

Room Bookings

DOCUMENTATION · BOOKINGS

■ What is a room booking?

Room bookings are used for accommodation — seminar stays, retreat nights, guest rooms, or any situation where a customer reserves a space for one or more nights. Guests select their dates, choose a room or bed, add any services, and complete their booking through a guided flow on your site. Everything connects to the same checkout and order system as the rest of your offering.

■ Setting up an accommodation

Accommodations are managed under **Offers** → **Rooms** in the Flowworx sidebar. Each accommodation is its own listing with its own settings, pricing, and availability.

✦ *The terms "room" and "accommodation" are used interchangeably throughout the booking system. In the admin everything is grouped under "Accommodations" — each entry can represent a room, a cabin, a suite, a dorm, or any bookable space.*

To create an accommodation:

- 1 Go to **Offers** → **Rooms** in the Flowworx sidebar
- 2 Click **Add room**, give it a name, and click **Create**
- 3 Add the description
- 4 Add photos
- 5 Fill in the fields described below
- 6 Publish when ready

Room fields

Rooms / The Treehouse

The Treehouse

SavedPublishedClassic editorSave changes

Permalink: http://plugin-dev.local/cw-room/the-treehouse/ Edit View

Content

Description

The main body shown on the public page.

Add media

VisualCode

ParagraphBBIListListQuoteListListListLinkImageTable

Not quite a hotel room. Not quite camping.

The Treehouse sits elevated among the trees, built to feel tucked away but still comfortable enough to stay for more than just a night. A short wooden staircase or suspension walkway leads you up, immediately creating that sense of separation from everything below.

Inside, the space is compact but thoughtfully arranged. A double bed is positioned to face large windows, so you wake up level with the treetops rather than the ground. There's usually soft lighting, natural materials, and just enough furniture to keep things functional without taking away from the setting.

Short description

Used in listings and previews.

A unique elevated cabin nestled in the treetops. Queen bed, skylight, and private deck. An unforgettable experience.

CW Plugin - Product General Fields - Room Booking

Featured Images

Add a featured image for your product. Visible on the card and on the post itself. You can add multiple if you wish to have slider images instead of a single static image.



< X >

+ Add images1 image

Accommodation Size

The total floor area of this accommodation in square meters.

18m2

Room settings: pricing, beds, seasonal rates and length-of-stay discounts.

Room type

Whether the room is a **private room** (booked as a whole unit) or a **dorm** (individual beds available for selection). This affects how the booking flow works for guests — private rooms are selected as a whole, dorms let guests pick specific beds.

Beds

For dorm-style rooms, you define individual beds — each with a label (e.g. *Bed A*, *Bottom bunk*) and a price per night. Guests select the specific bed they want during booking.

For private rooms, the room itself has a base price rather than individual bed pricing.

Base price

The standard nightly rate for the room (or per bed, for dorms).

Extra guest charge

If a room has a standard occupancy (e.g. two guests) and you want to charge more for additional guests beyond that, configure the extra guest charge here. Set the standard occupancy number and the additional cost per extra guest per night.

Length-of-stay discounts

Automatically apply a lower nightly rate for longer stays. For example, stays of 3 or more nights get 10% off. Add as many brackets as you need — the platform applies the matching discount automatically based on the number of nights selected.

Seasonal pricing

Apply different rates during specific periods — higher rates for peak seasons, lower rates for quiet periods. Set a price and a date range. Outside of configured seasonal periods, the standard price applies.

Minimum stay

The minimum number of nights required for a booking. Guests cannot select fewer nights than this in the booking calendar.

Add-on services

Services that can be selected or are included automatically during booking — meals, transfers, equipment, linen, or anything else.

Services are managed as their own separate listings under **Settings → Room Services**. You create each service once with its name, pricing, and charge type, then attach it to one or more accommodations from within the accommodation's settings. This means the same service (e.g. *Breakfast*) can be reused across multiple rooms without being recreated each time.

For each service you set:

- **Name** — what the guest sees
- **Charge type** — how the service is priced:
 - *Per night* — charged once for each night of the stay
 - *Per person* — charged once per guest
 - *Per night per person* — charged for each guest for each night
 - *One-time* — a flat addition regardless of guests or nights
 - *Per quantity* — guest selects how many units they want (e.g. number of towel sets)
- **Mandatory or optional** — mandatory services are included automatically; optional services are presented to the guest during booking for them to choose

Combination booking packages

If your accommodation is sold as fixed packages — a long weekend retreat, a week-long seminar stay — you can configure named packages here instead of open-ended date selection.

Each package has:

- A name (e.g. *5-Night Retreat*)
- A fixed number of nights
- Valid check-in days (e.g. only Sundays)
- A price (fixed total or per night)
- Optional add-ons specific to the package

When a guest selects a package, the calendar only shows valid check-in days, and the checkout date is set automatically. This prevents incorrect date combinations.

■ Overview card settings

These control how the accommodation appears in an accommodation grid or slider — not on its own page.

Enable Pros/Cons Card List and **Card List Description** — a short list of highlights on the card ("*Lake view*", "*Breakfast included*", "*Shared bathroom*"), in addition to the excerpt.

Card Button Label - Override — the button text on the card, e.g. "*Check availability*", "*See the room*".

Card Price - Override — text that replaces the price on cards, such as "*From CHF 120 / night*" or "*On request*". The real pricing is untouched and still used for the actual booking — this changes only what the card displays.

✦ *This field is more useful for accommodations than for other product types. A room's real cost depends on dates, guests, length of stay and season, so a single figure on a card is misleading by nature. A "From ..." or "On request" override sets the right expectation before the guest opens the calendar.*

Card Button Alternative Link — a URL for the card button in accommodation grids, instead of opening the accommodation page. It takes effect only when the grid element has **Use alternative product links** enabled, and it opens in a new tab.

✦ *For accommodations this affects the grid card only. Unlike the product types, the booking button on the accommodation page itself cannot be redirected — it always opens the booking calendar. So a guest who reaches the page another way can still book normally, which is worth knowing if you were relying on the link to take an accommodation out of circulation. Use **Hide From Overview** or unpublish it for that.*

■ Categories and amenities

Accommodations carry two taxonomies, and they do different jobs:

- **Categories** — how you group accommodations for browsing: *Dorms, Private rooms, Suites*. These drive the category filter on the accommodation overview element, which can be set to include only certain categories or to exclude some.
- **Amenities** — the individual features of a room: *Balcony, En-suite, Lake view, Wheelchair accessible*. These appear as tags on the accommodation cards.

Both are managed under **Settings** → **Categories**, and both can be nested.

✦ *Keep the two distinct. Categories are for filtering — a handful of broad groups. Amenities are for describing — as many as the room genuinely has. Putting amenities in the category list makes for an unusable filter bar.*

■ Showing a second currency

If your guests come from across a border, prices throughout the booking flow can carry an approximate second figure — CHF with a euro equivalent beside it, for instance.

Turn it on under **Settings** → **General Settings** → **General Payment System Settings** and it appears everywhere a price does: the booking calendar's price banner, the cart, the checkout summary, the accommodation cards, and the PDF.

✦ **Nothing is charged in the second currency.** It is a reference figure only, from a fixed rate you enter yourself — every real amount stays in your main currency. See the Platform Settings guide.

■ How the booking flow works for guests

Guests open the booking interface on your site and are guided through a series of steps:

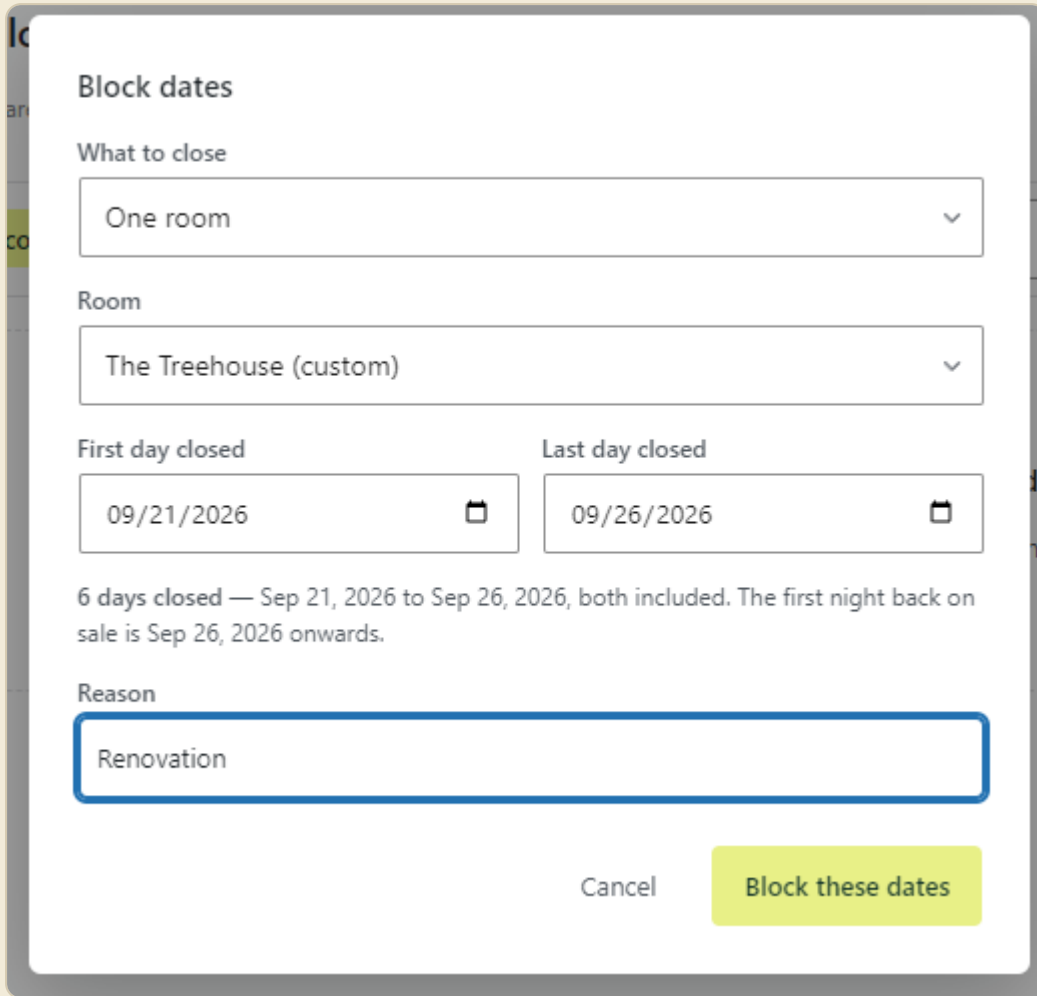
- 1 Dates** — select check-in and check-out on a live availability calendar. Already-booked dates are blocked automatically. If using packages, only valid check-in dates are shown.
- 2 Beds** — for dorm rooms, guests select their specific bed. Unavailable beds are shown as greyed out.
- 3 Guests** — enter the details of each person staying (name, and any other information you have configured).
- 4 Services** — optional add-ons are presented with pricing. Mandatory services are shown but pre-selected.
- 5 Summary** — a full breakdown of the booking before confirming. Guests add to their cart from here.

The booking is held as pending until payment is complete — and the dates are blocked for other guests from that moment on. On confirmation it is marked as active. If the card payment fails or is abandoned, the booking is released and availability is restored automatically, with no manual cleanup needed.

✦ *That automatic release depends on the payment gateway reporting a result. If you invoice guests instead of taking card payments, there is no such result and nothing is released on its own — see **Accommodation bookings in manual payment mode** below.*

■ Blocking dates

You can block out dates when an accommodation or service is unavailable — for maintenance, private use, holidays, or any other reason.

A screenshot of a 'Block dates' modal form. The form has a title 'Block dates' at the top. Below it is a section 'What to close' with a dropdown menu showing 'One room'. Underneath is a 'Room' section with a dropdown menu showing 'The Treehouse (custom)'. There are two date pickers: 'First day closed' with the date '09/21/2026' and 'Last day closed' with the date '09/26/2026'. Below the date pickers, a summary line reads: '6 days closed — Sep 21, 2026 to Sep 26, 2026, both included. The first night back on sale is Sep 26, 2026 onwards.' At the bottom, there is a 'Reason' section with a text input field containing 'Renovation'. At the very bottom right, there are two buttons: 'Cancel' and 'Block these dates' (which is highlighted in green).

Closing dates for a room. The same screen closes dates for room services.

Go to **Settings** → **Room Date Blocking** to add blocks. You can block:

- A single date or a date range
- A specific accommodation, or all accommodations at once
- A specific service (so the accommodation remains bookable but that service is unavailable on those dates)

Blocked dates appear as unavailable in the booking calendar immediately.

■ Managing bookings

All accommodation bookings are visible under **Bookings** → **Room Bookings** in the Flowworx sidebar. From here you can:

Room Bookings

Search guest or note

Search

Add booking

1 booking | today is Sep 8, 2026

All 5

Staying now 0

Arriving 1

Departed 0

Cancelled 4

All rooms

▼

mm/dd/yyyy

📅

→

mm/dd/yyyy

📅

None selected

Cancel

Delete

☐	BOOKING	ROOM	GUEST	STAY	NIGHTS	STATUS	SOURCE	
☐	#611 Sep 8, 2026, 10:11 PM	The Treehouse room	John Doe +1 more	Oct 1, 2026 → Oct 5, 2026	4	Confirmed Arriving	#1118	Cancel

Every accommodation booking, with guests, dates and selected services.

- See all bookings with their status, guest name, accommodation, and dates
- Filter by accommodation, status, or date range
- View the full details of any booking including guest information and selected services
- Update a booking's status manually
- Create a booking manually on behalf of a guest (useful for phone or email reservations)
- Cancel a booking

Booking statuses

STATUS	WHAT IT MEANS	DATES BLOCKED?
Pending	Booking created, payment not yet confirmed	Yes
Confirmed	Payment received, booking is active	Yes
Checked in	Guest has arrived	Yes
Checked out	Stay is complete	Yes
Cancelled	Booking was cancelled — availability restored	No
No show	Guest did not arrive	Yes

✦

Cancelled is the only status that frees the dates. Everything else holds them, including Pending. This matters more than it looks — see below.

■ How bookings connect to orders

A room booking always goes through the same checkout as everything else on your site. If a guest also purchases a course or event ticket in the same session, everything is under one order — one payment, one receipt, one record in their profile.

Guests can view their booking details and download their receipt from their customer profile at any time.

Which account the booking lands on

Guests do not have to register before booking. The account is resolved at checkout, and there are three outcomes:

- **A guest using a new email address** — an account is created, a password is generated and emailed to them, and they are **logged in immediately**, so they see the booking straight after paying.
- **A guest using an email that already has an account** — the booking is attached to that account, alongside their previous stays. They are **not** signed in automatically and must log in to see it. This is deliberate: signing someone in on the strength of a typed email address would expose one customer's history to anyone who knows their address.
- **Someone already signed in** — the booking goes to the account they are signed in with, **even if they enter a different email address**. That address is used for the billing details and confirmation only.

✦ *The third case is common with accommodation, where one person routinely books for a couple, a family or a group. The booking stays with the buyer's account no matter whose email is typed, so treat the guest details captured during the booking flow — not the account — as your record of who is actually staying.*

The full account behaviour is in the Customer Accounts & Profile guide.

■ Accommodation bookings in manual payment mode

If your site runs in **manual payment mode** — guests are invoiced rather than paying by card — accommodation needs a routine that other product types do not. Read this section before switching manual mode on.

What happens when a guest books

- 1 The guest completes the booking flow and checks out. No payment window opens.
- 2 A booking is created with status **Pending**, and **the dates are blocked from that moment**. Nobody else can book them.
- 3 The guest receives a confirmation email with an invoice PDF attached, carrying your payment details.
- 4 The order sits in **Sales → Orders** as Pending, waiting for you.

What you have to do

When the payment arrives in your account, go to **Sales → Orders**, find the order, and click **Process**. That is what confirms the booking — the status moves from Pending to Confirmed and the guest gets their confirmation.

If the payment never arrives, **you** have to cancel it. Go to **Bookings → Room Bookings**, open the booking and cancel it. Only then are the dates released.

The part to be careful about

✦ **A pending booking blocks its dates indefinitely. There is no automatic expiry.** There is no reservation window — not 24 hours, not any period. A booking that is never paid for and never cancelled holds those dates for as long as it exists.

Under card payments this rarely bites, because a failed or abandoned payment produces a gateway result that cancels the booking and frees the dates automatically. In manual payment mode there is no gateway, so **no event ever arrives to release anything**. The only things that free the dates are you cancelling the booking, or deleting the order.

The practical consequence: every guest who starts a booking and never pays takes those nights off your calendar permanently. A handful of those over a season quietly closes your best dates.

✦ *Work the Pending list on a schedule — filter **Bookings** → **Room Bookings** by Pending status and decide, for each one, whether to chase the payment or cancel and release the dates. Weekly is enough for most properties; daily if you are near capacity or approaching a peak period. This is the single most important habit if you invoice for accommodation.*

✦ *When a guest tells you their preferred dates show as unavailable and you know they are not booked, look for a stale Pending booking before anything else. That is nearly always the cause.*