

1. Online Reservations – Landing Page

Note: Almost every resort has a Pre-Conditions Dialog which displays prior to allowing you to make a reservation.

As the reservation website serves new guests and returning guests and because you haven't logged in as yet, some information may not be applicable to you as a new guest.

Nevertheless, please acknowledge these terms to allow access to the page.

The screenshot shows the Shady Rest Resort website with a "Business Terms & Conditions" dialog box overlaid. The dialog box has an orange header and contains a list of 10 terms. A red callout box with white text says "Select the acknowledgment and click **Accept** to proceed". At the bottom of the dialog, there is a radio button next to the text "I have read and Accept these terms and conditions" and a grey "Accept" button. The background of the website shows a banner for "Shady Rest Resort" with the tagline "Your Demo Away From Home" and a list of room types on the left and right sides.

Shady Rest Resort
Your Demo Away From Home

Business Terms & Conditions

Business Terms & Conditions - All Types

Terms and Conditions

1. Registering guest must be 21 years of age with valid credit card or valid picture ID
2. **Reservation Deposit:** Reservations between Memorial Weekend through Labor Day Weekend are confirmed with a prepayment deposit, by check or credit card, for first night's stay plus taxes. A check or money order deposit for 50% of charges is required on a reservation of seven (7) or more days (three (3) or more days for Two Bedroom Family Suite). Deposit holds room for date(s) of reservation only. Reservation will be cancelled if deposit is not received within seven (7) days of making reservation.
3. **Reservation Cancellation:** A \$20 cancellation fee applies to all reservations between Memorial weekend through Labor Day weekend.
4. **Deposit Refunds:** A \$20 cancellation fee per room applies to **all** reservation cancellations. The remaining deposit balance will be refunded if reservation is cancelled at least (7) days prior to your check-in date. Cash deposit for reservation of (7) or more days (3 days for 2 Bedroom Suite) will be refunded if the dates are reserved with a deposit by another party.
5. **Reservation Balance:** Due at check-in. Cash, VISA, MasterCard, American Express, Discover, and UnionPay accepted. No cash advance.
6. Minimum stay of two (2) nights is required during Memorial Weekend 8/25/12. Three night minimum stay for 4th of July.
7. Check-In: 3 P.M., Checkout: by 11 A.M.
8. No testing, tuning or maintenance of dune buggies.
9. No skateboarding on property.
10. Pets are NOT allowed on property.

I have read and Accept these terms and conditions ☐ **Accept**

Booking Details EXPAND

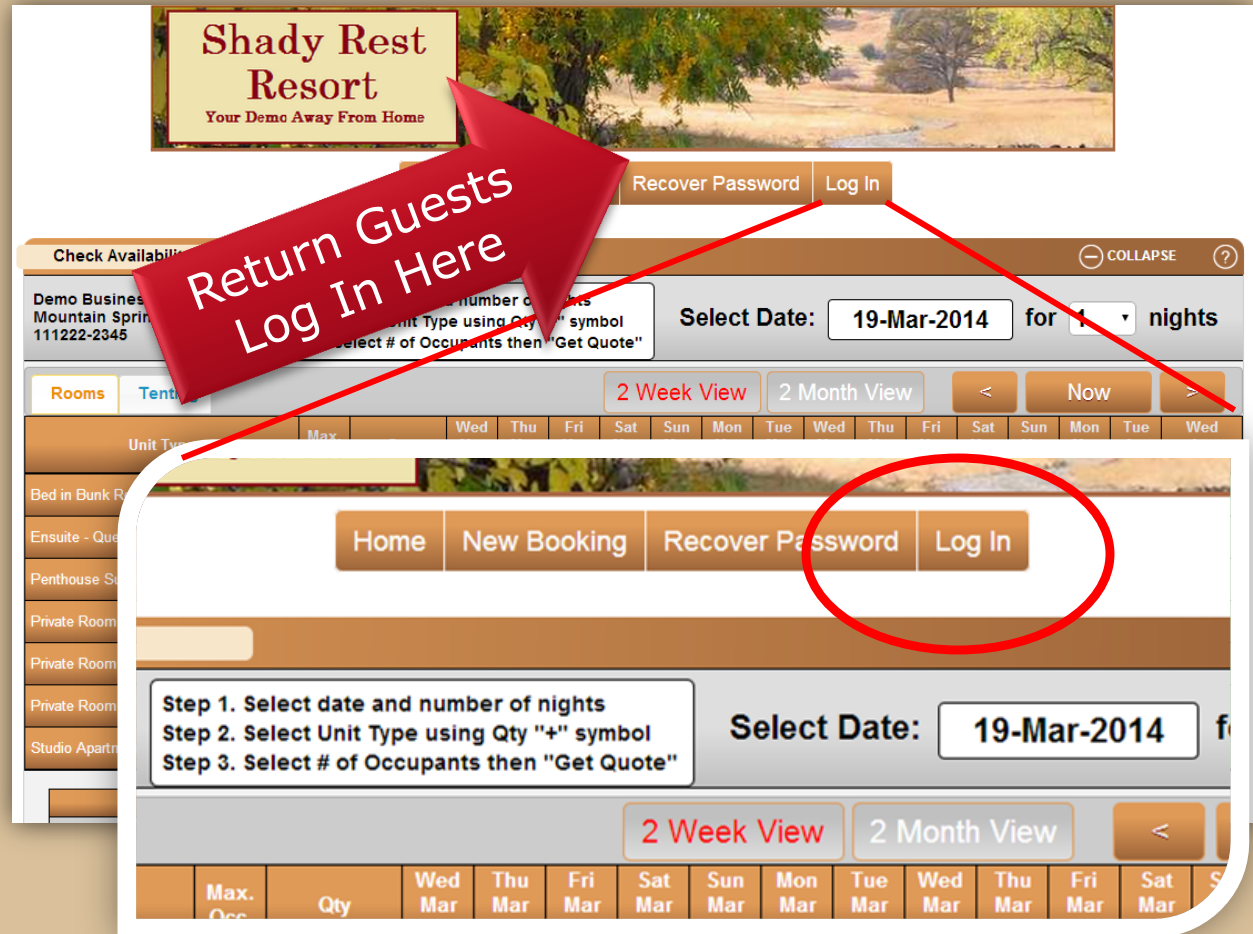
2. Reservation Services – Guest Log In

Logging in to every resort is exactly the same...

Simply click *Log In* menu link on the Menu bar and a dialog will appear, prompting you for two items:

1. Your email address on file with this resort.
2. The password you created the last time to visited.

Note: The next page will show you how to create a password if you don't have one.



3. Recovering Your Password

Note: If you don't have an email address on file with the resort, please call them and provide one.

1. Provide your Guest Code (or email address on file with the resort)
2. Your temporary password will be emailed to your inbox immediately. Return to this page and use that to log in.

Note: The system will then prompt you to enter an easier-to-request password once you use the temporary one provided.

The screenshot displays the Shady Rest Resort website interface. At the top, the resort's name and a navigation bar with links: Home, New Booking, Recover Password, and Log In. Below the navigation bar is a 'Check Availability' section. On the left, it shows 'Demo Business Mountain Springs, CA 111222-2345'. On the right, it prompts for 'Select Date: 19-Mar-2014 for 1 nights'. A 'Log In' modal window is overlaid in the center, containing fields for 'Email or Member Code' and 'Password', a 'Cancel' button, and a 'Log In' button. A red box highlights the link 'Click Here To Recover Password' within the password field. A large red arrow points from the 'Recover Password' link in the navigation bar to the 'Click Here To Recover Password' link in the modal. Another red arrow points from the 'Click Here To Recover Password' link to a red callout box that says 'Click this link to recover a password'. The background shows a calendar and a table of room rates.

Room Type	Qty	Rate
Bed in Bunk Room	1	\$100
Ensuite - Queen	1	\$100
Penthouse Suite	1	\$100
Private Room - Full	1	\$100
Private Room - Queen	1	\$100
Private Room - Two	1	\$100
Studio Apartment	1	\$100

4. Now You're Logged In!

Two things you can do:

1. Check your *Reservation Activity* – for this resort simply select the link on the Menu bar.
2. Make another reservation at this resort.

The screenshot shows the Shady Rest Resort website. At the top, there's a banner for "Shady Rest Resort" with the tagline "Your Demo Away From Home". Below the banner is a navigation menu with links: Home, New Booking, Reservation Activity, and Log Out. A red box highlights the "Logged In: Ken Lahoda - NM485230" status. A red arrow points from the "Reservation Activity" link to the "Logged In" status. A large red arrow points from the "Logged In" status to a red callout box that says "Your name and Guest Code are here". Below the navigation menu is a "Check Availability" section. It includes a "Demo Business" section with address "Mountain Springs, CA 111222-2345". To the right of this are three steps: "Step 1. Select date and number of nights", "Step 2. Select Unit Type using Qty '+' symbol", and "Step 3. Select # of Occupants then 'Get Quote'". A "Select Date:" field shows "19-Mar-2014" for "nights". Below this is a table with "Rooms" and "Tenting" tabs. The "Rooms" tab is active, showing a table with columns "Unit Type" and "Max. Occ.". The table lists: "Bed in Bunk Room" (1), "Ensuite - Queen" (3), "Penthouse Suite" (4), and "Private Room - Full size bed" (3). A red arrow points from the "Rooms" tab to a blue callout box that says "To make a reservation, simply follow the three instructions shown on the website." Below this callout box is a note: "Note: if you aren't logged in, you may not be quoted proper pricing until you do so".

Shady Rest Resort
Your Demo Away From Home

Home | New Booking | Reservation Activity | Log Out

Logged In: Ken Lahoda - NM485230

Check Availability

Demo Business
Mountain Springs, CA
111222-2345

Step 1. Select date and number of nights
Step 2. Select Unit Type using Qty "+" symbol
Step 3. Select # of Occupants then "Get Quote"

Select Date: 19-Mar-2014 for nights

Rooms | Tenting

Unit Type	Max. Occ.
Bed in Bunk Room	1
Ensuite - Queen	3
Penthouse Suite	4
Private Room - Full size bed	3

Your name and Guest Code are here

To make a reservation, simply follow the three instructions shown on the website.

Note: if you aren't logged in, you may not be quoted proper pricing until you do so

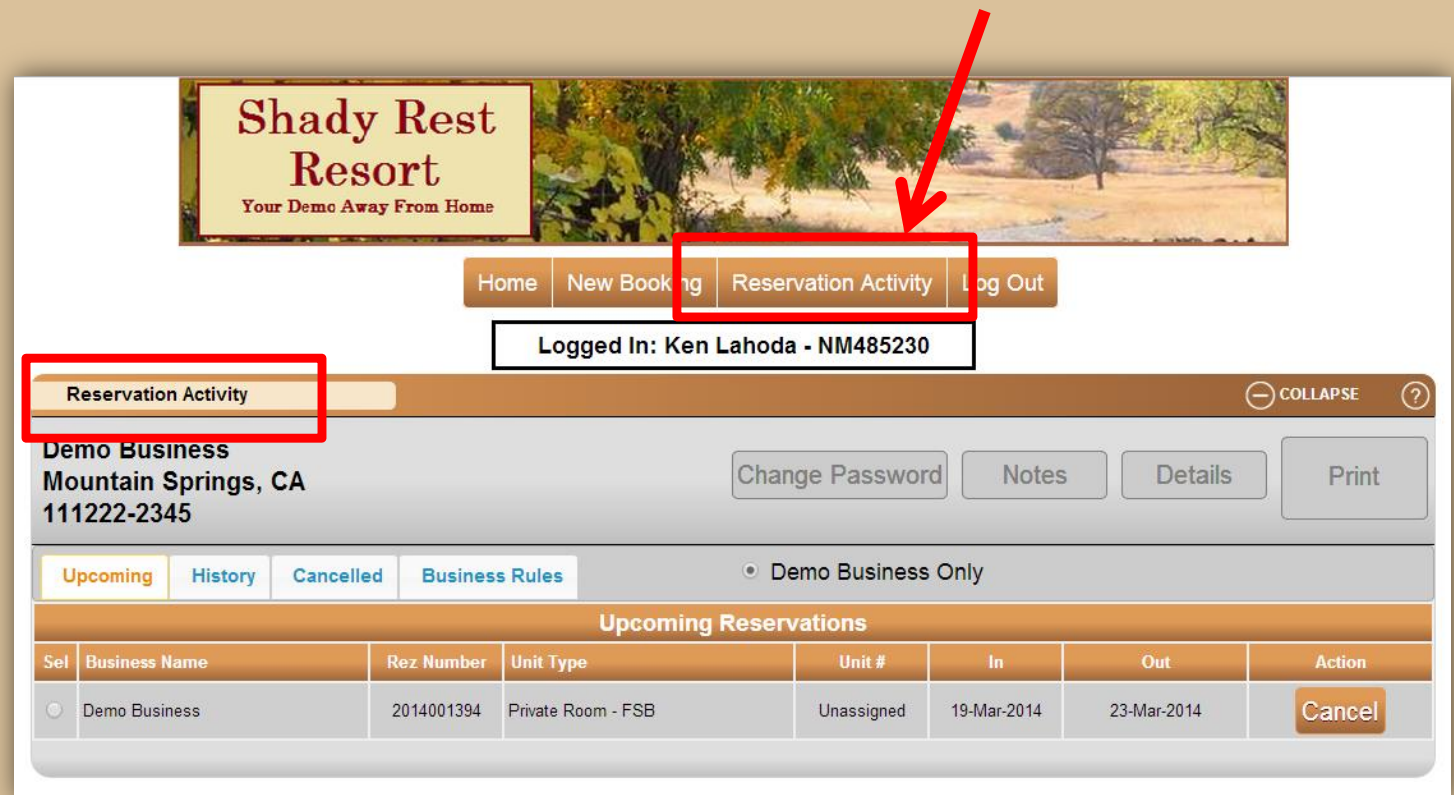
5. Reservation Activity With The Resort

Check your *Reservation Activity* – for this resort simply select the link on the Menu bar.

Note: You can check ALL of your reservation activity this resort.

Obviously, logging in provides access to your personal booking information.

Also note that we don't expose your personal address or contact information.



Shady Rest Resort
Your Demo Away From Home

Home New Booking **Reservation Activity** Log Out

Logged In: Ken Lahoda - NM485230

Reservation Activity COLLAPSE ?

Demo Business
Mountain Springs, CA
111222-2345

Change Password Notes Details Print

Upcoming History Cancelled Business Rules Demo Business Only

Upcoming Reservations

SeI	Business Name	Rez Number	Unit Type	Unit #	In	Out	Action
<input type="radio"/>	Demo Business	2014001394	Private Room - FSB	Unassigned	19-Mar-2014	23-Mar-2014	Cancel

6. Button Functionality

Select any booking
and certain buttons
light up on the
panel's header.

Just check the
circular “radio option”
on the left-most
column on the
reservation list to
activate the buttons.

Click right here...



Shady Rest
Resort
Your Demo Away From Home

Home

New Booking

Reservation Activity

Log Out

Logged In: Ken Lahoda - NM485230

Reservation Activity

COLLAPSE

?

Demo Business
Mountain Springs, CA
111222-2345

Change Password

Notes

Details

Print

Upcoming

History

Cancelled

Business Rules

☒ Demo Business Only

Historic Reservations

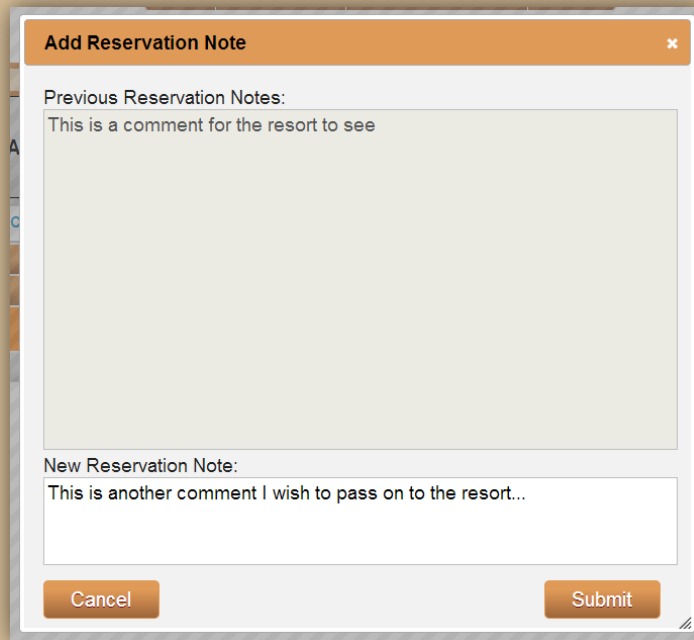
Sel	Business Name	Rez Number	Unit Type	Unit #	In	Out	Action
<input type="radio"/>	Demo Business	2013001345	Private Room - FSB	Unassigned	13-Dec-2013	17-Dec-2013	Cancel
<input checked="" type="radio"/>	Demo Business	2013001357	Private Room - FSB	Unassigned	31-Dec-2013	04-Jan-2014	Cancel
<input type="radio"/>	Demo Business	2013001351	Penthouse Suite	Unassigned	13-Dec-2013	17-Dec-2013	Cancel
<input type="radio"/>	Demo Business	2014001367	Studio Apartment	Unassigned	17-Feb-2014	21-Feb-2014	Cancel

7. Button Functionality Cont'd

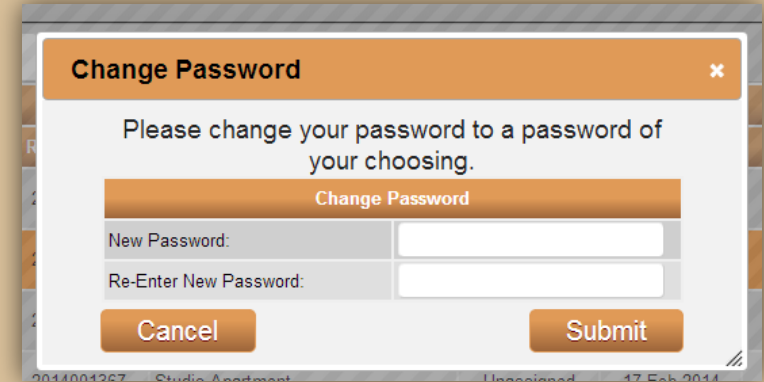
Change Password

Notes

The **Notes Button** provides the facility to send a message direct to the resort via email. Any response will come back to your registered email inbox as well as being recorded into the Notes dialog, seen here.



The 'Add Reservation Note' dialog box features an orange title bar with a close button. It contains two text areas: 'Previous Reservation Notes' with the text 'This is a comment for the resort to see' and 'New Reservation Note' with the text 'This is another comment I wish to pass on to the resort...'. At the bottom are 'Cancel' and 'Submit' buttons.



The 'Change Password' dialog box has an orange title bar with a close button. It displays the instruction 'Please change your password to a password of your choosing.' Below this is a section titled 'Change Password' containing two input fields: 'New Password:' and 'Re-Enter New Password:'. At the bottom are 'Cancel' and 'Submit' buttons.

The **Change Password Button** provides the facility to change your personal guestship password at any time.

It is wise to change your password from time to time each year. Upcoming revisions will remind you to do so.

8. More Buttons Explained (whew)

Print

Details

The **Details Button** provides a little “till tape” of any charges, products and taxes related to the booking you’ve selected.

Reservation Details	
Demo Business	
Arrival Date	19-Mar-2014
Departure Date	23-Mar-2014
Nights	4
Unit Type	Private Room - FSB
Person(s)	2
Deposit Owed	
10% Deposit	87.00
Total Deposit Due	\$87.00
Summary Of Fees	
Private Room - FSB (3 Day(s)@100.00)	300.00
1 Person(s) (4 Day(s)@100.00)	400.00
Room Service	50.00
Private Room - FSB (1 Day(s)@120.00)	120.00
Subtotal	\$870.00
Summary Of Taxes	
EnvTax @ 2.50%	20.50
State Tax @ 7.00%	57.40
Total Taxes	\$77.90
Grand Total	\$947.90

Shady Rest Resort

Your Demo Away From Home

Demo Business
3375 Springs Road
Short Valley
Mountain Springs, CA 11122-2345
Phone: +1 (530) 473-2222
Fax: +1 (530) 473-3333
mikeb@digitalrez.com

Ken Lahoda
Test 7
Fhsfgsf
Bridgetown, St. M. BB11157

Reservation Confirmation

Dear Ken Lahoda,

Thank you for booking with Demo Business.

Listed below are the details of your upcoming reservation.

Confirmation Number: 2014001394
Check-in Date: 19-Mar-14
Check-out Date: 23-Mar-14
Number of Nights: 4
Unit Type: Private Room - Full size bed
Person(s): 2
Charges: \$870.00
Tax: \$77.90
Balance: \$947.90

If you have any questions, please call our customer experience team at +1 (530) 473-2222 or contact us by email at: mikeb@digitalrez.com

We look forward to welcoming you.

Demo Business

*Final cost may differ if any aspect of this booking changes on arrival.

Print options change for each tab:

1. **Upcoming Tab** – reprint a confirmation
2. **History Tab** – print a Statement
3. **Cancelled Tab** – a Cancellation Confirmation