

#1/2024

the
WebGuide
of
Gites

Account and booking

Welcome to Gites.com!

We want our website to be clear and accessible to everyone, but we also understand that sometimes it's not easy to remember and find all the functions of the website. That's why we created this WebWijzer for you. Print out this WebWijzer and keep it handy for when you're working on Gites.com.

The homepage and logging in

Let's start with the gites.com home page.

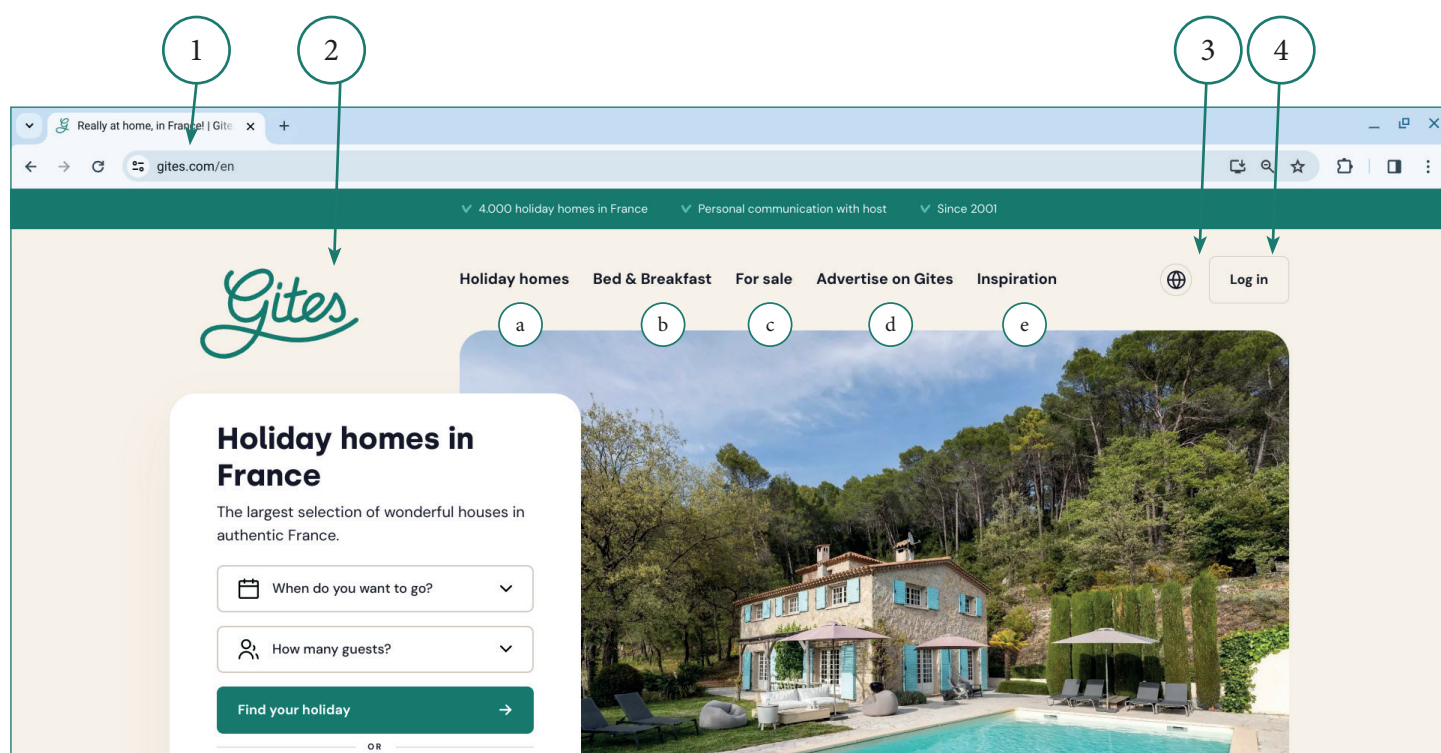
In the address bar (1) is the address of the website. In this case, it is simply gites.com/en, but if you are somewhere else on the site, the address changes too. It indicates where you are on the website. Now we are on the Dutch landing page (the French landing page, for example, is gites.com/fr). If you have landed somewhere else on the website and you want to return to this landing page, you can always click on the Gites logo (2).

If you want to change the language of the website, click on the globe (3). You can choose between Dutch, French, English and German.

In the top right corner you can log in (4). This will take you to your account.

If you are a **tenant**, in your account you can edit your personal data, save your favourite gites and communicate with the landlords.

If you are a **landlord**, you can edit your personal data, communicate with tenants and manage your ads in your account.



- (1) Address bar
- (2) Back to landing page
- (3) Choose language
- (4) Button to log in
- (a) to landing page
- (b) to Bed & Breakfast
- (c) to For sale
- (d) to general info about advertising on Gites.com
- (e) to tourist information about France

The homepage and logging in

To log in, you need an account. If you do not yet have an account, click on the dark button "Register"(4).

If you do have an account, enter your details at (1) your e-mail address and (2) your password. Then click on the button underneath (3) "Login".

We recommend that you never use the Facebook or Google (5) login buttons unless you are sure they use the same e-mail address as your Gites account.

If you have forgotten your password, you can request a new one (6).

If you have created a new account but have not received a confirmation e-mail, you may click here (7)

The screenshot shows the Gites login page with the following elements and annotations:

- 5**: A red line is drawn over the "Log in with your Facebook account" and "Log in with your Google account" buttons.
- 1**: Points to the "E-mail" input field.
- 2**: Points to the "Password" input field.
- 3**: Points to the "Login" button.
- 4**: Points to the "Register" button.
- 6**: Points to the "Password reset" link.
- 7**: Points to the "Did you not receive your confirmation mail?" link.

The page content includes the Gites logo, navigation links (Holiday homes, Bed & Breakfast, For sale, Advertise on Gites, Inspiration), a "Log in" button, and a central message: "Log in and save your favourites or make a booking." Below this are three bullet points: "Quick and easy registering with your Facebook account", "Easy switching between PC, tablet and smartphone", and "No need to remember extra login data".

HELP! I'm logged in but can't see my ad(s)!

Then try this first:

- log out
- log in manually with the correct credentials:

the correct email address:

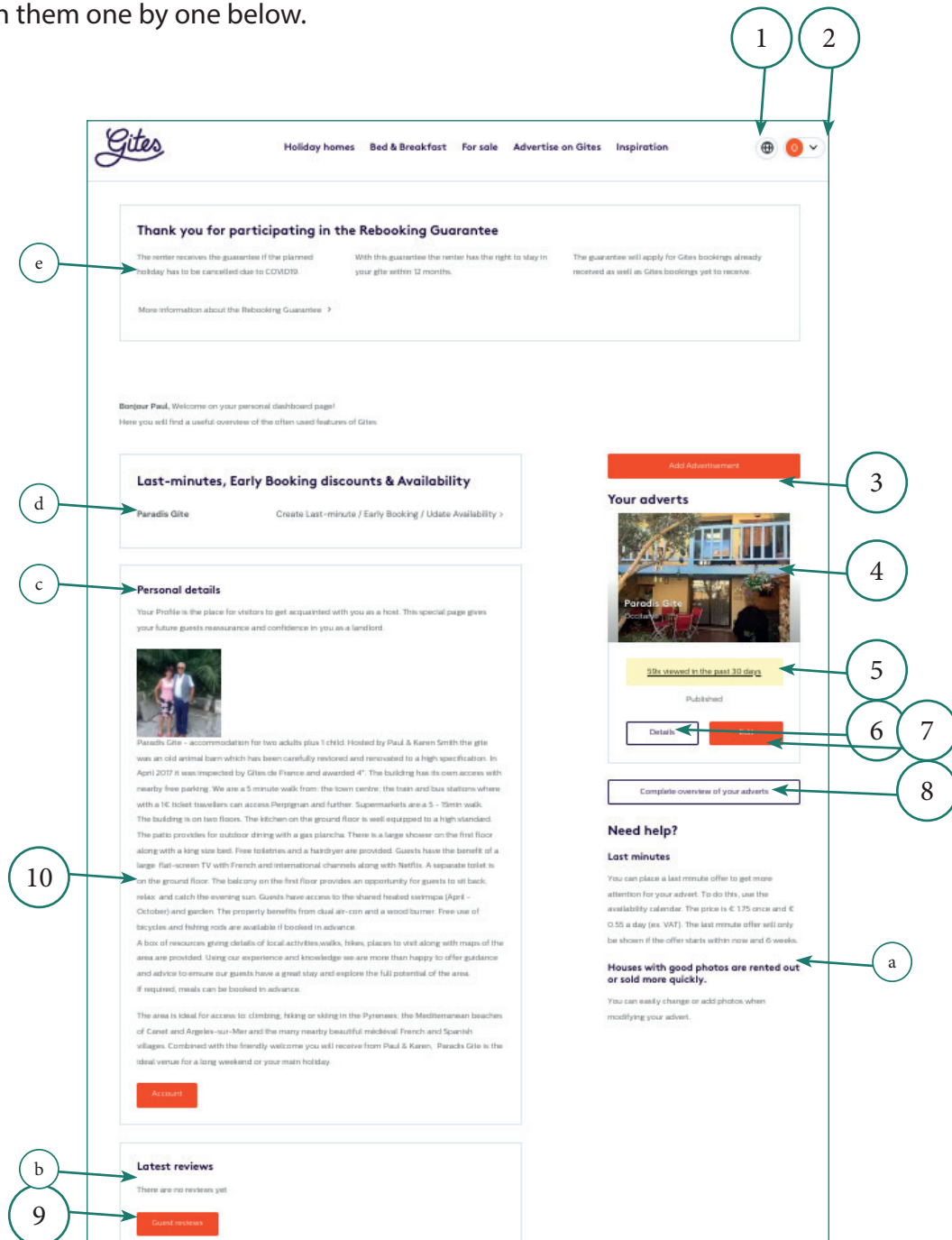
and the correct password:

It often happens that we are contacted by customers who "can no longer access their listings". They are then logged in with the wrong details and are then in a tenant account instead of their landlord account.

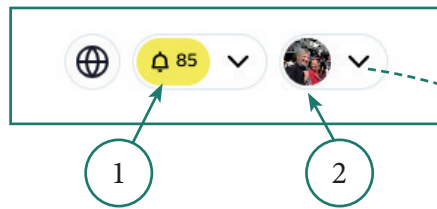
- (1) Login with e-mail address
- (2) and password
- (3) Button to confirm login
- (4) If you want to create a new account click here
- (5) Never log in with facebook or Google
- (6) if you have forgotten your password
- (7) to receive a confirmation e-mail again

Your account page

Once you've logged in, you'll be taken to your **Dashboard**. Here you will find a lot of useful links and buttons. We'll go through them one by one below.

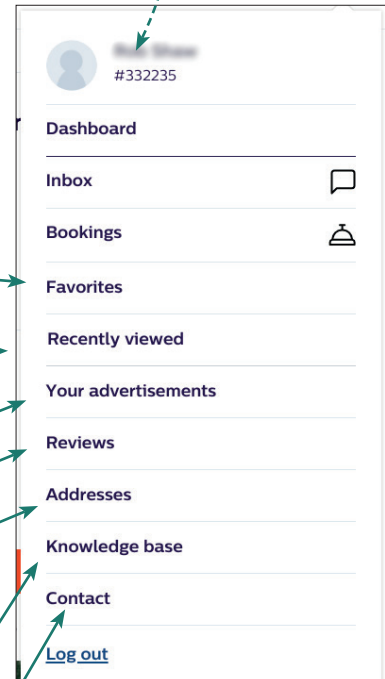


- (1) Notifications
- (2) Account button
- (3) New ad
- (4) Go to statistics for this ad
- (5) Summary statistics for this advertisement
- (6) Skip to statistics for this ad
- (7) Edit this advertisement
- (8) All your ads, rentals, sales archived
- (9) View and answer reviews
- (10) Edit your personal account
- (a) Useful facts
- (b) Shortened overview of reviews
- (c) Your personal account
- (d) Link to early bird discounts etc.
- (e) Useful information



Once you get to your dashboard, you can see if you have any messages (1): these can be messages from (potential) tenants but also booking requests and information about payments made by tenants can be found here. So if you've received a text message or email saying you've received a booking request or information request, you can find it below.

This is your account button (2). Here you will find everything you can find on the dashboard page and more!



Favourites (if you also rent): collect your favourite sites here.

Recently viewed (if you also rent): find the sites you last viewed here.

Your advertisements: to your ads

Reviews: to the reviews your guests have written about their stay

Addresses: if you advertise under the old system, here you will find the e-mail address and (sometimes also) the telephone number of your tenants. If you advertise under a subscription, you will find all the details of your tenants in the bookings

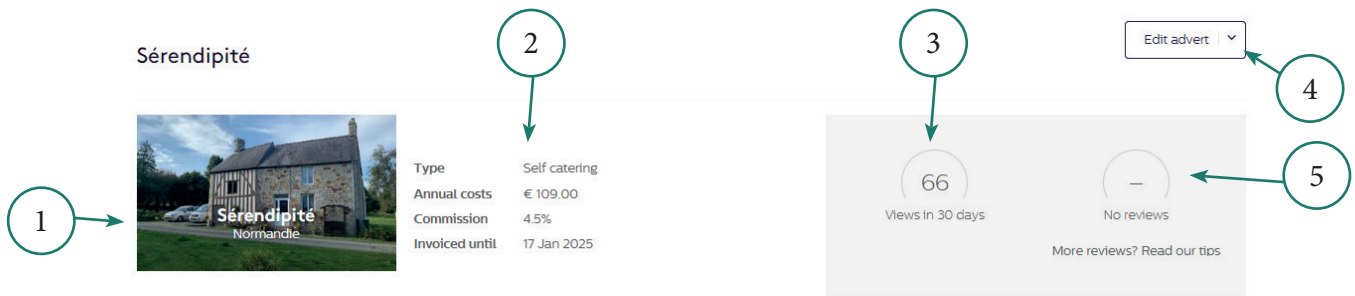
Knowledge base: a database where you can look up information about the website, legislation or advertising. Everything to do with gites.com

Contact: contact the Gites.com helpdesk

Statistics

If you click on details, next to your ad, you will be taken to that ad's statistics.

Statistics are a tool to help you optimise your ad, but ultimately it's the result that counts. The statistics show very different results if you have multi-week rental periods in three months, or if you have short rental periods all the time.

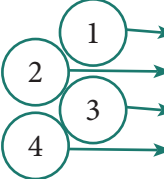


- (1) Here are the statistics for this cottage
- (2) This advertisement concerns a holiday home, this customer pays an annual fee of 109EUR and 4,5% commission and should any invoices be sent regarding Early Booking Discounts or Last-Minutes, they will be sent on 17 January.
- (3) The number of viewings in the last 30 days.
- (4) If you click on this, you can start editing your advertisement
- (5) The average rating of reviews over the last 4 years.



- (1) You can click here. A menu then opens where you can choose over which period you want to view the statistics: Last 30 days, Last year...
- (2) Here you go to an article in our Knowledge Base about the statistics
- (3) How many ads are displayed on average
- (4) How your ad relates to that
- (5) How many responses you received (booking and/or information request)

Total



	Total	Average	Difference
1 → Advert shown ☺	66	62.59	5.45%
2 → Advert responses ☺	0	0.33	-100.00%
3 → Advert responses per 100 users ☺	0	0.53	-100.00%
4 → Advert indexed ☺	5001	2788.63	79.34%

- (1) Your ad shown: This is the number of times your ad was clicked and viewed by a visitor. Next to the visit rate is the average for the entire website. A negative difference with the average is always an invitation to optimise your ad.
- (2) Form responses: This number shows how often you have been contacted by visitors via the form on your ad.
- (3) Enquiries per 100 visitors: How many of the 100 visitors who have seen your ad find cause to make an enquiry with you? If this number is very low, try optimising your ad.
- (4) Display in a selection: The first selection a visitor makes is the desired date of his stay and the number of people he wants to come with. He then refines his selection based on the selection menu. The more often you are selected, the more your ad meets that which is in high demand.

To help you

Statistics are a tool to help you optimise your ad, but at the end of the day, it's the results that count. Statistics give very different results if you have multi-week rental periods in three months, or if you have short rental periods all the time.

Get in touch

Do you have the impression that your ad is not performing as well as it should, and would you like advice on optimising your ad's results? Then contact us via e-mail: info@gites.com.

The booking

Price ? **€934.50**

4 May → 11 May X

2 persons v

Request a reservation →

- Nothing will be charged yet.
- Response from host within 48 hours.
- After approval, you can confirm your booking or cancel free of charge.
- The host participates in the [rebooking Guarantee](#)

When people look for a holiday home, they search by **date** and **number of people**. These are the most important criteria.

The tenant must fill in personal details and indicate the number of people coming. Some ads also require specifying whether pets will be brought along. The tenant can also ask the landlord a question.

You and the other guests

Number of persons: 2 adults (1) | Number of pets: 0 pets (2) | Which pets will you bring? (2)

Personal introduction, requests and questions

Here you can briefly introduce yourself (yourselves), ask questions or make remarks about your needs and wishes for this booking.

Dear Hosts.
The two of us will come and take no one else with us. (10)

No costs will yet be charged for a booking request. The host will respond within 48 hours with an offer which you can accept or cancel.

I accept the [terms and conditions](#) (9)

Request a booking (8)

Arrival 04 May 2024 (3)
Departure 11 May 2024 (3)

Rental amount	€ 850
Tourist tax **	€ 23.79
Final cleaning	€ 60
Booking fee	€ 24.50
Subtotal *	€ 958.29 (5)
Breakage deposit (to arrange with the host)	€ 300 (6)

* The host will give the definitive amount based on additional pricing information, see here below.
** At the final installment payment, a potential correction may be applied to the amount of the tourist tax.

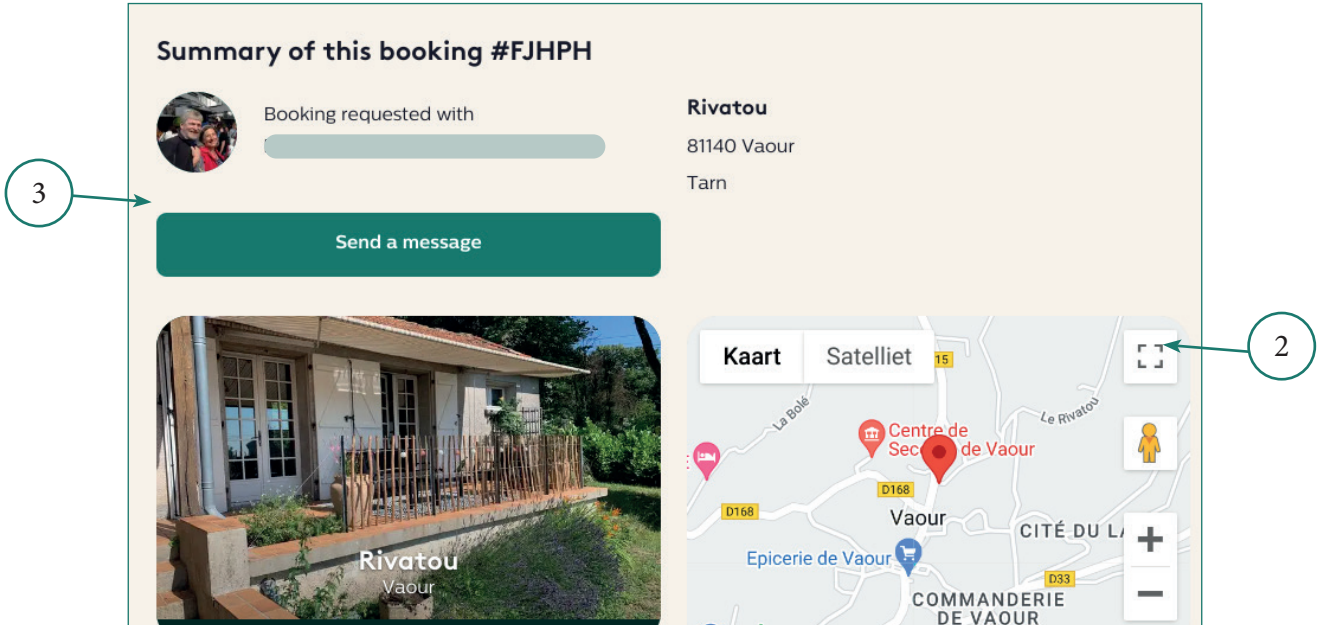
The host participates in the [rebooking Guarantee](#) (7)

What to expect?
Via this form you make a booking enquiry with the host consisting of three steps.

- | | |
|--|--|
| (1) Number of persons | (7) Rebooking guarantee in case of Covid |
| (2) Pets yes/no | (8) Button to really request a reservation |
| (3) Arrival and departure date | (9) Tenant has to tick here |
| (4) All costs in a row | (10) Tenant can ask question or make remark here |
| (5) The subtotal the tenant has to pay | |
| (6) The deposit is listed but not deducted | |

1

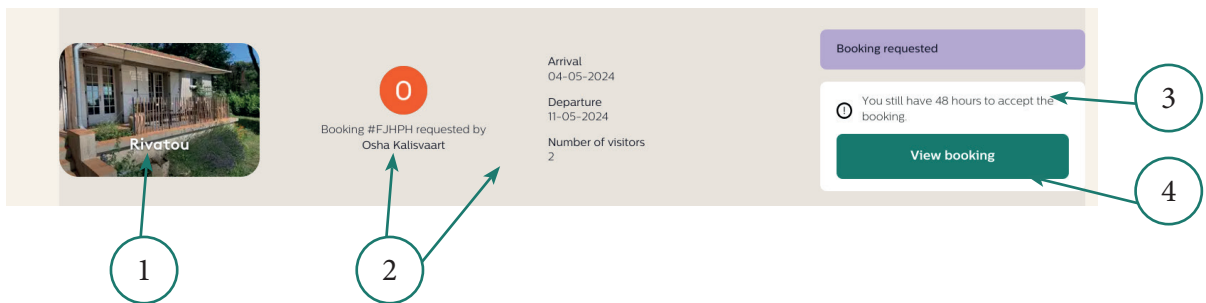
A booking code consists of 5 letters. If the helpdesk needs to be contacted in connection with a booking, this is requested.



(3) Here the tenant can send another message to the landlord.

(2) On the map, the tenant can already get an idea of the location of the gite he is renting.

The tenant has sent the booking request. Now the landlord receives a text message and an e-mail informing him that a booking request has been received. When the landlord now logs into his account and looks in the inbox, he sees the following message.



(1) The landlord can immediately see for which of his ads a booking request has been received.

(2) The booking code and a summary of the tenant's details are also already displayed

(3) The landlord has 48 hours to offer a booking and must have a legitimate reason for not doing so. I refer to the Terms and Conditions.

Click the green button (4) to view the booking request in detail.

Rental amount	€ 850.00	1
Final cleaning	€ 60.00	2
Booking fee	€ 24.50	3
Tourist tax **	€ 23.79	4
Bed linen	Included	5
Towels	Included	6
⊕ Additional fee		
TIP: To add a reduction please enter a negative amount, e.g. -10.		
Rental amount	€ 910.00	7
Breakage deposit (to arrange with the host)	€ 300.00	8
4.5% commission	€ -40,95	9
21.0% VAT on commission	€ -8.60	10
You receive from Gites	€ 860,45	11
will be paid 2 days after arrival		
** At the final installment payment, a potential correction may be applied to the amount of the tourist tax.		

12 →

(1) Rental price is fixed, you entered it in the tab "Prices" when you created your ad.

(2) Final cleaning included/excluded/obligatory

(3) Booking fee paid by the tenant for the entire payment process

(4) Tourist tax is collected and remitted by Gites.com.

(5) Linen, included/excluded/obligatory to purchase

(6) Towels, inclusive/exclusive/obligatory.

(7) Rental price + above mentioned additional costs and - possible discount (see (13))

(8) Deposit, to be arranged by the landlord himself with the tenant (cash/transfer)

(9) Commission to be paid by the landlord to Gites.com

(10) Taxes, not nice but mandatory

(11) Amount you receive from Gites.com 2 days after the tenants have arrived at your place

(12) If you click on the plus (+) you can add one or more additional invoice lines. You can add discounts (don't forget to put the -min sign before the amount) and additional costs. **Once you have entered the amount, click next to the field to confirm.**

Once you have checked or adjusted all the amounts scroll further down.

You will now come across Tenant's Comments:

The screenshot shows a user interface for handling guest remarks. At the top, it says 'Remarks by the guest' followed by the date and time: 'Monday, 04. March 2024, 11:34 Uhr'. Below this is a message from the guest: 'Dear Hosts, The two of us will come and take no one else with us.' A large text area below is labeled 'this field is mandatory'. At the bottom of the interface are two buttons: 'Reject booking' and 'Offer booking'. Below the buttons is a note about a €30 charge and a list of reasons for rejection. At the very bottom, there is a link to start a conversation with Osha. Numbered callouts (1-6) point to various elements: 1 points to the date/time, 2 to the guest message, 3 to the mandatory text area, 4 to the 'Offer booking' button, 5 to the 'Reject booking' button, and 6 to the 'You can start a conversation with Osha' link.

(1) The date this message was sent.

(2) The tenant's message to you.

(3) This field is mandatory. You can simply welcome your guests here but you can also place additional comments here (e.g.: it is strictly forbidden to jump on the beds). The tenant, when accepting the booking, must also tick that he has read and approved this comment. You can also mention here how you want to settle the deposit.

(4) By clicking on the "offer booking" button, you indicate that you agree with all the amounts and want to offer this booking.

(5) By clicking this button, you reject the booking request. You do not want to confirm this booking. Then the conditions listed below will apply. Please read these carefully!

(6) Through this link you can send the tenant a message. You may want to get to know the tenants a little better before you welcome them. You might want to ask them a few more questions before actually offering the booking...

But what does the tenant see?

Bonjour! The owner of the gite has confirmed your booking. Complete your booking by paying via this link:
<https://gites.nl/r/xxxxx>

Once you have offered the booking, the tenant will receive a text message containing the text: The tenant can click on this link and will be redirected straight to their personal inbox on Gites.com. There, the tenant can accept or cancel the booking within 48 hours. Once the deposit has been paid, the booking is final. You will also receive a message that the booking has been made. Congratulations!