

**TISCOVER
Extranet
User Guide
For
Serviced Accommodation
Providers**

Rooms and Prices

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Rooms and Prices

This section of the Extranet enables you to update key information that is specific to each Room in your establishment. This information is in three subcategories:

Room Data

Information that is key to that room, such as facilities, board basis and occupancy.

Pricing Data

Information relating to the pricing for that room, which may change throughout the year (seasons) and may include discounts or supplements.

Availability Data

Information that will determine the way in which your room(s) are searched for and booked by potential guests. Such as online bookable, request only or non-bookable.

By managing this information you will be able to take full control of how your rooms are promoted through the VisitScotland.com sales channels:

- www.visitscotland.com
- National Contact Centre
- Tourist Information Centres

Careful management of this section will maximise your opportunities for receiving bookings from VisitScotland.com, the following pages will go into each of the three sections in more detail.

Using the Guide

This guide contains help sheets relating to:

How to setup Standard Date Ranges:

This help sheet is designed to be used on an annual basis at the stage where you wish to add your date ranges for the following year. This should be done before you expect to receive bookings/enquiries for the duration in question.

You can setup date ranges for as far in advance as you wish.

How to setup a room

This help sheet is designed to be used infrequently; the first occasion would be when you first check your information is correct. It would only be used again if the details for a specific room type changed. E.g. a room changed from standard to en-suite.

How to setup prices

This help sheet is designed to be used when you have to setup your date ranges and wish to add your prices. It would then be useful if you wish to adjust your standard price for a particular date range, or if you use weekly pricing if you wish to alter the price for a particular night of the week.

How to update availability

This help sheet is used on a regular basis to allow you to inform us of the ever-changing availability of your rooms. You can add availability for as far in advance as you wish and we particularly require availability or non-availability to be shown for peak times. This can often be well in advance of the actual period when the customer will be staying.

This guide contains the help sheets in the order of frequency that they should be used.

TISCOVER Extranet User Guide for Serviced Accommodation Properties
How to setup Date Ranges

1 Before you set up pricing for your property you must first set up some "Standard Date Ranges" these are separate "Date Ranges" that you can apply specific pricing to.

The amount of Standard Date Ranges that you create will depend on your business and you have complete flexibility over this, for example.

1. Option 1 - Annual Range - Covering the establishment opening period

- 1st April – 31st October

This model should be used when the rate for the room(s) is fixed throughout the opening period.

2. Option 2 - A Few Date Ranges – Covering different times of the year or actual seasons

- 1st January – 30th April
- 1st May – 31st August
- 1st September – 31st October
- 1st November – 31st December

This model is most useful when you have higher prices during peak periods and lower prices at quieter times of the year.

3. Option 3 - Multiple Date Ranges – Covering specific dates throughout the year where you expect to be able to charge a premium or offer significant discounts.

- 1st January – 1st April (spring)
- 2nd April – 10th April (easter)
- 11th April – 30th June (early summer)
- 1st July – 31st August (high summer)
- 1st September – 10th October (autumn)
- 11th October – 18th October (half term)
- 19th October – 23rd December (winter)
- 24th December - 26th December (xmas)
- 27th December – 29th December (twixmas)
- 30th December – 1st January (hogmanay)

This approach is most useful if your property is in an area with high demand at particular times of the year, as you can specify restrictions on certain dates. For example in the Hogmanay date range above, you would be able to specify a 2 night minimum stay for all bookings made in that date range and also increase the rate.

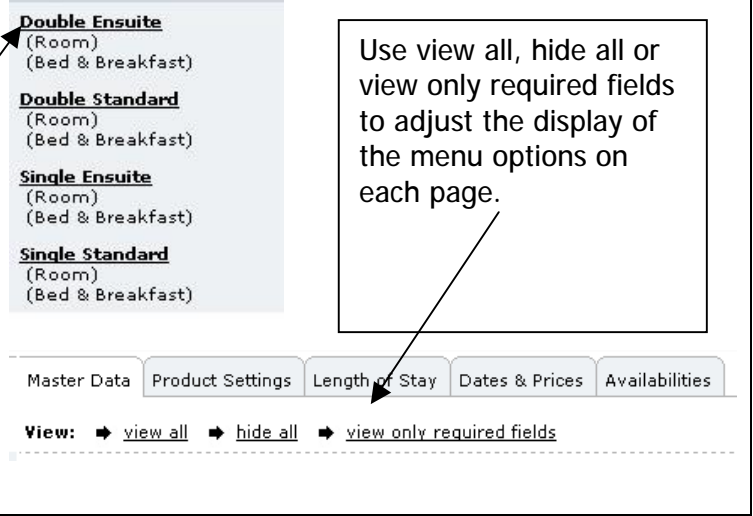
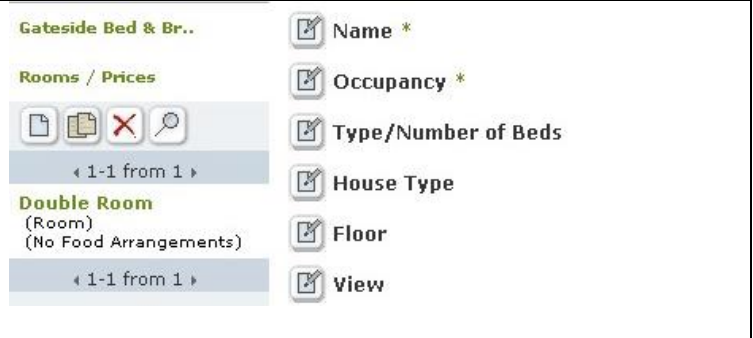
Work out the dates you wish your Date Ranges to run before you enter them into Extranet. If your prices vary to the above please call the Tourism Services Team to discuss setting up your seasons.

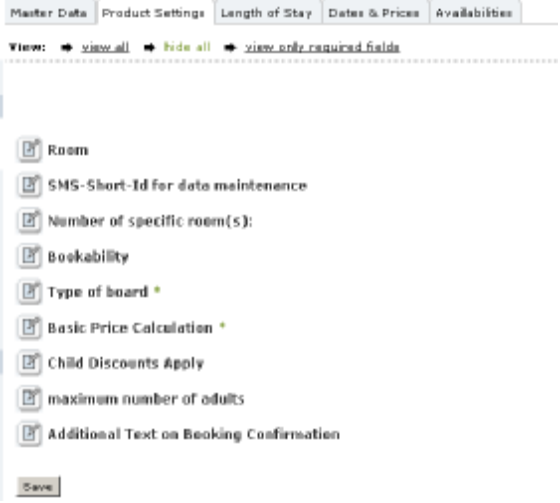
Date Ranges cannot start in the past, and cannot overlap, therefore when one ends the next will start from the following day. Please ensure there are no dates gaps in the ranges you have planned.

To contact the Tourism Services team tel: 0845 6023779 or email: updates@visitscotland.com

<p>2 To enter the Date Ranges go to:</p> <p>Data Standard Products Standard Date Ranges</p> <p>Your screen will display the image opposite</p> <p>Existing Date Ranges will be displayed beneath the heading Date Ranges.</p> <p>To create a new date range; select the dates applicable to the period using the calendar icon.</p> <p>You can also type the dates in the appropriate boxes, but they must follow the date format dd.mm.yyyy</p> <p>Once you have chosen the dates click on <i>Add New Date Range</i></p> <p>To Delete a Range – place a tick in the delete column next to the applicable date range, then click Confirm and Save. The range will be removed.</p>	
<p>3 This adds this period into the Date Ranges section.</p> <p>Repeat this for each season you wish to create</p> <p>Ensure all your date ranges are entered and that there are no gaps in the date ranges.</p> <p>Click <i>Confirm & Save</i> before leaving this screen to save the information.</p>	

How to Setup a Room

<p>1</p>	<p>To Add/Update room type details</p> <p>Go to: Data Standard Products Rooms and Prices</p> <p>Select the room type you wish to update.</p> <p>This room type will now be highlighted in green and the room details section will be displayed in the main section of the screen. This will open on the <i>Master Data</i> Tab.</p> <p>To enter a standard room product complete Master Data and Product Settings ONLY.</p>																										
<p>2</p>	<p>Master Data Form</p> <p>N.B. Items shaded in the table below denote the fields that you should complete. The other fields are optional and you may complete them if you wish.</p> <p>Complete as much information as possible as this data will assist us with selling your rooms.</p>																										
<p>3</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; background-color: #e0ffff;">Name</td> <td>Specify the room name – this will display on the website. Include Ensuite if the room has ensuite facilities e.g. Double room ensuite</td> </tr> <tr> <td style="background-color: #e0ffff;">Occupancy</td> <td>Enter the occupancy of the room. Please give this careful thought. Entering the occupancy will determine if you offer the room for single occupancy. Setting the standard occupancy to 2 will ensure the room type is classified as a double room. If you set the occupancy for the room as follows: Standard 2 Minimum 1 Maximum 3 This means that this double room can also be sold for single occupancy, or as a triple room.</td> </tr> <tr> <td style="background-color: #e0ffff;">Type/Number of Beds</td> <td>Specify the number of beds within the room. This data will display on the booking centre and the website and will assist customers and booking staff to ensure the room type bed requirements are suitable.</td> </tr> <tr> <td style="background-color: #e0ffff;">House Type</td> <td rowspan="3">It's not necessary to complete these sections. You would only complete them if it were important for the visitor to know where the room is located. E.g. Ground Floor rooms.</td> </tr> <tr> <td style="background-color: #e0ffff;">Floor</td> </tr> <tr> <td style="background-color: #e0ffff;">View</td> </tr> <tr> <td style="background-color: #e0ffff;">Suitable For</td> <td>This is specific to this room type, complete if appropriate.</td> </tr> <tr> <td style="background-color: #e0ffff;">Sanitary Facilities</td> <td rowspan="4">These sections are all made up of check boxes. Tick the facilities appropriate to the room type.</td> </tr> <tr> <td style="background-color: #e0ffff;">Facilities</td> </tr> <tr> <td style="background-color: #e0ffff;">Technical Facilities</td> </tr> <tr> <td style="background-color: #e0ffff;">Additional Facilities</td> </tr> <tr> <td style="background-color: #e0ffff;">Ground Plan</td> <td rowspan="2">If applicable. Add the image/plan in the same way as described in the full user guide for adding images.</td> </tr> <tr> <td style="background-color: #e0ffff;">Large Ground Plan</td> </tr> <tr> <td style="background-color: #e0ffff;">Image</td> <td>Add the room image in the same way as described above</td> </tr> <tr> <td style="background-color: #e0ffff;">Description</td> <td>Add a description for the room type. Use this to highlight specific benefits of this room type.</td> </tr> <tr> <td colspan="2" style="text-align: center;">Click on Save</td> </tr> </table>	Name	Specify the room name – this will display on the website. Include Ensuite if the room has ensuite facilities e.g. Double room ensuite	Occupancy	Enter the occupancy of the room. Please give this careful thought. Entering the occupancy will determine if you offer the room for single occupancy. Setting the standard occupancy to 2 will ensure the room type is classified as a double room. If you set the occupancy for the room as follows: Standard 2 Minimum 1 Maximum 3 This means that this double room can also be sold for single occupancy, or as a triple room.	Type/Number of Beds	Specify the number of beds within the room. This data will display on the booking centre and the website and will assist customers and booking staff to ensure the room type bed requirements are suitable.	House Type	It's not necessary to complete these sections. You would only complete them if it were important for the visitor to know where the room is located. E.g. Ground Floor rooms.	Floor	View	Suitable For	This is specific to this room type, complete if appropriate.	Sanitary Facilities	These sections are all made up of check boxes. Tick the facilities appropriate to the room type.	Facilities	Technical Facilities	Additional Facilities	Ground Plan	If applicable. Add the image/plan in the same way as described in the full user guide for adding images.	Large Ground Plan	Image	Add the room image in the same way as described above	Description	Add a description for the room type. Use this to highlight specific benefits of this room type.	Click on Save	
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6	<p>Your room details will now be complete</p>	<p>Enter your pricing and availability to ensure the rooms are offered for sale on our website and through the Contact Centre and Tourist Information Centre network.</p>																				

1 **Adding Prices to Date Ranges for your room types.**

Go to:
Data / Standard Products / Rooms / Prices

Click on the name of the room type you wish to apply the Prices to.

Click on the *Dates & Prices* tab.

Click on Create New Season.



2 **Dates:**

The Dates tab will display your existing Date Ranges. These were setup via Data / Standard Products / Standard Date Ranges.

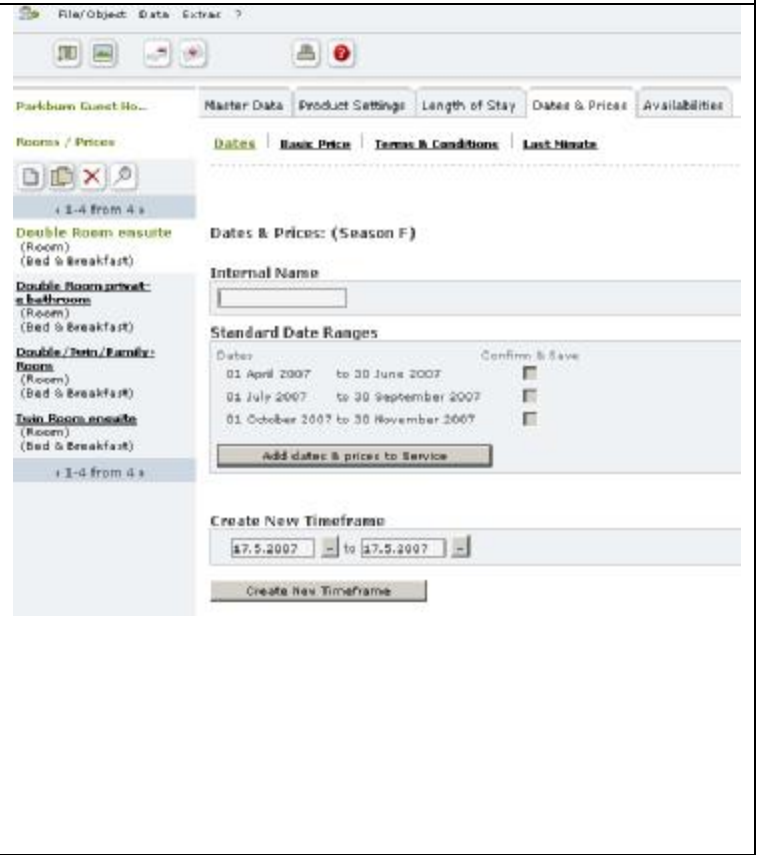
To assign Prices to a Date Range, you must first give the period an internal name (max. 8 characters) to make it easy to remember. e.g. High, Winter, etc. or if you are using weekly season time frames then week 1, week 2 etc...

Once you have named the period, tick the boxes against the dates that this price and its settings would apply to.

N.B. You can select more than one date range e.g. if High applies to Summer, Christmas and New Year select all 3.

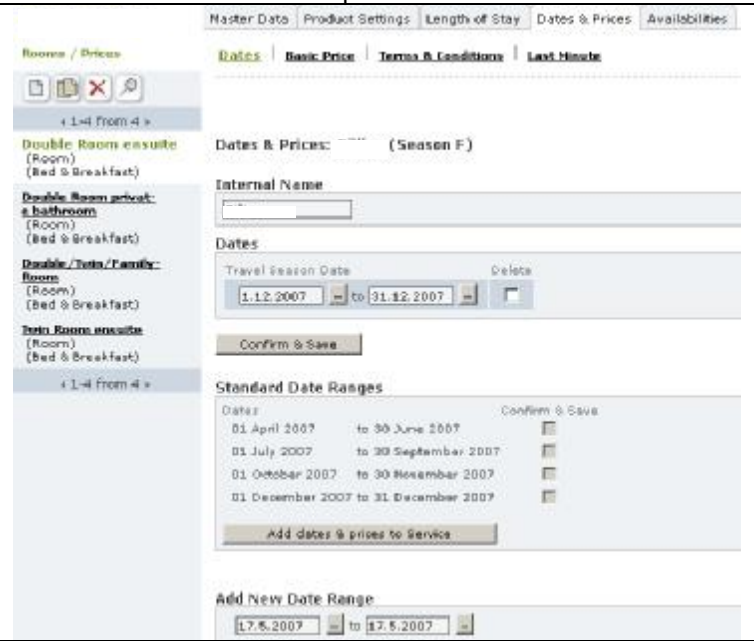
Click *Add Dates and Prices to Service*

The screen will refresh.



3 Check the dates you have chosen are correct.
If they are, click *Confirm & Save*

Then click on the Basic Price tab at the top of the screen.



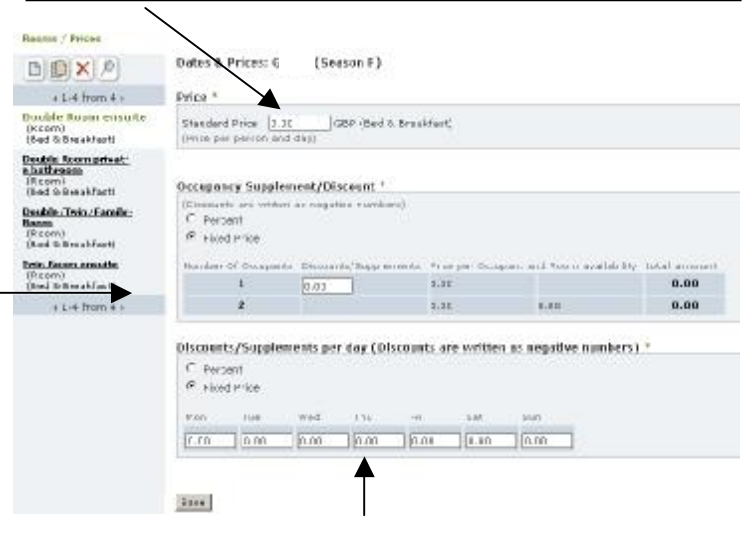
4 **Setting Basic Prices**

The properties of the price (per person per night or per room per night and whether it includes any food elements) will have been determined by the Standard settings that you applied in the Data – Standard Products – Rooms/Prices – Master Data and Product Settings section for this room type.

Rates:
In this section you can also specify different rates for different Occupancy. In this example, the room has been set as standard occupancy of 2 and a minimum of 1. Therefore we need to provide a Single Occupancy rate. Enter the amount you would **add to** the Standard Price (entered above) to achieve the single occupancy price for this room type.

When you click save at the foot of the page your prices will update.

Price:
Specify your price for this room type relative to the Board, Occupancy and the time of year. Whatever price is entered in this box will apply to the **WHOLE** of the Date Range.



This completes the pricing for one date range in one room type.

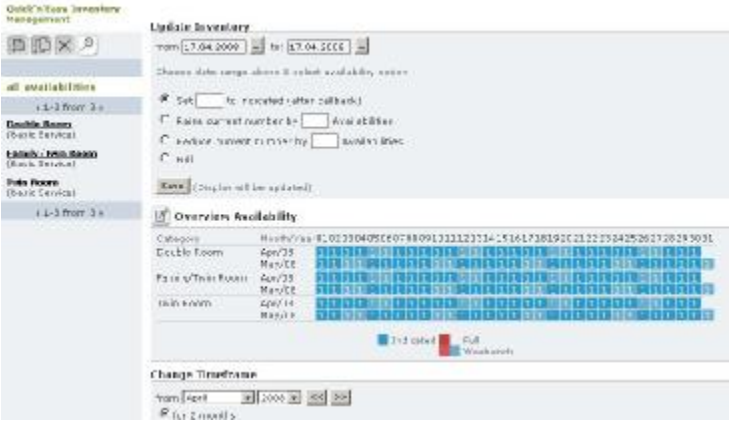
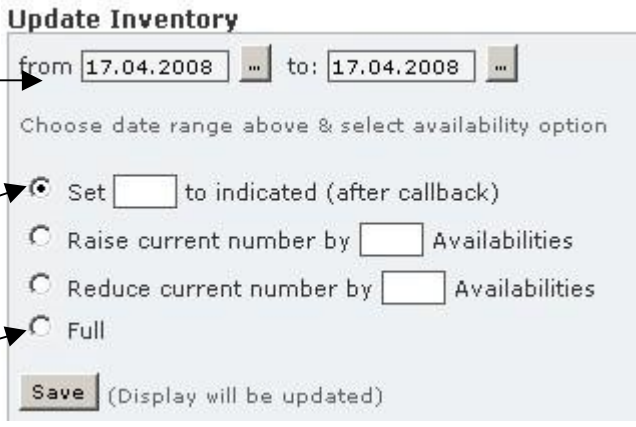
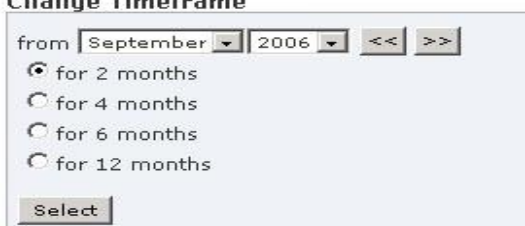
If you have multiple Date Ranges for a room type then you will need to repeat this process for all subsequent periods.

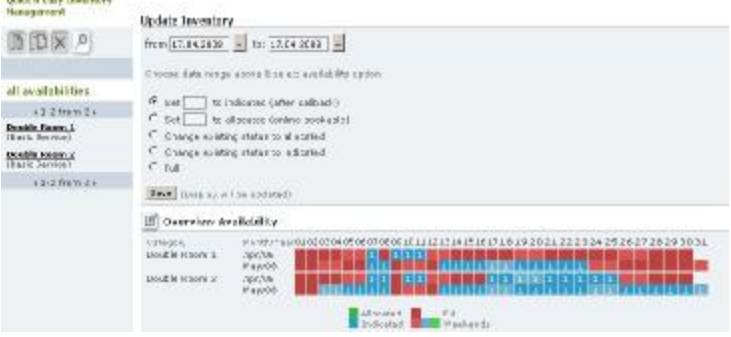
If you have multiple room types, you will need to repeat this process for all room types.

Discounts / Supplements per day:
In this section you can apply specific supplements or discounts to particular days of the week. E.g., if you know you have high occupancy during the week, you could apply a supplement in all the midweek days. Also, if you know that Sundays are always quiet, you can offer a discount in the Sunday box.

Please Note: That any discounts or supplements entered in this section will **APPLY TO THE WHOLE OF THE PERIOD**. If the price is on a per person basis the discount/supplement will apply to each persons rate.

How to Update Availability

<p>1</p>	<p><u>INDICATED AVAILABILITY</u></p> <p>This page gives details on how to update only Indicated availability. You will have advised VisitScotland.com that you do not wish to allocate rooms and this will determine which availability screen you see.</p> <p>To input your availability go to: Data Standard Products Inventory Management</p> <p>To update an individual room type click on the room you wish to update the availability for on the left-hand side. OR Click on <u>all Availabilities</u> to see an overview of the availability of all room types.</p> <p>If you select All any changes you enter will apply to all room types. If you only wish to adjust one room type then ensure you select just that room type.</p>	<p>This image shows an example of all availability.</p>  <table border="1" data-bbox="774 795 1460 884"> <tr> <td style="background-color: red; width: 20px; height: 15px;"></td> <td>Fully booked</td> </tr> <tr> <td style="background-color: blue; width: 20px; height: 15px;"></td> <td>Indicated available</td> </tr> </table>		Fully booked		Indicated available
	Fully booked					
	Indicated available					
<p>2</p>	<p><u>To update the Inventory (Indicated)</u></p> <ul style="list-style-type: none"> Choose the date range that you want to update. (use the calendar icon) Click the radio button next to <i>Set to Indicated (after callback)</i>. Enter the number of rooms available in the text box. If you are full choose the "Full" row, by clicking the radio button next to Full. Click Save <p>The screen will refresh and display your changes in blue (available) or red (full). You can update each room type separately by clicking on the specific room type at the left-hand side.</p>					
<p>3</p>	<p>The Change Timeframe section allows you to change the overview by way of altering the dates and length of time you wish to view.</p>					

<p>1</p>	<p>ALLOCATED AND INDICATED AVAILABILITY This page gives details on how to update both Indicated and Allocated availability. You will have advised VisitScotland.com that you may wish to allocate rooms with us and this will determine which updates screen you will see. Allocated availability is only available to anyone who has agreed to the Allocation Terms and Conditions. To do this contact the Tourism Services team on updates@visitscotland.com</p>																																																																																																																																	
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	Allocated (online bookable)																																																																																																																																	
<p>3</p>	<p>To Update the Inventory:</p> <ul style="list-style-type: none"> Choose the date range that you want to update. (Use the calendar icon) Select the appropriate Row: Set to indicated (after callback) or Set to allocated (online bookable) Enter the number of rooms available in the relevant field. If you are full select Full Click Save 	<p>Update Inventory</p> <p>from <input type="text" value="17.04.2008"/> to: <input type="text" value="17.04.2008"/></p> <p>Choose date range above & select availability option</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Set <input type="text"/> to indicated (after callback) <input type="radio"/> Set <input type="text"/> to allocated (online bookable) <input type="radio"/> Change existing status to allocated <input type="radio"/> Change existing status to indicated <input type="radio"/> Full <p><input type="button" value="Save"/> (Display will be updated)</p>																																																																																																																																
<p>4</p>	<p>The "overview available allocations" shows at a glance how many rooms are bookable online. Once a room is booked the number will decrement automatically. Any changes you make will be reflected here.</p> <p>ITEMS IN GREEN ARE ONLINE BOOKABLE.</p>	<p>Overview Availability</p> <p>Month/Year: 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p> <table border="1" data-bbox="774 1579 1508 1691"> <tr> <td>May/07</td> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>Jun/07</td> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>Jul/07</td> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> <tr> <td>Aug/07</td> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td> </tr> </table> <p>Legend: ■ allocated ■ Indicated ■ Full ■ Weekends</p>	May/07	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Jun/07	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Jul/07	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Aug/07	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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<p>5</p>	<p>The Change Timeframe section allows you to change the overview by way of altering the dates and length of time you wish to view.</p>	<p>Change Timeframe</p> <p>from <input type="text" value="September"/> 2006 <input type="button" value="<<"/> <input type="button" value=">>"/></p> <ul style="list-style-type: none"> <input checked="" type="radio"/> for 2 months <input type="radio"/> for 4 months <input type="radio"/> for 6 months <input type="radio"/> for 12 months <p><input type="button" value="Select"/></p>																																																																																																																																

Advanced Pricing Features

The extranet has the functionality to allow pricing to be setup in a variety of way. In this section we will cover setting up last minute prices and minimum stay settings.

Setting up last minute prices gives you the flexibility on each room type to offer discounted rates. You can decide how far in advance of the arrival date the prices will be available. By setting up last minute reduced prices your entry will appear in the first section of an accommodation availability search on the VisitScotland.com website.

Last minute prices are useful to use for selling periods where you had initially setup a minimum stay period. If you find that you have not received the bookings expected with minimum stay requirements you can offer last minute prices and instruct these prices to be available for one-night stays.

You can setup minimum stay conditions for each date range. For example, you may have a minimum stay requirement during the peak season, however in the quieter seasons you will accept one night stays.

Minimum Stay

To setup minimum stay conditions go to:

Data

Standard Products Rooms and Prices

- Click on the name of the room type you wish to add the minimum stay condition to
- Click on the Dates & Prices tab at the top of the page
- For the season time in the list that you wish to add the minimum stay condition to click the Edit Data link
- Then click the Terms and Conditions link at the top of the page
- The screen will display as shown in the image below.

Alexander House B.. Master Data Product Settings Length of Stay **Dates & Prices** Availabilities

Rooms / Prices **Dates** Basic Price **Terms & Conditions** Last Minute

Double Room 1 (Room) (Bed & Breakfast)

Double Room 2 (Room) (Bed & Breakfast)

Dates & Prices: High (Season A)

Terms & Conditions *

Minimum Stay in Days: 1

Maximum Stay in Days: 999

Getting there		Departure
<input checked="" type="checkbox"/>	Monday	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Tuesday	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Wednesday	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Thursday	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Friday	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Saturday	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Sunday	<input checked="" type="checkbox"/>

Save

- Enter the minimum no. of nights stay in Days e.g. 2
- Enter the maximum no. of nights stay in days (this can be left at 999 if there is no maximum requirement)
- Getting there and Departure
 - Untick the days of the week that the guest cannot arrive or depart. E.g. if you only allow a minimum stay of 7 nights and the arrival and departure day must be a Saturday, then you would untick all the other days.
- Click Save

Whatever settings you have entered will only apply to the date range for this season.

N.B. If you setup a minimum stay condition, and at any time during that season you have no advance bookings, and you wish to remove the minimum stay setting you can do this permanently by adjusting the minimum stay back to 1 and clicking save. Or if you wish to adjust this temporarily you can use the last minute price function (explained next).

To setup Last Minute Prices

Go to:
Data

**Standard Products
Room and Prices**

- In the left hand column, click on the name of the room type you wish to setup the last minute price for
- Click on the Dates & Prices tab
- Select the season price from the list, that you wish to adjust, and click on *Edit Data*
- Click on the link Last Minute

The screen below will be displayed

The screenshot shows the 'Alexander House B..' interface with the 'Dates & Prices' tab selected. The 'Last Minute' sub-tab is active, showing configuration for 'Double Room 2 (Room) (Bed & Breakfast)'. The 'Last Minute Price' is set to 0.00 GBP (Standard Price: 28.00 GBP). The 'Date Ranges' section shows a range from 20 March 2008 to 30 November 2008. Below this, four checkboxes are checked, indicating that Length of Stay settings, Last Minute booking conditions, Child Discounts, and Daily Discounts and Supplements are all taken into account for Last Minute offers. An 'Occupancy Supplement/Discount' table is also visible at the bottom.

Number Of Occupants	Discounts/Supplements	Price per Occupant and Room availability	total amount
1	0.00	0.00 35.00	0.00 35.00
2		0.00 28.00	0.00 56.00

Last Minute

Last Minute *

Last Minute Price: GBP (Standard Price: 28.00 GBP)
(Price per person and day)

Display from days in advance

Enter the last minute price – this must be less than or equal to the standard price.

Display from c days in advance

In this section enter the number of days prior to arrival that you wish to open up this price. E.g. if you leave this at 0 the price will only drop to the reduced value on the same day that the visitor could arrive. If you entered 5 then the system would offer the reduced price in the 5 days prior to and running up to the arrival date.

The last minute price is a rolling function and will be offered on a continual basis at the number of days before arrival that you select.

N.B. if you enter a last minute price the customer will be able to book that price for every night of their stay, as long as they book in the period when the reduced price is offered. Therefore a one-night or a ten-night stay could be booked at the reduced value.

Date Ranges



- Take into account Length of Stay settings for Last Minute offers

Un-tick this if you wish to remove the conditions that were entered via the Length of stay tab (image for length of stay tab shown below)



- Take into account Last Minute Booking Conditions

Un-tick this if you wish to remove the conditions entered in the Dates & Prices/Terms and Conditions tab. (image for Terms & Conditions page shown below)



This will ignore minimum/maximum stay conditions and arrival/dept date conditions.

- Take into Account Child Discounts for Last Minute offers

Un-tick this if you don't want to offer child discounts. These would have been setup in the Data / Standard Products / Rooms and Prices section, select a room type and then choose the Product Setting tab.

- Take into Account Daily Discounts and Supplements for Last Minute Offers

Un-tick this if you don't want this price to include any daily discounts or supplements that were set in the basic price link.

The screenshot displays the 'Dates & Prices' configuration page. It includes tabs for 'Master Data', 'Product Settings', 'Length of Stay', 'Dates & Prices', and 'Availability'. The 'Basic Price' section shows a 'Standard Price' of £5.00. The 'Occupancy Supplement/Discount' section features a table with columns for 'Number of Occupants', 'Discount/Supplements', 'Price per Occupant and Room available', and 'Total amount'. The table contains two rows: one for 1 occupant with a price of £5.00 and a total of £5.00, and another for 2 occupants with a price of £25.00 and a total of £50.00. Below this is the 'Discounts/Supplements per day' section, which has a table with columns for days of the week (Mon-Sun) and values of 0.00.

There are other advance features available, which are listed below, if you wish to setup any of these please contact the Tourism Services team to discuss your requirements. They will then talk you through the setup so that you can proceed on your own.

Advance Features:

- Child Prices
- Weekly prices
- Occupancy supplements and discounts
- Discounts and supplements per day

Standard Data Maintenance:

- Selling one room type using various board basis
- Selling one room type as different room types e.g. a double room with zip and link beds could be a double room or a twin room.

The Tourism Services team can be contacted for assistance between 09.00 – 17.30 Mon – Fri as follows:

Telephone 0845 602 3779
 Fax 01506 832 222
 Email updates@visitscotland.com