

# MTL Reservation System - Frequently Asked Questions (FAQ's)

September 2015

## Accessing the System

Do only members have access to the reservation system? **Yes**

How do I log onto the system?

- The web address is <http://laurel.cbdweb.net> There will also be a link on the Lodge Website page
- You will receive an email with login information when the system is fully up and running. When a new member joins they will receive their login information once they have been setup in the system.

Is there a different log on for individuals within a "Family Membership"? **No - logins are assigned as 1 login per membership**

Can I only make reservations through the on-line system? Can I still email requests? **We hope that you will find it easy to make your own reservations online however we realize not everyone may do so. E-mail reservation requests may continue to be sent to [mtllodge@gmail.com](mailto:mtllodge@gmail.com)**

Do mid-week reservations need to be made on-line? **It is expected that this will be the case: making your own reservations will best assure that your choice of room/bed is available when you arrive**

What about short notice (up to the day of) reservations (weekend or mid-week)? **All last minute reservations should be made directly online prior to your arrival**

## Requesting Reservations

How far in advance can I make reservations? **Reservations will be opened for 3 months at a time starting 1 month ahead based on the following schedule**

Reservations Open	Reservation Dates
November 1	December 1 thru February 28
February 1	March 1 thru May 31
May 1	June 1 thru August 31
August 1	September 1 thru November 30

When will we know when the reservation system is open for upcoming events? **We will use the newsletter, Sunday Squall and reminders at meetings**

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Is there a limit to how many reservations I make each time I log in or for each 3-month period? **The time period open for reservations will be the only restriction on reservations made in the system**

How do I know what rooms and/or beds are available? **The reservation calendar screen will show available rooms based on color. There is a legend of what each color means at the bottom of the reservation calendar. If beds in a room are already booked you will be able to see the names of people in these beds by hovering over the beds with your mouse.**

What if I'm not sure of which room or bed? **The floor plan of the bedrooms is accessible from within the reservation system. HINT**

Right click on the desired floor plan

Select open in new window

You will then be able to toggle (ALT + TAB) between each window

How do I reserve a suite? **All rooms/beds are reserved the same way. The suite fee is incorporated into the bed cost for suites.**

Can I make reservations for other members? **No - you can only make reservations for you or your family (if you have a household membership) and your guests**

How do I make a reservation for a guest? **Select the Guest rate from the dropdown on the 2<sup>nd</sup> screen and type their name in the name field**

Who can I contact with questions on making reservations or the reservation system? **You can email [mtllodge@gmail.com](mailto:mtllodge@gmail.com).**

Will there still be updates at the Wednesday night meetings about lodge availability? **We will continue to mention lodge availability for event weekends**

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### **Paying for Reservations**

How do I pay for my reservation and/or suite fees?

- Use a voucher online in the system
- Use PayPal online
- Send check to Lisa Durland.
- If you have a positive \$ balance on your account in the system, the suite fee will be deducted automatically at the time your reservation is made.

**HINT** – If you are making more than 1 reservation and want to pay with PayPal, select Pay Later until you are on your last reservation. Then select the PayPal option; the system will automatically pull your full owed balance to be processed once through PayPal

What if I don't have any vouchers? Can I still make an on-line reservation? **Yes. Other payment options listed above are available**

Can I put money into my online account?

- You may send a check of any value to Lisa Durland to be added to our online account; this amount will then be available to you when making reservations.

Will I get a confirmation of payment? **Yes - regardless of the manner that you choose to pay you will receive an email when your payment is posted in the online system.**

How does a guest pay? **A check should be mailed to Lisa Durland if the member does not pay within the system on behalf of their guest**

### **Reservation Confirmations**

How will I know my reservation is confirmed? **You will always receive an email from the system when your reservation is made. The status of your reservation will show in the email as follows:**

- Tentative - Payment is due for the reservation
  - Once payment has been received in the system you will receive a confirmation email
- Confirmed - All costs have been paid for the reservation you use PayPal. If you send a check, this will happen when your check is posted against your reservation.

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What if I don't have a voucher or don't use Pay Pal? Will my reservation still be confirmed? **Your reservation will be fully confirmed once full payment has been received and posted against the reservation. All payments are expected within 7 days from when the reservation is made**

Will a reservation for a suite be secure even though I owe the suite fee? For how long will it be held? **The Lodge Committee has set the expectation that any outstanding reservation payments should be received within 7 days of making the reservation.**

### Wait Lists

When am I put on a wait list? **You will be put on a wait list if:**

1. **You request a reservation online for a room/bed that is already booked.**
  - a. **When given the option indicate YES to be put on the wait list**
  - b. **Add comments in the box on the Booking Details screen (toward the bottom) indicating your preference (ie this room only; any available bed ..etc)**
  - c. **Once all screens are completed you will receive an email showing WAIT LIST status**
2. **When the lodge is full and you send a request to [mtllodge@gmail.com](mailto:mtllodge@gmail.com).**

Will I receive a confirmation of being on a wait list? **Yes**

Will I know how many people are ahead of me on a wait list? **Not automatically, however the Reservationists will do our best to let you know your status when your wait list request is received.**

Will I be secured for an open bed while I'm on a wait list (just not my requested room / bed)? **No -being on a wait list does not guarantee that you will get a bed. The list will be managed based on first come/first offer basis **HINT** You may want to consider making a reservation on an available bed while requesting Wait List status for your preferred bed. Be cautious regarding cancellation deadline if you choose this option and book a bed.**

### Cancellations

How do I cancel a reservation? **You can cancel your own reservation directly online (quickest manner) or by sending an email to [mtllodge@gmail.com](mailto:mtllodge@gmail.com)**

What if I need to cancel after the new two week Weekend cancellation deadline? **Cancel your reservation online; add any notes in the comments field. If you believe you have extenuating circumstances to warrant payment refund you should send an email to**

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[mtllodge@gmail.com](mailto:mtllodge@gmail.com); Consideration will be given at the discretion of the Lodge Committee for refunds when a cancellation is made in less than 14 days for weekend reservations.

How will I get my money back? If you cancel a weekend reservation by the deadline any vouchers will automatically be put back in your voucher account and any money paid for the reservation will be put on your account as credit. Midweek cancellations will all be reviewed and handled by the Reservationists for processing voucher or \$ refunds to your account.

### Vouchers

How do I buy vouchers this year? Vouchers will be sold in the following ways this year -

1. Self service via online system. Payment must be made online using Paypal (an additional 2.9% based on the cost of your transaction will be charged to cover the PayPal processing fee)
2. In person at meetings. Payment is expected at the time as either check or cash
3. Send written request and check for just the cost of vouchers to Lisa Durland

### Contacts for Questions on the Reservation System or Making Reservations:

The best option is to send an email to [mtllodge@gmail.com](mailto:mtllodge@gmail.com), or see Lisa Durland or Lynn Swanson at Wednesday night meetings