**RESORTPASS**

Spa User Guide

What is the Partner Portal?

The Partner Portal is where you will manage inventory, pricing, and reservations for your ResortPass account. You can also find a variety of other services in the Portal.

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*).
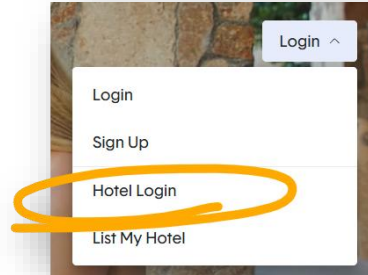
Download the Partner Portal app for on-the-go access!

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

ResortPass for Hotels
Boost revenue beyond the room
ResortPass, Inc.
★★★★★ 5.0 • 16 Ratings
Free
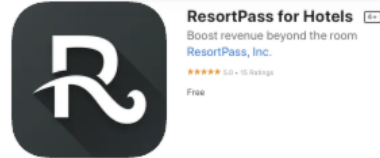
⊙ Dashboard ➜ **A summary of the current day's reservation information (Admin only)**

🗓 Reservations ➜ **A list of all reservations and the guest details**

📅 Calendar ➜ **View/manage product inventory and/or pricing**

🛋 Seating Map

💲 Refunds ➜ **Track all guest refund requests**

💬 Reviews ➜ **Read your reviews from ResortPass guests**

📊 Reports ➜ **Access a variety of reports (Admin only)**

⚙ 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 ➜ **Add a New Product, Refund Requests, Reservation Changes, Billing and Accounting, etc.**

Guest Reservations & Refunds

1. Once a guest completes payment with ResortPass, the reservation will immediately be visible in the Reservations section of the portal.
   - Products are paid in full at the time the guest checks out on ResortPass. The only money a spa will collect from a ResortPass customer is any required service/gratuity fees.

2. The guest will receive a confirmation with spa policies and will be provided with the spa phone number and instructed to contact the spa to schedule a treatment time.

3. When the guest contacts the spa to schedule, the spa should confirm the reservation is in the system and that a **Check In** button is visible.
   - CANCELLED means the guest self-cancelled for a refund and should not be scheduling (*self-cancelling is allowed within the cancellation window dictated by the property and visible on the marketplace page*).

4. Click on any reservation for more details, including the customer's contact information, or to **Add Notes** to the reservations (you can use this to note that the guest has scheduled).

Issuing a Guest Refund:

1. To issue a guest refund once a cancelation window has closed, select the reservation in the portal and click the check-in button to appear green (this activates the refund option).

2. Click the Refund button and complete the information for the refund and **SAVE**
   - The refund will appear to the guest within 5-7 business days

3. The refund will now appear in your Refunds section

Booking Details Confirmation

Cancellation Policy

Read our full cancellation policy

Cancel Online

You can cancel your booking online for a full refund back to your original payment method or for ResortPass Credit to use another time. Bookings can be cancelled online up until the following times:

ⓘ Spa treatments can be cancelled by 11:59pm local hotel time the night before your reservation date.

How to get there

Address

321 Santa Monica Boulevard, Suite 300, Santa Monica, CA 90401

| Get directions | Copy address |

Hotel Information

Hours

- Pool
  Daily 8:00am - 8:00pm
- Spa
  Daily 9:00am - 5:00pm
- Restaurant
  Daily 8:00am - 10:00pm

Check-in

- SPA GUESTS: Contact the spa at +123-456-7890 to schedule treatments. A 20% service charge will be added to the cost of the treatment and collected onsite as gratuity for your technician.

50-minute Custom Massage

ADULT
$150

Select ⌄

Only 1 Left

- 50-minute Swedish massage
- His/Her dry heat saunas
- His/Her steam rooms
- Locker rooms with showers
- Slippers, robe, and towels
- Complimentary water and tea
- Complimentary Wi-Fi
- Valet parking is available for a fee

Adults 18+ only.

📅 Post-purchase, you'll be provided details for scheduling your treatment

Show less ⌃

All spa treatments will come with scheduling instructions. The spa phone number will be provided. ➡

Hotel Rules

- Contact the spa at [+123-456-7890](tel:+123-456-7890) to schedule treatments. A 20% service charge will be added to the cost of the treatment and collected onsite as gratuity for your technician.

- Spa is restricted to adults 18+.

- We recommend arriving at least 30 minutes before your scheduled appointment to allow time to change, shower and enjoy a few minutes of steam or sauna.

- Most body treatments are enjoyed without clothing, but please wear whatever is comfortable for you. During all treatments, the body is fully draped, except for the area being worked on. A robe, slippers and a locker are provided.

- This is a CASHLESS property. Cards are required for all purchases.

Policies are visible on the app under Get Ready, and in the confirmation email.

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.

Invite a new user

Email
emailaddress@hotel.com

Role

🛡 Admin users can: ⦿	👁 View Only users can: ○
Ideal for Revenue Managers, F&B Managers, etc.	Ideal for Front Office, Guest Services, etc.
• **Manage** inventory, pricing and availability	• **View** inventory, pricing and availability
• See reservations	• See reservations
• Create house guest reservations	• Create house guest reservations
• Check-in guests	• Check-in guests
• Access reviews and feedback	• Access reviews and feedback
• View and export reports	
• Add and remove users	

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.

✉ spa@resortpass.com

☑ SELECT ALL OPERATIONAL NOTIFICATIONS
☑ Refund Requests

☐ SELECT ALL NEW BOOKING NOTIFICATIONS
☐ Day Pass   ☐ Fall out of Summer
☐ Cabana   ☑ 50-minute Custom Massage
☐ Charcuterie Board   ☐ Firepit 7pm-8pm

☐ SELECT ALL PRODUCT SOLD OUT NOTIFICATIONS
☐ Day Pass   ☐ Fall out of Summer
☐ Cabana   ☑ 50-minute Custom Massage
☐ Charcuterie Board   ☐ Firepit 7pm-8pm

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. Contact your Account Manager if you'd like changes to the default settings.

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
3. Enter your changes for *Availability*, *Inventory*, and/or *Pricing* in the pop-up box →
4. Save
   - You can select Blocked under Availability to shut the product down

For **Bulk** updates (*date ranges can be selected for up to 6 consecutive months only*):
1. Click *Bulk update pricing & inventory*

2. Choose the product in the dropdown *(one product at a time)*

3. Enter the date range *(you can enter up to 6 months at a time)*

   - You can choose the days of the week to apply changes to

4. Update your availability, inventory, and/or pricing

5. Update

NOTE: Bulk updates will override manual calendar entries.

Spa Marketplace Overview

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

❑ 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 service/gratuity fee.

❑ Once a reservation is made, guests will be given the spa contact information and instructed to call to schedule a treatment time.

❑ If your availability does not meet the needs of the customer, you can rebook them in your own system, or have them contact RP Customer Support for a refund.

❑ 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.

❑ 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 booking details.

ResortPass Spa (Marketplace screenshot)

Overview | Products | Reviews

ResortPass Spa

4 star property

Save

Indulge in a day of relaxation at the spa with personalized treatments, soothing massages, and rejuvenating facials. Detox in the sauna and steam rooms, then enjoy exceptional service in a serene setting. Leave feeling refreshed, renewed, and completely at peace. You deserve this escape.

Select a date

Aug 5, 2025

50-minute Custom Massage

Only 1 Left
ADULT
$150
Select ⌄

- 50-minute Swedish massage
- His/Her dry heat saunas
- His/Her steam rooms
- Locker rooms with showers
- Slippers, robe, and towels
- Complimentary water and tea
- Complimentary Wi-Fi
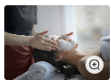- Valet parking is available for a fee

Adults 18+ only.

Post-purchase, you'll be provided details for scheduling your treatment

Show less ⌃

50-Minute Floral Facial

Only 1 Left
ADULT
$130
Select ⌄

- 50-minute facial
- His/Her dry heat saunas
- His/Her steam rooms
- Locker rooms with showers
- Slippers, robe, and towels
- Complimentary water and tea
- Complimentary Wi-Fi
- Valet parking is available for a fee

Adults 18+ only.

Post-purchase, you'll be provided details for scheduling your treatment

Show less ⌃

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Cancel Online

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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 x 3% = **$3.92**
Commission: $120 - $3.92 = $116.08 x 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 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.