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FW: Important update to Payments by Booking.com

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From: Booking.com [mailto:no-reply@partners.booking.com]
Sent: Monday, September 09, 2019 12:33 PM
To: emailus@mppaarl.co.za
Subject: Important update to Payments by Booking.com

Please read the new General Delivery Terms.



Payments by Booking.com update

Dear Partner,

We hope that you've found using Payments by Booking.com useful for your property. We wanted to let you know that from 01-10-2019, we're going to introduce a small charge of **2.1%**. The purpose of this charge is only to cover the cost of processing the various payment methods that we offer.

New: Receive payments four times a month

We're also giving you the option to get paid faster for all your future reservations. You'll be able to increase your payment frequency to four times a month, instead of once a month. Simply visit the 'Getting paid' page in your extranet to activate this feature.

What does this charge mean for you?

You don't need to take any action if you'd like to keep using Payments by Booking.com. By continuing to welcome guests from our platform, we'll take it that you accept the additional charge and [the new General Delivery Terms](#). Please read these over as soon as you can.

What does Payments by Booking.com offer you?

Payments by Booking.com can save time you'd normally spend processing guest payments. Here's a reminder of how the service works:

- Booking.com takes care of charging your guests according to your policies and makes sure your guests have paid in full before they even arrive. Using the service also helps you reduce cancellations and guarantees you get paid for no-shows.
- We support all popular credit card types, as well as alternative payment methods like PayPal, WeChat Pay & Alipay used by guests around the world.
- When using our service, your guests enjoy the ease of paying online with the payment method of their choice. This leads to a better experience booking your property, and ultimately, can lead to better reviews.

How and when will the payment charge be charged?

The payment charge will be deducted from all reservations made after 01-10-2019. You'll receive the net amount via a bank transfer to your account as usual.

Does the payment charge show up in my invoice?

Yes. You'll be able to see the payment charge in your invoice, right next to the overall commission owed for that month.

If you use a connectivity provider (e.g. a channel manager or a property management system), this information will be available in their system. You can contact your connectivity provider to find out how it will be displayed.

How can you opt out of Payments by Booking.com?

If you'd prefer to go back to handling guests payments yourself, you can deactivate Payments by Booking.com. Log into your extranet, click on the 'Finance' tab and select 'Getting paid' from the drop down list. Then follow the instructions at the bottom of the page.

To learn more about the new charge or Payments by Booking in general, you can check out [our FAQ in the Partner Help Centre](#).

Kind regards,
Your Booking.com team

What do you think of this e-mail?

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