Book Now button bookings & Booking.com bookings without a Virtual Credit Card (VCC).

All Book Now Button Bookings and Booking.com bookings received should have a Virtual Credit Card for the Motel to take the guest payment. Motels are guaranteed of payment on arrival of the guest and guaranteed of payment of cancellation fees, in line with the Motel's individual cancellation policy.

Bookings may still be received without a VCC and will have a guest credit card attached, which has failed payment at the time of booking, due to insufficient funds, incorrect or invalid details, expired or stolen card.

Bookings without a VCC should be flagged by Motel operators and staff as a potential concern, especially in the event that the guest cancels or fails to arrive and the Motel is entitled to a cancellation fee. If the card could not be charged at the time of booking and a VCC generated, it is unlikely that the credit card details will work in the future to take a cancellation fee.
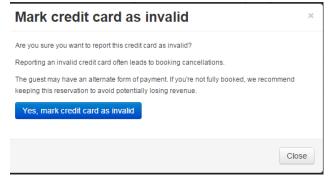
For bookings received without a VCC, ARRA Accommodation Group advises the following:

Booking.com Bookings

1. Log into the Booking.com Extranet using your Motel ID & Password.
2. Click on the "XML Bookings' tab
3. Enter Guest name in 'Search by keyword' bar
4. Below 'Search bar' – drop down tab to be on date of arrival
5. Enter date of arrival and press 'Search'
6. When the booking has been located, click on the 'Mark the card as invalid' (the grey box on right hand side of the booking) as shown below.

7. A box will appear as below – click on the blue 'Yes, mark credit card as invalid'

8. A second box will appear as below – Copy the guest credit card number provided, card holder name and expiration date provided from UseROSS, click on the reason for marking card as invalid. If unsure, click on insufficient funds/credit and then scroll down and press submit.

9. Booking.com will send an email to the guest requesting that they provide new credit card details within 24 hours and informing guest that failure to do so, may result in their booking being cancelled.
   a. If the guest provides new credit card details within the 24 hours, the Motel Operator has the right to charge the credit card in full, as per the terms and conditions on Booking.com
   b. If the guest fails to provide new credit card details within, the Motel Operator has the choice to keep the booking or cancel the booking through the extranet and not be charged the commission fees by booking.com.