

Track 6 | Spa & Activities

Session: Facilities & Activities

New – Advance Deposit Policies

Users can now setup and configure an Advance Deposits policy for individual Facilities Booking, based on Facility Type, Facility Code and/or by Guest Type. Deposit criteria support single or multiple collections after the booking has been made or before arrival and can collect deposits for specific dollar amounts or a percentage of the total booking. Configuration allows users to determine if taxes and/or Service Charges should be included in the calculation.

To configure;

- Spa & Activities Maintenance > Setup > CM Advance Deposit Policy
- Inv Category = Look Up (F8) to select F for Facility
- Facility Type = Look Up (F8) to select a specific Facility Type or leave blank for all
- Facility Code = Look Up (F8) to select a specific Facility Code based on Facility Code or leave blank for all
- FromDate = Enter first date for policy to be enforced
- ToDate = Enter the last date for the policy to be enforced
- GstType = Look Up (F8) to select a valid Guest Type
- Tax Y/N = Y to include Taxes as part of deposit calculation | N to exclude taxes from calculation
- #Day = Enter the # of days based on the Rel field, indicating when the deposit should be collected
- Rel = Look Up (F8) and select deposit calculation date (using #Day field) to be After Booking Date or Before Reservation Date (Booking Arrival)
- DepAmt/DepPct = Enter either the dollar amount (DepAmt) or deposit percentage (DepPct) to be collected

Up to three deposit policies for each guest type and date range can be configured, allowing for incremental deposits.

The Order of Booking Screens can be configured to automatically display the Advance Deposit screen at the time of booking creation, immediately displaying the deposit amount required.

To Configure;

Spa and Activities Maintenance > Setup > Order of Booking Screens.

- Look Up (F8) and select F for Facility in the Inventory Category
- Look Up (F8) and select CREATE, CHECKIN or ACCESS Booking function. If Booking Function is already populated, Page up or down to review entries.
- Place the cursor in blank Line field and use the Create (F6)
- Lookup (F8) on Program to select the screen. Select GBCMADVDEP (CM Advance Deposits Requested)
- "Frc" or Force - Enter N or Y to Force the screen to appear, even if no data exists or is not required. For Example; Force Y will display the Advance Deposit screen even if no deposit is required. Force N will only display the screen when populated.

- “Dlg” or Dialogue box - This controls a Yes or No Pop-up screen to continue on to the screen, as appropriate to the screen. For example, a screen is not forced, but you want to provide the user the option to go to the screen with a Yes/No Pop-up. The rule of thumb is when using No on the Force field use Y in the “Dlg” field. Or enter a Yes on Force field the “Dlg” field is set to an “N”.
- The “Line” number controls the screen order. Once the line is created, the line number can be manually over keyed to change the order of where the screen appears
- To Delete a screen > Place the cursor on the Line number > Use the Delete (F7) option to remove the line

When making changes to a Spa Booking, users can regenerate the adjusted Advance Deposit amounts from within the Booking screen.

Enhanced Activity Logging

The Facility Booking Activity Log has been enhanced to track changes for:

- Creation of Booking Text
- Creation of a Facility Group #
- Updating a Gratuity Amount

New – Recurring Facility Bookings

A Recurring Booking can now be made for the same Facility Code, on the same date, and at the same time. From any Facility availability screen > place cursor on Facility Code to be booked > Drill Down (F5) to the Booking Information and Summary Screen > Complete first facility booking > Highlight the completed booking > Window > Recurring Booking.

From this screen, enter the Recurring Booking options including the number of times to book and the quantity to book.

- Select Daily, Weekly or Monthly for reoccurring dates
- When Weekly, use the Day of Week fields to include or exclude bookings based on specific day of week by entering a Y or N in each field
- # to Book – Enter the number of Bookings to be made based on Frequency
- Qty to Book – Enter the number of timeslots to be booked
- Use Day of Week fields to include or exclude bookings based on specific day of week
- Select RECUR to complete new Bookings

Once booked, any changes to a Booking must be done manually. A Recurring Change Log can be run from any Facility availability screen > place cursor on Facility Code to be viewed > Drill Down (F5) to the Booking Information and Summary Screen > Window > Window > Recurring Booking Log

Weekly Schedule “Move Time Slot” Feature

When changing an established Weekly Schedule, Maestro will now move all Future Bookings, based on Facility Type and Timeslot booked with the following criteria;

- Time Duration (# of Minutes) must remain the same
- Timeslot moves must be done 1 day at a time
- Start Times associated with Default Rates and Guest Rates (if in use), must include the new times associated with Move

- The Weekly Schedule will be adjusted, ending the original schedule as of the date that change was made and creating a new Weekly Schedule as of the same date reflecting the updated Timeslots and Schedule

To access from Spa & Activities Maintenance > Facilities > Weekly Schedule > Locate schedule > Window > Move Timeslot of Weekly Schedule

Booking Activities with a Guest Room Reservation: Guest Name Lookup Display

From the Booking entry screen, users can look up guest reservations and link the room reservation to the Facility booking. F8 Look up allows for searching of in-house and future reservations.

If starting the booking from a Room Reservation, when performing the F8 look up, users will also be presented with all names associated to the starting reservation. Additional Names, Sharer Names and Travel With Guest names, allowing the user to easily select the correct Participant for the Booking.

Automated Facility Booking Email Confirmations

Facility Booking Confirmations can be emailed directly from within the Facilities Booking Screen. When the Send Confirm field is set to an E, Maestro will prompt to send an email immediately or during the night audit, to the email address indicated on the Booking.

- When a change is made to a Facility Booking a Modification Email is automatically sent.
- To view all sent emails from within the Booking screen, go to Addresses > Email Messages.
- To activate this feature if not in use, an email template needs to be configured. Please contact Maestro Support for assistance.

Automated Emailing of Digital Activity Intake Form

Guests can be emailed a Digital Activity Intake Form prior to arrival, based on assigned the Facility Code booked. This can be included as an embedded link on selected Guest Communications.

Facility guests can then fill in their Medical History and Information via the URL, on an electronic device, using the Digital Medical Intake Form in Maestro version 5.6.

- An Intake URL allows the client to complete the Intake Form
- The completed Intake Form can be accessed from the Retrieval URL
- When the Intake URL is accessed for a past guest who has already completed the Intake Form, the previously completed form is shown and available to be updated
- The questions asked of the guest are geared toward the specific Activity that is booked on the Facility Booking.

To configure;

Spa & Activities Management Maintenance > Intake Form > Intake Form Setup

- Lookup (F8) on Inv Category to select appropriate Category
- Enter a User defined form name in the FormName field that is meaningful to the property
- Select form > Window > View Inventory Types to assign individual types or select the
 - AssignTypes button to import all types
- Once types are imported, use the AssignCodes to assign all valid Services or Facilities based on Type
- Select form > Window > Intake Form Item to create specific Intake Form questions based on service. Questions can be mandatory or optional and allow free form or check box options

Facilities & Spa Same Guest Time Conflict

A new feature is now configurable to prevent double-booking for the same guest when spa booking, and facility booking is made for the same time.

- A pop-up message displays if the same client code is used to book a Spa and Facility Booking at the same date and same time or overlapping times.
- This feature is configured in Spa & Activity maintenance > System Options > Time Overlap Control
- When the option is set to "Y", Spa & Facilities bookings are not allowed for the same date and time.

Facilities Reporting

The Facilities Report can be run to show Booking Details based on a Date Range, Building, Facility Type, Facility Code, Instructor Name(s) and/or Guest Type. This report has been enhanced to sort by Booking Status, including Booking Text, include Cancellations and Booking Revenue. This report is run from Spa & Activities > Reports > Facility Report. It can also be run as a Crystal Report from Spa & Activities > Reports > Other Reports > Facilities.rpt

To have this report installed, if not listed, please contact Maestro Support for assistance.