

Lodgify Booking Fee

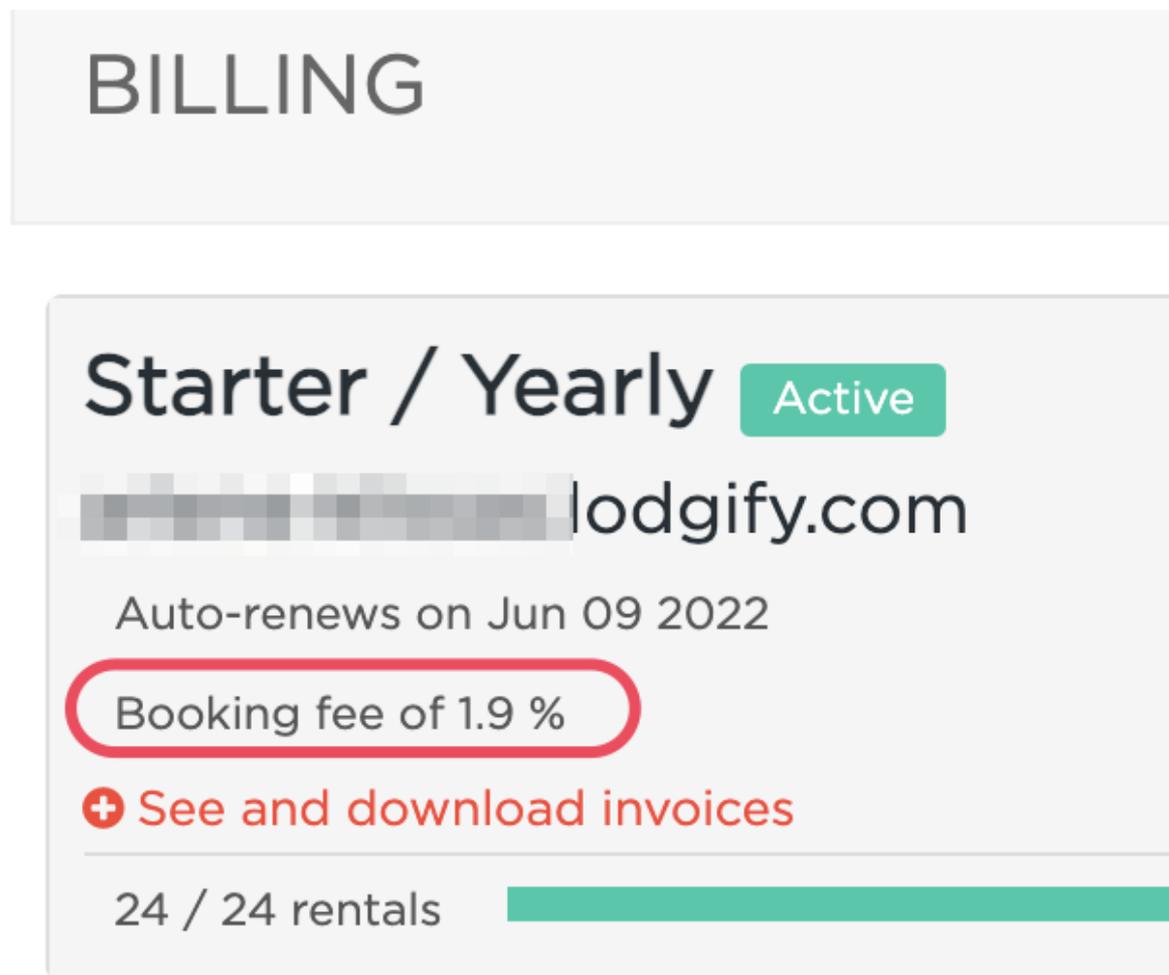
The Booking Fee is a percentage fee applied on bookings entered in Lodgify. This fee is applied only on specific subscription plans (i.e. "Lite" plan and "Starter" plan). Find below all the information related to this fee.

Content:

1. How to check for my Booking fee percentage?
2. What bookings are subject to the booking fee?
3. How is the Booking fee calculated?
4. When/how is the booking fee charged?

1. How to check my Booking Fee percentage?

The Booking Fee only applies to customers on the "Lite" and "Starter" plan. Simply go to the [Billing section](#) of your account and check the Booking Fee for your subscription, as shown below.



The screenshot shows the 'BILLING' section of a user's account. It displays the 'Starter / Yearly' plan, which is 'Active'. The user's email is partially redacted with a grey box, and the domain 'lodgify.com' is visible. Below this, it states 'Auto-renews on Jun 09 2022'. A red circle highlights the 'Booking fee of 1.9 %'. There is a red plus icon followed by the text 'See and download invoices'. At the bottom, it shows '24 / 24 rentals' with a green progress bar.

Note: If your booking fee does not appear, you can contact our support team by writing at help@lodgify.com.

2. What bookings are subject to the Booking Fee?

Booking Source

The Booking Fee is charged on bookings in your Lodgify Reservation Inbox received via our Airbnb Pro, Booking.com, Expedia, and VRBO and any other additional channel we may add in the future to our channel manager.

Additionally, this fee is also applied on bookings that you received through your Lodgify booking engine as well as on bookings that you add manually into Lodgify if the booking has an active Policy & Quote Workflow.

CREATE BOOKING WITH QUOTE ×

1. Booking 2. Price 3. Policy

ACTIVATE POLICY & QUOTE WORKFLOW 

You have activated policies. This means Lodgify will manage the workflow of your policy automatically based on your configuration. For example, Lodgify will automatically calculate reservation deposits, calculate and notify you about overdue payments, inform you and the guest about booking status changes. We recommend using this setting if you want to automate repetitive tasks based on your policy settings.

Booking Status

The Booking Fee is charged only for bookings with status "Booked" and "Declined" minus the cancellation adjustment (see "Declined bookings" below).

3. How is the Booking Fee calculated?

"Booked" Booking

For bookings with the status "Booked", the Booking Fee is calculated by multiplying the Booking Fee percentage over the Total amount of the booking including Promotions, Fees, Taxes and Add-ons.

Example:

Let's say you've subscribed to a Lodgify Starter plan with a 1.9% Booking Fee and receive a \$100 booking from Booking.com with status "Booked". The \$100 cost of this booking is composed of a \$90 room rate, \$7 in cleaning fees, and \$3 in taxes. In this case, the Booking Fee due would be \$1.9 (i.e. 1.9% of \$100).

“Declined” Booking:

For “Declined” bookings, the Booking Fee is calculated by multiplying the Booking Fee percentage over the Total amount incl. Promotions, Fees, Taxes and Addons minus the Cancellation Adjustment.

Example

For example, if a guest has already pre-paid \$90 and you refund \$30, then the Booking Fee is only due over the remaining \$60. So if your Booking Fee is set to 1.9%, the Booking Fee due is \$1.14 (i.e. 1.9% of \$60).

Note: The Booking Fee will be due and charged even if you move a booking into the Trash folder.

4.When/how is the Booking Fee charged?

Each booking becomes eligible to be charged 1 day after the booking's check-out date.

The Booking Fee will be billed and charged on a monthly basis using the payment method saved in your Billing page to process your subscription charges.

When you cancel your Lodgify subscription but your contract did not expire yet, all bookings received in Lodgify that are subject to the Booking Fee with a departure date in the future but prior to the contract expiry date will be continued to be billed as explained above. Once your contract has expired all outstanding bookings that have a departure date after the contract expiry date will become eligible to be charged immediately and will be billed on the first day of the following month.

Example

You cancelled your Lodgify subscription on July 1, 2021 and the contract will expire on September 30, 2021. All bookings with a departure date between July 1, 2021 and September 30, 2021 will be billed as normal, i.e. the 1st day of the following month of the month of the departure date. All outstanding future bookings where the departure date is greater than September 30, 2021, will be charged on October 1, 2021 as the final bill.

Booking Fee vs. Transaction fee: What is the difference?

The Booking Fee is different to the Transaction Fee. Please read more about the Transaction fee [here](#).

If you want to dispute an amount, you can do so during 14 days after receiving the invoice, by contacting our Support team at help@lodgify.com.