
2     if (function_exists('sg_cachepress_purge_cache')) {
3         sg_cachepress_purge_cache();
4     }
5 }
6
7 add_filter( 'hb_reservations_updated', 'my_custom_flush_cache' );
8 add_filter( 'hb_blocked_accom_updated', 'my_custom_flush_cache' );

```

WPFastest cache ([documentation reference](#))

- You can check [this article](#) from WPFastest cache to exclude pages.
- Use a function - Add this code in the file functions.php of your child theme :

```
1 function my_custom_flush_cache() {  
2     if ( function_exists( 'wpfc_clear_all_cache' ) ) {  
3         wpfc_clear_all_cache();  
4     }  
5 }  
6  
7 add_filter( 'hb_reservations_updated', 'my_custom_flush_cache' );  
8 add_filter( 'hb_blocked_accom_updated', 'my_custom_flush_cache' );
```

WPRocket

- You can check [this article](#) from WPRocket to exclude pages.
- Use a function - Add this code in the file functions.php of your child theme:

```
1 function my_custom_flush_cache() {  
2     if ( function_exists( 'rocket_clean_domain' ) ) {  
3         rocket_clean_domain();  
4     }  
5 }  
6  
7 add_filter( 'hb_reservations_updated', 'my_custom_flush_cache' );  
8 add_filter( 'hb_blocked_accom_updated', 'my_custom_flush_cache' );
```

WP Super Cache

- You can check [this article](#) from WP Super Cache to exclude pages.
- Use a function - Add this code in the file functions.php of your child theme:

```
1 function my_custom_flush_cache() {  
2     if ( function_exists( 'wp_cache_clear_cache' ) ) {  
3         wp_cache_clear_cache();  
4     }  
5 }  
6  
7 add_filter( 'hb_reservations_updated', 'my_custom_flush_cache' );  
8 add_filter( 'hb_blocked_accom_updated', 'my_custom_flush_cache' );
```

WP Optimize

- You can check [this article](#) from WP Optimize to exclude pages.
- Use a function - Add this code in the file functions.php of your child theme:

```
1 function my_custom_flush_cache() {  
2     if ( function_exists( 'get_page_cache' ) ) {
```

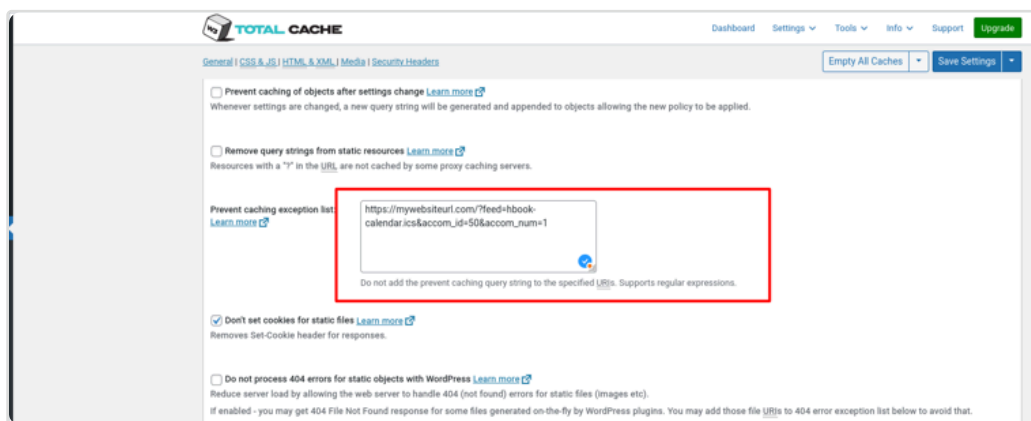
```

3      WP_Optimize()->get_page_cache()->purge();
4  }
5 }
6
7 add_filter( 'hb_reservations_updated', 'my_custom_flush_cache' );
8 add_filter( 'hb_blocked_accom_updated', 'my_custom_flush_cache' );

```

W3 Total Cache

- You can check [this article](#) from W3 Total Cache to exclude pages. Here is where you will add any URL you wish to exclude.



- Use a function - Add this code in the file functions.php of your child theme:

```

1 function my_custom_flush_cache() {
2     if ( defined( 'W3TC' ) ) {
3         $w3_plugin_totalcache->flush_all();
4     }
5 }
6
7 add_filter( 'hb_reservations_updated', 'my_custom_flush_cache' );
8 add_filter( 'hb_blocked_accom_updated', 'my_custom_flush_cache' );

```

If you don't know whether the cache plugin you wish to use have this flush function that can be called, you can browse their documentation or get in touch with their support team. Feel free to contact us if needed.

Why do you recommend SMTP for my WordPress emails?

WordPress uses a PHP function for sending all emails, including those sent by HBook. However, it is frequent that the configuration of PHP mail() function on shared hosting is either not correct or simply disabled. Moreover, services as GMail, Yahoo, etc. are regularly adding new anti-spam rules, which means that chances that your emails reach a recipient with, for example, a Gmail address are lower than a couple of years ago.

We strongly recommend adding an SMTP plugin and configure it to send emails using the WordPress hosting that you already have. WordPress doesn't offer yet built-in native SMTP configuration, so you will have to use a third-party plugin. The most popular are WP Mail SMTP, Easy WP SMTP, FluentSMTP...

How to use MailChimp with HBook?

May I have a MailChimp newsletter subscription checkbox in the form?

We currently don't have an integration with MailChimp within HBook. However, you can proceed as follows for adding a MailChimp newsletter subscription checkbox to the booking details form.

1. Create MailChimp Basic Account
2. Install MC4WP Basic Plugin : [🌐 MC4WP: Mailchimp for WordPress](#)
3. Enable the custom integration in the plugin as per instructions here [📄 Subscribe to Mailchimp from a custom HTML form](#)
4. Use the "hb_policies_area_markup" HBook filter to add your custom code. Here is an example of the code you could add to your child theme's functions.php

```
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 your newsletter.</label>';
7     $output .= '</p>';
8     return $output;
9 }
10
11 add_filter( 'hb_policies_area_markup', 'add_mailchimp_to_details_form' );
```


How to track conversions with Google Analytics 4 (GA4)?

How can I check if visits to my website convert into reservations? How to use Google Analytics 4 with HBook to compare visits to my website and finalization of reservations?

Set up your Google Analytics

If you haven't a Google Analytics account set, with GA4 property and Data collection set, then follow the steps below, which are detailed in this article:

<https://support.google.com/analytics/answer/9304153> :

1. Create an Analytics account
2. Create a new Google Analytics 4 property
3. Add a data stream for your "Web"
4. Set up data collection for your website:
 - If you wish to use [Google Site Kit](#), you will connect your Google Site Kit to your Google Analytics Property at this step. Google Site Kit takes care of adding the code on your website pages.
 - Don't forget the checkbox for "User Data Collection Acknowledgement" (in Admin - Data collection and modification - Data collection). No data will be collected until you acknowledge it.

Organize the booking steps in HBook

HBook allows you to split the booking process in different steps that can be done on different pages:

Step 1 - Search form page / Accommodation booking page

You will set the redirection to your "Main booking page" with the parameters "search_only" and "redirection_url".

- On a **global** search form, you can set that the **results of the search** will be displayed on a different page. The user enters check-in date and check-out date, number of guests (if relevant) and is redirected to a different page. Here is an example of shortcode for this behaviour: `[hb_booking_form search_only="yes" redirection_url="https://www.abc.com/main-booking-form"]`
- On a **global** search form, you can set that the user is redirected to a different page only **once he has selected the accommodation** he wishes to book. Here is an example of shortcode for this behaviour:

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

- On an **accommodation** form, you can set that the user is redirected after the results of his search. Here is an example of shortcode for this behaviour:

```
[hb_booking_form accom_id="123" redirection_url="https://www.abc.com/main-booking-form"]
```

Step 2 - Main booking page : Extra-services, Customer details and Payment.

You will set the redirection to your "Thank you page" with the parameter "thank_you_page_url". On this second page (the "Main booking page"), you will have a booking form, and you can set a redirection for the last step. Here is an example of shortcode for this behaviour:

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

Step 3 - Thank you page.

On this page, you will have a shortcode [reservation_summary]. The user will be redirected to this page only when the reservation is finalized, be it that an online payment is required or not.

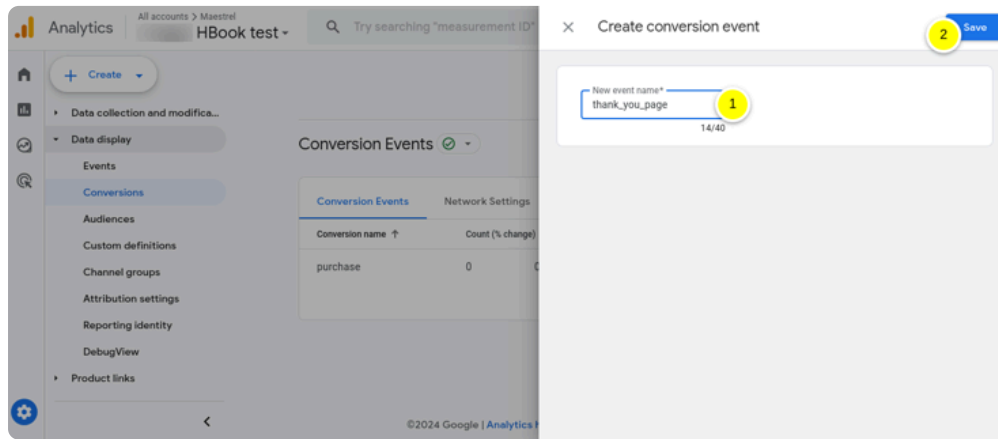
Set up the conversions in GA4

With the above, we can create conversions in Google Analytics 4, for example, to get an idea of how many users actually go through the different steps. As an example, here is how to set a conversion for users reaching the "Thank you page", which is when the reservation process has been completed (with or without online payment).

- In **Admin - Data display - Events**, you will create an event as follows:

The screenshot shows the 'Create events' interface in Google Analytics 4. The 'Custom event name' field is filled with 'thank_you_page'. Under the 'Matching conditions' section, there are two conditions: 'event_name equals page_view' and 'page_location contains thank-you'. The 'Parameter configuration' section has the checkbox 'Copy parameters from the source event' checked. The interface includes tabs for 'Create event' and 'Create events', a 'Save' button, and a 'Learn more' link.

- In **Admin - Data display - Conversions**, you will set that this event is to be considered as a conversion:

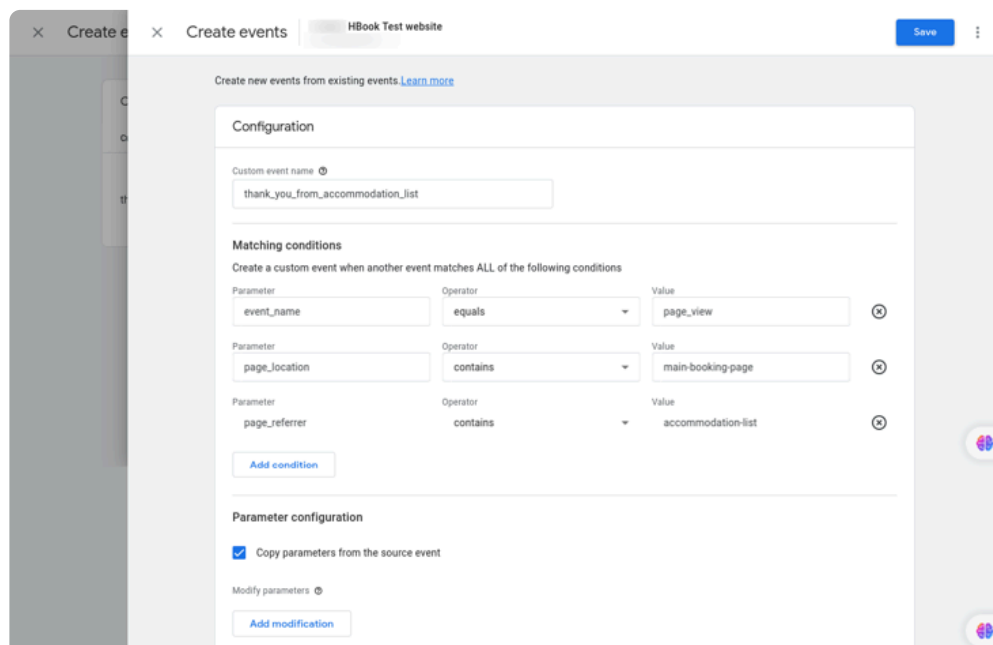


You can **create different conversion events**, to measure the page views of each step of the booking process. You will create a new event for each measurement.

For example, you can create an event "main_booking_page" and set it as a different conversion: by doing so, you compare how many visitors land on your website (automatically done with "Page Views" counts, switched on by default on GA4) with how many visitors reach your "Main booking page" and how many actually finalize their booking.

You can as well **set additional parameters** for a finer tuning of what you are tracking.

For example, let's say I wish to check how many finalized reservation are done from my page where I have an Accommodation list (in this example, the URL contains "accommodation-list"):



Adding other Google Analytics scripts in HBook

For your information, HBook calls 2 different JavaScript functions during the booking process.

You can use them to run specific scripts:

- [hbook_show_accommodation_list](#)
- [hbook_reservation_done](#)

How to create my Google Map API key?

To display a map on your website with our themes Lavilla or Adomus, you will need to have created an API Key for Google Maps. You can do so from here: <https://cloud.google.com/maps-platform/>. Click on "Get started" button and follow the instructions. In a few clicks, you will be shown with your API Key.

Then, in the menu **Appearance > Customize > Maps** of your WordPress dashboard, you will see the setting where you should paste that API Key. That's it!

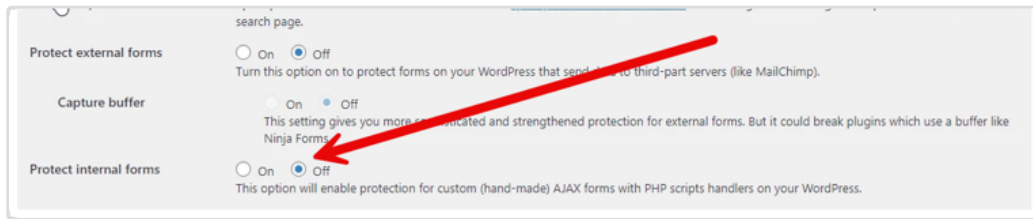
Please note that you will need to add Billing information to your Google Map account. There is a **10,000 views per month free usage**. It is largely sufficient for a standard website and means that you won't be charged. We recommend that you restrict the key usage,

Here are a few links to informative pages to better understand what this is all about!

- Google Maps Pricing : <https://developers.google.com/maps/billing-and-pricing/faq>
- Enable or modify Billing for your Google Maps project:
<https://cloud.google.com/billing/docs/how-to/modify-project>
- Restrict an API Key : <https://developers.google.com/maps/documentation/javascript/get-api-key#key-restriction>

How to use CleanTalk with HBook?

If you use Cleantalk AntiSPAM, you need to disable “Protect Internal forms in CleanTalk settings.



If enabled, it creates a conflict with HBook booking form, and the page enter in an endless loop with some browsers.



The map is greyed out with a message stating "This page can't load Google Maps correctly"



Problem

On my website, the map is not visible. There is a message indicating that Google Maps could not be loaded.



Solution

This message means that there is something not set properly. In most case, it will be one of the following:

1. Check that the API Key is correct: you can check your API Key for a project in your Google Map Console : <https://console.cloud.google.com/google/maps-apis/overview>
2. Check that you have enabled Billing for this Google Maps project:
<https://cloud.google.com/billing/docs/how-to/modify-project>
3. Check the restrictions you have set for the use of this API Key for this project but the url where the error occurs is not part of the authorized URLs :
<https://developers.google.com/maps/documentation/javascript/get-api-key#key-restriction>



On the page where the Google Maps error occurs, you can check the Developer Console (F12, Ctrl+Maj+I, ...). You will see the Google Map error, and it will link you to the exact description of the problem and give you tips to solve it



Related articles

- [The map is greyed out with a message stating "This page can't load Google Maps correctly"](#)
- [How to create my Google Map API key?](#)

 WooCommerce redirects a user with HBook role to the front-end

Problem

I use WooCommerce and a user with HBook role is redirected to WooCommerce "my-account" page.

Solution

If you are using WooCommerce plugin and have created users with [HBook roles](#), you should prevent WooCommerce redirection after login.

Please add this code to the functions.php of your child theme:

```
1  /* Disable WC redirection after login */
2  add_filter( 'woocommerce_prevent_admin_access', 'hbook_reservation_role_admin_access' );
3  function hbook_reservation_role_admin_access( $prevent_access ) {
4      if( current_user_can( 'read_resa' ) ) {
5          $prevent_access = false;
6      }
7      return $prevent_access;
8  }
```




On my website, the calendar is not showing that a date is not available.

When does HBook show that a date is not available?

- On a global search form: a date will be shown as unavailable on a calendar when no accommodation is available for the date. You are booked out.
- On an accommodation type calendar (booking form date picker or availability calendar), a date will be shown as unavailable only if you don't have any accommodation of this type left for this date.

Why my calendar is not updated on front-end? In the admin, I can see that it is booked, but on my website, it shows as available?

If the availability is not updated correctly on your website, it can be due to caching. In this case, it is only when trying to book/search that HBook indicates that there are no availability.

- To check if you have caching applied on the page: open the page in “Private” tab and check if the availability calendar is correct.
- Please refer to [this help article](#) to adjust caching plugin with HBook.



The images are not displayed on my website



Problem

I am using Adomus/Lavilla theme. I have installed a demo content, but I don't see the images



Solution

This is usually an issue with an issue with the image not being loaded.

1. Are you using a CDN? Please disable the CDN as images have to be “local” to be used by our themes, as we resize them using a library AquaResize, which can not work with images served by a CDN.
2. Are you using an Image Optimizer plugin? Please adjust your set-up to disable any Speed Optimizer or Differed loading.
3. If you are not sure, please deactivate all plugins and check if the problem remains. If not, please reactivate them one by one, to check which one is creating an issue.
4. [Contact us](#), if the above does not solve your issue!



Thumbnails are not displayed - Images must be local notification



Problem

Accommodation thumbnails are not displayed in the search results or in the accommodation list. Where the image should be, a message is displayed: “Images must be local”



Solution

This is usually an issue with an issue with the image not being loaded.

1. Are you using a CDN? Please disable the CDN as images have to be “local”. For the thumbnails, we resize them using a library AquaResize, which can not work with images served by a CDN.
2. Are you using an Image Optimizer plugin? Please adjust your set-up to disable any Speed Optimizer or Differed loading.
3. If you are not sure, please deactivate all plugins and check if the problem remains. If not, please reactivate them one by one, to check which one is creating an issue.
4. [Contact us](#), if the above does not solve your issue!

Security vulnerability notice can be ignored

Problem

Some security plugins will display a false positive notice about HBook. Be reassured, this is a false positive.

Nothing to worry about; there are no vulnerabilities in HBook!

Why do I see this false alert?

The security plugin on your WordPress site uses WordFence Scan results. There has been a report from WordFence that is a false positive.

How can I be sure that this is a false positive?

There are different aspects that are **inconsistent** in the security report from your security plugin, and you can easily **identify** them.

Incorrect plugin name and references to wordpress.org

It mentions a plugin whose name is “Booking Calendar - Event calendar”, which is not HBook by Maestrel. It is a plugin that was hosted on wordpress.org and that was archived in 2022 and that uses the slug “hbook”, unfortunately: <https://wordpress.org/plugins/hbook/>,

WordFence Scan wrongly identifies the HBook plugin installed on your WordPress site with this unrelated plugin.

 HBook, by Maestrel, has never been hosted on wordpress.org.

Unaccurate and inconsistent information in the report

If you check the report carefully, you will see that it is inconsistent and mixes up references to HBook by Maestrel and the archived plugin on [WordPress.org](https://wordpress.org).

If you check the link to a CodeCanyon item in the section “References”, you will see that it does not link to our HBook plugin on CodeCanyon. The link that WordFence adds as reference is for a removed PhotoDune item...

What about the vulnerability it reports?

The vulnerability mentioned includes references to 3 parameters that are actually present in our plugin HBook. They are values for the country ISO code and the ISO state code for the USA and Canada.

However, this data is never displayed by HBook. What we use is the country returned (in HBook functions) for the ISO code saved.

We take great care of potential risks when developing our products and analyze when sanitization and escape are required.

In a nutshell, you are all good, and there are no vulnerabilities in the HBook plugin by Maestrel.



Security vulnerability notice

Problem

July 30th 2026: Some security plugins may display an alert regarding HBook plugin. This is due to a WordFence report.

 A similar report, for the same data (customer ISO country code, US state, Canada state. was issued in June by WordFence, and we had released an update (version 2.1.7). We are reviewing with WordFence their new report.

Solution

We are currently reviewing the notice with WordFence, and we will release a new version if needed.

What vulnerability was identified?

The vulnerability was related to the ISO country code and the ISO state code for the USA and Canada.

Licence & User roles

- [Where can I find my Purchase Code?](#)
- [How to renew HBook plugin?](#)
- [Where can I download my invoice?](#)
- [Can I validate my licence for test/dev site and for the live site?](#)
- [Why can't I see HBook menus?](#)
- [Licence: This purchase code is already in use](#)
- [What are the different roles added by HBook?](#)
- [List of capabilities added for HBook roles](#)
- [The user with HBook role is redirected to the front-end](#)
- [I can not download Adomus theme on Envato](#)
- [I can't validate my licence for HBook. Where can I find the activation code?](#)

Where can I find my Purchase Code?

Purchase Code is required to activate menus and to ask support for HBook plugin, HBook addons, Adomus theme or Lavilla theme.

I purchased my product on Maestrel website

You should find your purchase code in the confirmation email we sent at the time of the purchase. You can always contact us if you can't find it.

If you have already activated the licence for your site url to unlock HBook menus, you will find your Licence in the menu **HBook > Licence**.

I purchased my product on Envato (codecanyon.net or themeforest.net)

You can check [this help article](#) from Envato.

You can always find your Purchase Code on Envato by following these steps:

- Go to the Downloads page on your [Envato](#) account
- Find HBook item
- Click **Download** and then click **Licence certificate and purchase code**
- Open the licence file, it contains several details, among them is your purchase code.

If you have already activated the licence for your site URL to unlock HBook menus, you will find your Licence in the menu **HBook > Licence**.

How to renew HBook plugin?

We now sell HBook directly on our website, as well as on Envato Marketplace. You can find more information here: [Changes on HBook prices from July 1st](#).

I purchased HBook on Envato Marketplace

If you purchased HBook plugin on Envato, you can choose to renew on Envato or directly with us at the following rates:

- **Envato:** renewal is for **6 months** of technical support. It costs \$80 before expiration and \$110 after expiration. You can renew your licence in the **Downloads** page on your Envato account.
- **Maetsrel:** renewal is for **12 months** of technical support and updates. It costs \$55 before expiration and \$65 after expiration. You can renew your licence [here](#).

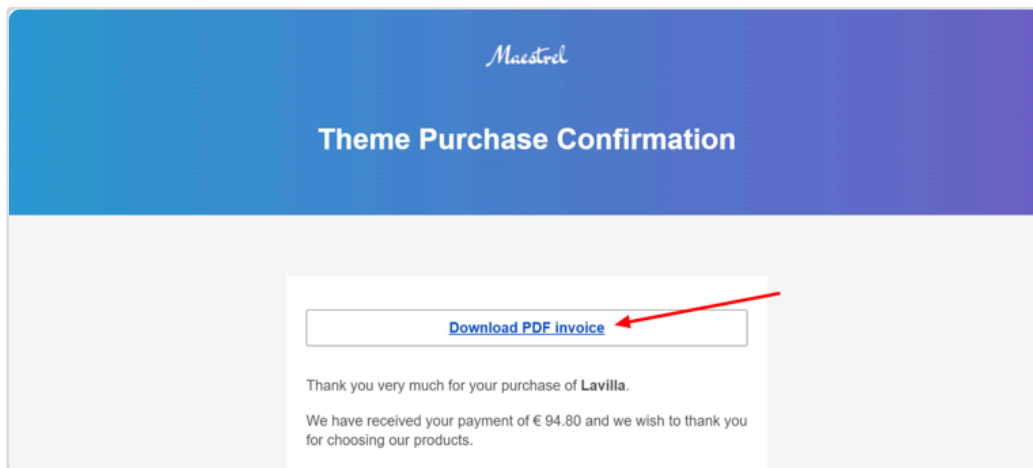
I purchased HBook on Maestrel.com

If you purchased HBook plugin directly on our website, the renewal is for **12 months** of technical support and updates. It costs \$55 before expiration and \$65 after expiration. You can renew your licence [here](#).

Where can I download my invoice?

If you have just made a purchase and are looking for your invoice, it depends on the product and the purchase date.

For purchases made on our Maestrel website from **January 1, 2026** onward, your invoice can be downloaded directly from the purchase confirmation email you received.



For **HBook** purchases, invoices are available on **Envato**, in the Downloads menu.

Can I validate my licence for test/dev site and for the live site?

Yes. For the same project, you can validate the license for **one development/test site** and the **matching live site**.

If you have validated your HBook license for a website, but you no longer need it on this website, you can remove the license in **HBook > License**. This is useful if you need several staging sites or if you ultimately do not use HBook for a website, but wish to use the license for a different project.

 A license can be used for **1 end product** only. You will need **one license for each project** you wish to use HBook on.

Why can't I see HBook menus?

Problem

I have installed HBook, but I can not see the menus you show in the documentation.

Solution

1. Go to **HBook > Licence** and enter your [Purchase Code](#).
2. If you have any issue with the validation of your licence, please [contact us](#).

 If you bought a theme from us (Adomus, Lavilla...) that includes HBook plugin, then you need to enter your theme Purchase Code.

 Licence: This purchase code is already in use

Problem

I can't validate the licence for my website.

Solution

 A HBook licence can be used for one dev site and one live site. You can remove the licence for a site directly from the menu **HBook > Licence**.

1. If you have access to the WordPress site for which you wish to remove the activation of the licence, go to **HBook > Licence** and remove the validation for this site.
2. If you do not have access to the WordPress install where you had validated your HBook licence (if you have deleted the site, for example), please [send us a support request](#).

What are the different roles added by HBook?

Four different user **roles** are added by HBook plugin. You can create a new user in **Users** and select one of the following HBook roles for this user.

- Reservation reader
- Reservation manager
- Pricing manager
- HBook manager

HBook adds as well various **capabilities**, to allow fine-tuning of user/role capabilities:

- a specific capability for the access to each HBook menu
- a capability for viewing the admin reservation list
- a capability for viewing the customer column in the reservation list
- a capability for viewing the price column in the reservation list
- ...

How to modify capabilities for HBook roles?

There are two options to modify the default Role view:

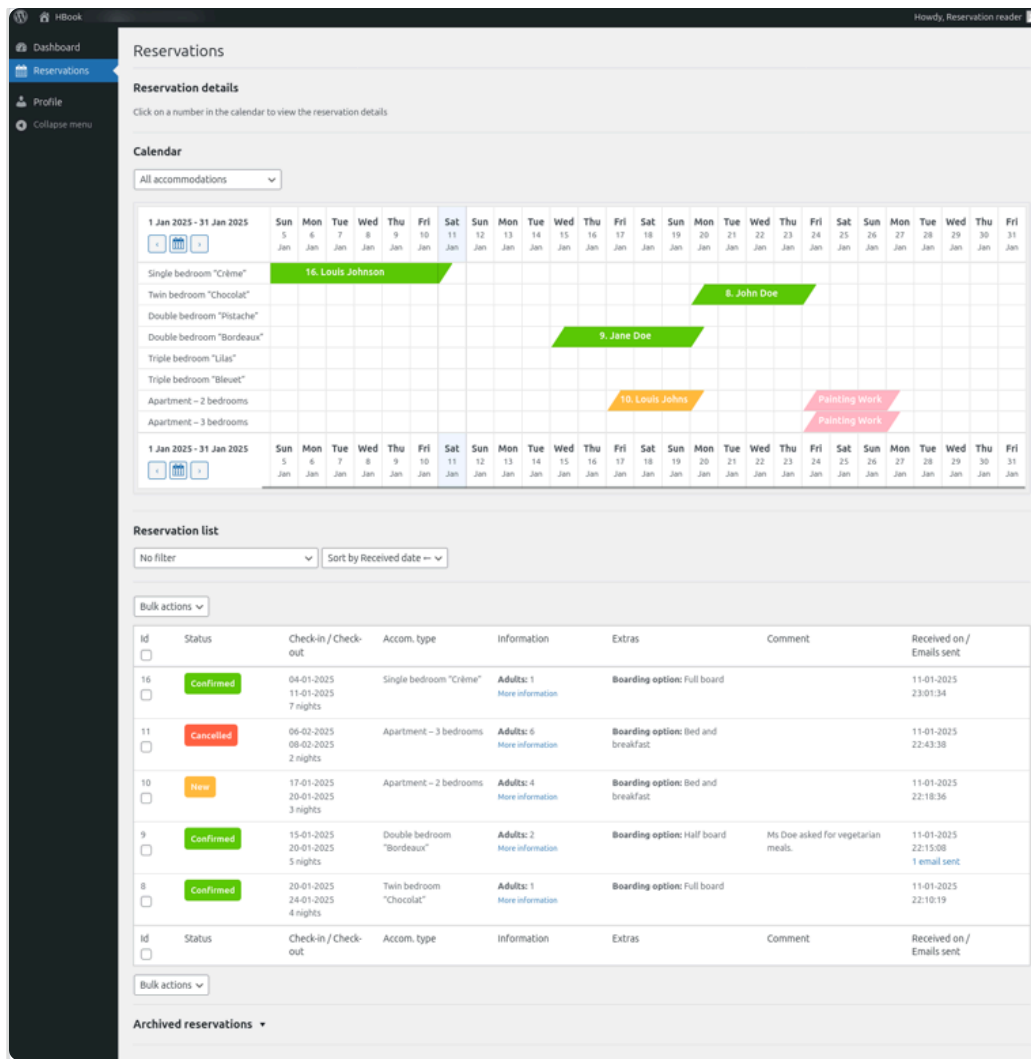
- Use HBook filters for each of the roles. You will find more information [here](#).
- Use the free [User Role Editor](#) plugin, which allows you to change user roles and capabilities. Once the changes are saved, you can safely delete the plugin as it's no longer needed.

Presentation of HBook roles

Reservation reader

A user who has this role can only read the reservation calendar, without any price/payment information, and without the customer personal information. A reservation reader can not modify the reservation or run any actions.

Here is what a user with Reservation reader role will see when logged in:



Reservation manager

A user who has this role can both read the reservation calendar and manage the reservation list (edit, cancel, delete, confirm, send emails etc...). He can as well add blocked dates or reservations from the back-end. Here is what a user with Reservation manager role will see when logged in:

Dashboard
Reservations
Profile
Collapse menu

Reservations

Reservation details

Click on a number in the calendar to view the reservation details

Calendar

All accommodations ▾

1 Jan 2025 - 31 Jan 2025	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
Single bedroom "Crime"	16. Louis Johnson																										
Twin bedroom "Chocolat"																											
Double bedroom "Pistache"																											
Double bedroom "Bordeaux"																											
Triple bedroom "Lilas"																											
Triple bedroom "Bleuet"																											
Apartment – 2 bedrooms																											
Apartment – 3 bedrooms																											

Block accommodation ▾

Add a reservation ▾

Reservation list

No filter ▾ Sort by Received date ▾

Bulk actions ▾

ID	Status	Check-in / Check-out	Accom. type	Information	Extras	Comment	Customer	Price / Payment	Received on / Emails sent	
16 ☐	Confirmed	04-01-2025 11-01-2025 7 nights Edit	Single bedroom "Crime" Edit	Adults: 1 More information Edit	Boarding option: Full board Edit	Add a comment	Customer id: 10 First name: Louis Last name: Johnson More information Edit 2 reservations	€701.82 Unpaid Edit price Mark as paid Edit payment Edit discount	11-01-2025 23:01:34	
11 ☐	Cancelled	06-02-2025 08-02-2025 2 nights Edit	Apartment – 3 bedrooms Edit	Adults: 6 More information Edit	Boarding option: Bed and breakfast Edit	Add a comment	Customer id: 9 First name: Jane Last name: Doe More information Edit 2 reservations	€252.00 Unpaid Edit price Mark as paid Edit payment Edit discount	11-01-2025 22:43:38	
10 ☐	New	17-01-2025 20-01-2025 3 nights Edit	Apartment – 2 bedrooms Edit	Adults: 4 More information Edit	Boarding option: Bed and breakfast Edit	Add a comment	Customer id: 10 First name: Louis Last name: Johnson More information Edit 2 reservations	€385.00 Unpaid Edit price Mark as paid Edit payment Edit discount	11-01-2025 22:18:36	
9 ☐	Confirmed	15-01-2025 20-01-2025 5 nights Edit	Double bedroom "Bordeaux" Edit	Adults: 2 More information Edit	Boarding option: Half board Edit	Mrs Doe asked for vegetarian meals. Edit	Customer id: 9 First name: Jane Last name: Doe More information Edit 2 reservations	€375.00 Not fully paid Edit price Mark as paid Paid: €150.00 Unpaid: €425.00 Edit payment Edit discount	11-01-2025 22:15:08 1 email sent	
8 ☐	Confirmed	20-01-2025 24-01-2025 4 nights Edit	Twin bedroom "Chocolat" Edit	Adults: 1 More information Edit	Boarding option: Full board Edit	Add a comment	Customer id: 8 First name: John Last name: Doe More information Edit	€430.00 Unpaid Edit price Mark as paid Edit payment Edit discount	11-01-2025 22:10:19	

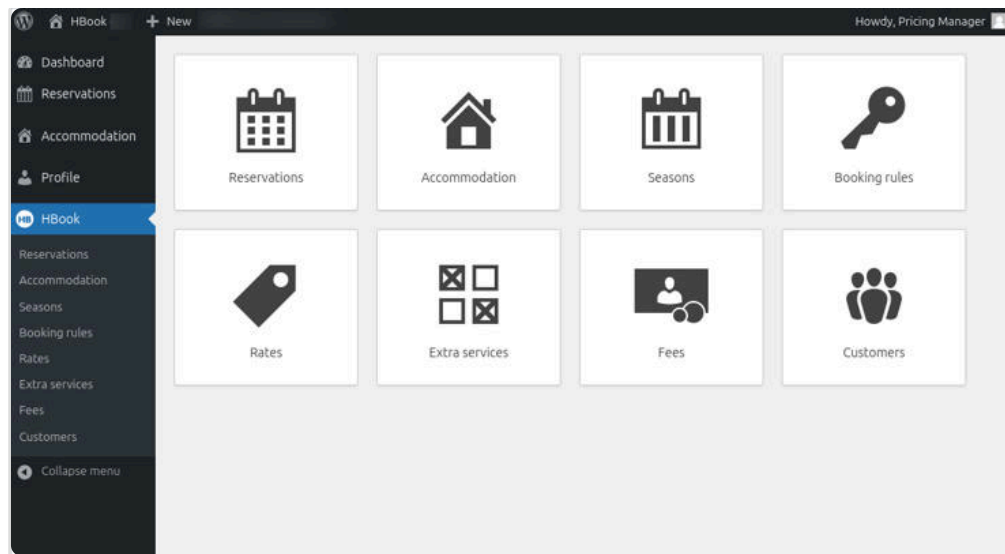
Bulk actions ▾

Archived reservations ▾

Export reservations ▾

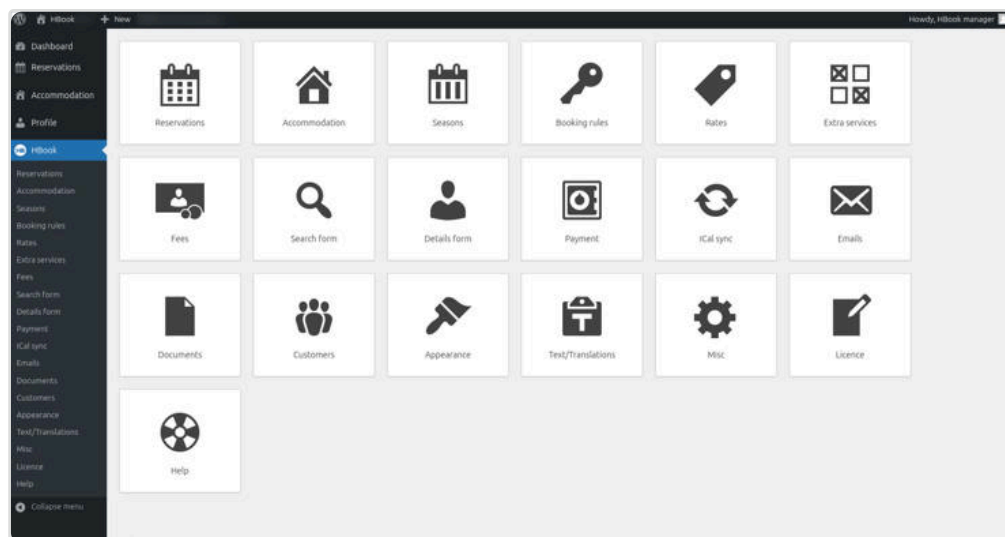
Pricing manager

A user who has this role will view the same **Reservations** admin page than the Reservation manager. Additionally, he can access the HBook menus that are related to the **prices** (Seasons, Rates, Booking rules, Extra-services, Fees), as well as the menus **Customers**, **Reservations** and the **Accommodation** types:



HBook manager

A user who has this role will view the same **Reservations** admin page than the Reservation manager. Additionally, he can access **all HBook menus**, as well as the **Accommodation** types:



List of capabilities added for HBook roles

 You will find more information about the different roles in this article of our knowledge base: [What are the different roles added by HBook?](#)

Below is the list of capabilities that are used by HBook, to allow fine-tuning of user/role capabilities.

A default set of capabilities is pre-assigned to each HBook role, but other capabilities can be added or removed. You can change the capabilities for a role by using HBook filters or a 3rd party plugin.

 Please check this article of our knowledgebase for further details: [How to modify capabilities assigned to a role?](#)

WordPress capability

HBook roles are granted by default the WordPress “**read**” capability only, which is needed for any logged-in user. You may wish to add other WordPress capabilities to grant your user the capabilities associated to one of the WordPress pre-defined role.

Common capabilities for all HBook roles

- **read_resa:** for viewing the admin reservation page
- **read_resa_list:** for viewing the admin reservation list and reservation details

Capabilities associated to the Custom Post Type “Accommodation Type”

 These capabilities are granted by default only to the “Pricing manager” and “HBook manager” roles. Both roles have the capability “manage_hb_accommodation”, which is needed to view and edit “Accommodation Types”.

- **delete_others_accoms:** for deleting accommodation types created by other users
- **delete_accoms:** for deleting accommodations types with all statuses
- **delete_private_accoms:** for deleting accommodations types only with the “Private” status
- **delete_published_accoms:** for deleting accommodations types only with the “Published” status
- **edit_other_accoms:** for editing accommodation types created by other users
- **edit_accoms:** for viewing and editing accommodations types with all statuses

- **edit_private_accoms:** for viewing and editing accommodations types only with the “Private” status
- **edit_published_accoms:** for viewing and editing accommodations types only with the “Published” status
- **publish_accoms:** for changing the accommodation type's status to “Published”
- **read_private_accoms:** for viewing the accommodation types set to “Private” status

HBook added capabilities

 This is to be understood as a set of capabilities pre-assigned to each role, but other capabilities can be assigned or removed.

Below is the list of capabilities added for each pre-set role. It is to be read as the additional capabilities granted for a role, on top of the previously listed capabilities.

A user with “Pricing manager” role has the pre-assigned capabilities of the Reservation Reader + Reservation Manager + Pricing manager. HBook Manager role has all capabilities added by HBook.

Reservation Reader

- **read_resa:** for viewing the admin **Reservations** page.
- **read_resa_list:** for viewing the admin reservation list and reservation details

Reservation Manager

- **read_resa_customer:** for viewing the customer column in the reservation list
- **read_resa_price:** for viewing the price column in the reservation list
- **read_resa_payments:** for viewing the payment column in the reservation list
- **read_resa_origin_url:** for viewing, in the comment column, the link to the external reservation, when available (AirBnb, TripAdvisor, Campsites.co.uk, etc.).
- **read_resa_comment:** for viewing the admin comment
- **manage_resa:** for editing reservations and running actions on reservations

Pricing Manager

- **manage_hbook:** general capability for viewing and editing HBook settings
- **manage_hb_accommodation:** for viewing and editing the accommodation types
- **manage_hb_seasons:** for viewing and editing the seasons settings
- **manage_hb_rules:** for viewing and editing the booking rules settings
- **manage_hb_rates:** for viewing and editing the rates settings
- **manage_hb_options:** for viewing and editing the extra services settings

- **manage_hb_fees:** for viewing and editing the fees settings
- **manage_hb_customers:** for viewing and editing the customers settings
- **manage_hb_reservations:** for viewing and editing all the reservation settings

HBook Manager

- **manage_hb_forms:** for viewing and editing the search form and accommodation selection settings
- **manage_hb_details:** for viewing and editing the customer and booking details form settings
- **manage_hb_payment:** for viewing and editing the payment settings
- **manage_hb_ical:** for viewing and editing the iCal synchronization settings
- **manage_hb_emails:** for viewing and editing the emails settings
- **manage_hb_documents:** for viewing and editing the documents settings
- **manage_hb_appearance:** for viewing and editing the appearance settings
- **manage_hb_text:** for viewing and editing the text settings
- **manage_hb_langfiles:** for importing and exporting the language files for the translations
- **manage_hb_help:** for accessing the help section
- **manage_hb_misc:** for viewing and editing the misc settings
- **manage_hb_licence:** for viewing and editing the HBook licence
- **manage_hb_logs:** for viewing and editing the email and payment logs settings



The user with HBook role is redirected to the front-end



Problem

I have created a new WordPress User with a HBook role. However, when logging in, this user is redirected to the front-end. He does not have access to the WordPress admin.



Solution

The roles HBook adds are based on WordPress “Subscriber” role, and they don't add any other default WordPress capabilities than the “read” capability. Some themes redirect users with “read” only capability to the front-end.

Here is what you can do to tackle this:

1. Firstly, you might wish to check if you have an option to disable that in your theme options.
2. You can use [User Role Editor](#) plugin to add capabilities to the roles created by HBook.
3. If you prefer not to use a 3rd party plugin, you can use HBook filters, as we provide a filter for each role. Please refer to [this section](#) of our documentation.



HBook adds 4 roles : Reservation reader, Reservation manager, Pricing manager and HBook manager. Please check [this article](#) to see what the admin look like for each role.

I can not download Adomus theme on Envato

Problem

I bought Adomus theme on Envato marketplace (Themeforest). Why can't I download it any more?

Solution

Adomus theme was initially released on Envato marketplace in 2015. After a few years, we decided that we will sell all our themes directly from our website [here](#). Therefore, it is not available any more on Envato marketplace.

1. Renew your licence directly from our website [here](#). The renewal is for **1 year of support and theme update**.
2. Download Adomus theme from our website [here](#).

 It is cheaper to renew before your support expiration date. You can check [prices](#) here.



I can't validate my licence for HBook. Where can I find the activation code?



Problem

It can happen that you need to get a validation code from our website to be able to activate HBook plugin. The process is quite straightforward:



Solution

1. When trying to validate your licence in **HBook > Licence**, you will see the following message:

Licence [HBook settings](#)

To activate your licence, you will need a validation code. Click on this link: <https://hotelwp.com/hbook-licence-validation>. Follow the steps to obtain your validation code and paste it below. Check [this article](#) of the knowledgebase for step by step guidance.

Your website url:

Enter validation code

Enter your purchase code

[Verify purchase code](#)

[Where can I find my purchase code?](#)

2. Click on the link and you will be redirected to the following page of our website:

HBook Licence Validation

Enter your purchase code:

Enter the URL of your website (as written on the HBook → Licence page of your website):

[GET YOUR VALIDATION CODE](#)

3. Enter your Purchase Code and the URL of your website. Click on **Get validation code**:

HBook Licence Validation

Enter your purchase code:

Enter the URL of your website (as written on the HBook → Licence page of your website):

GET YOUR VALIDATION CODE

4. You will see your validation code:

Here is your validation code:

5. Copy it and paste it in **HBook > Licence** page:

Licence [HBook settings](#)

To activate your licence, you will need a validation code. Click on this link: <https://hotelwp.com/hbook-licence-validation>. Follow the steps to obtain your validation code and paste it below. Check [this article](#) of the knowledgebase for step by step guidance.

Your website url:

Enter validation code

Enter your purchase code

Verify purchase code ←

[Where can I find my purchase code?](#)

6. You're done and you are ready to use HBook.

Troubleshooting articles

Add troubleshooting article

Title	Creator	Modified
Can I delete past seasons or change rates without affecting existing & past reservations	Céline - Maestrel	Apr 24, 2026
I use Stripe. How can the remaining balance be paid?	Céline - Maestrel	Aug 20, 2025