ResortPass Day Room | Front Office SOP

This document outlines the standard operating procedures for front desk team members to ensure proper handling of ResortPass Day Room reservations. ResortPass does not yet have integrations with property PMS.

Day Room Payments

All products, including day rooms, are paid for on ResortPass. The hotel never collects payment from ResortPass guests.

ResortPass will remit revenue to the property on the 10th of each month. Payouts for day rooms will include the room rate and applicable room taxes.

a. **Example:** September's revenue will be paid out on October 10th. At this point, the property's Finance or Rooms Director will balance the PM/House Account and adjust commission and the credit card processing fees (*an itemized report can be found in Partner Portal - Reports - Payout Report*).

Day Room Procedures

Pre-Arrival: Front Office Procedures

Management should create a ResortPass rate code for day room guests.

Log in to ResortPass's Partner Portal and refer to Reservations to audit upcoming ResortPass Reservations. Each day room reservation will need to be manually entered into the property's PMS.

- Make sure you are set up to receive email notifications when a day room reservation is made or cancelled. You can sign up in the **Partner Portal - Settings - Email Settings** section.

Upon Arrival: ResortPass Guest Check-In Process

Upon arrival, confirm that the reservation is in Portal Reservations and collect a credit card for room incidentals only (remember that the room itself is pre-paid through ResortPass).

Provide the guest with instructions and a reminder of the checkout time (indicated on your Day Room listing). The guest should check out at the front desk upon departure.

The front office will need to route **room charges** (*less incidentals*) to the designated ResortPass PM/House Account at the time of closing the respective folio. Ensure that the routing is set up correctly to ***only*** authorize the guest's method of payment for incidentals.

Checkout: Payment Routing

1. Review any incidental or incremental services incurred during the guest's visit
2. Present an itemized statement reflecting only additional on-site charges, if applicable
3. Once approved, process payment solely for **incidental charges** incurred during the stay

ResortPass Accounting Procedures

All ResortPass Day Room reservations are paid in full on ResortPass.

ResortPass payouts are processed on the 10th of each month for the month prior (e.g., June revenue will be processed on July 10th). Day Room taxes will be remitted back to the property. You can find a fully itemized payout report in Partner Portal - Reports.

If you have accounting questions, please contact accounting@resortpass.com.