

Vrbo Direct Connection - Cancellation Policies

You have the ability to define unique and/or more specific cancellation policies that will apply to Vrbo. This can be found under the Set-up > OTA Content Vrbo Cancellation Policies section.

https://mypms.bookingcenter.com/site_vrbo_cancel_policies.phtml

BookingCenter MyPMS Setup Area ROGERS

Front Desk Bookings Rates Relationships Owners Parameters Settings PMS Features/Images OTA Content

Site Check Wizard VRBO Cancellation Policies Expedia Cancellation Policies

Here you can define custom cancellation policies for the VRBO Interface. If none are defined the interface will default to a policy of "100% refund if reservation is cancelled at least 60 days before the arrival date"

Find records where Channel has Sort by up Display 200 Records Fetch

Channel	Policy Description:	Policy Type	Days Ahead	Policy Amount	Policy Text:	Sort:
VRBO	Processing Fee	Fiat Fee		25		0
VRBO		Percentage Refund	30	100		0
VRBO		Percentage Refund	14	50		1
VRBO		Percentage Refund	13	0		2

4 records found

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Add

Please note that when cancelling a reservation within MyPMS for a Vrbo reservation, you can define "Cancellation Initiated By", which includes: Property, or Guest. The pulldown menu is as follows:

https://mypms.bookingcenter.com/bkgcancel.php?confNumDisp=90019X&bookingID=RYANTIM90019X&addHardAlloc=0&bkSCN=309781988

BookingCenter Welcome Ryan T. - BookingCenter You are at Ryan's Hotel - Change | Setup | Logout | Help | Sign Off

Front Desk Booking Reports Admin Arrivals In House Departures Search System Date: 01-MAR-2023

Booking Cancellation

Cancelled By Name:

Cancel Phone #:

Cancellation Initiated By:

Comments:

Charaders Left: 255

Save Discard and Go To Front Desk

Frontdesk | Phone List | Housekeeping | AR Accounts | House Accounts | Pass On Log | Night Audit
Team Chat | Bookings by Inquiry | Bookings by Availability | Group Wizard | Search Bookings | Search Group Bookings