

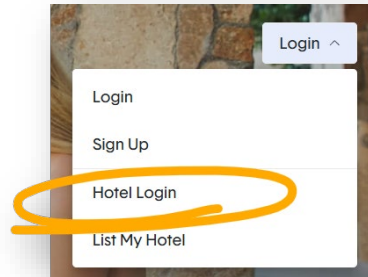
Partner Portal User Guide & Marketplace/White Label Overview

What is the Partner Portal?

Partner Portal is the hotel's internal login into the ResortPass system. This is where you will manage inventory, pricing, and reservations for your ResortPass account.

Accessing the Partner Portal on a Desktop









1. Go to https://app.resortpass.com/hotel_users/sign_in;
or
2. Go to **ResortPass.com** and Click on **Hotel Login** (do not use "Log in/Sign up". This is for customer logins).



Download the Partner Portal app for on-the-go access!

After you've made your initial login on a desktop, you can login to the partner portal through the app!



	Dashboard	—————>	A summary of the current day's reservation information (Admin only)
	Reservations	—————>	A list of all reservations and the guest details
	Calendar	—————>	View/manage product inventory and/or pricing
	Seating Map	—————>	View your seating map (reserved seating users only)
	Refunds	—————>	Track all guest refund requests
	Reviews	—————>	Read your reviews from ResortPass guests
	Reports	→————>	Access a variety of reports (Admin only)
<hr/>			
	Settings	▼	
	Pricing & Inventory	—————>	View the default pricing and inventory for all hotel products (Admin only)
	Email Settings	—————>	Sign up for Email Notifications and Revenue Reports
	Users	—————>	Add/Delete Partner Portal Users
	Marketplace Listing	—————>	Submit changes for your marketplace page
	Help & Contact	—————>	New Product Requests, User Manuals, Account Manager information

Partner Portal Reservations: Viewing & Managing Reservations

Click **Reservations** in the left menu bar. The default view will be reservations for the next 30 days:


1. To change the date range view – click on the date range box and enter a date range or quick select **Today, Tomorrow, or Next 30 Days**
2. To filter the reservation view – click **Show Filters**
3. To Check-in a guest – click **Check In**
 - **CANCELLED** means the guest has been refunded for the product and should not be checking in.
 - The check-in button is not required, but recommended. It does not affect payment.
4. To View Reservation Details – click on the reservation to view details
5. HOUSE GUEST PAYMENTS: Determine if your property uses the ResortPass payment gateway on the white label.


IF YES = Hotel does *not* collect payment: If your property uses ResortPass payment gateway, then the hotel guests pays in full at the time of booking on the White Label.

IF NO = Hotel collects payment: If your property does *not* use payment gateway, then the hotel is responsible for collecting payment from the hotel guest.

Payment status will be indicated in the Payment column on the reservations page.

Guest Type will be indicated with these icons:


 = House Guest

 = Day Guest

A reminder of payment type. N/A will appear for all manual house guest reservations entered by the hotel.

 **Hotel Collects** = Add to guest invoice

N/A = Add to guest invoice

 **Paid via ResortPass** = Guest paid on White Label

Reservations

Search by name, reservation ID












Jul 14, 2025 → Aug 13, 2025

Status ▾

Products ▾

Guest Type ▾

Hide Filters

Date	Status	Guest Details	Reservation ID	Product	Add-ons	Locations	Payment
TODAY Mon 14 Jul	 Cancelled	 Donna Sandler 2 adults	#47837714	2x Day Pass	N/A	N/A	N/A
	 Checked in	 Linda Funnell 6 adults	#47820548	1x Lazy River Cabana	N/A	 LR2	 Hotel Collects
	 Checked in	 Megan Miller 2 adults	#47820042	2x Day Pass	N/A	N/A	 Paid via ResortPass
	 Check in	 Mary Hines 3 adults	#47805015	3x Day Pass	N/A	N/A	N/A

Check-In button = Select this when the guest checks in.

Cancellation icon = guest was refunded and should not check in.

Addon purchases will appear here.

If you offer reserved seating, you can view/assign here.

Creating a Manual House Guest Reservation

To Create a House Guest reservation manually:

1. Click **New House Guest Reservation** (top right of every page)
2. Select the **date** of the reservation
3. choose the **product(s)**
 - You can apply a discount for your guest in the checkout section under “Apply discount”
4. click **Next**
5. Enter guest information
6. click **Complete Reservation**

****The Hotel must collect payment for all manual reservations.****



New House Guest Reservation

House Guest Reservation

1. Reservation Details > 2. Assign a location > 3. Guest Information > 4. Complete Reservation

STEP 1

Select reservation date and type

Date

06/09/2022

Reservation type

Paradise Pool Cabana Show Details	\$300 Max 6 people	Select
Saguaro Pool Daybed Show Details	\$200 Max 2 people only 4 left	Select
Saguaro Pool Cabana Show Details	\$300 Max 6 people	Select

RESERVATION SUMMARY

Arizona Biltmore, A Waldorf Astoria Resort
June 09, 2022

Paradise Pool Cabana	\$300.00
Purchase Subtotal	\$300.00
Tax	\$25.80
Grand Total	\$325.80

[Apply discount](#)

[Next](#)

[Reset Reservation](#)

Click “apply discount” to discount the price for a hotel guest

Edit/Cancel a House Guest Reservation

1. Click on the reservation to open the summary
 2. Select the **Edit or Cancel** button
- If you cancel a reservation paid through the ResortPass Payment Gateway, the system will automatically refund the guest within 5-7 business days.

Check-in ☐ Date Wednesday, Jul 10 Reservation ID #46869420 Contact [Edit](#) [Cancel](#)

Guests

Adults (2) Children (2)

Mollory Ford Yoder
1 Adult Guest Name Not Provided
+ 2 Children

[+ Add Note](#)

Guest Jul 6 11:37am
|| date: 2024-07-06 || Additional Info: || Phone: 601-498-1770 ||

Products Purchased

'Ohana Cabana Adults x 2 Children x 2	Reassign	\$300.00
Subtotal		\$300.00
Total		\$300.00

Please note totals do not include taxes, fees, or ResortPass promotions. For detailed revenue reports please view [Gross Sales Reports](#)

Booked on Saturday, Jul 6, 2024 via Microsite

EDIT/CANCEL A HOUSE GUEST RESERVATION

Reservation notes entered by the Hotel Guest will be here.

Issuing a Refund to a Day Guest:

1. Select the reservation
2. Click the check-in button to appear green (refunds cannot be issued until a guest is checked in).
3. Click the **Refund** button and complete the information for the refund and **SAVE**
 - You can approve a full or partial refund for any reason.
 - The refund will appear to the guest within 5-7 business days
4. The refund will now appear in your Refunds section

Day Guest
Anthony Bailey

Checked-in (green checkmark icon)

Date: Sunday, Jul 13 | Reservation ID: #47669962 | Contact: [REDACTED] | Check-in time: Jul 13, 2:18pm

Guests
Adults (2)
Steven Kimberly
Dominique Travis

Products Purchased
Day Pass
Adults x 2 (\$75.00) \$150.00
Subtotal: \$150.00
Total: \$150.00

Refund (highlighted in yellow)

Issue a Refund

Anthony Bailey

Unit: ☒ Percent ☐ Dollar

Amount: 50 %

Reason: Weather

Description: Started raining 2 hours after check-in

You cannot undo this action. Refunds usually take 5-7 business days to process.

Cancel **Save** (highlighted in yellow)

Add Users for Partner Portal

Users with Admin access can add additional users to the partner portal.

1. Click on **Settings** (main menu) → **Users** → click **Invite new user** → enter the email address and choose the access level → send invitation

**The invitation must be accepted within 72-hours or the link will expire.*

Users

Invite a new user

Email: Enter e-mail address

Role: **Admin** (selected) | View Only

Admin (selected):
• Manage inventory, pricing and availability
• See reservations
• Check-in guests
• Access reviews and feedback
• View and export reports
• Add and remove users

View Only:
• View inventory, pricing and availability
• See reservations
• Check-in guests
• Access reviews and feedback

Send Invitation

Email Notifications

1. Click on **Settings** (main menu) → **Email Settings** → click **Add Recipient** → enter the **email address** and select the **notification options** → **Save**

Email notifications will not automatically capture new products. If you add a product, you must revise your notifications to include the new product.

Email Settings

Enter e-mail address

☐ SELECT ALL OPERATIONAL NOTIFICATIONS
☐ Refund Requests

☐ SELECT ALL NEW BOOKING NOTIFICATIONS
☐ Day Room

☐ SELECT ALL PRODUCT SOLD OUT NOTIFICATIONS
☐ Day Room

PAYOUT REPORTS
☐ Month-to-date report (daily)
☐ Month-to-date report (weekly)
☐ Month-end report

Save

Partner Portal Calendar - Managing Product Pricing & Inventory

Default settings are handled by ResortPass. Seasonal products without default inventory will need to open inventory each season in the portal calendar.

All products will offer separate inventory and pricing for house guests and day guests.

For **Single Day** changes:

1. Choose the *product* in the dropdown (you can only change one product at a time)
2. Click on the *date* for the change → enter your changes for *Availability*, *Inventory*, or *Pricing* in the pop-up box → click *Save*

For **Bulk** updates (date ranges can be selected for up to 6 consecutive months only):

1. Click *Bulk update pricing & inventory* → Confirm the correct product is selected in the dropdown → Enter the date range → choose the days of the week to apply changes to
 - if blocking the inventory, click the *Block Selected Dates* button
 - if changing pricing and/or inventory, click in the box and enter new information
- click *Update* → Review your changes and click *Confirm*

Dynamic Pricing is now available for your products and can be activated for a single day or in Bulk Update. Dynamic Pricing automatically adjusts rates based on demand, allowing you to respond to demand without continuously updating rates manually.

The screenshot displays the Partner Portal Calendar for August 2025. The top navigation bar shows 'Cabana' selected, and a 'Bulk update pricing & inventory' button is visible. The calendar grid shows dates from Monday to Sunday, with some dates marked as '0/2 SOLD'. Two pop-up windows are shown: 'Bulk edit inventory & pricing' and 'Poolside Daybed' inventory settings. Red arrows highlight the 'Bulk update pricing & inventory' button, the 'Poolside Daybed' pop-up, and the 'Dynamic Pricing' toggle. A red text box explains that 'TOTAL INVENTORY' is the House Guest inventory, which is locked for reserved seating products.

Bulk edit inventory & pricing

Select a product: Poolside Daybed

Select dates to edit: Aug 1, 2025 - Aug 31, 2025

☒ Do not adjust days with existing blocked availability

Which days of the week do you want to apply changes to?

☒ Mon ☒ Tue ☒ Wed ☒ Thu ☐ Fri ☐ Sat ☐ Sun

Choose the bulk action(s) you wish to perform on the selected dates.

☒ Availability

☐ Block Selected Dates

Change Total Inventory: 5

House Guests

☒ Change Price: \$150

Day Guests

☒ Change Max Inventory: 5

☒ Change Price: ☒ Dynamic Price ☐ Fixed Price

Enter Min Price: \$

Enter Max Price: \$

Add Note

Add an internal note to keep track of why you made a change (notes are never shown to guests)

Poolside Daybed

Inventory & Pricing History

Inventory

☒ Availability: ☒ Available ☐ Blocked

Total Inventory: 5

Day Guests: 1

Base Price

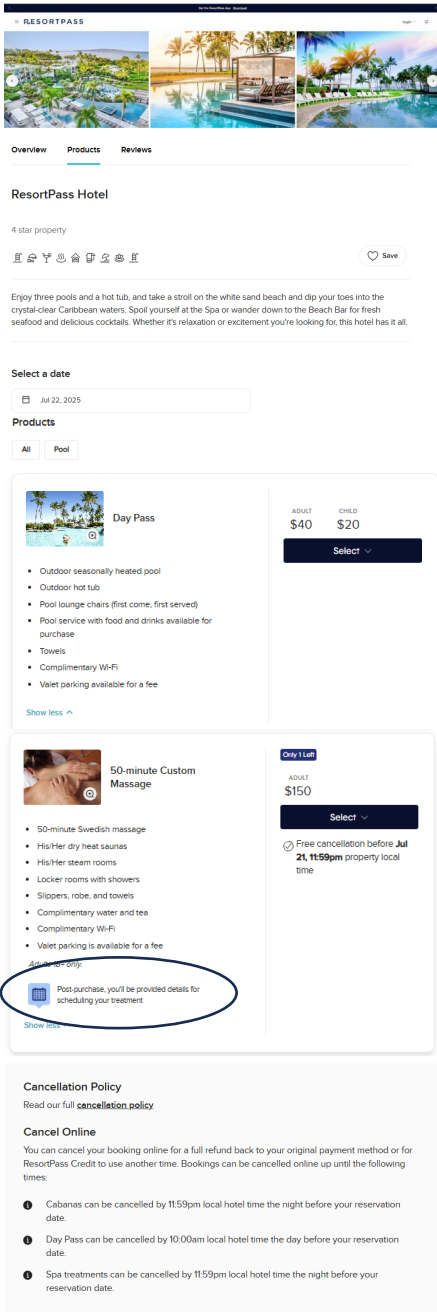
House Guests: Price: \$150

Day Guests: Price: \$250

Dynamic Pricing: ☐

TOTAL INVENTORY: Total inventory is the House Guest inventory. Total Inventory is locked for products that offer reserved seating. Contact your Account Manager to change the total inventory for reserved seating products.

Marketplace Overview



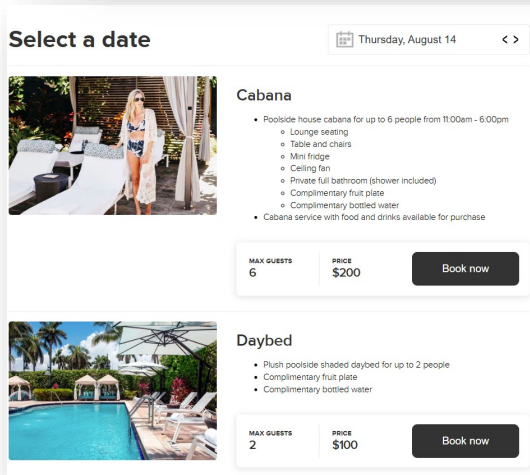
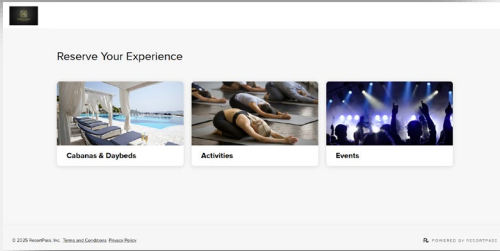
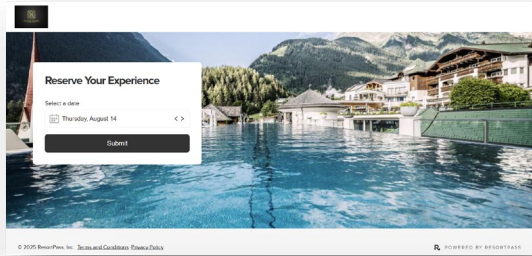
The Marketplace is where Day Guests (public) purchase their products:


- ☐ All guests pay in full on our website. The hotel should never collect payment for products from Day Guests.
- ☐ Taxes are included on each purchase unless otherwise specified during onboarding (does not apply to CA properties).
- ☐ Guests can self-cancel for a refund within your cancellation window. Properties can also issue refunds in the **Partner Portal – Reservations**.
- ☐ Changes to the Marketplace page (*images, hours of operation, amenities, etc.*) are managed by ResortPass.
- ☐ Policies are viewable in the mobile app under **Get Ready**, and in the confirmation emails.
- ☐ **DAY ROOMS:** The following policy will be included on all day room products:
 - ☐ *The name on a Day Room reservation must be an adult __ + years of age. Room type is based on availability at the time of check-in. Early check-in and late check-out are not available. A credit card is required at check-in for day room incidentals.*

Spa Products

- ☐ Once a reservation is made, guests will be given your contact information and instructed to call the spa to schedule a treatment time.
- ☐ Treatments are paid in full at the time of purchase. The spa should not collect any money from the guest unless it's for a mandatory service/gratuuity fee.
- ☐ If you don't have availability convenient for the guest, they can cancel and rebook, or you can move them around in your scheduling system.

White Label




Overnight Guest Details	
<p>Email *</p> <input type="text" value="Enter your email address"/>	<p>ResortPass Hotel</p> 
<p>First Name *</p> <input type="text" value="First Name"/>	<p>Thursday, August 14</p> <p>4 Guests</p>
<p>Last Name *</p> <input type="text" value="Last Name"/>	<p>1x Cabana - 4 Adults \$200.00</p>
<p>Phone Number *</p> <input type="text" value="eg. 123-123-1234"/>	<p>Taxes \$14.00</p>
<p>Room Number</p> <input type="text" value="Enter room number"/>	<p>Total (USD) \$214.00</p>
<p>Additional Information</p> <input type="text" value="Additional Information"/>	<p>Information & Cancellation Policy</p> <ul style="list-style-type: none">Cancellations can be made by contacting the front desk at least 24 hours before the reservation date. Cancellations outside of this window are subject to full charge. <p>Pool Policies</p> <ul style="list-style-type: none">No glassNo pool floats (water safety devices allowed)No smoking or vapingNo personal speakers


A White Label is where hotel guests can reserve hotel products. A White Label URL should never be distributed to the public.

❑ The hotel can provide the white label URL in room reservation emails, and in the hotel rooms via a QR code.

❑ White Labels can offer unique products as well as unique house guest pricing for hotel guests vs day guest pricing on the marketplace page.

❑ The guest type will be indicated on the Reservations page:

 = Day guest (public)

 = House guest (hotel)

❑ The hotel has the option to require payment during checkout on the white label through the ResortPass Payment Gateway, or to add the cost to the guest invoice.

❑ Payment status will be indicated on the portal reservations page

 Hotel Collects = Add to guest invoice

N/A = Add to guest invoice

 Paid via ResortPass = Guest paid on White Label

❑ The hotel can create manual house guest reservations, allowing the opportunity to discount a product for the house guest.

❑ Policies and cancellations will display on the white label checkout page, and guests will receive a confirmation when the booking is complete.

Accounting Process Overview

Sales Tax

- Unless otherwise noted during the Onboarding process, your local sales tax rate will be applied to all products

Non-Room Products: ResortPass submits the tax to your local tax office

Room Products/Custom Tax: ResortPass submits all taxes to the hotel

INTERNATIONAL PROPERTIES: All taxes associated with all products will be remitted directly to the property. **Note: if you choose to include taxes in the product price instead of as a separate line item, commission will be taken on the total product price.*

ResortPass Commission & Fees

*Each transaction will incur a 3% credit card processing fee and a commission fee.

Commission – This fee is calculated on the subtotal of the purchase minus the cc processing fee (tax is not commissionable)

Credit Card Processing Fee – This 3% fee is calculated on the total transaction amount, including tax.

EXAMPLE:

CC Fee: $\$130.77 \times 3\% = \3.92

Commission: $\$120 - \$3.92 = \$116.08 \times$
commission rate



Description	QTY	Unit Price	Total
Adult Day Pass	2	\$50	\$100
Child Day Pass	2	\$10	\$20
Purchase Subtotal			\$120
Tax			\$10.77
Total			\$130.77

Payout Methods

DOMESTIC PROPERTIES: **Wire Transfer only** - The accounting contact will receive payout information from BILL.com as soon as the property is set live on ResortPass.com.

INTERNATIONAL PROPERTIES:

Wire Transfer Option - The accounting contact will receive payout information from BILL.com or BREX.com as soon as the property is set live on ResortPass.com.

Virtual Credit Card Option – The accounting contact should email Accounting@resortpass.com to confirm that you prefer the VCC option for payment. You will receive payout information via Stripe as soon as the first reservation is made.

Payout Frequency & Reporting

Payouts are processed on the 10th of each month for the month prior (e.g., June revenue will be processed on July 10th). Payout Reports are net revenue, rolling reports that update every 24-hours and can be found in the Partner Portal Reports section.

- White Label Payouts - Properties that use the ResortPass payment gateway on their White Label will receive White Label revenue along with Marketplace revenue in the monthly payout.

Contact accounting@resortpass.com to change your bank information, or for specific questions relating to payouts.