

An easier way for guests to book with you

Online Payments helps **reduce the operational workload of managing customer payments.**

When your guest pays online, Booking.com facilitates their payment on your behalf and we load your payout onto a virtual credit card.

- ✓ **Guaranteed payment**
Guests pay when they book, so no more chasing payments or invalid credit cards.
- ✓ **Reduced cancellations**
When bookers pay online on Booking.com, they're less likely to cancel or not show up. In some countries, Online Payments has helped reduce cancellations and no shows by up to 4x.
- ✓ **Potential new bookers**
By offering more flexibility, you open your property up to guests who can't pay by credit card.

Online Payments checklist

Below are a few helpful tips to ensure you're ready for reservations with online payment.

- 1 Confirm that you can charge virtual cards**
Make sure your POS machine is set up to charge credit cards remotely.
 - 2 Check your merchant code**
Verify that your POS machine is registered under the correct merchant category code. Your bank will be able to provide this information.
 - 3 Set your payout and rate currency**
You can choose the same currency for your rates and virtual card payouts. Visit the 'Policies' page of your extranet to set your preferred payout currency.
- ❓ **Please visit the Partner Help Centre of the Online Payments page for more support.**

Frequently Asked Questions

What do I do about refunds?

Booking.com will help you refund guests. If you've already collected money for the reservation, all you need to do is return the amount back to the same virtual credit card we provided. You'll find the card with your guest's reservation details.

What about cancellations, no shows and modifications?

If there's a cancellation, no show or modification and you're owed money, you'll still get paid according to your policy through a virtual credit card. You'll find the updated payout information in your guest's reservation details.

Who takes care of any extra charges my guests may incur?

When booking through Online Payments, additional fees and charges are usually covered by your guest's payment, unless the charges are per person and you've set them to 'excluded' in your extranet. These excluded charges need to be collected by you.