



Vse kar ste želeli vedeti o Youth Hostlih, pa si niste upali vprašati.



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1 Objava na spletni strani www.youth-hostel.si

Objava vašega Youth Hostla na naši spletni strani www.youth-hostel.si, kjer se poleg osnovnih podatkov nahaja tudi povezava na vašo spletno stran!

The screenshot shows the website for Popotniško združenje Slovenije (Hostelling International Slovenia). The header includes the logo and the text "SLOVENIA HOSTELLING INTERNATIONAL" and "Popotniško združenje Slovenije Hostelling International Slovenia". There are language options for "slovensko" and "english". The navigation menu includes "Domov", "O nas", "Članstvo", "Hostli", "Katalogi", "Kontakt", and "Časopis".

The "Hostli" section lists various youth hostels:

- Youth Hostel Bledec
- Youth Hostel Dravograd
- Youth Hostel Ljubno ob Savinji
- Youth Hostel pod Skalo
- Youth Hostel pod Voglom
- Youth Hostel Port Koper
- Youth Hostel UNI
- Youth Hostel Alibi B14
- Youth Hostel Brkini
- Youth Hostel Ljubljana
- Youth Hostel Park
- Youth Hostel Alibi B11
- Youth Hostel Nika
- Youth Hostel Podčetrtek
- Youth Hostel Portorož

The "Youth Hostel Bledec" section provides contact information:

- Grajska 17
- 4260 Bled
- +386 (0)4 574 52 50
- bledec@mlino.si
- www.mlino.si

The "Zemljevid" (Map) section shows a map of Slovenia with markers for various youth hostels. A search box asks "Looking for a youth hostel?".

2 Objava na spletni strani www.hihostels.com

Predstavitev vašega Youth Hostla na spletni strani www.hihostels.com . Navodila za uporabo sistema, s katerim objavite vse informacije vašega objekta, najdete na strani 12 pod naslovom MyHostel User Guide!



The screenshot displays the hihostels.com website interface. At the top, there is a navigation bar with links for Home, Contact HI, Sitemap, and Disclaimer, along with flags for the United Kingdom, Germany, Spain, and France. The main header features the hihostels.com logo and a search bar. Below the header, there are several menu tabs: Book a Hostel, Group Hostels (10+), About Hostels, HI Membership, HI Travel Info, and HI News. The main content area shows the breadcrumb trail: Hostels > Europe Hostels > Slovenia Hostels > Bled - Bledec. The featured hostel is "HOSTEL BLED - BLEDEC", with a gallery of four images showing the exterior and interior rooms. To the right of the gallery are sections for "FEATURES" (Travel Tips, Customer Rating, Availability, Map & Route Planning, Group Facilities) and "COUNTRY INFORMATION" (All hostels in Slovenia, Slovenia map with all hostels). The "Book Now!" section includes a booking form with fields for Arrival (03 February 2009, Tue), Departure (04 February 2009, Wed), Nights (1), Males (0), and Females (0). A "Book" button is located below the form. To the right of the booking form, the hostel's name "Bled - Bledec" is displayed along with its address (Grajska 17, 4260 Bled, Slovenia), contact information (Tel. 386-4-5745250, Fax. 386-4-5745251, bledec@mlino.si), and a "Book" button.

3 Spletni časopis »Globetrotter«

Popotniško združenje Slovenije, kot predstavnik Slovenije v Mednarodnem združenju Youth Hostlov International Youth Hostel Federation (IYHF), je z mesecem avgustom začel na svoji spletni strani www.youth-hostel.si izdajati periodični spletni časopis »Globetrotter«, po slovensko »Svetovni popotnik«. V svojem poslanstvu poudarja informiranje o mladinskem popotništvu. Namen tega časopisa je obveščati slovensko in tujo javnost o novostih v mladinskem popotništvu, objavljati potopise ter mlade in mlade po srcu obveščati o možnostih cenovno ugodnih prenočišč in programih, ki jih le-te organizirajo same ali v sodelovanju z drugimi organizacijami.

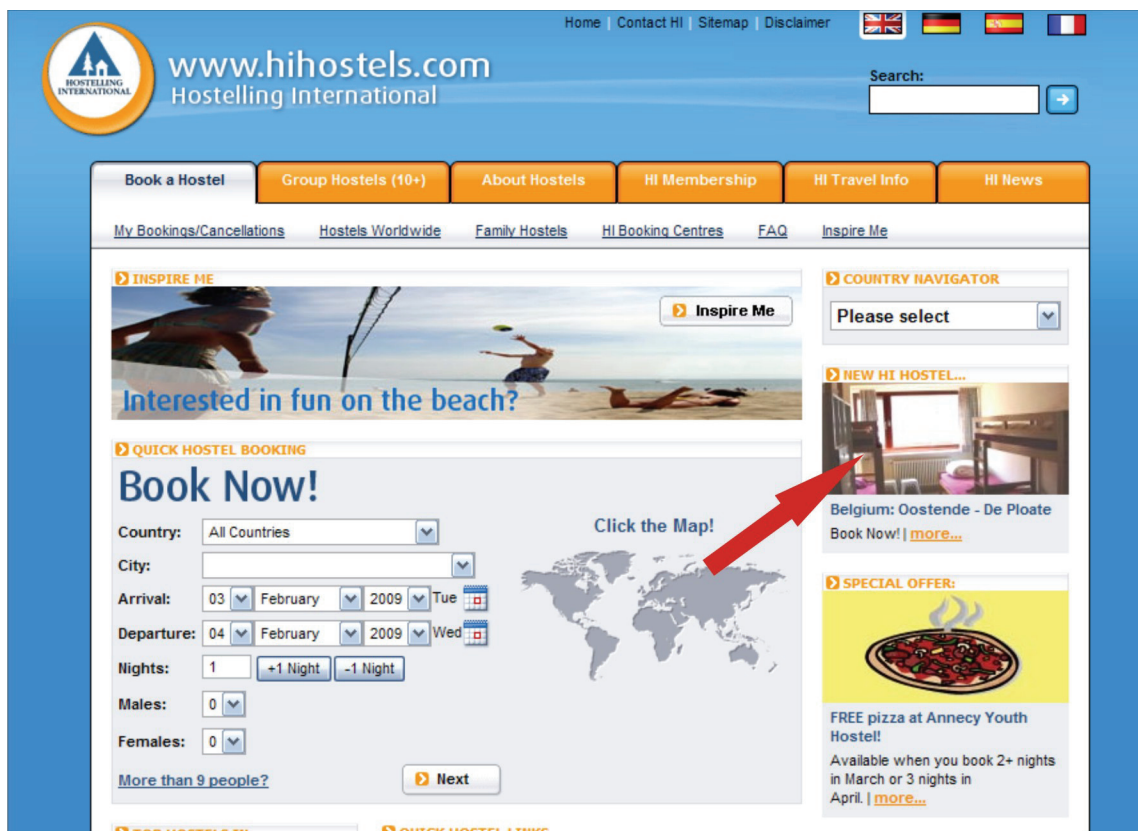
The screenshot shows the homepage of the 'Globetrotter' website. At the top left is the logo for 'SLOVENIA HOSTELLING INTERNATIONAL'. To the right, there are language selection buttons for 'slovensko' and 'english'. The main header features a large image of smiling people and the title 'Globetrotter' with the subtitle 'Prvi slovenski spletni časopis za popotništvo in mladinski turizem!'. Below the header is a navigation menu with buttons for 'Domov', 'O nas', 'Članstvo', 'Hostli', 'Katalogi', 'Kontakt', and 'Časopis'. The main content area is dated 'Januar 2009' and features an article titled 'PZS gostilo Kubansko veleposlanico Normo Goicocheo Estenez'. The article includes a photo of a meeting and text describing the visit of the Cuban ambassador to Slovenia. A sidebar on the left lists previous months from August 2008 to January 2009. Another photo is visible at the bottom right of the article.

Objave, ki so pripravljene v obliki člankov in prispevkov s strani Youth Hostlov so brezplačne in lahko vključujejo tudi ponudbo oziroma reklamo Youth Hostla, če je ta sestavni del prispevka, medtem pa, ko so same reklamne objave brez dodane vrednosti plačljive.

Spletni časopis lahko najdete tudi na spletni strani www.globetrotter.si.

4 Objava banner-ja na www.hihostels.com

Vsak Youth Hostel, ki je v sistemu www.hihostels.com spletnega rezervacijskega on-line sistema ima možnost objaviti svoj banner na osnovni spletni strani, s katerim opišejo določeno zanimivost in povežejo obiskovalca on-line booking za le-ta hostel.



The screenshot shows the homepage of www.hihostels.com. The header includes the logo for Hostelling International, the website name, and a search bar. Below the header is a navigation menu with tabs for 'Book a Hostel', 'Group Hostels (10+)', 'About Hostels', 'HI Membership', 'HI Travel Info', and 'HI News'. A secondary navigation bar contains links for 'My Bookings/Cancellations', 'Hostels Worldwide', 'Family Hostels', 'HI Booking Centres', 'FAQ', and 'Inspire Me'. The main content area features several promotional banners and a booking form. The 'INSPIRE ME' banner shows people on a beach. The 'QUICK HOSTEL BOOKING' section has a 'Book Now!' heading and a form with fields for Country, City, Arrival (03 February 2009 Tue), Departure (04 February 2009 Wed), Nights (1), Males (0), and Females (0). A world map is visible with a red arrow pointing to a specific location. To the right, there are sections for 'COUNTRY NAVIGATOR', 'NEW HI HOSTEL...' (listing Belgium: Oostende - De Ploate), and 'SPECIAL OFFER:' (FREE pizza at Annecy Youth Hostel!).

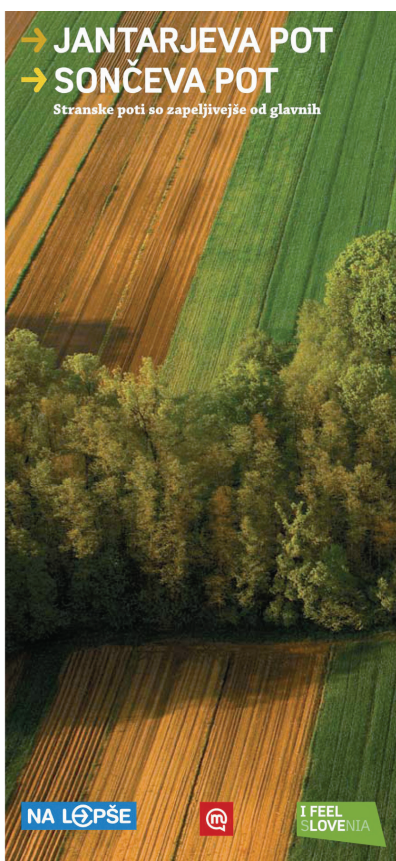
Do sedaj je le Youth Hostel UNI iz Maribora izkoristil to možnost in promoviral silvestrovanje v Mariboru z nočitvijo v svojem Youth Hostlu.

Ta objava je **brezplačna**, obdobje, kdaj bo prišla na vrsto in kako dolgo bo na spletu pa je odvisno od števila čakalčih.

5 Objava YH na zemljevidu in v brošuri Next

Exit

PZS je v dogovoru s STO uredila, da so na zemljevidu Slovenije, ki je sestavni del brošure Next Exit z logotipom IYHF označen vsak kraj, ki ima Youth Hostla, ter objavljena spletna stran www.youth-hostel.si.



Vsak Youth Hostel ima tudi možnost objave svoje predstavitve po ceni 100 EUR (na mesto 180 EUR, kot je redna cena).

To je le nekaj stvari, ki vam jih lahko Popotniško združenje Slovenije ponudi brezplačno ali pa ob izjemnem popustu / minimalnih stroških. O vseh novostih vas bomo seveda sproti obveščali.

6 Objava filma vašega Youth Hostla

Na zelo popularni spletni strani www.youtube.com objavimo kratek predstavitveni film vašega Youth Hostla!

The image shows a screenshot of a YouTube channel page for 'hislovenia'. The page is in English and features a navigation menu at the top with options like 'Videos', 'Channels', 'Community', and 'Upload'. The channel's profile information includes the name 'hislovenia', a logo for 'SLOVENIA HOSTELLING INTERNATIONAL', and statistics such as 'Joined: January 29, 2009', 'Last Sign In: 2 days ago', 'Videos Watched: 186', 'Subscribers: 0', and 'Channel Views: 40'. Below this, there is a section for 'Connect with hislovenia' with options to send messages, add comments, and share the channel. The main content area displays a grid of video thumbnails, each with a title, a duration of 0:44, and some with view counts and upload dates. The videos are titled 'Youth Hostel Vetrnica', 'Youth Hostel Ruše', 'Youth Hostel UNI', 'Youth Hostel Šiška', 'Youth Hostel Tabor', 'Youth Hostel Smart ob Paki', 'Youth Hostel Portorož', and 'Youth Hostel Park'. A dropdown menu is visible in the top right corner, showing options like 'My Videos', 'Favorites', 'Playlists', 'Subscriptions', 'Inbox', and 'more...'. The page also includes a 'Recent Activity' section and a 'privacy settings' link.

7 Študijske ekskurzije ali kot jim pravimo

Študijske ture

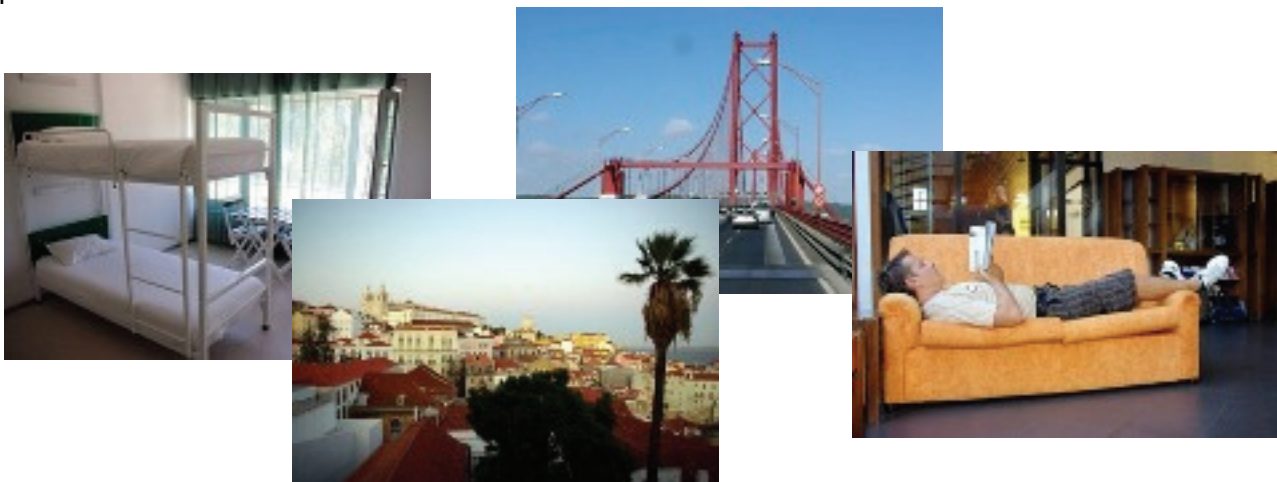
Popotniško združenje Slovenije se trudi, da bi vsako leto organiziralo vsaj eno študijsko ekskurzijo v tujino.



Glede na geografsko bližino in tradicionalno dobro sodelovanje, tovrstne ekskurzije organiziramo skupaj s hrvaško hostelsko organizacijo (HFHS). To pomeni, da se že na avtobusu spoznamo s hrvaškimi kolegi, izmenjamo izkušnje in spletemo določene vezi, ki ostanejo tudi pozneje in pozitivno vplivajo na promocijo slovenskih hostlov na Hrvaškem in obratno.

Do sedaj smo organizirali študijske ture v Avstrijo, Nemčijo, Izrael, Madžarsko in Portugalsko.

Na teh študijskih turah pa spoznamo delovanje organizaciji in hostlov v državah gostiteljicah in tudi programe, ki jih v hostlih izvajajo, hkrati pa najdemo tudi načine, kako medsebojno promovirati hostle v obeh državah.



8 IFWA – združenje

Znotraj IYHF deluje tudi združenje vodij Youth Hostlov, IFWA, ki združuje vodje Youth Hostlov z vsega sveta. Letno se tudi sestajajo in na svojih sestankih razpravljajo o praktičnih izkušnjah, izzivih, težavah in rešitvah, s katerimi se hostli srečujejo.

Članarina je simbolična in se nanaša na posameznika, ki predstavlja svoj Youth Hostel v IFWA-i in znaša 10 EUR letno.

Dodatni strošek je le realni strošek, ki je povezan z organizacijo letne konference (nočitev + prehrana).

V letu 2008 je potekalo srečanje najbližje Sloveniji in sicer v Zadru.

Vse zainteresirane vabimo, da nam to sporočijo ter da čim prej uredimo članstvo.

9 MyHostel User Guide

The screenshot displays the website interface for booking a hostel. At the top, there is a navigation bar with the logo for Hostelling International, the website URL 'www.hihostels.com', and a search bar. Below the navigation bar, there are several menu items: 'Book a Hostel', 'Group Hostels (10+)', 'About Hostels', 'HI Membership', 'HI Travel Info', and 'HI News'. The main content area shows the breadcrumb trail: 'Hostels > Europe Hostels > Slovenia Hostels > Bled - Bledec'. The featured hostel is 'HOSTEL BLED - BLEDEC', with a gallery of four images showing the exterior and interior rooms. To the right of the gallery is a 'FEATURES' section with links for 'Travel Tips', 'Customer Rating', 'Availability', 'Map & Route Planning', and 'Group Facilities'. Below the gallery is a 'BLED BOOK NOW' section with a 'Book Now!' heading. The booking form includes fields for 'Arrival' (03 February 2009, Tue), 'Departure' (04 February 2009, Wed), 'Nights' (1, with '+1 Night' and '-1 Night' buttons), 'Males' (0), and 'Females' (0). A 'Book' button is located at the bottom of the form. To the right of the booking form is a 'COUNTRY INFORMATION' section with links for 'All hostels in Slovenia' and 'Slovenia map with all hostels'. Contact information for the hostel is provided: 'Bled - Bledec', 'Grajska 17', '4260 Bled', 'Slovenia', 'Tel. 386-4-5745250', 'Fax. 386-4-5745251', and 'bledec@mlino.si'.

9.1 Version Information

This user guide is frequently updated with information. IYHF will notify you by email if a new version is issued containing significant updates.

9.2 Support

If you are not able to find the information you are looking for within this user guide, please check for later versions on the HI Extranet at <http://extranet.hihostels.com>.

Support is available from IYHF by e-mail at support@hihostels.com.

9.3 Login



Login

Please split your existing username (e.g. 12345_owner) into hostel id (e.g. 12345) and user (e.g. owner).

Hostel ID: (12345_owner)

User: (12345_owner)

Password:

Language: ▼

- Enter your hihostels.com **hostel ID**
- Enter your **User** Name
- Enter your **Password**
- Select your preferred **language**

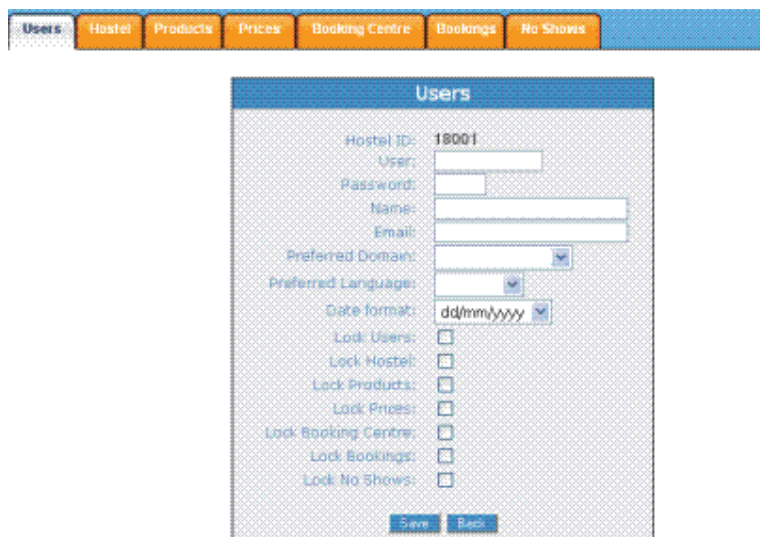
9.4 sers



The screenshot shows a navigation bar with buttons for Users, Hostel, Products, Prices, Booking Centre, Bookings, and No Shows. Below it is a table titled "Users" with columns for Hostel, User, Name, Modify, Copy, and Delete. The table lists several users for hostel 18001, including the owner and staff members. An "Add" button is located at the bottom of the table.

Hostel	User	Name	Modify	Copy	Delete
18001	owner	London - St Pauls	Modify	Copy	Delete
18001	FT	Florenca Trave	Modify	Copy	Delete
18001	MB	Mike Brown	Modify	Copy	Delete
18001	PF	Paulo Faria	Modify	Copy	Delete
18001	SB	Sabrina Bonfatti	Modify	Copy	Delete
18001	SE	Stephan Evans	Modify	Copy	Delete
18001	SEC	Steve Collier	Modify	Copy	Delete
18001	SL	Sandra Langer	Modify	Copy	Delete

Manager User Names are set by IYHF. These provide access to all features. Managers can then set up new User Names for other staff with appropriate access rights. Hostel managers can **add**, **modify**, **copy** and **delete** other users in their hostel by clicking on the appropriate buttons.



The screenshot shows the "Users" form for adding a new user. It includes fields for Hostel ID (18001), User, Password, Name, Email, Preferred Domain, Preferred Language, and Date format. There are also checkboxes for Lock Users, Lock Hostel, Lock Products, Lock Prices, Lock Booking Centre, Lock Bookings, and Lock No Shows. "Save" and "Back" buttons are at the bottom.

- **User** - add short name for login. Must be unique to hostel. (e.g., "AB")
- **Password** - add password for new user (e.g., "zpqdr")

- **Name** - add full name of new user (e.g., "Amanda Brown")
- **Email** - add email address (optional)
- **Preferred domain** - select the screen this user wishes to see at each login. (e.g., "Bookings")
- **Preferred Language** - select the new user's preferred language, using the drop-down list.
- **Date Format** - select the new user's preferred date format, using the drop-down list.
- **Lock fields** - select the screens that will be hidden from the new user. Any visible screen can also be modified by the user.
- Click on the **save** button to save these settings.

9.5 Hostel

9.5.1 Hostel Properties

Users	Hostel	Products	Allocations	Prices	Booking Centre	Bookings	No Shows
Properties: Web Page Rooms / Prices Web Page Facilities Web Page Text Other Settings Images							
Hostel							
Hostel ID: 099001							
Name Prefix:							
Name: Test Hostel 1							
Additional Name (optional):							
Country: AU							
National Association: AU01							
Active: <input checked="" type="checkbox"/>							
Bookable: <input checked="" type="checkbox"/>							
Bookable (Groups): <input type="checkbox"/>							
Address:							
Street:							
Additional Street (optional):							
Post/Zip Code:							
City: Test							
Additional City (optional):							
Phone: <input type="text" value="1234567890"/>							
Fax: <input type="text" value="1234567890"/>							
Email: <input type="text" value="test_hostel@yna.org.au"/>							
Email (Booking Notification): <input type="text"/>							
Send daily bookings (CSV file) to: <input type="text"/>							
Currency: AUD							
Time zone: <input type="text" value="-1"/>							
Minimum lead time for booking: <input type="text" value="24"/> (hrs. before midnight):							

This page displays full contact details of the hostel. Basic details are set up at the IYHF office. You should ensure that the following editable fields are kept up to date by you/your staff - these will appear on your information page on hihostels.com.

- **Phone**
- **Fax**
- **Email**

In addition, you can enter different email addresses for the following

- **Email (Booking Notification)** - an email is sent to this address every time a booking is made or cancelled. All booking emails contain customer and booking information. If the customer has booked online, this email will also contain encrypted credit card details.

Important! - You must retain these emails until after the customer's arrival date. In the event of a no-show or a late cancellation, this is the only way you can retrieve credit card details and process payment at your hostel.

- **Send daily bookings (CSV file)** - the e-mail address to receive the daily listing of all bookings and cancellations made for your hostel in the previous 24 hours. An example CSV file is available on the [HI Extranet](#)
- **Time Zone** - enter the time difference in hours between your hostel's time zone and GMT.
- **Minimum lead time for booking: (hrs before midnight)** - enter the minimum time, in hours, bookings can be made before midnight on day of arrival. (e.g., "6" means bookings can be made until 18:00hrs on day of arrival). This value should be set as low as possible to maximise bookings.
- Other settings in this section are managed by IYHF.

Click the **save** button to save these settings.

9.5.2 Hostel – Web Page Rooms/Prices

Note: Details entered here are for information purposes only. They will appear on your information page to give customers an idea of hostel size and the cost of an overnight stay. These details will NOT be used for bookings.



Hostel

Hostel ID: 099001
Name: Test Hostel 1

Rooms

1 bed room:	<input type="text" value="0"/>
2 bed room:	<input type="text" value="0"/>
3 bed room:	<input type="text" value="0"/>
4 bed room:	<input type="text" value="25"/>
5 bed room:	<input type="text" value="0"/>
6+ bed room:	<input type="text" value="4"/>
Total Beds:	<input type="text" value="40"/>

Prices

Bed Price from:	<input type="text" value="25.00"/>
Single Room Price from:	<input type="text" value="0.00"/>
Double Room Price from:	<input type="text" value="0.00"/>
3 Bed Private Room Price from:	<input type="text" value="0.00"/>
4 Bed Private Room Price from:	<input type="text" value="80.00"/>
5 Bed Private Room Price from:	<input type="text" value="0.00"/>
6+ Bed Private Room Price from:	<input type="text" value="0.00"/>

- Rooms - list the number of rooms of each size.
- Prices - enter lowest available **adult** prices for each room type listed.
- Click the **save** button to save these settings.

9.5.3 Hostel – Web Page Facilities

Attractions and Facilities are displayed on hihostels.com on the main page of your hostel. They appear as a list with images, these are automatically translated into the four languages of the website.

The list of Attractions and Facilities is set by you and should reflect the various facilities that you offer guests at the hostel.

The screenshot shows a web management interface for a hostel. At the top, there is a navigation bar with tabs: Users, Hostel, Products, Allocations, Prices, Booking Centre, Bookings, No Shows, and a blue bar. Below this is a sub-navigation bar with tabs: Properties, Web Page Rooms / Prices, Web Page Facilities (selected), Web Page Text, Other Settings, and Images.

The main content area is titled "Hostel" and contains the following information:

- Hostel ID: 099001
- Name: Test Hostel 1

Below this is a section titled "Facilities" with a list of 24 items, each with a checkbox:

Facility	Checked
<input type="checkbox"/> Air conditioning	
<input type="checkbox"/> Basic store available at or near hostel	
<input type="checkbox"/> Breakfast in price	
<input type="checkbox"/> Credit cards accepted	
<input type="checkbox"/> Cycle store at hostel	
<input type="checkbox"/> Discounts and concessions available	
<input type="checkbox"/> Female only	
<input type="checkbox"/> Garden	
<input type="checkbox"/> Groups welcome	
<input checked="" type="checkbox"/> Individual travellers welcome	
<input type="checkbox"/> Laundry facilities	
<input type="checkbox"/> Rates include local tax	
<input type="checkbox"/> Luggage Store	
<input checked="" type="checkbox"/> Meals available	
<input checked="" type="checkbox"/> Hostel open 24h	
<input checked="" type="checkbox"/> Sauna	
<input type="checkbox"/> Sheets in price	
<input type="checkbox"/> Sports	
<input type="checkbox"/> TV room	
<input type="checkbox"/> Café/Bar	
<input checked="" type="checkbox"/> BBQ	
<input checked="" type="checkbox"/> Common room(s)	
<input type="checkbox"/> Cycle rental available at or near the hostel	
<input checked="" type="checkbox"/> Disco	
<input type="checkbox"/> Family rooms available	
<input checked="" type="checkbox"/> Games room	
<input checked="" type="checkbox"/> Green Hostel	
<input type="checkbox"/> Sheets for hire	
<input type="checkbox"/> Internet access	
<input type="checkbox"/> Lift	
<input type="checkbox"/> Lockers available	
<input type="checkbox"/> Male only	
<input type="checkbox"/> Currency exchange at or near hostel	
<input checked="" type="checkbox"/> Playground	
<input type="checkbox"/> Self-catering kitchen	
<input type="checkbox"/> Non smoking room/area	
<input type="checkbox"/> Travel/Tour bureau	
<input type="checkbox"/> Suitable for wheelchair users	

To change the Attractions or Facilities showing on your hostel page, select or deselect the option.

9.5.4 Hostel – Web Page Text

A short description of your Hostel and what it has to offer can be added to HIhostels.com. To add or change your hostel description, select the **Hostel** tab and then the **Web Page Text** option.

The screenshot shows the 'Web Page Text' configuration page for a hostel. The page has a navigation bar at the top with tabs: Users, Hostel, Products, Allocations, Prices, Booking Centre, Bookings, No Shows, and a blue 'Home' tab. Below the navigation bar are sub-tabs: Properties, Web Page Rooms / Prices, Web Page Facilities, Web Page Text (selected), Other Settings, and Images. The main content area is titled 'Hostel' and contains the following fields:

- Hostel ID: 099001
- Name: Test Hostel 1
- Booking Attention English: "No shoes" are for bad customers only!
- Summary Information English: Summary text from MyHostel goes here...
All relevant data will be migrated automatically from the old system to
- Opening Times (Daily/Weekly) English:
- Opening Times (over the year) English:
- Extended Information English: Extended information from MyHostel goes here - This is the best hostel - ever! This is the best hostel - ever! This is the best hostel - ever! This
- Airport English: 90m National Airport
- Bus English: 50m Various
- Location English: City Centre

Booking conditions

- **Booking attention**

Note: It is very important that you enter any hostel-specific booking terms and conditions in the "Booking Attention" field. These form part of the booking terms and conditions and are printed on customers' booking receipts.

For example, if children under a certain age are not allowed in dormitory rooms, this must be made clear to the customer at the time of booking.

Describing your hostel

- **Summary Information** - enter a short key sentence to summarise your hostel to customers. This will appear on your hostel information page, and will also be displayed when customers search for your hostel.

- **Extended Information** - enter further information to market your hostel. This will also appear on your hostel information page, below the summary information.

Travel information and directions

- Enter information in the appropriate fields to help customers reach your hostel safely and easily.

General hostel information

- Enter information relating to your hostel's open dates and times.

9.5.5 Hostel – Other Settings

Maximum nights per stay - hihostels.com has always restricted the maximum stay to 6 nights. Now you are free to increase this to suit your hostel's needs.

The screenshot shows a web interface for managing hostel settings. At the top, there is a navigation menu with tabs for 'Users', 'Hostel', 'Products', 'Allocations', 'Prices', 'Booking Centre', 'Bookings', and 'No Shows'. Below this, there are more tabs: 'Properties', 'Web Page Rooms/Prices', 'Web Page Facilities', 'Web Page Text', 'Other Settings', and 'Images'. The 'Hostel' tab is selected. The main content area is titled 'Hostel' and displays the following information:

- Hostel ID: 099001
- Name: Test Hostel 1
- Maximum nights per stay: 6 (input field)
- Reservations interface server: (empty)
- Interface Server Hostel ID: (empty)
- Interface server userID: (empty)
- Interface server password: (empty)
- Map Scroll Coordinates: (empty)
- Neighbouring Hostel ID 1: 50001
- Neighbouring Hostel ID 2: 50004
- Neighbouring Hostel ID 3: 18001
- Neighbouring Hostel ID 4: (empty)
- Neighbouring Hostel ID 5: (empty)
- Closed Times: (empty text area)

At the bottom of the form, there are two buttons: 'Save' and 'Back'.

- change the number (note that it cannot be less than 6)
- click on the **save** button to save these settings.

Note: All other settings on this page are either managed by the IYHF Office or are not yet available.

9.5.6 Hostel – Images

Enhance your Hostel page on the Hlhostels.com website by adding images. Up to 9 images and a map can now be added for your hostel. The 9 images can be enlarged by customers with a single mouse-click.

Adding images to the website is one of the most effective ways of promoting your site. Having a series of photographs is an ideal way to let customers know about your Hostel. The more visual you make the site the more likely you are to convert visitors to buyers.

The screenshot shows the 'Hostel' management interface. At the top, there is a navigation bar with tabs: Users, Hostel, Products, Allocations, Prices, Booking Centre, Bookings, No Shows, Properties, Web Page Rooms / Prices, Web Page Facilities, Web Page Text, Other Settings, and Images. The 'Images' tab is selected. Below the navigation bar, the 'Hostel' section is displayed with the following information:

- Hostel ID: 099001
- Name: Test Hostel 1

Below this information, there are four image slots, each with a 'Delete this image' checkbox and a 'Browse...' button:

- pic_main: [Image of Taj Mahal] [Delete this image] [Browse...]
- pic_detail1: [Image of interior room] [Delete this image] [Browse...]
- pic_detail2: [Image of interior room] [Delete this image] [Browse...]
- pic_detail3: [Image of outdoor pool] [Delete this image] [Browse...]
- pic_detail4: [Image of interior room] [Delete this image] [Browse...]

Click the **browse** button and select an image from your computer. Images already in place can be deleted by clicking in the "delete this image" box. When you have finished, click the "Save" button to save your changes.

- Image file types must be JPG, GIF or PNG.
- Images are displayed in white boxes, 387 pixels wide and 362 pixels high.
- Uploaded images that are larger than this will be resized automatically.
- Images taken from digital cameras are likely to require editing before being uploaded.
- The maximum file size that can be uploaded is 500kb.

9.6 Products

The Products section is where you add all basic and enhanced room and bed product types that you want to sell on hihostels.com.

Note: This is the section where you set up types of rooms or dormitory beds. When each product type is created, you can set a default allocation which will be transferred to the allocations screen; this is optional at this point. Alternatively, allocations can be set up in the allocations section. All allocations must be managed in the allocations section.

Note: if your hostel uses the real-time reservations interface, please consult your national administrator for further information before changing anything in this section.

- Basic products are rooms or beds with no additional services.
- Enhanced products may include meals, bed linen, private shower etc.

Users	Hostel	Products	Allocations	Prices	Booking Centre	Bookings	No Shows	
Products								
Hostel	Product ID	Sub-ID	Active	Valid	Name	Modify	Copy	Delete
99001	D1	M	●	01/05/2006 01/05/2007	Bed(s) in Dorm	Modify	Copy	Delete
99001	D2	M	●	01/05/2006 31/12/2006	Bed(s) in 4-bedded Dorm, with Shower, mixed accommodation (coed)	Modify	Copy	Delete
99001	D3	M	●	01/01/2006 31/12/2006	Package: Bed(s) in 5-bedded Dorm, with Shower and Toilet, Sheets & Towels included, Breakfast included	Modify	Copy	Delete
99001	R1		●	01/01/2006 31/12/2035	Single Room	Modify	Copy	Delete
99001	R2		●	01/01/2006 31/12/2035	Double Room, Breakfast included, Local Tax added	Modify	Copy	Delete
Add								

Adding a new product

- click the **Add** button to open the product description screen (see example below)
- you can create a range of products using any combination from the drop-down menus.

The screenshot shows a web form for creating a product. At the top, there is a navigation bar with buttons for 'Users', 'Hostel', 'Products' (highlighted), 'Allocations', 'Prices', 'Teaser', 'News', 'Booking Centre', 'Bookings', and 'No Shows'. Below this is a form titled 'Products'. The form has a blue header bar with the title 'Products'. The form content includes:

- Hostel ID:** A text input field.
- Product Description:** A section with several dropdown menus:
 - Special Offers:** A dropdown menu.
 - Beds/Rooms:** A dropdown menu showing 'Private Room [X] beds'.
 - Number of Beds:** A text input field.
 - Shower/Toilet:** A dropdown menu showing ', with Shower'.
 - Linen:** A dropdown menu.
 - Meals:** A dropdown menu.
- Additional Features:** Three checkboxes:
 - , Visitor's Tax added
 - , mixed accommodation (coed)
 - , male/female rooms (not coed)
- Default Settings:** Two text input fields:
 - Default Price:**
 - Default Allocation:**

 At the bottom of the form are two buttons: 'Save' and 'Back'.

- **Hostel ID** - this is completed automatically

Product Description

- **Special Offers** - select the appropriate offer from the drop-down menu, if required
- **Beds/Rooms** - select the appropriate room type from the drop-down menu.

Note: to create a product with a specific number of beds, select either "Private Room [X] beds" or "Bed(s) in [X]-bedded Dorm". The number of beds added to the "Number of Beds" box will be shown in place of [X] in the product description at the time of booking. If you do not want a specific number of beds in the dorm to be displayed, select "Beds in Dorm" and leave "Number of Beds" box empty.

- **Number of beds** - add the number of beds in the selected room.
- **Shower/Toilet - Linen - Meals:** From the drop-down menus, select the facilities which apply to this product. If none apply, leave blank.
- **Additional Features** - select the appropriate box for any that apply.

Default Settings

- **Default Price** - this price must be set at product setup time. Unless you update price information under the prices tab, this price will be charged indefinitely if allocations are set for this product type.
- **Default Allocation** - this is optional at product setup time. When each product type is created, you can set a default allocation which will be transferred to the allocations screen and used indefinitely

if allocations are not changed. Alternatively, allocations can be set up in the

allocations section. All allocations must be managed in the allocations section.

Expert Features (usually not needed)

Product ID: Generate ID automatically
 Custom ID:

Active:

Active From (dd/mm/yyyy): 01 / 01 / 2006

Active Until (dd/mm/yyyy): 31 / 12 / 2035

Minimum lead time for booking:
(hrs before midnight):

Maximum lead time for product booking:
(days before arrival / last minute):

Create male/female dorm
(separate allocation, 2 products):

Product to use which allocations?: Can be set when product has been created.

Expert Features

Note: please consult your national administrator before changing anything in this section.

- **ProductID** –Product IDs are normally generated automatically. However, if you need to create your own specific Product ID, click Custom ID and enter your own ID.
- **Active** – a new product is set up as active unless you set as inactive by selecting the Active box. Products can be set as active or inactive at any time.
- **Active From, Active until** – these dates only apply if product is active. They determine when a product type with prices and allocation is available to customers. (E.g., can be used for a product type that is for sale only during a particular season or special event).
- **Minimum lead time for booking** – this allows a specific minimum booking lead time (in hours) to be set for a product type. It can be more, but cannot be less than the general “Minimum lead time for booking” set on the Hostel Properties page.
- **Maximum lead time for product booking** – this allows a maximum lead time to be set for the product type. Enter the maximum number of days before arrival date that you want to make this product type with prices and allocation available for sale. (E.g., enter “7” if you want a specific dorm or room type only to be sold 7 days or less before arrival date). Leave empty if you do not want to set restrictions on the product type’s lead time.
- **Create male/female dorm** - check this box to create two dormitory products automatically - one for male and one for female. (E.g., if you operate a small hostel and want to maintain a separate allotment for males and females).
- **Product to use which allocation** - Once a product type has been created you can link it to the physical allocation of a similar existing product type. (e.g., if you have created a basic “double room” type with an allocation of 6, you can go on to create a “Double Room, Full-board” product type which uses the same physical allocation as the basic “Double Room”). This avoids the maintenance of two separate allocations.

Note: if your hostel uses the real-time reservations interface, please consult your national administrator for further information before changing anything in this section.

9.7 Allocations

One of the key areas in MyHostel is allocations.

Note: hostels using the real-time reservations interface do not manage allocations on hihostels.com and will not see this tab. If in doubt, please consult your national administrator.

It is easy to manage allocations for each of your products. A default allocation can be entered during product setup and then adjusted to reflect your hostel's availability and customer demand to maximise sales.

Note: if set, default allocations are available and can be booked up to the end of the following calendar year. Other allocations set using the allocations screen are available and can be booked only for the dates specified.

From (dd/mm/yyyy): / / Number of Days: [View](#) [Edit](#)

Date	D1F			D1H		
	alloc.	booked	avail.	alloc.	booked	avail.
11/05/2006 (Thu)	9	0	9	0	0	0
12/05/2006 (Fri)	9	0	9	0	0	0
13/05/2006 (Sat)	9	0	9	0	0	0
14/05/2006 (Sun)	9	0	9	0	0	0
15/05/2006 (Mon)	9	0	9	0	0	0
16/05/2006 (Tue)	9	0	9	0	0	0
17/05/2006 (Wed)	9	0	9	0	0	0
18/05/2006 (Thu)	9	0	9	0	0	0
19/05/2006 (Fri)	9	0	9	0	0	0
20/05/2006 (Sat)	9	0	9	0	0	0

Check allocations for each product

- enter the **from date**
- enter the **number of days** you wish to view (maximum 100)
- click **view**

This displays your current allocations, number of beds/rooms booked and the remaining availability for each date selected.

Allocations

Date (dd/mm/yyyy)		D1 F	D1 H
From	Until		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Changing allocations for date ranges

You have three possible actions for changing allocations

- **Overwrite** - this overwrites the allocation originally set for any/all products.
- **Add** - this increases the allocation by the amount entered for any/all products. It is recommended to use this option for adding more beds to your allocation.
- **Reduce** - this reduces the allocation by the amount entered for any/all products, up to the maximum shown in the available column.

Note: if allocation is reduced to zero using Overwrite or Reduce, any previously booked allocation remains visible unless the customer subsequently cancels the booking. In this case, the allocation from the cancelled booking will become available for sale.

To make changes to your allocation:

- specify the **from** and **until dates** to create a date range you wish to change (e.g., from 01/07/2006 until 15/08/2006)
- enter the number that applies to each product you wish to change.
- click the appropriate button

From (dd/mm/yyyy): / /
 Number of Days:

Date	D1 F			D1 H		
	dd/mm/yyyy	alloc.	booked	avail.	alloc.	booked
11/05/2006 (Thu)	9	0	9	0	0	0
12/05/2006 (Fri)	9	0	9	0	0	0
13/05/2006 (Sat)	9	0	9	0	0	0
14/05/2006 (Sun)	9	0	9	0	0	0
15/05/2006 (Mon)	9	0	9	0	0	0
16/05/2006 (Tue)	9	0	9	0	0	0
17/05/2006 (Wed)	9	0	9	0	0	0
18/05/2006 (Thu)	9	0	9	0	0	0
19/05/2006 (Fri)	9	0	9	0	0	0
20/05/2006 (Sat)	9	0	9	0	0	0

Changing allocations for individual days

- enter the **from** date
- enter the **number of days** you wish to view (maximum 30)
- click **edit**
- change the number in the **alloc** column for each date.
- click the **save** button to save any changes.

Allocations						
Back						
Save Discard Changes						
Date	D1 F			D1 H		
dd/mm/yyyy	alloc.	booked	avail.	alloc.	booked	avail.
11/05/2006 (Thu)	9	0	9	0	0	0
12/05/2006 (Fri)	9	0	9	0	0	0
13/05/2006 (Sat)	20	0	9	0	0	0
14/05/2006 (Sun)	9	0	9	0	0	0
15/05/2006 (Mon)	9	0	9	0	0	0
16/05/2006 (Tue)	9	0	9	0	0	0
17/05/2006 (Wed)	9	0	9	0	0	0
18/05/2006 (Thu)	9	0	9	0	0	0
19/05/2006 (Fri)	9	0	9	0	0	0
20/05/2006 (Sat)	9	0	9	0	0	0

9.8 Prices

A default price is set for each new product at product setup. This price will be used indefinitely to sell each product which has allocation, unless a different price or range of prices are added in this section.

Note: some hostels using the real-time reservations interface do not manage prices on hihostels.com. If in doubt, please consult your national administrator.

Users	Hostel	Products	Allocations	Prices	Booking Centre	Bookings	No Shows
-------	--------	----------	-------------	--------	----------------	----------	----------

Prices					
99001 - Test Hostel 1					
D1 M	Bed(s) in Dorm				Modify
	From	Until	Adult	Child	
		30/04/2006	25.00 AUD	25.00 AUD	
	01/05/2006	01/05/2007	25.00 AUD	20.00 AUD	
	02/05/2007		25.00 AUD	25.00 AUD	
D2 M	Bed(s) in 4-bedded Dorm, with Shower, mixed accommodation (coed)				Modify
	From	Until	Adult	Child	
			28.00 AUD	28.00 AUD	
D3 M	Package: Bed(s) in 5-bedded Dorm, with Shower and Toilet, Sheets & Towels included, Breakfast included				Modify
	From	Until	Adult	Child	
			300.00 AUD	300.00 AUD	
R1	Single Room				Modify
	From	Until	Price		
			150.00 AUD		
R2	Double Room, Breakfast included, Local Tax added				Modify
	From	Until	Price		
			500.00 AUD		

Changes to prices

Change the price for any product listed by clicking its **modify** button to show the following screen.

Prices					
From	Until	Adult	Child	Modify	Delete
	30/04/2006 (Sun)	25.00 AUD	25.00 AUD	Modify	
01/05/2006 (Mon)	01/05/2007 (Tue)	25.00 AUD	20.00 AUD	Modify	Delete
02/05/2007 (Wed)		25.00 AUD	25.00 AUD	Modify	Delete

From: / / Until: / / Adult: Child:

Create separate price entries for each date

Mon Tue Wed Thu Fri Sat Sun

Adding new price range

- Enter dates in the **from** and **until date** boxes. (e.g., 03/05/2006 to 09/05/2006)
- Enter prices for all age bands listed.
- Click the **save** button to save these settings.

Modifying existing price range

- Click the **modify** button for the date range you wish to modify.
- The existing date range and prices will display in the editable boxes.
- Edit the dates and/or prices required
- Click the **save** button to save these settings.

Deleting an existing price range

- Click the **delete** button for the date range you wish to delete. Only prices will be deleted. The dates will be added into the previous price range.

Note: Product availability is managed through allocations and not through prices.

Additional options

The above instructions will create one date range (one row).

To create a separate row for each day within your selected date range, click the "**Create separate price entries for each date**". You can create specific prices based on day of week within a date range.

Example - to create premium prices for weekends during August

- having set the date range and price from 1 August to 31 August, click **modify** button
- amend the price accordingly

- select the days to which this price applies (in this case Fri and Sat)
- click the **save** button to save these settings

the new prices will then be displayed. Note that days of week not selected will still use the prices previously set for that date range.

Note: The default price for each product is shown with no dates and will be used indefinitely if allocation is set.

9.9 Bookings

MyHostel allows you to view your incoming and/or outgoing bookings and cancellations in a variety of ways. This includes bookings from the old system and the new system.

Users Hostel Products Prices Booking Centre Bookings No Shows											
Incoming Bookings						Outgoing Bookings					
Incoming Bookings											
Search Incoming Bookings: By Arrival By Departure By Creation Date By Name By Ref. Number By Date of Stay											
Arrivals From: 19 May 2006 Fri											
Arrivals To: 21 May 2006 Sun											
Refresh											
Checked	Number	Customer	Booked	Arrival	Departure	Nights	Price	Pay on arrival	Status	Products	Detail
<input type="checkbox"/>	200000275	Rob Ralston	10/05/2006 13:54:27	19/05/2006	21/05/2006	2	28.00 GBP	26.60 GBP	BOOKED	Bed	View
<input type="checkbox"/>	200000276	John Smith	10/05/2006 13:56:12	20/05/2006	21/05/2006	1	14.00 GBP	13.30 GBP	BOOKED	Bed	View
<input type="checkbox"/>	200000277	Annanda Brown	10/05/2006 14:03:54	20/05/2006	21/05/2006	1	14.00 GBP	13.30 GBP	BOOKED	Bed	View
<input type="checkbox"/>	200000278	Bruce Jones	10/05/2006 14:05:44	20/05/2006	22/05/2006	2	84.00 GBP	75.60 GBP	BOOKED-BC	Bed	View
<input type="checkbox"/>	2090410181	pru hassell	15/03/2006 00:00:00	20/05/2006	26/05/2006	6	149.60 GBP		BOOKED	dormitoryRoom	View
<input type="checkbox"/>	2090420675	JAVIER DOMINGO GIMENO	26/03/2006 00:00:00	21/05/2006	24/05/2006	3	53.60 GBP		BOOKED	Budgetdormitoryroom	View
<input type="checkbox"/>	2090427295	Akinori Sakai	02/04/2006 00:00:00	19/05/2006	20/05/2006	1	19.20 GBP		BOOKED	Budgetdormitoryroom	View
Update	Sum:						362.40 GBP	128.80 GBP			

Incoming Bookings

There are 6 search options that can be used to access your incoming bookings and cancellations.

- By arrival - enter "**Arrivals From**" and "**Arrivals To**" dates to view all bookings and cancellations arriving within this date range.
- By Departure - enter "**Departures From**" and "**Departures To**" dates to view all bookings and cancellations departing within this date range.
- By Creation Date - enter "**Creation Date From**" and "**Creation Date To**" dates to view all bookings and cancellations created within this date range.
- By Name - enter the **name** or part of the name to view all bookings and cancellations that include this name.
- By **Reference Number** - enter the specific reference number of the booking or cancellation you wish to view.
- By Date of Stay - enter "**Stay From**" and "**Stay To**" dates to view all bookings and cancellations within this date range.

Booking List

The list of bookings and cancellations created by any of the search methods described above display the following details:-

- **Checked** - this box allows you to identify bookings that have been acknowledged and/or copied to your hostel's reservation system.
- **Number** - the reference number of the booking or cancellation
- **Customer** - the name of the customer
- **Booked** - the date and time (GMT) that the booking was made.
- **Arrival** - arrival date
- **Departure** - departure date
- **Nights** - number of nights stay
- **Price** - the full price of the booking
- **Pay on arrival** - amount due for payment on arrival by the customer. If no value is displayed, no payment is due on arrival. **Bookings with no "Pay on Arrival" value will have been fully paid on the old hihostels.com system.**
- **Status** -
 - "Booked" - booking created through the website
 - "Booked-BC" - booking created at a Booking Centre/Hostel
 - "Cancelled" or "Cancellation" - booking cancelled.
- **Products** - bed or room type booked.
- **Details** - click the "**View**" button to read full details of the booking, including the customer's contact email address if required.

Note: Bookings with no "Pay on Arrival" value have been fully paid on the old hihostels.com system. No further payment is due on arrival for accommodation.

Outgoing Bookings

There are 4 search options that can be used to access your outgoing bookings and cancellations.

- By **Reference Number** - enter the specific reference number of the outgoing booking or cancellation you wish to view.
- By **Creation Date** - enter "**Creation Date From**" and "**Creation Date To**" dates to view all outgoing bookings and cancellations created within this date range.
- By **Name** - enter the name or part of the name to view all bookings and cancellations that include this name.
- By **Hostel** - enter the **hostel ID** of the destination hostel to view all bookings and cancellations made for this hostel.

Users Hostel Products Prices Booking Centre Bookings No Shows										
Incoming Bookings Outgoing Bookings										
Outgoing Bookings										
Search Outgoing Bookings: By Ref. Number By Creation Date By Name By Hostel										
Creation Date From: 06 May 2006 Sat										
Creation Date To: 10 May 2006 Wed										
Refresh										
Number	Customer	Hostel ID	Hostel Name	Date	Local Price	Accounting Price	Deposit	Status	Products	Details
200000251	Rob Raiston	020017	Paris - Cité des Sciences	08/05/2006 12:32:21	39.00 EUR	26.71 GBP	2.67 GBP	BOOKED	Bed	View
200000252	Rob Raiston	020027	Menton	08/05/2006 12:32:21	31.20 EUR	21.37 GBP	2.14 GBP	CANCELLED	Bed	View
200000257	Mark Thompson	029002	Belfast International	09/05/2006 07:59:31	8.50 GBP	8.50 GBP	0.85 GBP	BOOKED	Bed	View
200000258	Rob Raiston	029013	Bushmills (N Ireland)	09/05/2006 08:00:40	13.00 GBP	13.00 GBP	1.30 GBP	BOOKED	Bed	View
200000279	Irene Brewin	099001	Test Hostel 1	10/05/2006 14:12:23	58.00 AUD	23.22 GBP	2.32 GBP	BOOKED	Bed	View
Sum:						71.42 GBP	9.28 GBP			

Booking List

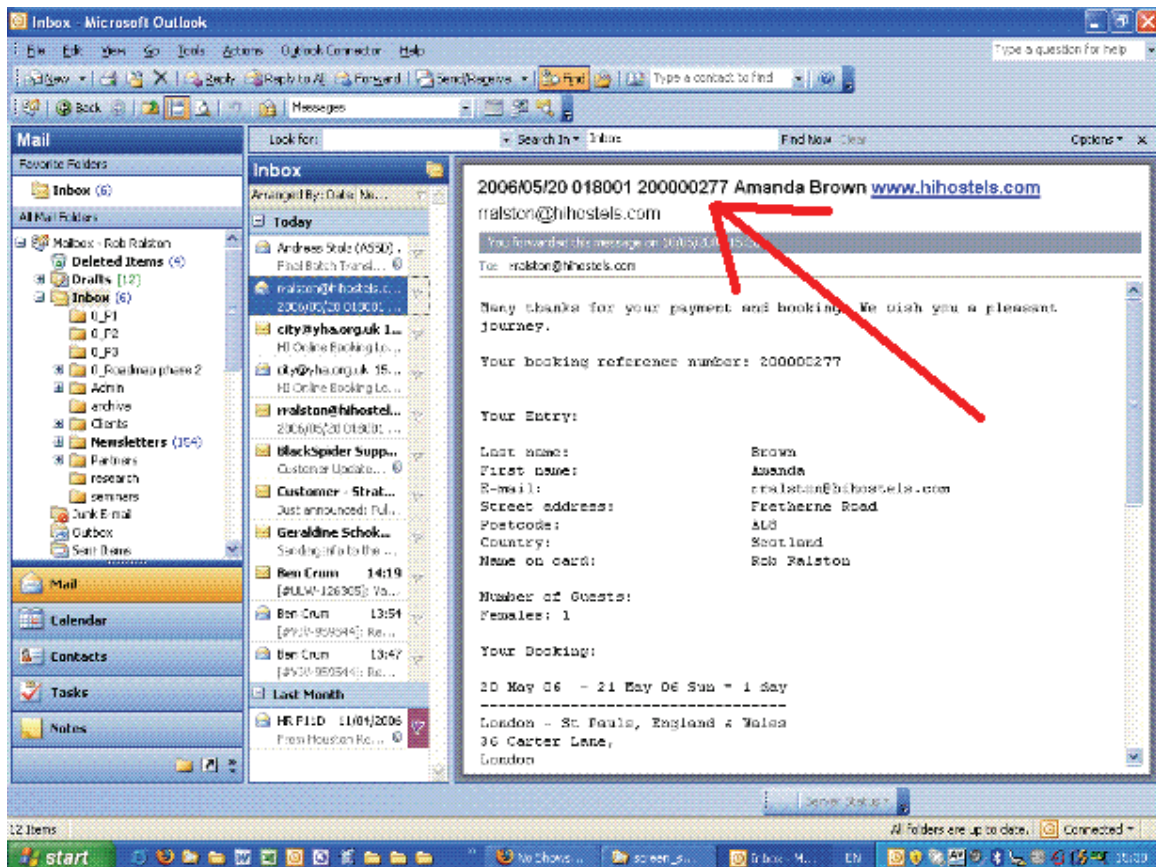
The list of bookings and cancellations created by any of the search methods described above display the following details:-

- **Number** - the reference number of the booking or cancellation
- **Customer** - the name of the customer
- **Hostel ID** - the hostel ID of the destination hostel
- **Hostel Name** - the name of the destination hostel
- **Date** - the date and time (GMT) that the booking was made.
- **Local Price** - local booking price at destination hostel
- **Accounting Price** - Equivalent booking price in your local currency.
- **Deposit** - the deposit paid in your local currency
- **Status** -
 - "Booked" - booking created through the website
 - "Booked-BC" - booking created at a Booking Centre/Hostel
 - "Cancelled" or "Cancellation" - booking cancelled.
- **Products** - bed or room type booked.
- **Details** - click the "**View**" button to read full details of the booking, including the customer's contact email address if required.

Note: Bookings with no "Deposit" value have been fully paid on the old hihostels.com system.

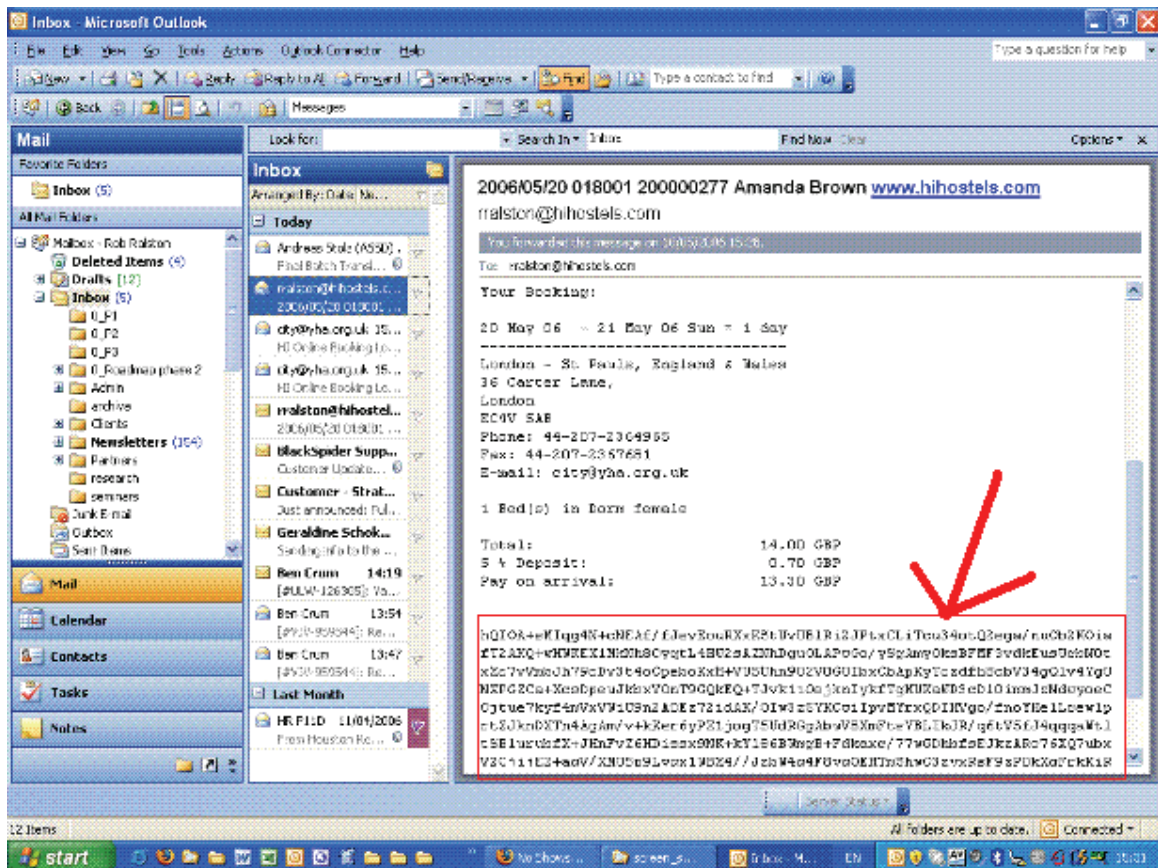
9.10 No-shows

Important: You will receive an email containing booking details each time a booking is made for your hostel. If the booking is made online, this email will also contain encrypted credit card data. It is essential that you store these emails in case you need to charge for late cancellations or no-shows. This credit card data is not stored anywhere else.



A sample email is shown above. The email subject contains the following information to help you store and retrieve these booking details more easily.

- date booking made
- your hostelID
- booking reference number
- customer name



The text highlighted above is the encrypted credit card details. You will need this if you need to charge the customer's card for late cancellation or no-show.

Retrieving Credit Card Details

- Find the email relating to the booking
- Enter the **booking reference number** in the appropriate box
- Enter the **passphrase** previously communicated
- Copy the **encrypted credit card data** from the email and paste into the appropriate box
- Click the **send** button

Note: It is essential that you copy the encrypted data exactly. If characters are added or omitted, you will not be able to retrieve the card details.

Hostel Products Allocations Prices Booking Centre Bookings **No Shows**

No Shows

Hostel ID:

Booking Reference No.:

Passphrase:

Encrypted Credit Card Data:

The card number and expiry date will now be displayed on the screen using a secure connection. Use these details to charge the customer's card using your own payment system.



No Shows

Hostel ID: 18001

Booking Reference No.: 200000277

Credit Card Number: 1000010000000007

Expiry Date: 03.08

Internet Booking Terms & Conditions - Applicable cancellation fees

All bookings made through this site are confirmed, subject to any conditions highlighted during the booking process and the payment of the non-refundable deposit and booking fee. Changes to bookings cannot be made through this website, and must be made directly with your destination hostel(s).

Bookings made on this website can be cancelled either by logging on to this website or by contacting the destination hostel directly. The following conditions apply to cancellations received on this website / at destination hostel.

1.	More than 24 hours in advance of arrival time:	\$0	(No charge applies)
2.	Within 24 hours of arrival time:	\$xx.xx	(Equivalent to the balance of your first night's stay)
3.	No cancellation received	\$zz.zz	(Equivalent to the balance for a maximum of two nights' stay)

For the purposes of calculating cancellation charges, arrival time at your destination hostel is considered as 18:00hrs (6pm) local time. All cancellation charges are made by the destination hostel to the same card number provided for your booking.

Note: charges for late cancellation or no-show cannot be processed through hihostels.com. Credit card details are for use in your own payment system only.

For security reasons, these credit card details must remain confidential.

10 International Group Scheme 2006-2009



10.1 Why do we need an International Group Scheme? (IGS)

How much is group business worth to your Association? How much money do you spend annually on targeting group business?

With group travel on the increase, the emphasis on safety and security, and an increased demand on a group organiser's time, everyone is looking for a simple and effective solution for their group bookings. Who better to meet this demand than Hostelling International and IGS? By providing safe and secure hostels and a one-stop shop group reservation system, IGS enjoys a unique position in the world of group travel.

10.2 What is the International Group Scheme?

This exclusive International Group Scheme is only open to members of Hostelling International. It is a commercial, self-financing operation, run by HI Associations who share a common interest in international group business. IGS is co-ordinated by a Task Group, through which every member Association can have input into the running and direction of the Scheme. On a day-to-day level, it is managed by a contracted Group Co-ordinator, whose responsibility is to deliver the work plan and to ensure the smooth operation of IGS.

10.3 Objectives of the Scheme

The primary objective of the IGS is to increase international group sales for participating Associations. This is achieved by:

- Providing an online group booking request system
- Direct marketing to group travel organisers in key markets at key decision-making times
- Representing all members at key shows and exhibitions
- Co-ordinating business development workshops in key markets
- Providing a global platform for group hostels to raise their profile, capitalising on the strength of our international brand and network
- Creating a forum for participating Associations to share best practice
- Providing a cost effective and an efficient way for participating Associations to reach global group travel markets

10.4 Associations already taking advantage of IGS in 2005

Austria ÖJHV
Austria ÖJHW
Belgium LAJ
Belgium VJH
Canada

Czech Republic
England & Wales
France
Greece
Italy

Netherlands
Northern Ireland
Republic of Ireland
Scotland
Spain
USA

10.5 How can IGS benefit National Associations?

- Provide a cost effective solution to reaching international group travel organisers
- Provide a one-stop shop group reservations system
- Co-ordinated participation in trade and educational fairs, targeted at the group market
- Inclusion in a group web-based newsletter which is sent quarterly to over 6,000 international group travel organisers
- Access to a comprehensive tracking system for international group reservations
- Working together to create a cohesive approach to international group sales by capitalising on our collective expertise and resources
- Improving the quality of our group reservation service by providing training courses for staff, mystery shopper exercises, and research

10.6 How can National Associations join IGS?

- Complete the IGS registration form
- Nominate hostels to be included in the Scheme (See Criteria)
- Agree the booking contact for all group enquiries
- Agree fees with IGS Task Group / Group Co-ordinator.
- Designate a person to represent your Association on the IGS Task Force (where appropriate) or at the AGM

10.7 Criteria for joining the Scheme

The IGS is open to all Associations whose hostels and infrastructure can meet the requirements of the Scheme. Each Association must put forward a cohesive selection of group hostels, which meet both the IYHF minimum standards policy, and the following additional requirements of the Scheme:

Hostels:

- Must be in locations where there is demand for accommodation for foreign groups
- Must have the appropriate facilities and services for foreign groups, including:
 - single and/or double leader and coach driver rooms
 - meeting rooms/communal areas for group use
- Information about local attractions and facilities for groups
- Coach parking at or near the hostel
- A full meals service
- Make full marketing information available to their national office and other IGS members in the Scheme. This will include:
 - client contact information and booking details
 - information about the locality that will help sell the hostel

The Association -

- Must share marketing and sales contact information with IGS and other Associations in the Scheme
- Must keep track of all enquiries generated through the group website and provide regular feedback to the IGS Task Force
- Actively promote all hostels in the Scheme at fairs, via sales visits etc. Any contacts and information should then be forwarded to the Group Co-ordinator for the groups' database
- Operate a group booking service (there should be one designated co-ordinator responsible for handling these bookings at all times)
- Respond to group enquiries within 48 hours
- Must offer best net rates (after 3 complaints that Associations are not adhering to this criteria the IGS Task Force has the right to enforce their withdrawal from the IGS)
- Make provisions to deal with multi-lingual enquiries
- Provide a link to the www.HIhostels.com/groups website for International group bookings on their website

The screenshot shows the website www.hihostels.com. At the top, there is a navigation bar with links for Home, Contact HI, Sitemap, and Disclaimer. There are also flags for the UK, Germany, Spain, and France. A search bar is located on the right. Below the navigation bar, there are several menu items: Book a Hostel, Group Hostels (10+), About Hostels, HI Membership, HI Travel Info, and HI News. Underneath, there are links for Group Travel, FAQ, News, Packages, Contact HI Groups, and Heritage Discovery. The main content area features a large photo of a group of cyclists. To the right of the photo is a 'SPECIAL OFFER' banner for 10% off on group accommodation rates in Dublin throughout 2009. Below the photo is a 'GROUP REQUEST' form with fields for Country, Hostel, Arrival (03 February 2009 Tue), Departure (04 February 2009 Wed), Nights (1), and Number of People. There is also a 'Next' button and a link for 'Less than 10 people?'. To the right of the form is a text block about organizing travel for groups of 10 or more people. Below the form is a 'GROUP NEWS' section with a microphone icon and a link for 'more...'. At the bottom right, there is an 'HI GROUPS NEWSLETTER' section.

10.8 How to get the most out of your IGS as the designated representative

Listed below are the top ten tips to get the most out of your International Group Scheme.

- Ensure that you make the most out of the quarterly HIgroup newsletter. This goes to over 6,000 live contacts and is the perfect vehicle to show off new products and promotions.
- Keep the IGS co-ordinator informed of any group developments in your associations and supply point of sale and literature for the shows and exhibitions.
- Ensure that the enquiries sent to you are properly followed up and checked. This will give you a true insight into the level of business you are receiving.
- Make the most of the training facilities for reservation staff, this will help you raise the standards and promotes working together.
- Share your Mystery shopping information with the hostels in the Scheme. This will help improve the level of service to your customers.
- Share group information, contacts and experience with other IGS members, the Task Group is there to help everyone develop international group business.
- Refer to the IGS Work Plan and use it to help develop your International markets
- Keep your IGS hostels up to date with IGS developments
- Provide regular feedback to the IGS Task Group, both positive and negative.
- 'Buddy up' with another IGS member to get the best out of the Group Scheme

10.9 Financial Structure

Fees are received from the participating Associations. There are three options to choose from as follows:

1. Sign up for 3 years from 2006-2009 and receive a 10% discount on fees in the third year
2. Sign up for 1 year and, at the end of the first year, if you sign up for a further two years, receive a 5% discount on fees in the third year
3. Sign up for 1 year but receive no discount.

Associations are obliged to give three months notice to the IGS Chair and Group Co-ordinator if they wish to withdraw, by the 1st of October each year.

- The fees for participation in IGS follow a 3-band system, based upon the price of an overnight in each country.
- Band A: £300 per hostel (\$500)
- Band B: £210 per hostel (\$350)
- Band C: £150 per hostel (\$250)
- The system is intended to reflect the reality of exchange rate movements, thus enabling countries with a weaker currency in relation to the US dollar to participate. The price in each band is fixed for the foreseeable future but, as a result of possible exchange rate fluctuations, an Association may fall into a lower or higher band. This will be reviewed annually.
- There is no maximum number of hostels.
- There is no minimum number of hostels. However, whilst an Association can choose to join with only one hostel, a minimum fee of £895 (\$1,500) is required.
- IYHF will only take a 10% commission on any income over and above €200,000, this is, in respect, payment for the provision of facilities, website support, use of brand and promotional work.

10.10 IGS Work Plan 2006-2009

A strategic 3-year work plan for IGS has been proposed for the following reasons:

- It will establish IGS as the key group booking solution in the market place
- It will develop key markets by establishing continuity
- It will build loyalty between our group travel organisers and the participating Associations
- It will provide continuity in training, customer service and standards
- It will help minimise duplication of sales activities between National Associations
- It will provide a more structured environment for continuous development
- It enables long-term goal setting for accountability and measuring success

The proposed plan lays out the key activities and markets IGS will concentrate on during the next 3 years. This Plan is not set in stone, but rather a working document that is subject to change due to external market influences.

	Primary market (1)	Secondary market (2)	Emerging markets (3)
Year 1	France –Educational UK - Educational	US/Canada	Poland
Year 2	France Germany	Spain	Scandinavia (research for year 3)
Year 3	Germany Scandinavia (to define which country)	Belgium	India

Activities

Direct marketing – (1) and (2)
 Exhibitions and Shows – (1)
 Workshops – (1) and (2)
 Agent/operator development - (1), (2), and (3)
 Research - (3)

10.11 Definition of activities

1. Direct marketing in Primary and Secondary markets involves a direct mailing to group travel organisers, educational and non-educational, promoting IGS hostels and the IGS Scheme at times of the year when these markets are making their buying decisions.
2. Exhibitions and shows in primary markets. Involves IGS representative(s) attending key group travel shows and promoting the IGS Hostels and IGS as the unique group reservation system for International group business.
3. Workshops in Primary and Secondary markets involves setting up workshops in key locations and inviting group travel Organisers to attend, it may also involve product knowledge to major group travel organisers in the form of seminars.
4. Agent/Organiser development in all markets involves establishment and development of IGS and member hostels as the key online International group booking service
5. Research into emerging markets will involve identifying key partners and group organisers and developing working relationships.

10.12 Additional IGS Activities

Also included in the activity calendar are: Website development, database, Hlgroup.news, e-brochure, internal PR, mystery shopper exercises, training etc.

10.13 Special interest markets

IGS also undertakes special interest projects in new and emerging market places where there is potential for significant group business. This will take the format of research and market analysis where there is a significant opportunity. A special interest project will then be developed and participation in this will be optional and will incur an additional cost. IGS members will receive a copy of the proposal and first refusal.

The first special interest market is China for 2006

An activity calendar outlining all the activities will be available to all IGS members in January each year.

10.14 Key Targets for 2006

- | | |
|--|----------|
| • Number of single country web enquiries | 2,000 |
| • Direct mailing of group travel organisers | 20,000 |
| • Database contact development | 4,000 |
| • Hlgroup.news | 4 issues |
| • Mystery shopper exercises | 2 |
| • Reservations staff training | 1 |
| • Exhibitions/Shows attendance | 4 |
| • Workshops | 3 |
| • Turnover value (based on single country enquiries) | €250,000 |

10.15 Structure of the IGS meetings

The IGS Task Force is made up of 6-8 group members. Task Force members must be working for an Association which has participated in the IGS for at least 2 years and who give regular statistical feedback to the Group Co-ordinator.

IGS Task Force members for 2005 are as follows:

Roger Van Kelst	Chair, Belgium VJH
Sara Loveday	Group Co-ordinator
Roger Charles	IYHF Acting CEO
Carla Spina	AIG
Herman Smit	Stayokay
Peter Clarke	YHA England & Wales
Sonia Duran	FUAJ

Other members, consultants etc. can be invited to attend Task Force meeting if appropriate. The above members have opted to stay on the Task Force for 2006.

The Task Force meet 3-4 times per year and, where possible, these meetings coincide with other events that members may be attending, i.e. Travel Workshop, Marketing Seminar etc.

There is an Annual General Meeting once a year in the Autumn where all participating Associations are invited to attend. The Task Force will report on the progress of the IGS and present the financial status. All members will be invited to give input to this meeting.

For further information please contact the Group Co-ordinator, Sara Loveday, sloveday@hihostels.com or any of the above members of the Task Force.