



INN STYLE BOOKINGS

Setting up the integration

Making sure that the integration is set up correctly is paramount to being able to make best use of the information you have. An ongoing point of maintenance will be ensuring your Room Rates are reflected correctly in Kobas. Please read our set up and user guide here: <https://help.kobas.co.uk/Inn Style#setting-up>

Making the booking

Please use Inn Style as usual to create, view, amend and cancel the reservations. You can see more detail in our user guide here: <https://help.kobas.co.uk/Inn Style#using>

Check in and during their stay

Follow this process to use Kobas to be able to add items to the bill and take payment for the whole bill:

1. Customer checks in (either through Inn Style dashboard, or the contactless check in app). This will create a tab in real time in Kobas, with the rates and any pre-payments included.
2. Use the tab as you normally would in Kobas, adding any additional charges such as food and drink.
 - **Note:** when taking food orders in your restaurant, you can add the items to the basket, at the table (using Properties > Table), and still add this to the room tab.
3. For customers staying multiple days, the daily rate will be pushed through to the tab and added on a new order for each day.

Check out

The customers payment can either be taken through Kobas or Inn Style. In both scenarios, Inn Style will also receive an itemised record of any additional charges from Kobas.

To settle within **Kobas** (useful to use for Cash, Card or Cheque):

- Settle the tab as you would others within Kobas, using Settle/Part Pay and the appropriate payment method.
- Check out the guest on Inn Style they payment from Kobas will also be recorded in Inn Style.

To settle within **Inn Style** (useful to use for Online Payments via Inn Style):

- Settle the tab first in Kobas using the other payment type of “Inn Style Outstanding”.
- Inn Style receives the itemised spend from Kobas and so that is available on the Invoice/Bill here. Inn Style will also receive a record of any payments that have been taken through Kobas, ensuring that the total outstanding is accurate.

Notes

- If Kobas couldn't match the Room Type exactly from Inn Style, then the "Default Rate" will be used. You can edit this by adding/removing/price adjusting PLU's as required.
- If the booking has multiple reservations/rooms, then currently the cost from Inn Style is split evenly across the reservations/rooms in Kobas. This can be adjusted manually in Kobas by using our "Price Adjust" feature.
- An Inn Style booking can contain several reservations, which can be multiple rooms for the same stay. These will come through to Kobas as separate tabs per room. Currently the cost will be split evenly between the rooms. If a guest is paying for all the rooms within the booking, or you wish to split room charges differently, we advise that you take the payment through the Inn Style Dashboard (see above).
- Where guest may have to move rooms mid-stay, you will need to check out the first room on the changeover day, and then check in the new room. The charges for both will appear in Inn Style under the booking.
- Kobas and Inn Style are working to further develop the system so that the room rate splits in the same way as within Inn Style, and you can check for updates here: <https://help.kobas.co.uk/updates/2022>