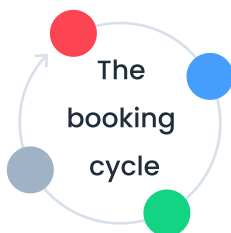# Goboony for Businesses

Welcome to Goboony! Goboony provides you with a complete service - from bringing customers to your listings to providing the tools to complete the booking. This information sheet will cover things you will need to know about working with us.

## How it all works

### Receive a request

You will receive requests from interested travellers and have 48 hours to respond before the request expires. You will be notified by email, SMS and WhatsApp.

### Manage your requests

**Accept a Request**: The traveller wil have 72 hours to confirm the booking by paying the first instalment.

**Decline a Request**: No charges will apply at this stage. Don't forget to send a quick message to explain why you cannot accommodate the trip.

The booking cycle

### Finalise your booking

The booking will be finalised once the deposit and all extra costs have been resolved.

### Confirmed bookings

The traveller has paid the first instalment and thereby confirmed the booking. Our cancellation fees and policy will now apply. Coordinate with the traveller for the handover.

## Managing your listings on Goboony

### House rules

Supplement our terms and conditions and set your own house rules under the 'booking' section of your motorhome listing, where you can disclose any booking conditions, extra charges and services you offer.

### Manage your Calendar

Keep your calendar up-to-date by blocking out dates when your motorhomes are unavailable. If you have an iCal link per motorhome, get in touch with us, and we can check the compatibility and arrange this to be synchronized.

### Managing multiple motorhomes

If a hirer makes a request for a motorhome that is unavailable, feel free to refer your other vehicles by sending the link to the Goboony listing. If your motorhome is unavailable for long periods of time, you can pause your ad on the 'my motorhomes' page or block the calendars.

### Pricing

Set your daily prices for your motorhomes. Make sure the prices are not higher than your own website. Goboony has its own set dates for the season, but it is also possible to price your motorhome for specific periods under 'custom pricing'.

### Performance

Maintaining an acceptance rate and response rate of at least 80% will allow you to improve your visibility on our platform. These are regularly checked by our team and will occasionally reach out to offer assistance or provide tips to optimize your performance.

## Taking bookings on Goboony

### Terms and conditions

Goboony's Terms and Conditions shall take precedence for any bookings made within the platform. All booking requests must be confirmed on our platform, therefore indirectly or directly redirecting customers from Goboony to another site, mentioning of business name, and attempting to share contact details ahead of a confirmed booking are strictly prohibited. In the event that these are found, your listing will be taken offline and will be subject to fines.

### Communication with the hirer

To ensure the safety and security of the transactions, communication with the hirer must be done through Goboony's messaging system. This ensures that your communication is secure and any agreements regarding a booking are clearly documented. This will be used by our Support Team in the event of a dispute or need for mediation.

### Deposit

Goboony manages the security deposit and handles claims against this. After the motorhome is returned, you have up to 48 to input any additional costs based on the signed GoForm. The GoForm must be completed for every booking and signed by both you and the hirer. Question and updates regarding your claims and deposit for a booking can be directed to support@goboony.co.uk.

### Payments

Your rental fee is processed within 24 hours of the start date of your booking and should be transferred to your bank account within 1-3 working days, provided you have completed the account verification process.

### Want to know more?

Our advertiser handbook provides a more detailed guide about our platform and more about our support services. If you have questions, please feel free to contact your account manager at business@goboony.co.uk.

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