



Information for Space-Providers on **Workspace2go**

In this document you will find all relevant information to the booking process on workspace2go.com as well as account usage information.

YOUR ACCOUNT REQUESTS AND BOOKINGS GUEST AT YOUR SPACE BILLING

Manage Availability

Here you can choose the general times during which the Spaces can be booked. You can also specifically block certain times during which individual rooms cannot be booked. For example, if you are not available due to a company vacation or an internal Meeting, you will not receive any requests for this time.

My Locations

Here you find all Information regarding your spaces that can be modified at any time if necessary. These information help guests to choose a room and are used in the booking confirmation once the booking is final.

My Conversations and Bookings

Here you find all requests with the corresponding conversation as well as all confirmed bookings with the corresponding PDF booking confirmation.

My Account

Here you can manage your personal data. If you would like to change your password, your e-mail address or your internal contact person, you can do so here.

 **Hint:** Add a profile picture to your account. This is well received by guests. Your picture will be visible in booking request conversations.

Request from guest

When a guest sends you a booking request, you will automatically receive an email notification.

▶ The status of the request is **«pending»**

From this point on, you can write messages to each other.

Answering request

You have two options to answer the request: Either you make an offer or deny the request.

1. make an offer

In order for a guest to be able to book at all, he first needs an offer from you.

Click on the green button «Create offer». The information in your offer will be used for the booking confirmation and the invoice. Please ensure the following:

- + correct room
- + at the correct time
- + for the correct price (incl. Ws2go-commission and VAT.)

▶ The status of the request changes to **«approved»**

↔ **Hint:** Is the requested space not free but you could offer another one?

Create an offer and change the room there. The guest receives a notification including a link to the available space.

2. deny request

If you cannot accept the request, please reject it by clicking on the red «deny request» button.

Write in the reason why you cannot accept this request. The guest will then be informed, and we can search for an alternative option for the guest.

▶ The status of the request changes to **«denied»**

↔ **Hint:** The faster you answer an enquiry, the bigger the chance that a customer will complete the booking.

Guest completes the booking

As soon as you have made an offer, the guest will be informed and can definitely book from this point on. When the guest books, you will receive a notification by e-mail with the confirmation. This booking confirmation can also be found in your account under «My bookings».

▶ The status of the request changes to **«booked»**

As long as a guest has not yet definitively booked, he/she can withdraw the request free of charge.

Receiving a review

Our guests appreciate a high quality of service, which is often expressed in the 5-star ratings. Frequently mentioned are qualities such as friendliness, simplicity, constructive thinking, quick solutions to questions or problems and common sense. Good experiences lead to good ratings, and good ratings lead to more bookings.

Give a review

The guest can not only rate you, but you can also rate the guest and leave comments for other space providers. If a guest has already received a rating from you from a previous booking and makes a booking request for one of your spaces, you will see it in the request. **Workspace2go lives on ratings** - you help other space providers and guests to find a suitable space and help us to develop and improve our service. We are always happy for feedback!

How do you receive which amount?

You do not have to bill the guest and don't have to send an invoice to the guest!

Once a month we will send you an invoice listing your bookings with the date of the event in the previous month. On the 25th of each month we will transfer your share according to this statement. Your share is made up as follows:

If you are subject to VAT; Booking amount minus Workspace2go commission Example: Booking amount CHF 100.00, disbursement amount incl. VAT.: CHF 80.00

If you are NOT subject to VAT; Booking amount minus Workspace2go commission and minus 7.7% VAT.

Example: Booking amount CHF 100.00, disbursement amount excl. VAT.: CHF 74.28

Information for the first bank transfer

For the very first transfer we need an invoice from you. At the moment you don't have to worry about it. We will contact you and ask for an invoice, which you can create based on the statement we provide once it is time. Afterwards we will transfer your share monthly without invoicing on your part and the invoice will serve as a receipt for you.

 **Important:** Inform all involved internally involved people about the billing process and that **Workspace2go takes over the debt collection and sends the invoice to the guest.**

 If you have questions or need our help, do not hesitate to contact us.