**EMCMS**

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**INTRODUCTION**

**EMCMS** is the airbnb clone script which can be customized to manage all rental businesses. Basically EMCMS is designed perfectly to do room booking application without any customization. Our airbnb clone script is suitable for the entrepreneurs who wish to start a business like Airbnb instantly.

Instead of running hotel chains and lodgings, EMCMS offers private properties owners to rent their spare space to guest and earn revenue from it. EMCMS creates a win-win situation for travellers and property owners alike. It can be customized to do business like Event management system, Fitness Centres, Boats & Yacht, Renting office space, etc. with the same concept.

**Users**

EMCMS serves its following three users with all the best possible features -

● Host

● Guest

● Admin

**Host**

In EMCMS, Hosts are users who wish to rent their Extra space of Room, House or Apartment and earn money for their Listings.

User as a Host need to Sign up with their Social Media Account /Login with their Email Account. The roles of a host are as follows,

● **Host Signup:** Users can sign up to EMCMS with their Email IDs. There is an option for users to do Sign up using their Social media accounts also. But Users have to get their Email address to be verified before any booking process. It is mandatory for Hosts to have a verified Email address to show their Listed Space.

● **Become a Host** - Host can list the space to make money through renting their property.

● **Responds to the Guest request -** Host can accept a booking request from guest or deny the request. if the room is not available on the booking date or

can reject the request, if the Host is not satisfied with the Guest’s profile or their ratings.

● **welcoming the Guest -** Once the payment process completes, the Host have to be ready to serve the guest as per their requirement and choices.

**Guest**

A Guest is the one who wishes to travel and book rooms in various places. Guests can also become Hosts to rent their own properties. For Booking & for contacting the Host, Guests need to signup/ login with EMCMS using their Facebook /Google account or they can sign up with their Email-ID. Guests can perform the following actions :

● **Guest Sign up:**

Users can sign up to EMCMS with their Email IDs. There is an option for users to do Sign up using their Social media accounts also. But Users have to get their Email address to be verified before any booking process. It is mandatory for Hosts to have a verified Email address to show their Listed Space.

● **Search for the Properties**

Guests can Search for Listings by simply entering the locations and then selecting the date of **Check in** and **Check Out,** it will show the matched listings with all the information about the property, discount applied to the listing, minimum and maximum stay and also pinned on the Map. Guests also can search the listings, based on amenities available in listings.

● **Request for Booking**

A Guest sends a request to Host for booking a property, they then have to wait for the response from Host. Once Host confirms the request then the booking process completes with payment.

● **Instant Booking**

If the Host choose the instant booking option then the guest shouldn’t have to wait for response from the host. It’s because host has enabled the listing to be booked instantly without waiting.

**Admin**

Admin is the owner and the entrepreneur who wish to make a business similar to airbnb. They have the entire control over the script. Admins can manage the host and guest with a user friendly admin panel.

**How To Become A Host?**

**Users can become Hosts** to rent their extra space or fill property. To create a listing , select **Become a Host** option in the header and fill the listing details.

**Become A Host**

● Hosts need to select their property Type , Room Type , Accommodates (Hosts can decide how many guest they can Accommodate), City of Listing space. Then click **Continue** button as follows:

● A following message will be shown as - “Your(host) need 6 more steps to **Finish My Listing**

To finish the listing successfully, the host has to fill the following headings that have ‘+’ symbol. fill their listings.

● After clicking the ”Finish My Listing”, the host will be redirected to a page to complete the listing.

● **Basics Option** Here, Hosts can tell about the various features in their listing like number of Bedrooms, Bathrooms, Bed count and their Type.In addition to this, the details entered in the previous page like Home type, Room type and number of Accommodates, will be reflected in this page.

● **Descriptions** Host are facilitated to add their listing name with 35 characters and can explain themselves to the guest with brief description of 500 characters. Using the “Add Language” option, host can choose multiple language add listing name add description in that particular language.

● **Location** Host should mention the location of listing. It can be done in 2 ways, hosts can type in the address manually, or they can pin the listing location on the map. The exact address will not be visible to Guests before booking. It will be seen as a circle surrounding the exact address of the listing, before booking.

●**Amenities:**

Every listing is unique. Highlights makes them more attractive, so that they will be more appealing to the guests.

● Host scan select the available Common Amenities (example: TV ,

Air Conditioning, Kitchen, Internet etc) in Space.

● Host can also select the Additional Amenities that are available in their space like (Hot tub, Buzzer alarm, Elevator, Pool, GYM ,Breakfast etc).

● **Specific Features:**

● Some guests also look out for Specific spaces that have features like (Family/kid Friendly, Smoking Allowed, Pets allowed, wheelchair accessible).So Hosts can select those features if it is available in their listing.

● **Home Safety Features**

● Hosts can mention about the home safety features like Fire Extinguisher, First aid kit, Smoke detector etc.

● **Photos**

Hosts should upload Photos of their Listing, which will help Guests to know more about the space. Hosts can upload multiple images of their listings at a time. Hosts can select any one of the images to be the Featured image. Featured image will be displayed as a first image. Hosts can also delete their uploaded images.

● **Video**

Hosts can add their property video to explain more about their places. Videos grab more attention and help the guest to have a better view of place. Host can add it by using YouTube URL. This feature is optional input for the host.

● **Pricing** Hosts should set price for their listing, they will set the price as **Base price for Night,** they can also add optional pricing like weekend pricing, weekly and monthly pricing. Hosts can also select the type of currency.

● **Additional Pricing Option** Host can set additional price for cleaning fee, additional guest, security deposit and weekend pricing.

● **Length Of Stay Discount**

Hosts can set discount price for the number of nights stayed in a room. Example : if the host set 10% discount amount for spending 6 nights in a room. The guest is eligible to get 10% discount if they booked room for 6 nights.

● **Early Bird Discount**

Hosts can set discount amount to prior booking. Example: If a host set 20% discount to the booking before 45 days of check in date, then the guest who books the property 45 days will be eligible to enjoy the 20% discount amount.

● **Last Min Discount**

Last min discount will be applicable to the booking made in the nearby date. Example: This type of discounts will be available for the booking made before 3 days of the check in.

After completing the listing, hosts can edit the pricings and also can add special additional fees like cleaning fee, Additional Guest fee, security deposit, etc.

● **Calendar**

Hosts can make use of the calendar by blocking the unavailable dates, and also can edit the pricing in the calendar.

**List Space Option** After completing the listing, upon clicking the “List Space” option we can see two option “View Listing “ or “Go To Calendar” and based on the selection we will be redirected to the subsequent options.

**List or Unlist Option:**

Hosts can view their listing once the listing steps have been completed, it will look like the one of the following screenshots,

● **In this, Hosts can change their listing status as Listed to Unlisted (** If there is a need for it **)-** It will not appear to Guests.

● **Hosts can add a multiple listings if available.**

**HOST & GUEST VIEW**

**Dashboard Page**

In the Dashboard Users can Add a Profile Photo, Users can see their profile details by selecting the View Profile, they can Complete their Profile details by clicking Complete your profile option. In Dashboard below it shows the verification status.

If users haven't received the confirmation email from EMCMS, User can select the request a new confirmation email option.User can change their Email address by selecting change your email address option.

**Host Dashboard**

Below is the dashboard view of Host with profile photo and Breakdown amount for the month. Break down values differs for each month. Host can view the transaction history directly from this page by clicking “See Transaction History”.

**Guest Dashboard**

Below is the view of Guest dashboard with profile details and verification option. Guest will be intimated with notifications and messages in this page.

**INBOX PAGE Host**

In Inbox menu, it shows the Messages of the Guests whose request for booking status is pending. On selecting those messages, Guests can view the booking details and also the Expiring time.

The time limit for Host to Accept or Decline a Guest request is limited to 24 hours from the time Guest request is done.

It shows the List of “request to booking messages” received by Host, and their status. Users can view their messages categorized as “Starred, Unread, Reservations, Pending request, Archived”. **Guest:**

If Guest requested for a booking, message will be shown to Host as an **inquiry.**

If Host accepts/cancels the request, message will be shown to Host/Guest as **Accepted** / **Cancelled.** For Booking **Inquiry** status messages,

● By selecting a Specific message Traveler can start a conversation with the Host and can also ask for Special offers. For Booking **Accepted** status messages,

● By selecting a Specific message, under accepted reservations,, you see a section called view itinerary.

**Itinerary** shows the Confirmation code , Check in , Check out Dates , Number of Nights , Number of Guests, Payment details, Cancellation policy and an option to print the Itinerary.

**Your Listing for Host** Hosts have the list of properties with both listed and unlisted properties.

**Your Reservation:**

On selecting “**view past reservations**” it shows all the past Reservations of the Guest with its information as above.

**Status** (Pending/Accepted/Cancelled),

**Dates and location**

**(**Date of Booking, Location of Listing**)**,

**Guest details** (shows option to contact by Email),

**Previous Trip Details** : It shows the details about the status of the trip, location, Host details, dates and other options like Message history, view itinerary and view receipt.

**View Receipt:**

Customer receipt has the details like Name, Travel Destination, Duration, Accommodation Type, Address, Host, Check in, Check out and reservation charge details.

**Your Trips For Guest**

Trips page has the details about all the trips. It is categorised under

● Pending Trips - It has the list of reservations waiting for approval from host.

● Current Trips - It has the set of current trips.

● Previous Trip It has the previously completed trips

**Cancellation policies:** The following cancellation policies are available in our product and the hosts can choose any one which suits them**.**

**Flexible :** Full refund 1 day prior to arrival, except fees

**Moderate :** Full refund 5 days prior to arrival, except fees **Strict :** 50% refund up until 1 week prior to arrival, except fees

**Profile Page Edit profile**

Users can edit their Personal Information like **Name, gender, Birth date, Email address, Location, Description** (it helps other users to know about them). User can add known languages in their profile and so the host can view the information in user profile for a better understanding.

Some details are Optional in profile like, to fill up details on schooling, work, home time Zone. Profile can be verified with the given mobile number using Nexmo API.

**Photos:**

Users can add **Profile photos** here.

**Trust and Verifications:**

It will have options for the various verifications, **primarily Email address is to be verified to list spaces**.

Users can also verify their EMCMS account with Other social accounts like **Facebook, Google, Linkedin.**

**Reviews :**

Reviews section show the reviews done by the user themselves on other properties and reviews given to them by other users. “**Reviews about you & Reviews by you** ”

● **Reviews about you** Host can view the reviews given by the guest

● **Reviews by you**

Hosts can view the reviews given by them to the host.

**Past reviews you've written:** Reviews done by users for their previous trips.

**Expired reviews** : The trips for which Users missed to write a public review will be shown, with option to View Itinerary.

**Account Page**

The Account page will have several options related with payments.

**Payout Preference:**

When a User Receives a Payment for a Reservation, that payment to them is a **“Payout”**. Our secure payment system supports several payout methods, which can be setup and edited here. Both PayPal and Stripe payout options are available, Guest can choose their preference and add the necessary fields to complete the process. Once it’s added the account is available in the payment method for future payments. Using custom account, Host can directly add their details for payout instead of contacting Stripe. **Transaction history:**

It will have 2 options, **Completed** and **Future transactions** details.

Users can also export the transaction details in CSV. **Security:**

Here, Users can change their password to have a secure and confidential account.

**Travel Credits:** These are all options for promotions. Users can refer their friend, and earn credits when their referred friends travel with our product.

**Dispute** Dispute option is for the Guest & Host who wish to claim the amount for their Can add a requirement of season with minimum and maximum stay in this option.

Unsatisfied trip. After the completion of the trip, both the parties can raise the dispute within 14 days. After the conversation between the Host & Guest the amount will finalised for the claim and it would be less than the security amount.

Host & Guest during the conversation can also include the Admin. Once the amount is finalised, then it will be transferred to the account of the corresponding end who raised the claim.

**Managing Listing & Calendar**

Select “**Your Listings**” and click the “**Manage Listing and Calendar**” option below every listing to get the calendar.

Hosts can make use of the calendar by blocking the unavailable dates, and also can edit the pricing in the calendar as discussed in the listing steps. Host can change the price for specific dates also. Host can also set the minimum and maximum stay dates by using settings option.

Host have features like import calendar, sync with other calendars and export calendar.

**Pricing Policy**

Pricing can be done in many ways as follows:

**Nightly Pricing** This is the default pricing option in EMCMS, Hosts can fix the pricing for their listings based on a single night stay. It is all based on Flexible Check in and Checkout.

**Weekly Pricing :** This is the Pricing done to give benefits for the guests staying long time (a week) For example : If a guests books a room for 10 nights, and if the weekly price is 500 USD, then Per night pricing based on the weekly pricing is 71.3 USD and for 10 nights it will be 713 USD.

**Monthly Pricing :** This is the Pricing done to give benefits for the guests staying a very long time (28 nights or more ). This will be beneficial to guest if they stay long.

For example : If a guests books a room for 40days, and if the weekly price is 2000 USD, then Per night pricing based on the weekly pricing is 71.3 USD and for 40 nights it will be calculated as follows, monthly pricing will be fixed for 28 nights and for the other 12 nights, it will be based on per night monthly pricing (Monthly pricing/28) here 2000/28 that will be 71.3 USD, and for 40 nights it will be 2000 + 852 (12\*71.3) that is 2852 USD

**Special Pricing Weekend pricing :** Hosts can give special price to their listings on weekends, even when weekly and monthly pricings are applied, so whenever weekend days come weekend pricing will be applied for them.

For example, in a listing, if the weekly pricing is 500 USD and Weekend pricing 300 USD then the weekly pricing will apply for 5 nights in the week except for weekend nights, example ( 5\*71.3 + 2\*300 ), so the weekly pricing here will be 955 USD.

**Cleaning Fees :** Hosts, if they want can add an additional price for Cleaning. Below is the view of detail page with cleaning fee.

**Security Fees :** Host can set Security Deposit, which the Guests have to pay. As of now, it will be received by Host after every trip, but if Guest cancel their trip, they will get their security deposit refunded

**Additional Guest Fee:**

Hosts can also set additional price for extra guests, for example, if the maximum accommodate of a Listing is 6, Host can set additional price from 5th Guest with USD 10 per head. Above is the view of detail page with additional guest fee.

**Search Options on the Homepage**

Guests can search the Homepage with the following ways based on the guest preferences.

● The location of destination on the search box on homepage (example : London) is entered and have to select **Check in, Checkout dates**, select **Number of Guests**, **Room type.** We can filter the listings by price range also.

● Guest can search the listing based on “Just Booked”, “Recommended”, “Most Viewed”.

● Through “Explore The World” feature, guest can search based on country name.

● Can also select using “Instant Book” filter to view the instant booking properties.

● Guests can also drag through this map to search for listings, no need of entering the locations.

● Guest can search using More Filter option to get the better result by using Amenities and Property type. Once all the details and filtrations are properly given, matched listing will be shown on one side. On the other side Guests will get a view of the matched listings in map.

**View Listing** On clicking a Listing details about the listing will be viewed as per the specification given by the Host.

● Host listing address will not be shown to guests until the booking is confirmed.

● Guests can see the listing’s pricing policy for weekly as well as monthly.

● List has host star rating with description about the property.

● Guest can share the property details via Facebook, Twitter, Pinterest, G+ and

Email.

● The map location will be shown in the bottom of the listing with the similar lists.

● Reviews about the listing from previous guests will be shown on every listing.

● **Contact to host** option will help the guests to message the Host.

● It also has the additional details like Safety features, Amenities available in the listing, cancellation policy specified.

● If Host fixed any additional fees, it will be shown to the guests ( example : Fees for Extra persons )

● Guests can send a Request message for booking by **Request to book** button.

**Wishlist**

If Guests find any list as interesting, but there is no immediate need to book, then they can add those listings to wish list. It will be saved and guests can book whenever they want.

Guest can group their listing by creating new list with the option “Create New Wish List”.

We can share the wishlist in social media and can view all the added property in Map.

**Unavailability Situations Of Property - Decline the reservation request**

In case of unavailability, Hosts can inform about the situation as follows,with optional messages.

**1. The Specific dates are not available.**

By blocking those dates on Host Calendar - Those unavailable dates won't be visible to guests for booking and Hosts won't receive further inquires for those Blocked dates.

**2. They don't feel Comfortable with the Guest.**

**3. Their Listing is not a good fit for the Guest needs like children, pets, safety features, etc,.**

**4. They are waiting for a more attractive reservation.**

**5. The Guest is asking for other dates than the ones selected in this request.**

**6. Can add Other valuable reasons to tell the Guest that their listing is Unavailable.**

**Host can ask guests for more Information about their trips and their needs & necessary.**

**Booking Options For Guests**

Guests have the following options for booking

**Request For Booking :**

If the guest wants to book a property and host enable the "Request to book" option means, the guest can complete the booking once the host approves the guest request. **Host:**

On Clicking the Specific message, It will direct to the Conversation page where guest requests will be there. Host can offer a special offer to a Guest in the conversation page (or) can Remove the Special Offer.

● **Pre-approve to book** - Host should pre approve the request given by Guest within 24 hours for confirmation of the reservation.

● **Special Offer to Guest -** Host can send the special offer to guest while they request for particular date. If guest accept the offer then the reservation will be completed after payment.

**Instant Booking**

Guest can book a property instantly without any approval from host. It’s possible only when the Host list their space with this option.

**Shared Room and Booking Functionality**

In shared room type the room is not blocked until the entire reservation completed. If the partial spare is not booked then it will be available others to book the property.

**Contact the Host**

Before Booking, Guests can contact a host on clicking Contact to host in a list detail page and mentioning Check in and Checkout Dates, Number of guests. Host will receive the message as an inquiry. Once the host approves the request, guest can book the property.

**Payment Methods User:** Guest/Host need to provide their preferred payment method with their account details in Account Page in their account. Payment will be calculated by reducing the applicable discount amount and it will be shown in the price breakdown. **For PayPal:**

● If **PayPal** payment type is Selected.

● Enter the PayPal Account-ID and Password.

● After the completion of Booking process amount paid will be send to Admin.

● The Amount will be send to host from Admin after the 24 hours from Che

In. **For Stripe Payment:**

● Selecting their Country, selecting their payment type (Credit Card), If By **Credit Card Type**(example: VISA/American Express/Mastercard, etc.,), is selected.

● Enter the **Credit Card Account Number** and **Security Code**

● Enter the Credit Card **Expire date and year**.

● Enter your **Name** and **Postal Code** for your **country** then continue

If Host cancelled the booking request sent from the Guest .The payout amount will be refunded to Guest except service fee for **more details refer Cancellation policy. The Entire Payment Process Flow in EMCMS between the Host, Guest and the Admin is explained in a Chart in the next page.**

**ADMIN PANEL**

**Admin Dashboard**

Admin Dashboard contains the details about total number of users, total number of rooms, total number of reservations, today’s users, rooms and reservations. Sales graph and calendar are also available. **Manage Admin** Admin Users:

● **Admin User Management**: It shows the number of admin users, details about ID, username, email, name of the role, status and action(add,view,edit & delete option). There is options to print the details in CSV, Excel, PDF, Print and to Reset.

● **Roles & Permissions**: Roles of every admin will be here, admin can add new role or edit the previously added roles.

**Manage Users** All the EMCMS users will be managed here, with the details like id, first name, last name, email, phone number and code, status, created and updated date and time. Admin can add, edit or delete the user and change the status of the users from active to inactive, vice versa.

**Manage Rooms** All the properties listed in EMCMS will be managed here, with all the details like id, name, hostname, property type, status, created and updated date & time. Popular and Recommended are the two features which enable a listing to be shown in homepage once if the admin enable its status as ”Yes”. Admin can edit or delete the rooms. Admin can also add room from the admin panel.

In Edit option, Admin can add discounts for early bird and last min discount in price rules option. In availability rule option admin can add minimum stay and maximum stay of the property. Admin can print the details in CSV, Excel, PDF, and can also reset Reset.

**Reservations & Penalties**

**Reservations :** All the reservations are managed here, admin can also view the complete reservation details with Fee structure..

**Host Penalty:** Host penalty is a fine collected from host, if host cancels the booking if it exceeds the cancellation limit set in Manage Fees. Host penalty will be applied for cancelled reservation and expired reservations.

**Manage Dispute** Admin can view the entire reservation details includes fees breakup, reason for claim, status and payment mode. Dispute for Guest & Host will happen only after the confirmation from the Admin. Once the Admin clicks the refund option then the amount will be transferred to the party who claims their dispute.

**Manage Emails** In Manage Emails, there are 2 options: Send Email & Email Settings

**Send Email:** Here admin can send mail to all or specific users with subject and description. Admin can send the mail with attachments also.

**Email Settings**

Admin have two driver options to send email and can also change the details like Host, Port, From Address, From Name, Encryption, Username and Password.

● SMTP - Can send up to 500 mail/day

● Mailgun - Can send up to 10,000

**Manage Reviews** It has the entire list of reviews given by both host and guest. Admin can edit the reviews. Admin can print the details in CSV, Excel, PDF, and also can Reset.

**Manage Wish lists** Admin can view the wishlist added by the users with the details like id, username, wishlist name, lists count and can enable or disable the list to be viewed in my wishlist page.

**Manage Referrals**

Admin can manage the referrals details like id, referrer name, counts of signup, booking and listing. Admin can perform the actions like edit and delete.

**Manage Coupon code** Admin can generate the coupon code and can manage the previously added coupon code details here. Admin can also export the list. These codes are used by the users while booking.

**Reports** Admin can generate the report for users, rooms, reservations in EMCMS for a specified period of time.

**Manage Home Cities** Admin can add cities with photos to feature in the Home page

**Manage Homepage Slider**

The sliders in Home page can be added and managed with this option.

**Manage Bottom page Slider** The Bottom page sliders in Home page can be added and managed with this option.

**Manage Our Communities** The Communities in Home page can be added and managed.

**Manage Host Banners** The Host Ad Banners in Home page can be added and managed.

**Manage Help** Manage Help have 3 options

**Help :** It has the questions and answers which are often asked by both the guest and host. The admin will maintain this by editing and adding with new questions. Admin can change the status of these questions from active to inactive, vice versa.

**Category :** Help options can have some categories, from which users can select their preferred category, those categories can be managed here.

**Sub Category :** Help options can have some subcategories, from which users can select their preferred sub category, those subcategories can be managed here.

**Manage Amenities**

Manage Amenities have these options:

**Amenities:** Admin can manage and add amenities, their type, language, name and description. Admin can add the amenities in their preferred languages. Admin can change the status of the amenities and can remove it from the list.

**Amenities Types:** Admin can add the amenities type in their preferred languages and can change the status of the type.

**Manage property Type** Admin can add new property type or delete the existing one. It will reflect in the property type dropdown for host while Listing their Space.

**Manage Room Type** Admin can add new room type or delete the existing one. It will reflect in the room type dropdown for host while Listing their Space.

**Manage Bed Type** Admin can add new bed type or delete the existing one. It will reflect in the bed type dropdown for host while Listing their Space.

**Manage Static pages** All the Static pages of EMCMS are manage here by the Admin, with the options to edit, delete and add new static pages

**User Default Settings** Admin can make changes in the default fields like Minimum Age limit, Maximum Age limit, Minimum distance limit, Maximum distance limit and Distance Unit.

**Manage Language** Admin can add new language type or delete the existing one. It will reflect in the language type dropdown for host while Listing their Space.

**Manage Country** The Countries for where the site can be used, can be managed from the Admin. The admin can add or delete the country from the list.

**Manage Referral settings** The Referral option used for promotional activities can be managed here. Admin can also set the credit value for host and guest referrals, travel credit and currency value.

**Manage Fees** Admin can manage all categories of fees in this option.Admin can set service and host fees or edit the previous fees. Admin can host penalty fees includes currency type, penalty fees before or after 7 days of checkin & no. of cancellation limit.

**Manage Metas** Meta tags of every page is managed by Admin here. It is the useful SEO feature helps to increase page ranking.

**Api Credentials** Admin maintain the API credentials for Facebook, Google, Google Maps, Linked and Nexmo details here.

**Payment Gateway** Admin’s Payment gateway details are managed here. In EMCMS, its default payment gateway is PayPal and so it has the information about the PayPal like username, password , signatures, mode, clientid and secret. For Stripe Payment the following fields will appear stripe publishable key, stripe secret key, stripe clientId.

**Join Us Links** The site social media connections under “ Join Us” option in the home page is managed here with their URL.

**Site settings** Here, Admin can make personalized changes for the site like site name, can add tracking code in the header, logo, home page logo, email logo, favicon, home page video, default currency, payment gateway currency, default language, current rate provider, maintenance mode, footer cover page, help page, cover page and site date format. Admin can add home page video, can change the version name and the admin url prefix text.

**Refund Policy** These terms and conditions govern the EMCMS Guest Refund Policy (the “Guest Refund Policy ”) available to Guests who book and pay for an Accommodation listed by a Host through the EMCMS platform (the "Site") and suffer a Travel Issue and the obligations of the Host associated with the Guest Refund Policy.

**1.Travel Issues**

**2.The Guest Refund Policy**

**3.Conditions To Claim A Travel Issue**

**4.Minimum Quality Standards, Host Responsibilities and Reimbursements**

**5.General Provisions**

**Travel Issues :**

1.“Travel Issue” can imply any one of the following:

**(i) Cancel the reservation by host or valid reason to not access the accommodations:**

● Cancels a reservation shortly before the scheduled start of the reservation, or fails to provide the Guest with the reasonable ability to access the Accommodation (e.g., by not providing the keys and/or a security code).

**(ii)Descriptions of the accommodation in the listings on the site is materially inaccurate with respect to :**

● The size of the accommodation is inaccurate(e.g., number and size of the bedroom, bathroom and/or kitchen or other rooms),

● Whether the reservation for the accommodation is for a private room or shared room, and whether another party, including the host, is staying at the accommodation during the reservation.

● Special amenities or features represented in the listing description are not

provided or do not function, such as decks, pools, hot tubs, bathrooms (toilet/shower/bathtub), kitchen (sink/stove/refrigerator or major other appliances), and electrical, heating or air condition systems.

●The physical location of the accommodation is incorrect(proximity).Location of the host listing is not proximately right, clean and sanitary, not contain the clean bedding and Bathroom, Pets not disclosed on the Listings.

**(iii) At the start of the guest’s reservation, the accommodation has issues such as:**

● Is not generally clean and sanitary.

● Contains safety or health hazards that would be reasonably expected to adversely affect the guest’s stay at the accommodation in EMCMS’s judgment.

● Does not contain clean bed and bathroom towels available for the Guest’s use.

● Has vermin or contains pets not disclosed on the listing.

**The Guest Refund Policy**:

If you are a Guest and suffer a Travel Issue, we agree, at our discretion, to either

● Reimburse you up to the amount paid by you through the Site, as determined by EMCMS in our discretion, depending on the nature of the Travel Issue suffered

● Use our reasonable efforts to find and book you another accommodation for any unused nights left in your reservation which in our determination is reasonably comparable to the accommodation described in your original reservation in terms of size, rooms, features and quality. All determinations of EMCMS with respect to the Guest Refund Policy, including without limitation the size of any refund, shall be final and binding on the Guests and Hosts.

**Conditions to Claim a Travel Issue :**

Only a Guest may submit a claim for a Travel Issue. If you are a Guest, in order to submit a valid claim for a Travel Issue and receive the benefits with respect to your reservation, you are required to meet each of the following conditions:

1. you must bring the Travel Issue to our attention in writing or via telephone and provide us with information (including photographs or other evidence) about the accommodation and the circumstances of the Travel Issue within 24 hours after the start of your reservation, and must respond to any requests by us for additional information or cooperation on the Travel Issue. (ii) you must not have directly or indirectly caused the Travel Issue (through your action, omission or negligence). (iii) you must have used reasonable efforts to try to remedy the circumstances of the Travel Issue with the Host prior to making a claim for a Travel Issue.
2. **Minimum quality standards, Host responsibilities and Reimbursement to Guest**

If you are a Host, you are responsible for ensuring that the Accommodations

you list on the Site meet minimum quality standards regarding access, adequacy of the description on the Site, safety, cleanliness, and do not present a Guest with Travel Issues. During the 24-hour period following the Guest’s check-in, Hosts should be available, or make a third-party available, in order to try, in good faith, to resolve Guest issues.

If you are a Host, and if (i) EMCMS determines that a Guest has suffered a Travel Issue related to an accommodation listed by you and (ii) EMCMS either reimburses that Guest any amount up to the amount paid by the Guest through the Site for the Accommodation or provides an alternative Accommodation to the Guest, you agree to reimburse EMCMS up to the amount paid by EMCMS within 30 days of EMCMS’s request.

All determinations of EMCMS with respect to the Guest Refund Policy, including without limitation the size of any refund to the Guest, shall be final and binding on

the Guests and Hosts. You also agree that in order for you to reimburse EMCMS up to the amount paid by EMCMS, EMCMS may offset or reduce any amounts owed by EMCMS to you by this amount.

If the Guest remains for part or all of the stay despite the Travel Issue, the Guest will receive a refund that will reduce the amount of the Accommodation Fees ultimately paid to you. If the Guest is relocated to an alternative Accommodation, you may lose part or all of the Accommodation Fee payment for the booking and you may be responsible for reasonable additional costs incurred to relocate the Guest to the alternative Accommodation.

The rights of the Guests under the Guest Refund Policy supersede the cancellation policy established by a Host. If you dispute the Travel Issue you may notify us in writing or via telephone and provide us with information (including photographs or other evidence) disputing the claims regarding the Travel Issue, provided you must have used reasonable and good faith efforts to try to remedy the Travel Issue with the Guest prior to disputing the Travel Issue claim.

You agree that all determinations with respect to the Travel Issue shall be final and binding on the Guests and Hosts regardless of your submission of a dispute against such Travel Issue. In the event of one or more Travel Issues, We may at our discretion, elect to take additional actions.

These actions include, but are not limited to, negatively affecting your listing ranking, automated reviews indicating Travel Issues, cancelling future bookings, suspending or removing the listing of the Accommodation or imposing penalties or fees for the administrative burden associated with the Travel Issues.

The Guest will receive a refund that will reduce the amount of the Accommodation fees pay. If the Guest is relocated to an alternative Accommodation, you may lose part (or) all of the Accommodation Fee Payment for the booking and may responsible for reasoning additional costs incurred to relocate the Guest to the alternative Accommodation

**General provisions:**

**(i) No Assignment/No Insurance:** The Guest Refund Policy is not intended to constitute an offer to insure, does not constitute insurance or an insurance contract, does not take the place of insurance obtained by the guest. The benefits provided under this guest refund policy are not assignable or transferable by you

(ii)**Modification or Termination.** EMCMS reserves the right to modify or terminate this Guest Refund Policy, at any time, in its sole discretion, and without prior notice. If EMCMS modifies this Guest Refund Policy, we will post the modification on the Site or Provide all claims for Travel issues made prior to the effective date of the modifications

**(iii)Entire Agreement and Definition:** This Guest Refund Policy constitutes the entire and exclusive and understanding and agreement between EMCMS and you regarding and the Guest Refund policy and Supersedes and replaces any and all prior oral or written understandings or agreements between EMCMS and you regarding the Guest Refund Policy. Capitalized terms not otherwise defined here in shall have the meaning set forth in the EMCMS Terms of service

**(iv)Controlling Law.** This Guest Refund Policy will be interpreted in Accordance with the Laws of the State of California and the United States of America, without regard to its conflict of laws of provisions

**(v)Limitation of Liability:** In no event will EMCMS's aggregate liability arising out of or in connection with this EMCMS Policy terms, Exceed the amount of the accommodations fees collected by EMCMS from the guest. Some jurisdictions do not allow the exclusion or limitation of liability for

consequential or incidental damages, so the above limitations may not apply to you acknowledge and agree that ,by posting a listing or booking an accommodation or otherwise using the site, services as a Guest/host, you are indicating that you have read, and that you understand and agree to be bound by these policy terms.

**EMCMS Workflow**

**Cancellation Policy - Details**

EMCMS allows hosts to choose among three standardized cancellation policies (Flexible, Moderate, and Strict) that will enforce to protect both guest and host alike. The Super Strict cancellation policies apply to special circumstances and are by invitation only. The Long Term cancellation policy applies to all reservation of 28 nights or more. Each listing and reservation on our site will clearly state the cancellation policy. Guest may cancel and review any penalties by viewing their travel plans and then clicking 'Cancel' on the appropriate reservation.

**Flexible: Full refund 1 day prior to arrival, except service fees**:

● Cleaning fees are always refunded if the guest did not check in. The EMCMS service fee is non-refundable.

● If there is a complaint from either party, notice must be given to EMCMS within 24 hours of check-in. EMCMS will mediate when necessary, and has the final say in all disputes.

● A reservation is officially cancelled when the guest clicks the cancellation button on the cancellation confirmation page, which they can find in **Dashboard > Your Trips > Change or Cancel**.

● Cancellation policies may be superseded by the Guest Refund Policy, safety cancellations, or extenuating circumstances.

● Please review these exceptions. Applicable taxes will be retained and remitted

**Moderate: Full refund 5 days prior to arrival, except service fees**

● Cleaning fees are always refunded if the guest did not check in. ● The EMCMS service fee is non-refundable.

● If there is a complaint from either party, notice must be given to EMCMS within 24 hours of check-in.

● EMCMS will mediate when necessary, and has the final say in all disputes.

● A reservation is officially canceled when the guest clicks the cancellation button on the cancellation confirmation page, which they can find in Dashboard > Your Trips > Change or Cancel.

● Cancellation policies may be superseded by the Guest Refund Policy, safety cancellations, or extenuating circumstances. Please review these exceptions.

● Applicable taxes will be retained and remitted

**Strict: 50% refund up until 1 week prior to arrival, except service fees**

● Cleaning fees are always refunded if the guest

did not check in.

● The EMCMS service fee is non-refundable.

● If there is a complaint from either party, notice must be given to EMCMS within **24 hours** of check-in.

● EMCMS will mediate when necessary, and has the final say in all disputes.

● A reservation is officially cancelled when the guest clicks the cancellation button on the cancellation confirmation page, which they can find in **Dashboard > Your Trips > Change or Cancel.**

● Cancellation policies may be superseded by the Guest Refund Policy, safety cancellations, or extenuating circumstances. Please review these exceptions.

● Applicable taxes will be retained and remitted

**Cancellation Policy -Flow Chart**

**Standard Features EMCMS** Following are the basic and standard features of EMCMS

● **Mobile Friendly**: Supports all modern devices like smartphones and tablets.

● **Multiple Admin:** Can give permission and assign roles to sub admins.

● **Theme Settings**: Admin can change their theme settings based on their own preferences.

● **Easy Search:** Guest can search easily through effective search options.

● **Currency:** EMCMS have 32 types of Currencies.

● **Listing:** Host can list their space easily with simple steps about the property.

● **i Calendar** - Exchanging data with other calendar systems using the iCal.

● **Multiple SignUp** - Easy to SignUp using difference accounts and can verify easily.

● **Payment Methods** - User make payment through secure gateways like PayPal or Stripe.

● **Similar Listings** - User can find nearest or similar listings on viewing a Listing.

● **Customizations** - 100% Source code will be provided to the client and so the client can customize the script as per their own need.

● **Multiple Languages** - EMCMS have 27 languages to support the clients from all over the world.

● **Dynamic Languages For Static Page -** Admin can change languages in all the static pages of EMCMS.

**Social Media Integration - API How to Create Google+ API Key : https://emcms.com/blog/how-to-create-google-api-key/**

**How to Create Facebook App Credential for Website : https://emcms.com/blog/how-to-create-facebook-app-credential-for-website/**

**Server Requirements For Airbnb Script**

● Operating System – Windows or Linux

● Web Server – Apache

● Database – MySQL

● PHP –7.1

● Ability to Setup Cron Jobs

● Facebook App Credential

● Google+ App Credential

● ionCube Loader (Free and Professional)