

Hi Richard,

First of all, really nice work on this. The enquiry flow itself is working well and the overall structure feels solid. Thank you for moving quickly on this and for the care you've put into it.

After testing on the beta site, I've pulled together the main points for the included revision round. This is about tightening logic and edge cases rather than core functionality.

1. Enquiry submission when not logged in

At the moment, if a traveller fills out an enquiry form while logged out, the submission fails with an error.

What we'd like instead:

- Prompt the user to sign up or log in when they try to send the enquiry
- Redirect them to the login / create account page
- Preserve the enquiry data they already entered and automatically send it once login is completed

This is important for conversion and avoiding frustration.

2. Quote pricing logic (net vs platform contribution)

Currently, operators enter a price that includes the 13 percent platform fee, but the system treats the full amount as operator payout. This needs adjusting.

Proposed approach (and preferred):

- Operators enter a **net price only**, this is the amount they will receive.
- Tuskari then automatically adds the 13 percent conservation + local community contribution on top
- The traveller sees one price only (the net price + the 13%) , with the contribution handled by the platform logic.

From the traveller side, we want to show a single all-in price only. This should already include the 13 percent conservation and local community contribution, with a short line of copy underneath such as "Includes conservation and local community contribution." We don't need to itemise or break this out as a separate fee in the UI. The key is consistency so the price shown in the message thread, checkout, and booking confirmation always matches.

This removes manual calculation for operators and ensures payouts are always correct.

3. Related to this:

- The booked price on enquiry-based bookings must reflect the net payout to the operator, not the gross amount
- This logic should be consistent across quotes, checkout, and final booking records

3. Quote lifecycle flow

Right now:

- Operators can only send one quote
- If a traveller declines a quote, the enquiry closes and the conversation is effectively dead

What we need instead:

- Pricing should only be sent via the dedicated “Send quote” box
- If a traveller declines a quote, the enquiry should remain open. It’s just the price that has been declined theoretically.
- Operators should be able to send a revised quote within the same enquiry thread
- This allows back and forth negotiation until a price is agreed

This keeps the enquiry alive and mirrors how real safari pricing conversations work.

4. Checkout resumability

If a traveller accepts a quote and navigates away from checkout, they currently cannot return to complete payment.

Requested change:

- Accepted quotes should keep a persistent “Continue to checkout” state
- Travellers should be able to return to checkout from their dashboard, messages, or booking view

Payments should never be a one-shot action.

5. Early balance payment for deposit bookings

For enquiry bookings where a deposit is paid:

- There is currently no option to pay the remaining balance early

We already support early balance payment on instant bookings, so enquiry bookings should match this:

- After deposit payment, expose a “Pay remaining balance” option on the my trips section.
- This should link back to the existing checkout flow with the remaining amount prefilled

This improves flexibility for travellers and helps operators receive funds earlier.

That should cover all of the main functional items.

Overall, great work so far. This feature adds a lot of real depth to Tuskari’s booking flow, and these refinements will help make it feel polished and production-ready.

Thanks again, and looking forward to testing the updated version.

Best,
Kian

