

Vanuatu Booking System

Complete User Guide Manual

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1. Introduction

1.1 Welcome to Vanuatu Booking System

The Vanuatu Booking System is a comprehensive tourism and hospitality platform designed to streamline the booking experience across the beautiful islands of Vanuatu. This all-in-one solution enables travelers to discover, book, and manage various tourism services including accommodations, flights, car rentals, transfers, local services, and complete travel packages.

1.2 System Overview

Key Features:

-  **Accommodation Bookings** - Hotels, resorts, villas, and vacation rentals
-  **Flight Reservations** - Domestic and international flights
-  **Car Rentals** - Wide range of vehicles for all needs
-  **Transfers** - Airport and city transportation services
-  **Local Services** - Tours, activities, and experiences
-  **Travel Packages** - Pre-designed complete vacation packages

Advanced Capabilities:

- Multi-currency support (VUV, USD, AUD, NZD, EUR)
- Real-time availability checking
- Secure payment processing
- QR code and barcode generation
- Digital signature capture
- GPS tracking and geolocation
- Comprehensive audit trails
- Resource allocation management

1.3 Who Should Use This Guide

This comprehensive manual is designed for:

- **Travelers & Tourists** - Planning trips to Vanuatu
- **Local Customers** - Booking services within Vanuatu
- **Property Hosts** - Managing accommodation listings
- **Service Providers** - Offering tourism services
- **System Administrators** - Managing the platform

1.4 System Requirements

Minimum Requirements:

- Modern web browser (Chrome 90+, Firefox 88+, Safari 14+, Edge 90+)
- Stable internet connection (minimum 2 Mbps)
- Screen resolution: 1024x768 or higher
- JavaScript enabled
- Cookies enabled

Recommended:

- Broadband internet connection (5+ Mbps)
- Screen resolution: 1920x1080
- Latest browser version
- Mobile device with GPS for location features

2. Getting Started

2.1 Accessing the System

For Local Development:

1. Open your web browser
2. Navigate to: <http://localhost:3000>
3. The homepage will display available services

For Production:

1. Visit the official website URL provided by your administrator
2. Bookmark the page for easy access
3. Add to home screen on mobile devices

2.2 Homepage Overview

The homepage provides quick access to:

- **Navigation Bar** - Access all main sections
- **Search Widget** - Quick search for services
- **Featured Services** - Popular offerings and deals
- **Service Categories** - Browse by type
- **Currency Selector** - Choose your preferred currency
- **Login/Register** - Account access

2.3 Navigation

Main Navigation Menu:

- **Home** - Return to homepage
- **Properties** - Browse accommodations
- **Flights** - Search for flights
- **Car Rentals** - Vehicle options
- **Transfers** - Transportation services
- **Services** - Local tours and activities
- **Packages** - Complete travel packages
- **My Bookings** - View your reservations
- **Wishlist** - Saved favorites
- **Profile** - Account settings

2.4 Search Functionality

Quick Search:

1. Use the search bar in the header
2. Enter keywords (location, service type, etc.)
3. Press Enter or click search icon
4. View results

Advanced Search:

1. Go to specific service category

2. Use filters panel
 3. Set date ranges
 4. Specify preferences
 5. Apply filters
 6. Sort results by price, rating, or popularity
-

3. Account Management

3.1 Creating a New Account

Registration Process:

1. Navigate to Registration

- Click "Register" button in navigation bar
- Or visit: /register

2. Enter Personal Information

- **First Name** (Required) - Your given name
- **Last Name** (Required) - Your family name
- **Email Address** (Required) - Valid email for account verification
- **Phone Number** (Optional) - Contact number in format: +678XXXXXX
- **Password** (Required) - Minimum 6 characters

3. Password Requirements:

- At least 6 characters long
- Recommended: Include uppercase, lowercase, numbers, and symbols
- Avoid common passwords
- Don't use personal information

4. Submit Registration

- Review terms and conditions
- Click "Create Account"
- Automatic login after successful registration
- Welcome email sent to registered address

3.2 Logging In

Standard Login:

1. Click "Login" in navigation bar
2. Enter registered email address
3. Enter password
4. Click "Login" button
5. Redirected to dashboard or previous page

Remember Me:

- Check "Remember Me" to stay logged in
- Recommended only on personal devices
- Automatically logs you in on future visits

Default Test Accounts:

For testing purposes:

Customer Account:
Email: `customer@vanuatu.com`
Password: `customer123`

Host Account:
Email: `host@vanuatu.com`
Password: `host123`

Admin Account:
Email: `admin@vanuatu.com`
Password: `admin123`

3.3 Profile Management

Accessing Your Profile:

1. Click on your name/avatar in navigation
2. Select "Profile" from dropdown
3. View and edit your information

Editable Information:

- Personal details (name, phone)
- Contact information
- Communication preferences
- Profile photo
- Notification settings
- Password change

Profile Sections:

- **Personal Info** - Name, contact details
- **Security** - Password, 2FA settings
- **Preferences** - Language, currency, notifications
- **Privacy** - Data sharing settings
- **Billing** - Saved payment methods
- **Travel Documents** - Passport, ID information

3.4 Password Management

Changing Password:

1. Go to Profile → Security
2. Click "Change Password"
3. Enter current password
4. Enter new password
5. Confirm new password
6. Click "Update Password"

Password Reset (Forgot Password):

1. Click "Forgot Password?" on login page
2. Enter registered email
3. Check email for reset link
4. Click link (valid for 1 hour)
5. Create new password
6. Confirm and save

Security Tips:

- Change password regularly
- Use unique passwords
- Enable two-factor authentication
- Never share your password
- Log out on shared devices

4. Browsing & Searching Services

4.1 Service Categories

4.1.1 Accommodations

Browse Properties:

- Hotels - Traditional hotel accommodations
- Resorts - Full-service resort properties
- Villas - Private luxury villas
- Apartments - Self-contained apartments
- Guesthouses - Budget-friendly options
- Bungalows - Beach and island bungalows

Property Features:

- Star rating (1-5 stars)
- Guest reviews and ratings
- Photo galleries
- Amenities list
- Location map
- Availability calendar
- Pricing per night
- Meal plans available
- Cancellation policy

Search Filters:

- Date range (check-in/check-out)
- Number of guests
- Number of rooms
- Price range
- Star rating
- Property type
- Amenities (pool, WiFi, parking, etc.)
- Meal plans
- Cancellation policy
- Guest rating
- Distance from landmarks

4.1.2 Flights

Flight Search:

- One-way flights
- Round-trip bookings
- Multi-city itineraries
- Flexible date search

Flight Details:

- Departure/arrival times
- Flight duration
- Number of stops
- Airline information
- Aircraft type
- Baggage allowance
- Seat availability
- Fare classes (Economy, Business, First)

Search Filters:

- Departure/arrival dates
- Number of passengers (adults, children, infants)
- Class of service
- Airline preference
- Number of stops
- Departure time range
- Price range
- Duration

4.1.3 Car Rentals

Vehicle Categories:

- Economy cars
- Sedans
- SUVs
- 4x4 vehicles
- Luxury vehicles
- Vans and minibuses

Rental Information:

- Daily, weekly, monthly rates
- Mileage limits
- Fuel policy

- Insurance options
- Pickup/dropoff locations
- Driver requirements
- Vehicle specifications

Search Filters:

- Pick-up date and time
- Return date and time
- Pick-up location
- Drop-off location
- Vehicle type
- Transmission (automatic/manual)
- Seating capacity
- Features (GPS, child seat, etc.)

4.1.4 Transfers

Transfer Types:

- Airport transfers
- Hotel to hotel
- City tours with transport
- Private transfers
- Shared shuttles
- Meet and greet service

Transfer Features:

- Vehicle type
- Passenger capacity
- Luggage allowance
- Door-to-door service
- Flight monitoring
- Professional drivers

4.1.5 Services & Activities

Service Categories:

- Island tours
- Water activities (diving, snorkeling)
- Adventure sports
- Cultural experiences
- Spa and wellness
- Restaurant reservations
- Event tickets

4.1.6 Travel Packages

Package Types:

- Honeymoon packages
- Family vacation packages
- Adventure packages
- Relaxation packages
- Cultural immersion packages
- Custom packages

Package Includes:

- Accommodation (multiple nights)
- Meals (as specified)
- Activities and tours
- Transfers
- Guide services
- Special amenities

4.2 Viewing Service Details

Property/Service Detail Page:

1. Click on any service from search results
2. View comprehensive information:

- High-resolution photos/gallery
- Detailed descriptions
- Pricing breakdown
- Availability calendar
- Location map
- Reviews and ratings
- Terms and conditions
- Cancellation policy

Photo Gallery:

- Click thumbnail to expand
- Use arrow keys or swipe to navigate
- Zoom in for details
- View 360° tours (if available)

Reviews Section:

- Overall rating
- Individual reviews
- Review filters (recent, highest rated)
- Verified bookings marked
- Host responses

Location Map:

- Interactive map display
- Property location marker
- Nearby attractions
- Distance calculator
- Street view (if available)

4.3 Comparing Services

Comparison Features:

1. Browse service listings
2. Click "Add to Compare" on services
3. Access comparison view
4. See side-by-side comparison
5. Compare features, prices, ratings
6. Select preferred option

Comparison Criteria:

- Price
- Features/amenities
- Location
- Guest ratings
- Cancellation policy
- Availability

5. Making Bookings

5.1 Booking Process Overview

The booking process follows these general steps:

1. Search and select service
2. Choose dates and options
3. Enter guest information
4. Review booking details
5. Select payment method
6. Confirm and pay
7. Receive confirmation

5.2 Step-by-Step Booking Guide

Step 1: Select Your Service

1. Browse or search for desired service
2. View service details
3. Check availability
4. Click "Book Now" button

Step 2: Choose Dates and Options

For Accommodations:

- Select check-in date
- Select check-out date
- Number of guests
- Number of rooms
- Room type/category
- Meal plan (if applicable)

For Flights:

- Departure date
- Return date (round trip)
- Number of passengers
- Passenger types (adult/child/infant)
- Seat preferences

For Car Rentals:

- Pick-up date and time
- Drop-off date and time
- Pick-up location
- Drop-off location
- Insurance options
- Additional equipment (GPS, child seat)

For Transfers:

- Transfer date and time
- Pick-up location
- Drop-off location
- Number of passengers
- Luggage quantity
- Special requirements

Step 3: Enter Guest Information

Primary Guest Details:

- Full name (as per ID/passport)
- Email address
- Phone number
- Nationality
- Special requests

Additional Guests:

- Names of all travelers
- Age of children
- Special needs or requirements

Flight Bookings Additional Info:

- Passport number
- Date of birth
- Passport expiry date
- Frequent flyer numbers

Step 4: Add Optional Services

Common Add-ons:

- Early check-in/late checkout

- Airport transfers
- Meal upgrades
- Travel insurance
- Excursions and tours
- Special occasions (birthday, anniversary)

Step 5: Review Booking Summary

Review Carefully:

- Service name and details
- Dates and times
- Guest information
- Add-ons selected
- Price breakdown:
 - Base price
 - Taxes and fees
 - Service charges
 - Discounts applied
 - **Total amount**

Step 6: Apply Discount Codes

Using Promo Codes:

1. Look for "Have a promo code?" field
2. Enter discount code
3. Click "Apply"
4. Discount reflected in total
5. Remove code if needed

Discount Types:

- Percentage discounts
- Fixed amount discounts
- Free upgrades
- Value-added services

5.3 Special Requests

Making Special Requests:

- Use "Special Requests" text area
- Common requests:
 - Room location preferences
 - Dietary requirements
 - Accessibility needs
 - Early/late arrival
 - Transportation needs
 - Celebration arrangements

Note: Special requests are subject to availability and confirmation by service provider.

5.4 Terms and Conditions

Before Completing Booking:

1. Read service-specific terms
2. Review cancellation policy
3. Understand payment terms
4. Check refund conditions
5. Note any restrictions
6. Accept terms checkbox

Important Terms:

- Cancellation deadlines
- No-show policy
- Damage liability
- Age restrictions

- ID requirements
 - House rules
-

6. Payment Processing

6.1 Accepted Payment Methods

6.1.1 Credit/Debit Cards

- Visa
- Mastercard
- American Express
- Discover

Card Payment Process:

1. Select "Credit/Debit Card"
2. Enter card number
3. Expiry date
4. CVV/CVC code
5. Cardholder name
6. Billing address
7. Click "Pay Now"

6.1.2 Digital Wallets

- PayPal
- Apple Pay
- Google Pay

Wallet Payment:

1. Select wallet option
2. Redirected to wallet login
3. Authorize payment
4. Return to confirmation page

6.1.3 Bank Transfer

- Direct bank deposit
- Wire transfer

Bank Transfer Process:

1. Select "Bank Transfer"
2. Receive bank details
3. Make transfer within 24 hours
4. Upload payment proof
5. Await confirmation (1-2 business days)

6.1.4 Cash Payment

- Available for select services
- Pay at property/service location
- Confirmation code provided
- Receipt issued upon payment

6.2 Multi-Currency Support

Supported Currencies:

- VUV (Vanuatu Vatu) - Default
- USD (US Dollar)
- AUD (Australian Dollar)
- NZD (New Zealand Dollar)
- EUR (Euro)

Changing Currency:

1. Click currency selector in header

2. Choose preferred currency
3. All prices automatically convert
4. Real-time exchange rates applied

Currency Notes:

- Payment processed in selected currency
- Exchange rates updated daily
- Final amount may vary slightly at payment
- Currency conversion fees may apply

6.3 Payment Security

Security Measures:

- SSL/TLS encryption
- PCI DSS compliance
- 3D Secure authentication
- Tokenized card storage
- Fraud detection systems

Your Security:

- Never share CVV/PIN
- Verify secure connection (<https://>)
- Use secure internet connections
- Don't save cards on shared devices
- Monitor account statements

6.4 Booking Confirmation

After Successful Payment:

1. Instant Confirmation

- Booking confirmation number
- Confirmation displayed on screen
- Confirmation email sent

2. Email Confirmation Contains:

- Booking reference number
- Service details
- Date and time information
- Guest information
- Payment receipt
- QR code/barcode
- Contact information
- Check-in instructions
- Cancellation policy

3. Save Confirmation:

- Print confirmation email
- Save PDF to device
- Take screenshot of booking number
- Add to calendar

6.5 Payment Receipt

Receipt Information:

- Transaction ID
- Payment date and time
- Amount paid
- Payment method
- Booking details
- Tax breakdown
- Invoice number

Accessing Receipts:

1. Go to "My Bookings"

2. Click on specific booking
 3. Click "Download Receipt"
 4. PDF receipt generated
-

7. Managing Your Bookings

7.1 Viewing Your Bookings

Access My Bookings:

1. Click "My Bookings" in navigation
2. View all reservations organized by status

Booking Status Categories:

- **Upcoming** - Future reservations
- **Active** - Currently ongoing
- **Past** - Completed bookings
- **Cancelled** - Cancelled reservations
- **Pending** - Awaiting confirmation

7.2 Booking Details

Click any booking to view:

- Booking reference number
- QR code and barcode
- Service details
- Dates and times
- Guest information
- Payment status
- Amount paid
- Check-in instructions
- Contact information
- Map and directions
- Cancellation options
- Modification options

7.3 Modifying Bookings

7.3.1 Date Changes

Change Dates:

1. Open booking details
2. Click "Modify Dates"
3. Check new date availability
4. Select new dates
5. Review price difference
6. Confirm changes
7. Pay difference if applicable
8. Receive updated confirmation

Modification Rules:

- Subject to availability
- May incur fees
- Price difference applies
- Must be within modification period
- Some bookings non-modifiable

7.3.2 Guest Information Updates

Update Guest Details:

1. Go to booking details
2. Click "Edit Guest Info"
3. Update required fields
4. Save changes
5. Confirmation email sent

Updatable Information:

- Contact phone number
- Email address
- Special requests
- Additional guests (if allowed)

7.4 Cancelling Bookings

Cancellation Process:

1. Open booking details
2. Click "Cancel Booking"
3. Review cancellation policy
4. Read refund terms
5. Confirm cancellation reason (optional)
6. Click "Confirm Cancellation"
7. Receive cancellation confirmation

Cancellation Policies:

Free Cancellation:

- Full refund if cancelled before deadline
- Usually 24-48 hours before check-in
- Instant refund processing

Partial Refund:

- Reduced refund based on timing
- Cancellation fees apply
- Refund within 5-7 business days

Non-Refundable:

- No refund for cancellation
- May allow date changes
- Travel insurance recommended

7.5 Refund Processing

Refund Timeline:

- Credit card: 5-10 business days
- PayPal: 2-5 business days
- Bank transfer: 7-14 business days

Refund Amount:

- Original payment amount minus fees
- Cancellation charges deducted
- Processing fees may apply

Tracking Refunds:

1. Go to booking details
2. View refund status
3. Check refund amount
4. View processing timeline

7.6 Check-in Process

Before Arrival:

1. Review check-in instructions in booking email
2. Note check-in time
3. Prepare required documents:
 - Photo ID or passport
 - Booking confirmation
 - Payment card (for incidentals)

At Property/Service Location:

1. Present booking QR code or reference number
2. Provide identification
3. Complete check-in paperwork
4. Receive keys/tickets/documents
5. Review terms with staff

Digital Check-in:

- Some services offer online check-in
- Complete 24-48 hours before arrival
- Skip queues at property
- Receive digital key/access code

7.7 During Your Stay

Need Assistance:

- Contact property/service directly
- Use contact details in booking confirmation
- Report issues immediately
- Document problems with photos

Additional Services:

- Request through property
- May be added to bill
- Some services require advance booking

7.8 Check-out Process

Before Check-out:

- Review check-out time
- Settle any additional charges
- Return all items (keys, equipment, etc.)
- Complete check-out form if required

Express Check-out:

- Some properties offer automatic checkout
- Charges to card on file
- Email receipt sent

7.9 Post-Stay

Leave a Review:

1. Receive review request email
2. Click review link
3. Rate service (1-5 stars)
4. Write detailed feedback
5. Submit review

Review Guidelines:

- Be honest and fair
- Describe your experience
- Mention specific details
- Constructive criticism welcome
- Avoid offensive language

8. Advanced Features

8.1 QR Codes and Barcodes

Automatic Generation:

- Every booking gets unique QR code
- Barcode also generated
- Displayed in booking confirmation
- Included in email

Using QR Codes:

- Quick check-in at property
- Contactless verification
- Fast boarding (flights)
- Proof of purchase

Accessing Your QR Code:

1. Open booking details
2. View QR code section
3. Screenshot or save
4. Present at check-in

8.2 Digital Signatures

When Required:

- Rental agreements
- Liability waivers
- Terms acceptance
- Damage liability

Signing Process:

1. Review document
2. Click "Sign"
3. Use mouse/finger to sign
4. Click "Accept"
5. Signature stored securely

Signature Uses:

- Legal documentation
- Agreement verification
- Identity confirmation
- Liability acceptance

8.3 Geolocation Features

GPS Tracking:

- Real-time location sharing
- Transfer tracking
- Route monitoring
- ETA updates

Location Services:

- Find nearby services
- Distance calculation
- Map navigation
- Check-in verification

Privacy:

- Location data only when needed
- Can be disabled
- Not stored permanently
- Used for service delivery only

8.4 Real-time Updates

Booking Status Updates:

- Instant notifications
- SMS alerts (if enabled)
- Email notifications
- In-app notifications

Update Types:

- Booking confirmation

- Payment received
- Check-in reminders
- Flight delays
- Weather alerts
- Special offers

8.5 Wishlist Feature

Adding to Wishlist:

1. Browse services
2. Click heart ❤ icon
3. Service saved to wishlist

Managing Wishlist:

- View all saved items
- Remove items
- Book directly from wishlist
- Share with others
- Price tracking

Wishlist Benefits:

- Save favorite services
- Plan trips in advance
- Compare saved options
- Track price changes
- Share travel plans

8.6 Multi-Device Sync

Access Anywhere:

- Login from any device
- Bookings sync automatically
- Wishlist available everywhere
- Preferences saved

Devices Supported:

- Desktop computers
- Laptops
- Tablets
- Smartphones
- All major browsers

9. User Roles & Permissions

9.1 Customer Role

Default Role:

Every registered user starts as a Customer.

Customer Capabilities:

- Browse all services
- Make bookings
- Manage own bookings
- Add reviews and ratings
- Create wishlist
- View booking history
- Update profile
- Change password
- Save payment methods

Customer Limitations:

- Cannot list services
- Cannot access admin features
- Cannot manage other users' bookings

- Cannot modify system settings

9.2 Host Role

Becoming a Host:

1. Login as customer
2. Go to Profile
3. Click "Become a Host"
4. Complete verification:
 - Business information
 - ID verification
 - Tax information
 - Bank details
5. Submit application
6. Await approval (1-3 business days)
7. Start listing services

Host Capabilities:

All Customer capabilities, plus:

- List properties/services
- Set pricing and availability
- Manage bookings/reservations
- Communicate with guests
- Update listing details
- Upload photos
- Set cancellation policies
- View analytics
- Access host dashboard
- Manage calendars
- Handle reviews
- Track earnings

Host Dashboard:

- Overview metrics
- Pending bookings
- Calendar management
- Earnings report
- Guest messages
- Listing performance
- Reviews management

Host Responsibilities:

- Accurate listing information
- Honor confirmed bookings
- Maintain property standards
- Respond to inquiries promptly
- Follow platform policies
- Handle guest issues professionally
- Keep calendar updated

9.3 Admin Role

Admin Access:

Granted by system administrators only.

Admin Capabilities:

All Host and Customer capabilities, plus:

- User management
- Approve/reject listings
- Handle disputes
- Access all bookings
- System configuration
- Content management
- Analytics and reports
- Audit logs

- Payment management
- Security settings
- Promotional campaigns
- Email templates

Admin Dashboard:

- System overview
- User statistics
- Booking metrics
- Revenue reports
- Pending approvals
- Flagged content
- Support tickets
- System health

9.4 Permission Levels

Level 1: Customer

- Basic booking and browsing

Level 2: Host

- Service provider features
- Listing management

Level 3: Admin

- Full system access
 - Management and configuration
-

10. Troubleshooting

10.1 Common Issues

Issue: Cannot Register Account

Symptoms:

- Registration form shows errors
- Account creation fails
- Email already exists message

Solutions:

1. Verify all required fields filled
2. Check email format (user@example.com)
3. Password must be 6+ characters
4. Try different email if already registered
5. Clear browser cache and cookies
6. Try different browser
7. Check internet connection
8. Contact support if persists

Issue: Cannot Login

Symptoms:

- Invalid credentials message
- Login button not responding
- Redirected to login repeatedly

Solutions:

1. Verify email is correct
2. Check password (case-sensitive)
3. Turn off Caps Lock
4. Use "Forgot Password" if needed
5. Clear browser cookies
6. Try incognito/private mode

7. Ensure backend server running (dev)
8. Check account status with admin

Issue: Booking Not Confirmed**Symptoms:**

- Booking stuck in pending
- No confirmation email
- Payment processed but no booking

Solutions:

1. Wait 5-10 minutes for processing
2. Check spam/junk email folder
3. Verify payment successful
4. Check My Bookings section
5. Note booking reference number
6. Contact support with details
7. Check bank statement
8. Request manual confirmation

Issue: Payment Failed**Symptoms:**

- Payment declined
- Transaction error
- Unable to complete payment

Solutions:

1. Verify card details correct
2. Check card expiry date
3. Ensure sufficient funds
4. Try different payment method
5. Contact bank
6. Check card limits
7. Verify billing address
8. Use alternative card

Issue: Cannot View Bookings**Symptoms:**

- My Bookings page empty
- Bookings not displaying
- Error loading bookings

Solutions:

1. Ensure logged in
2. Refresh page (F5)
3. Clear browser cache
4. Check internet connection
5. Try different browser
6. Verify you have bookings
7. Check correct account
8. Contact support

Issue: Search Not Working**Symptoms:**

- No search results
- Search button unresponsive
- Filters not applying

Solutions:

1. Check search criteria
2. Broaden date range

3. Remove some filters
4. Clear all filters and retry
5. Refresh page
6. Try different dates
7. Check service availability
8. Use different search terms

Issue: Cannot Upload Photos

Symptoms:

- Upload button not working
- Photos not uploading
- Error message on upload

Solutions:

1. Check file size (max 5MB)
2. Use supported formats (JPG, PNG)
3. Check internet connection
4. Try different photo
5. Compress large images
6. Clear browser cache
7. Try different browser
8. Contact support

Issue: Map Not Loading

Symptoms:

- Blank map area
- Map shows errors
- Location not displaying

Solutions:

1. Enable location services
2. Check browser permissions
3. Refresh page
4. Clear browser cache
5. Check internet connection
6. Try different browser
7. Disable ad blockers
8. Check API key (dev)

10.2 Error Messages

"Session Expired"

Meaning: You've been logged out due to inactivity

Action: Login again to continue

"Service Unavailable"

Meaning: Dates you selected are not available

Action: Choose different dates or alternative service

"Payment Processing Error"

Meaning: Payment could not be processed

Action: Check payment details and try again

"Invalid Credentials"

Meaning: Email or password incorrect

Action: Verify login details or reset password

"Booking Conflict"

Meaning: Selected dates conflict with existing booking

Action: Choose different dates

"Server Error"

Meaning: Technical issue on server

Action: Wait a few minutes and try again

10.3 Browser Compatibility

Recommended Browsers:

- Google Chrome 90+
- Mozilla Firefox 88+
- Apple Safari 14+
- Microsoft Edge 90+

Browser Settings:

- Enable JavaScript
- Enable Cookies
- Allow pop-ups for this site
- Enable location services
- Update to latest version

10.4 Mobile Issues

Common Mobile Problems:

App Not Loading:

1. Check internet connection
2. Close and reopen browser
3. Clear browser data
4. Restart device
5. Update browser app

Touch Not Responsive:

1. Clean screen
2. Remove screen protector if interfering
3. Close other apps
4. Restart device

Slow Performance:

1. Close unused tabs
2. Clear cache
3. Free up device storage
4. Update OS
5. Use WiFi instead of mobile data

10.5 Getting Help

Self-Service:

1. Check this user guide
2. Read FAQs section
3. Watch tutorial videos
4. Search help center

Contact Support:

- Email: support@vanuatubooking.com
- Phone: +678-XXXXXXX
- Live chat: Available 24/7
- Support hours: 8 AM - 8 PM local time

Support Ticket:

1. Go to Help Center
2. Click "Submit Ticket"
3. Describe issue

4. Attach screenshots
5. Provide booking reference
6. Submit

Expected Response Times:

- Critical issues: 1 hour
- Urgent issues: 4 hours
- General inquiries: 24 hours
- Feedback: 48 hours

11. Frequently Asked Questions

11.1 Account Questions

Q: Is registration required to browse services?

A: No, you can browse all services without registering. However, registration is required to make bookings.

Q: How do I change my registered email?

A: Go to Profile → Settings → Email, enter new email, verify with verification code sent to new email.

Q: Can I have multiple accounts?

A: No, each email can only have one account. If you need different account types (customer/host), you can upgrade your single account.

Q: What if I forget my password?

A: Click "Forgot Password" on login page, enter your email, and follow instructions sent to your email.

Q: How do I delete my account?

A: Go to Profile → Settings → Account → Delete Account. Note: This action is permanent and requires no active bookings.

11.2 Booking Questions

Q: How far in advance can I book?

A: Most services can be booked up to 12 months in advance, subject to availability.

Q: Can I book for someone else?

A: Yes, enter their details as the guest information during booking. You'll be the booking holder.

Q: What is the booking reference number?

A: Unique identifier for your booking (e.g., VU-202512-123456). Use this for all inquiries.

Q: Can I make group bookings?

A: Yes, select multiple rooms or contact service provider directly for large groups (10+ people).

Q: What if service provider cancels?

A: Full automatic refund processed, plus compensation voucher in some cases. Notified immediately.

11.3 Payment Questions

Q: When will my card be charged?

A: Immediately upon booking confirmation, unless otherwise stated by service provider.

Q: Are there any booking fees?

A: Service fees clearly displayed during checkout before payment. Varies by service type.

Q: What currency will I be charged in?

A: Currency selected at checkout. Conversion fees may apply depending on your bank.

Q: Can I get an invoice?

A: Yes, download invoice from booking details page or request via email.

Q: Are prices inclusive of taxes?

A: All prices show taxes separately. Final amount includes all mandatory taxes and fees.

Q: Can I split payment between cards?

A: Not currently supported. One payment method per booking.

11.4 Modification Questions

Q: Can I change my booking dates?

A: Yes, subject to availability and modification policy. May incur fees. Check booking details for options.

Q: How do I add another guest?

A: Contact service provider or use "Modify Booking" option if available.

Q: Can I upgrade my room/service?

A: Contact property directly or make modification request. Subject to availability.

Q: What is the modification deadline?

A: Varies by service. Check cancellation policy in booking details.

11.5 Cancellation Questions

Q: How do I cancel my booking?

A: Open booking details, click "Cancel Booking", follow prompts. Review refund policy first.

Q: When will I receive my refund?

A: 5-14 business days depending on payment method and bank processing times.

Q: Can I cancel a non-refundable booking?

A: You can cancel, but no refund will be issued per the policy you agreed to.

Q: What if emergency prevents my travel?

A: Contact service provider to explain situation. Some providers may offer flexibility. Travel insurance recommended.

11.6 Security Questions

Q: Is my payment information secure?

A: Yes, we use bank-level encryption (SSL/TLS) and are PCI DSS compliant. Card details never stored on our servers.

Q: Can I save my card for future bookings?

A: Yes, cards can be saved securely in your profile using tokenization.

Q: What if I suspect unauthorized access?

A: Change password immediately, contact support, review booking history, check payment methods.

Q: How is my personal data used?

A: Only for booking services and communication. See Privacy Policy for full details.

11.7 Service-Specific Questions

Accommodations

Q: What is check-in/check-out time?

A: Standard is 2 PM check-in, 11 AM check-out. Varies by property; check booking details.

Q: Are pets allowed?

A: Varies by property. Check amenities or contact property directly.

Q: Is breakfast included?

A: Depends on meal plan selected. View booking details for inclusions.

Flights

Q: Can I select my seat?

A: Yes, during booking or later through airline's website using booking reference.

Q: What is the baggage allowance?

A: Varies by airline and fare class. Check flight details or airline policy.

Q: Can I change my flight?

A: Subject to airline policy. May incur fees. Contact airline or use modification feature.

Car Rentals

Q: What do I need to rent a car?

A: Valid driver's license, minimum age (usually 21-25), credit card for deposit.

Q: Is insurance included?

A: Basic insurance usually included. Additional coverage available at checkout.

Q: Can someone else drive?

A: Additional drivers can be added, usually for a fee. Must meet requirements.

11.8 Technical Questions

Q: Why can't I see any search results?

A: Check date selection, try broadening search criteria, clear filters, or refresh page.

Q: The website is slow/not loading

A: Check internet connection, clear browser cache, try different browser, or wait for high traffic to subside.

Q: Can I use the system on mobile?

A: Yes, fully responsive on all devices. For best experience, use updated browser on device.

Q: Do I need to download an app?

A: No, fully functional through web browser. No app required.

12. Contact & Support

12.1 Customer Support

Support Channels:

Email Support:

- General: support@vanuatubooking.com
- Bookings: bookings@vanuatubooking.com
- Technical: tech@vanuatubooking.com
- Response time: Within 24 hours

Phone Support:

- Main line: +678-XXXXXXX
- Toll-free: 1-800-XXXXXXX (international)
- Hours: 8 AM - 8 PM (Port Vila time)
- 24/7 emergency line: +678-XXXXXXX

Live Chat:

- Available on website
- Hours: 8 AM - 10 PM daily
- Average response: Under 2 minutes

Social Media:

- Facebook: @VanuatuBooking
- Instagram: @VanuatuBooking
- Twitter: @VanuatuBook

12.2 Office Locations

Head Office:

Innovation Hub Solution
[Address Line 1]
[Address Line 2]
Port Vila, Vanuatu

Business Hours:

- Monday - Friday: 8 AM - 5 PM
- Saturday: 9 AM - 1 PM
- Sunday: Closed
- Public Holidays: Closed

12.3 Emergency Assistance

24/7 Emergency Line: +678-XXXXXXX

Emergencies Include:

- Unable to check-in (arriving late)
- Lost booking confirmation
- Safety concerns
- Property access issues

- Urgent booking modifications

12.4 Feedback & Suggestions

We value your feedback!

Submit Feedback:

1. Go to Help → Feedback
2. Select feedback type:
 - Bug report
 - Feature suggestion
 - Service improvement
 - General feedback
3. Describe in detail
4. Attach screenshots if relevant
5. Submit

Feedback Response:

- All feedback reviewed
- Acknowledgment within 48 hours
- Implementation updates provided

12.5 Complaint Resolution

Filing a Complaint:

1. Contact support with details
2. Provide booking reference
3. Explain issue clearly
4. Attach supporting evidence
5. Await response

Resolution Process:

- Initial response: 24 hours
- Investigation: 3-5 business days
- Resolution: 7-10 business days
- Escalation available if unresolved

12.6 Useful Links

Important Resources:

- Help Center: /help
- Privacy Policy: /privacy
- Terms of Service: /terms
- Cookie Policy: /cookies
- Accessibility: /accessibility
- Sitemap: /sitemap

Documentation:

- API Documentation: /api-docs
- Developer Portal: /developers
- Partner Program: /partners
- Affiliate Program: /affiliates

12.7 Language Support

Available Languages:

- English (default)
- Bislama
- French

Change Language:

1. Click language selector in header
2. Choose preferred language

3. Site content updates automatically

12.8 Accessibility

Accessibility Features:

- Screen reader compatible
- Keyboard navigation
- High contrast mode
- Text size adjustment
- Alt text for images

Accessibility Support:

Email: accessibility@vanuatubooking.com

Appendix

A. Glossary of Terms

Booking Reference Number: Unique identifier assigned to each booking (e.g., VU-202512-123456)

Check-in: Process of registering arrival at accommodation or service

Check-out: Process of completing stay and departing from accommodation

Confirmation Number: Same as booking reference number

Guest: Person who will use the booked service

Host: Service provider who lists properties/services on platform

No-show: Failing to arrive for booking without cancellation

QR Code: Quick Response code for fast digital verification

Service Fee: Platform fee for using booking system

Wishlist: Saved list of favorite services for future reference

B. Keyboard Shortcuts

General:

- Ctrl + / - Open search
- Ctrl + K - Quick actions
- Esc - Close modal/dialog

Navigation:

- Alt + H - Go to homepage
- Alt + B - My bookings
- Alt + P - Profile
- Alt + W - Wishlist

Search:

- Tab - Navigate form fields
- Enter - Submit search
- Ctrl + L - Clear search

C. System Status

Check System Status:

Visit: status.vanuatubooking.com

Status Indicators:

- Green - All systems operational
- Yellow - Degraded performance
- Red - Service outage
- Blue - Maintenance mode

Scheduled Maintenance:

- Usually Sundays 2-4 AM (Port Vila time)
- Advance notice provided
- Critical updates only

D. Legal Information

Terms of Service: /terms

Privacy Policy: /privacy

Cookie Policy: /cookies

Refund Policy: Per service provider terms

Data Protection: GDPR compliant

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Document Version History

Version	Date	Changes	Author
1.0.0	Dec 29, 2025	Initial release	Innovation Hub Solution

End of User Guide

Thank you for choosing the Vanuatu Booking System!

For latest updates and announcements, visit our website or follow us on social media.

Happy Travels!  

This document is subject to updates. Please check for the latest version online.