



# How Bookings Work

Here is what happens! From booking to departure and things in-between!

## Traveler picks Country

There are three countries a traveler can choose: **Georgia, Ukraine** and **Turkey**. We have chosen Georgia as the example.



## The Traveler opens Georgia

On the Georgia page the traveler can read about Georgia and select a community, Alaverdi for example.



## Traveler picks Community

Traveler reads about the community, the "Get to Know the Community" tour, chooses additional activities and selects accommodation



## Accommodation

Traveler reads about the accommodation, what's included (two nights & breakfasts, Get to Know Community tour) and selects dates for full price.



## Request to Book

The traveler, after selecting the dates and seeing the total price, selects the "Request to Book" button. The Request to Book form pops up. The traveler completes all information required. The form will show the full price and any activities traveler has ordered.



## Confirmation

The accommodation has 24 hours to accept or reject the Request to Book. If no reply is received then the Request to Book is cancelled.



Traveler selects "Request to Book". The form is sent to the administrator, country office and community organization representative.

## Request Accepted

Wonderful! The accommodation has accepted the booking! The country office and administrator are notified. The accommodation must block out the dates.



The administrator sends an invoice to the traveler. The invoice must be paid within 48 hours or the booking is cancelled.

## Hurrah! Invoice is paid

The traveler pays the invoice. The administrator notifies the country office and community organization which notifies the accommodation.



## Payment disbursement

- Three days before guest arrival, accommodation is sent payment.
- Three days before guest arrival, the community organization is sent the "Get to Know the Community" tour payment.
- Community organization distributes the "Get to Know the Community" tour payment to the vendors.



## Traveler Arrives!

The traveler is greeted by the community organization representative and the accommodation owner.



## Get to Know the Community

After breakfast, the traveler takes the one-day "Get to Know the Community" tour.



## Depart or Extended Stay

On the morning of the third day, the traveler has breakfast and either departs or stays longer – perhaps taking a pre-ordered extra activity!



This is how the booking flow works on the BSST Program. It is simple and straightforward but depends on communication.

If you have any questions, please contact us!

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The Black Sea Sustainable Rural Tourism Program

