

Booking Terms and Folio Wireframe

Sample stay terms for checkout, invoice, KYC, and folio testing

Booking Policy

Reservation	Date range must pass availability check
Payment	Full, half, or deposit as configured
Deposit	Security deposit supported per listing
Currency	Locale locked to active site profile

Guest Operations

KYC	Submit, collect, review, store, archive
Check-in	Balance, access card, key handover
Checkout	Inspection, damages, deposit release
Folio	Add-ons, taxes, invoice and payment status

Customer Service

Modify	Extend, reorder, date change, add-on change
Cancel	Full or part cancellation with approval
Refund	Tax and payout impact records
Support	Direct phone-first support with WhatsApp fallback