

# **USER GUIDE – HOTEL BOOKING SYSTEM**

## **USER GUIDE – HOTEL BOOKING SYSTEM (PATRICK)**

### **Step-by-Step Tutorial**

Feature: Entering Payment Information

1. Once you've selected your hotel and confirmed your booking details, you will arrive at the Payment Page.
2. Under “How would you like to pay?”, choose Credit/Debit Card (this option is selected by default).
3. Enter your Bank Card Number (e.g., 1234 5678 9012 3456).
4. Type your full Cardholder Name exactly as shown on the card.
5. Choose the card's Expiration Date and enter the CVV/CVC number from the back of the card.
6. (Optional) Select a Promo Code from the dropdown if available.
7. Scroll down and read the terms. Check the box to agree to the Terms of Use and Privacy Statement.
8. Click the “Next Step: Final Confirmation” button to proceed.
9. You will be redirected to a confirmation screen indicating that your booking is complete.

### **Frequently Asked Questions (FAQ)**

Q1. Do I need to pay in full at the time of booking?

Yes. This system uses full prepayment to confirm reservations.

Q2. What if I don't have a credit card?

Click “Other payment methods” on the payment screen to view available alternatives (e.g., PayPal, Apple Pay).

Q3. Can I use a promo code?

Yes. If available, select one from the dropdown before final confirmation.

Q4. Is the payment secure?

Absolutely. The system uses encrypted payment gateways to protect your card details.

Q5. Will I receive a receipt?

Yes. A receipt and booking confirmation will appear on the final screen and be sent to your email.

### Troubleshooting Tips

Problem: "Next Step" button does not work

Solution: Make sure all required fields (card number, expiration date, CVV, name) are filled correctly.

Problem: Card is declined

Solution: Check that the entered card number and expiration date are valid. Try another card or use an alternative method.

Problem: Promo code not applying

Solution: Ensure the promo code is still valid and applicable to the selected room or dates.