



## Manage Your Booking

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**South Winchester Lodges- Award Winning Lodges**


We have a great feature on our website which should really assist you to manage your booking with us. You can of course always contact us to assist you at any stage, but we hope the our fantastic guest lounge will enable you to securely manage your booking at your convenience 24-7.


In your guest lounge you can:

- View your booking/s
- View all payments and payment receipts
- Print off booking confirmation/ receipts
- Add on additional services such as Sunday-Late Check Out, cots, highchairs or request the master bedroom arrangement.
- Update credit card details securely
- Update your contact details

### How to Login

1. [Click here](#) to access the guest login area or visit our website [www.southwinchesterlodges.co.uk](http://www.southwinchesterlodges.co.uk) and click the 'login' button on the top right of the home page.



 Log in with a magic link  
Log in without a password. Get a magic link sent to the email on your booking.

**Email address:**

Please type your email address

[Email me the link now →](#)

Log in using email and password

2. At the time of booking, you would have received an email from us with a link to create your own password. If you followed this link, then you will be able to click on the 'login using email and password' button. If you do not have a password yet or have forgotten your password, then please follow the steps to 'log in with a magic link'. Enter your email address and a secure link will be sent to you so you can create a password and access the guest lounge securely. Don't forget to check your spam if you are unable to find this link in your inbox.

## The Dashboard

The dashboard features a green header with the South Winchester Lodges logo and navigation links: Dashboard, Profile, Bookings (14), Messages (1), Products and Services, Account Statement (£ 0.00), Kiosk, and Logout. The main content area includes a calendar icon with '163 days to your arrival', a paper plane icon with '0 Unread Messages', and a 'Book now' button. Below this is a 'Your Bookings' section with a 'see all bookings' link and a table of booking details.

Property	Persons	Start date	End date	Status	CONFIRMATION NUMBER
2 Bedroom Lodge with Hot Tub	4	03/11/2022	05/11/2022	Booked and Confirmed	<a href="#">KZSBH9RX57</a> <a href="#">Pay Now</a>

Balance [see account statement](#)

From your dashboard you will be able to clearly view your upcoming booking/s with us.

## How to update contact details and credit card details securely- Profile Tab-

The Profile page has a green header with navigation links: Dashboard, Profile, Messages (1), Products and Services, Account Statement (£ 0.00), Kiosk, and Logout. The 'Profile' section includes a 'Print' button and tabs for 'Basic Profile', 'Addresses', 'Credit Cards', and 'Identity Documents'. The 'Credit Cards' tab shows a table with one card: emma savage, MasterCard Debit, \*\*\*\*4945, valid until 12 / 2022, with an 'Edit' link. Below is an 'Add New / Edit' form with fields for Card Type, Card Number, Name on Card, Valid Until (Month and Year), and CVC number, with asterisks indicating required fields.

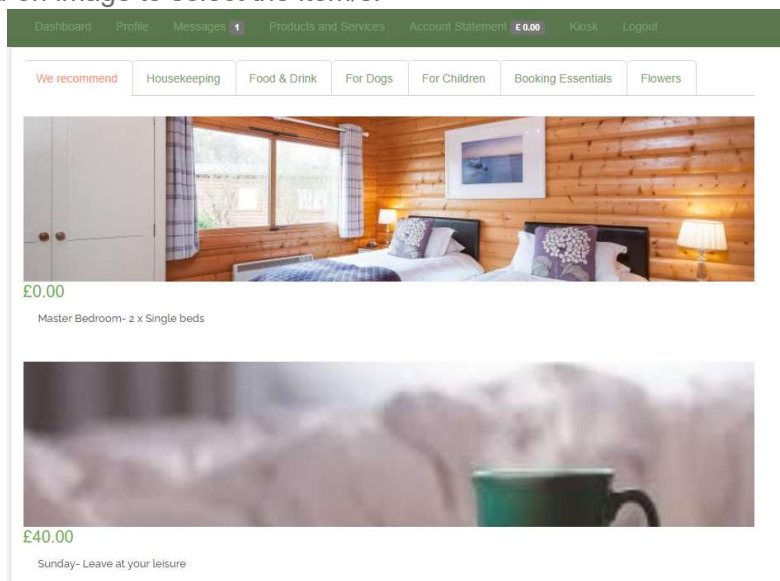
- Contact details can be easily amended in the 'basic profile' tab. Please ensure you save the updated details at the bottom of the screen.
- If you would like an alternative card to be used to take future payments, please update your card details securely here. This tab can also be used to update card details if your current card we have on record is out of date.

## Add Services to your booking- Products and Services Tab

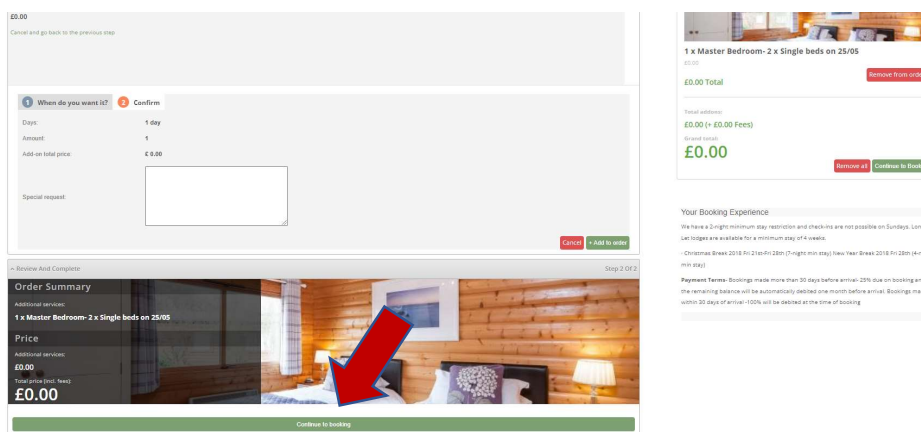
In the 'Products and services' tab you will find a range of services that you can add to your booking to enhance your stay. Please note that catering services such as afternoon tea for your arrival and beauty treatment services are bookable directly with our fantastic providers. For catering and treatments menus and booking details please visit our website [www.southwinchesterlodges.co.uk](http://www.southwinchesterlodges.co.uk) .

### **To book an add on service-**

- 1 Click on the add-on image to select the item/s.



- 2 Select your check in date and click 'continue' then 'add to order'
- 3 You can then add other additional services on the next screen.
- 4 When you have completed adding all the services you require click on 'continue to Booking on right hand side of the screen.
- 5 An order summary will display, click 'continue to booking



- 6 Finally complete the booking form page, select the 'I accept the terms and conditions' at the bottom of the page and 'confirm the booking'. Please note payment for chargeable add-on services is not debited until your check in

Address 2:

Postal code & City\*:  Postcode  City

Country\*:  Type your country


State/Province:

I agree to South Winchester Lodges to send you special offers and our newsletter. Your details will not be shared with third parties.

I accept the Terms and Conditions and Policies

[Confirm the booking](#)

## Bookings Tab- View Your Bookings



Dashboard Profile Bookings **14** Messages **1** Products and Services Account Statement **£ 0.00** Kiosk Logout

From:  31/05/2022 To:  [Search](#)

Bookings

Property	Persons	Start date	End date	Status	CONFIRMATION NUMBER	
2 Bedroom Lodge with Hot Tub	4	03/11/2022	05/11/2022	Booked and Confirmed	<a href="#">KZSBH9RX57</a>	<a href="#">Pay Now</a>


In this tab you will be able to-

- View your historic and upcoming bookings
- View your payments and outstanding balance
- View and print booking invoices
- Pay final balance or a specific amount off the balance if you wish to make staged payments before your balance is due
- Email booking details to a friend

Click on the 'pay now' button, then 'view statement' to view your payments to date as well as future payments and corresponding invoices.

03/11/2022 - 05/11/2022

Reserved Property



South Winchester Lodges - 5 Star, Holiday Lodges 2 Bed + hot tub  
 Payment Terms- 30 days+ before arrival- 25% due on booking, remaining balance automatically debited one month before arrival, within 30 days of arrival -100% will be debited at the time of booking

Total  
**493.00 GBP**

Balance Due  
**369.75 GBP**

[View Statement](#)

Invoices

	Description	Due Date	Duration/Amount	Status	Unit price	Vat	Sum
Pending <a href="#">🗑️</a>	Booking Fee 75%	03/10/2022	1	Pending	£369.75	£0.00	£369.75
20220001557 <a href="#">🗑️</a>	Booking Fee 25%	24/05/2022	1	Paid	£123.25	£0.00	£123.25

Please note all payments are automatically debited on the due date from the payment card used to make your booking. However if you would like to make a partial payments against your final balance or pay the balance for your stay early then please use the 'pay now function'.

- To pay the full balance early click the green 'make payment button'
- To Make a partial payment, adjust the amount displayed in the 'Confirm Payment' box then select 'Make payment'
- If you wish to make payment using a different card to the one displayed in the 'Payment Method' box then select 'add new one'

The screenshot displays a payment interface. At the top, there is an 'Invoices' table with the following data:

	Description	Due Date	Duration/Amount	Status	Unit price	Vat	Sum
Pending	Booking Fee 75%	03/10/2022	1	Pending	£369.75	£0.00	£369.75
20220001557	Booking Fee 25%	24/05/2022	1	Paid	£123.25	£0.00	£123.25

Below the table is the 'Payment method' section, which shows a selected card: \*\*\*\*\*4945 MasterCard Debit. It includes a security code field (placeholder: 'This field is...') and a checkbox for 'Use card for any other charges for this reservation'. A button 'Or add new one' is also present. A red arrow points to the security code field.

The 'Confirm payment' section shows a 'Payment Amount' field with the value '369.75'. A red arrow points to this field.

At the bottom, there is a green button labeled 'Make payment' with a checkmark icon. A red arrow points to this button.

Should you require any assistance please contact us on 01962 820490 or [info@southwinchesterlodges.co.uk](mailto:info@southwinchesterlodges.co.uk)