

TravelGround.com's Enquiry-Quote System

This is the flow of the enquiry/quote system employed on the TravelGround.com website. If the establishment also has NightsBridge Real-Time Booking Capabilities, then the guest will also have the option of instant booking.

1. Guest Requests Quote

When a guest clicks “Request a quote” on a TravelGround.com webpage they are asked to submit their contact details, dates of stay, required rooms, number of adults and children and write a custom message/request (optional).



2. Establishment receives email notification of Enquiry

The details of the guest's request are then sent via email (and optional SMS) directly to the establishment. Each email contains a link directly to an online version of the enquiry where the establishment can communicate with the guest.



3. Establishment offers online quote (if space is available)

If the establishment is fully booked, then the enquiry can be rejected. There are no obligations to quote or expectation that you will have availability.

However, if the enquiry can be accommodated then clicking “Yes” allows the establishment to put together a quotation for guest. This quotation is fully customizable, allowing the choice of prices and cancellation policy. The establishment is asked to select a validity period for each quotation, during which time the appropriate rooms must be kept available for this guest.



4. Guest is notified of Quote

As soon as the establishment generates the quotation the guest is notified by email, as well a phone call from one of TravelGround's agents.



5. Guest pays online during validity period

The guest can pay online at TravelGround.com on our Credit Card processing (backed by PayGate and Standard Bank) or via EFT. If the guest makes payment before the quotation has expired then the reservation is confirmed.



6. Booking is confirmed, and contact details exchanged

The establishment is notified via email and telephone as soon as payment has been made. At this point all contact details are exchanged so that the guest and establishment can communicate directly.



7. Payment is on-paid to establishment by TravelGround.com

TravelGround.com on-pays the deposit received (less our 15% commission) to the establishment within 3 working days. The balance of payment is to be paid by the guest upon arrival.