

FREQUENTLY ASKED QUESTIONS

HOST SECTION

What are the payment methods on the platform?

Credit card, Paypal and check.

NB: For payment by check, the tourist office, to which the host is attached, receives a notification on its back office indicating that a host has requested payment by check. As soon as the check is received, the tourist office validates the payment of the host on the platform.

Is it mandatory to enter the customer's email address when creating a stay ?

Yes, this allows the customer to receive his stay code by email.

What is the profitability of the season package ?

The season package becomes profitable after 5 weeks of rental.

Is there a different communication for the hosts who are members of the season package ?

Yes, the logo and the communication kit are different in order to indicate to customers that the Multi Pass is included.

Does the host still benefit from the 50% Multi Pass package ?

Yes, if the host reaches its capacity for ordering season or stay passes, it can then order its passes at 50% in addition.

Is it possible to subscribe to both a stay package and a season package for one and the same accommodation ?

No. You cannot subscribe to both packages for the same accommodation.

Can I choose two different packages for different accommodations ?

Yes, for example, if you have several accommodations, you can choose the Stay Pass formula for accommodation n°1 and the Season Pass formula for accommodation n°2.

Can I create several accommodations and pay the total in one go ?

Yes, you can create and confirm several accommodations and then go back to your basket to pay the total in one go.

Season formula : if we take 60% of our total capacity but have an occupation of 80% during 1 week, how do we do?

In this case, the host has the possibility to pay for additional beds at the rates and dates defined for the Season Pass. Namely, **40€/bed until June 30th 2022 and 60€/bed from July 1st 2022.**

Season Pass : If you rent your accommodation to clients in the high season but wish to accommodate friends or family in the intermediate season, can they benefit from the Season Pass?

Yes, as soon as the guests occupy the accommodation, they can automatically benefit from the Season Pass.

What if two stays overlap ?

The platform validates the new stay and sends an alert to Portes du Soleil to indicate that there is an overlap, but does not block the creation of the stay. Portes du Soleil will make a phone call to the accommodation provider to confirm that there is an overlap.

Is it possible to deal directly with certain clients if you are connected to a central reservation system ?

Yes, two management modes for the same accommodation are possible on the platform. In this case, the management of the common schedule between the host and the central reservation office will continue.

Is it up to the host to provide the customer's personal information ?

No. The host only has to fill in the name, first name and email address of the customer when creating the customer's stay. The customer then fills in the personal information for him and his family as soon as he receives the automatic email confirming his stay.

What do the B2B, B2C and cashdesk delivery modes mean ?

B2B : if the accommodation provider has a contract with the ski lifts that allows him to issue Multi Passes directly to customers;

B2C : the customer goes to the ski lift website to buy his Multi Passes himself;

Cashdesk : the customer pays for and collects his Multi Passes directly from the cashier.

CENTRAL RESERVATION & RENTAL AGENCIES SECTION

How do I integrate the customer database on the platform ?

You import a host-hosting file in Excel format.

How often should we import the hosting file ?

You decide how often you want to import the file, maybe once at the beginning of the season if you have a fixed customer database, or several times during the season if hosts and accommodations are added to your database during the summer.

NB: When you import an updated Excel file, the platform updates the new information (new host or accommodation created) and the information that has been modified (an email or a misspelled name for example). The previous file will be overwritten.

How do I integrate the customer stays on the platform ?

You import a second stay file in Excel format.

How often should the stay file be imported ?

You decide how often you want to import the file so that it is as up-to-date as possible on the platform in order to deliver Multi Passes to customers. This can be every day or several times a week. The reservation center must enter all the customer stays in its source Excel file and then import it into the platform at the desired frequency.

How do I create stays for centers that are closed on Sundays ?

Stays can be created at the time of the customer's reservation confirmation and not at the time of the Multi Pass purchase. The customer receives a confirmation email with their stay code and can order their Multi Passes online or at the ski lift ticket offices, depending on the delivery method chosen by the accommodation provider.

How do we deal with last-minute customers ?

The addition of a customer stay can also be done on the Muti Pass platform directly with the customer (physical and telephone reception).

Can the accommodation provider go directly with some customers if he is connected to a booking center ?

Yes, two management modes for the same accommodation are possible on the platform. In this case, the management of the common planning between the host and the central reservation office will continue.

TOURIST OFFICE SECTION

What is the process for customers who are not digitally equipped (no email, no smartphone for the QR code) ?

The host can directly communicate the stay code to the customer (physical or telephone reception), then the customer goes to the ski lift ticket office with his stay code and an identity document.

NB: The ski lift ticket offices have access to the Multi Pass platform and can therefore view the data associated with the stay code (dates of stay, customer name, accommodation, etc.).

What is the process for hosts who do not have an email address or who do not know how to use a computer ?

For these particular cases, it is possible for the tourist office to do the service for them (creation of the accommodation account, order of the Multipass, creation of the stays). The payment of the membership can be done by different means of payment at the tourist office concerned (credit card, check or cash).

What is the process if the accommodation provider is not a member of the tourist office he indicated when creating his account ?

The tourist office defines a period of time (between 48h and 72h) during which the host can regularize his situation by paying his contribution. After this period, if the host has not regularized his situation, the tourist office has the possibility to call the ski lifts cash desks so that they deactivate directly the customers' stays attached to this host.