Managing availability to avoid double bookings

Although we synchronise availability every minute, there is a condition known as a zigzag booking that will cause a double booking.

It is unavoidable if you don't manage the recording of reservations correctly. It is your responsibility to ensure this situation does not occur as it is not possible for the system to do so.

It is very important that you understand how this happens and how to manage the situation.

How it happens:

All on-line systems operate on **room type**. Bookings are recorded against a room type (and not a specific room) and availability stored in all on-line systems (e.g. Booking.com, STAAH and Siteminder) is based on room type. For each day of the year an entry is made indicating the number of room available for each room type.

This can create the following situation. We explain in the form of an example

If you have 2 rooms of the same room type (room 1 and room 2). If room 1 is booked for the 1st of the month and open for the 2nd and room 2 is booked for the 2nd of the month but open for the 1st it will show on your calendar as follows (in yellow):

Double room	1	30	Jo	2	3	4	5	6
Double room	2	30	1	Ma	3	4	5	6

The availability chart for these 2 double rooms will show one room available on the 1st and one room on the 2nd. In other words there are 2 consecutive days available for someone to book a double room. The system is not aware of the actual situation and will accept such a booking. This is called a zigzag booking.

When such a booking is processed by Semper, it does not fit as it can't fit in consecutive days and the booking will be placed in the temporary storage basket at the bottom of the screen.

The **availability will still show the same room as open** and another booking can be recorded which will then be a double booking.

How to correct:

1. When you see a booking in your temporary storage area, make sure you process it immediately. In this case move room 2 to room 1 and move the booking in the storage area to room 2.
2. Whenever you find a booking in temporary storage, check if this situation has occurred.
3. When recording bookings, place them in the same room if at all possible to avoid this situation. You can always move them when the guest arrives if you wish