



## May We Help You Understand About Tripsetter 7.1

### NEW WITH TRIPSETTER 7.1

#### 1. MENU NAVIGATION CHANGES

Additional copies of the **Coast 7.1 Menu Navigation Quick Reference** can be downloaded from the **Need to Know** link on [www.coastaffiliates.com](http://www.coastaffiliates.com).

#### 2. ONLINE HELP

Click the “?” on the upper right-hand side of the screen for Coast-specific help.

#### 3. TRIPSETTER SECURITY

1. Users only need to enter their **User Name** and **Password** once when using Tripsetter.
2. The security level – Resort Owner/Corporate, Resort Senior Manager, Resort Manager, Resort Clerk – will determine what the user can access once logged on to [www.coastaffiliates.com](http://www.coastaffiliates.com).
3. From **Setup Employees**, an **E-Mail Address**, **Secret Question** and **Secret Answer** can be entered in order to have Tripsetter send the password to you when “Click here to recover your lost password”.

#### 4. RESERVATION FUNCTIONS

1. Reservations can be Checked In, Checked Out, Cancelled, No-Showed, and Un-No-Showed from the same screen.
2. Reservations are listed on one screen with five (5) tabs available to view specific types of reservations.
  - a. **All Reservations** – Lists all reservations and their status for the selected date range.
  - b. **Arrivals** – Lists all reservations scheduled to arrive for the selected date range.
  - c. **Departures** – Lists all reservations scheduled to depart for the selected date range.
  - d. **Who’s Here** – Lists all Coast members currently checked into the resort.
  - e. **No-Shows** – Lists all reservations that have been marked as No-Show and provides the option to Un-No-Show a reservation.

#### 5. ENTERING RENTAL RESERVATIONS FROM DRIVE-UP RESERVATIONS

1. Resorts no longer have to wait until 5 days prior to the arrival date to enter rental reservations.
2. Members will contact the resort for rental units and these reservation may be entered up to the 60 or 90-day reservation window that the membership permits.
3. The reservation can be entered using the Drive-Up Reservation functionality.

#### 6. CHANGE MY PASSWORD, SECRET QUESTION AND SECRET ANSWER

1. All individual users have access to change their password.
2. Secret Questions and Answers can be changed by all individual users.
3. Coast can no longer “look up” forgotten password, but can reset only a Resort Owner / Corporate password.
4. Resort Owner / Corporate can reset all Employee Passwords at any time.
5. Resort Senior Managers can reset all Employee Passwords except the Resort Owner / Corporate.

#### 7. RENTAL UNIT DESCRIPTIONS AND FEATURES

1. Management of rental units has been greatly simplified.
2. The Description and Features setup for Unit Type Details uses tabs and radio buttons for quick completion.
3. **Fill** options allow you to “fill in” the same Open and Close Dates, Check-In and Check-Out times, and rental unit occupants for rental units and RV Sites with one click of your mouse.

#### 8. CORPORATE REPORTS

1. Corporate Reports are for use by multi-resort corporations for reporting on all resorts.
2. These reports are available from the Resort Owner/Corporate Security Login.

## **RESORT MANAGEMENT REMINDERS**

### **1. INVENTORY MANAGEMENT**

1. All CampResorts, and Good Neighbor Parks have agreed to a minimum number of allocated RV sites that are available 24 x 7 for Coast members to reserve through Tripsetter on the member website, or the Contact Center.
2. Drive-Up reservations and extension of existing reservations must be accommodated through the resort's local inventory, and not counted against the inventory sites allocated to Coast to Coast.
3. At any time the resort may increase that allocated number of RV sites and allocated rental units on [www.coastaffiliates.com](http://www.coastaffiliates.com).

### **2. EVENTS AND HOLIDAY BLOCKS**

1. The resort is responsible for entering all Events at least 90 days in advance through Tripsetter.
2. If a resort does not have Events in place 90 days in advance of the Event dates, Coast expects all reservations made by members to be honored.
3. Coast will not cancel reservations made in good faith by members prior to the entry of an Event / Holiday Block by the resort.
4. Resorts without Internet access must fax a written copy of Events / Holiday Blocks annually to Coast to Coast at 303-728-7312.

### **3. LAST-MINUTE / DRIVE-UP RESERVATIONS**

1. Reservations within 72 hours of the arrival date must be made directly with the resort.
2. The resort is responsible for entering Drive-Up reservations in Tripsetter or Trip Fone.
3. Trip Fone option #1 allows resorts to check by phone if a member is an active Coast member and if they have enough points for a certain number of nights.
4. The resort is responsible to make sure the Coast member is active and has enough Trip Points before the member leaves the resort.
5. Resorts are not required to accept Drive-Up reservations.

### **4. LAST-MINUTE RESERVATION CHANGES**

1. Changes to an active reservation can be found by running the Update to Reservation Activity Report.
2. Members may call the resort directly within 72 hours of arrival to change or cancel a reservation.
3. The resort's published reservation change policy will be honored by Coast to Coast.

### **5. LAST-MINUTE DEPARTURE CHANGES**

1. Resorts need to change early departure dates from the original departure date to the actual departure date in Tripsetter or Trip Fone in order to allow members to make other reservations.
2. The resort's published early-departure policy will be honored by Coast to Coast.
3. Members are advised not to just drive off without checking out.

### **6. LATE CANCELLATIONS**

If a member cancels a reservation later than 6:00 P.M. (resort time) the day before the scheduled arrival date, the member account can be charged the amount of Trip Points equal to the resort's minimum-night stay requirement.

### **7. NO SHOWS**

1. No-Show reservations remunerate the resort for the resort's minimum-night stay if a member does not cancel a reservation.
2. No-shows should be marked the day after the scheduled arrival date for timely remuneration and to allow the member to make other reservations.
3. Members must contact the resort directly when a No-Show is disputed.

## 8. REMUNERATION

1. It is important to make sure reservations are Checked-In and Out or marked as No-Show because this is what “gets you paid!”
2. Delays in getting reservations Checked-In, Checked-Out or marked as No-Show result in a delay in your remuneration.
3. Use the **Reservation Maintenance Report** to make sure all reservations have been Checked-In and Out.
4. Under no circumstances should resort remuneration be discussed with Coast members because your remuneration is a business-to-business matter and should be directed to Coast to Coast.
5. If you have a question about your remuneration, contact Linda Clark at 800-833-9183 Ext. 412.

## 9. FAMILY AND FRIENDS BENEFITS – DELUXE MEMBERS IN DELUXE RESORTS

1. Coast Deluxe members have the benefit to provide CampResort accommodations to their families and friends at Deluxe resorts.
2. Three (3) reservations may be made during non-peak seasons at Deluxe resorts and one (1) reservation may be made during a peak season.
3. Coupons are provided to members; however, Tripsetter monitors the rule for Deluxe members and they are not required to present a coupon to the resort.
4. Trip Points for the four Family and Friends Benefit guest of a Deluxe member reservations will be deducted from the Coast Deluxe member’s account.
  - a. An RV site can be reserved for up to seven (7) nights for a nightly rate of 1,500\*
  - b. Rental accommodations can be reserved at the resort’s rack rate plus 200\* Trip Points for the use of Tripsetter.
5. Members should call the Contact Center directly (800-368-5721) to make these reservations.
6. Resorts should contact 800-719-6841 for assistance in entering a Family and Friends Benefit Reservation for rental units.

*\*Rates subject to change.*

## 10. PET NOTICE FOR ALL RESORTS

This pet notice is provided in the *2008 Coast to Coast Directory* on page 96 on behalf of all resorts in order to conserve space in individual resort listings.

1. Do attend your pet at all times
2. Do keep your pet on a leash
3. Do clean up after your pet
4. Do keep your pet from disturbing others or destroying property
5. Do bring only non-dangerous breeds of dogs
6. Do leave your exotic animals at home
7. Some resorts in the Coast to Coast Network allow pets only in designated areas and limit pet size, weight and type except for in-service dogs. In addition, you may be asked to provide proof of pet liability insurance and a vaccination record. Coast suggests contacting the resort directly to verify particular pet restrictions.

## 11. MEMBERS WITH EXPIRED POINTS

If a member tells you they have Trip Points that have expired and they can no longer use them, tell them to call the Contact Center phone number (800-368-5721) on their Coast membership card and the expiration date will be extended.

## 12. CASH-TAKING POLICY

1. Trip Points are the medium of exchange for Coast to Coast.

2. Coast expects active Coast members with a valid reservation to be hosted and allowed to pay by Trip Points.
3. Active Coast members requesting to pay cash are not entitled to receive the Coast discounted rate.
4. Inactive Coast members are not entitled to receive the Coast discounted rate.
5. When reservations are Checked-In, Checked-Out or marked as No-Show, your remuneration is generated.

#### 13. CURRENCY

All dollar amounts quoted in the Coast to Coast Directory are in U.S. dollars.

#### 14. TAXES

Local sales and lodging taxes are not payable by Trip Points and member should be charged this amount in cash as applicable.

#### 15. HANDICAP FACILITIES

Members requiring handicap facilities will contact resorts directly to identify access availability.

#### 16. WHEN YOU ARE A HOST

1. Every guest who has an enjoyable visit at your resort adds value and a new dimension to your CampResort.
2. It's fun to share your knowledge of the area and the resort. You're the expert!
3. Invite your guests to participate in activities, and let the fun begin!

#### 17. LISTING ACCURACY

1. The information published for each resort on the member website and the *Coast to Coast Directory* listing was provided by each resort and is presumed to be accurate.
2. The resorts are responsible for updating their resort information on Tripsetter at [www.coastaffiliates.com](http://www.coastaffiliates.com).
3. Contact Coast if there is resort information that needs to be changed that you cannot locate on [www.coastaffiliates.com](http://www.coastaffiliates.com).
4. Members will call the resort for more specific information if needed.

#### 18. RESORT STAFF TRAINING

1. The **Need to Know** link on [www.coastaffiliates.com](http://www.coastaffiliates.com) provides a link to new information as well as various forms to view, download and print using Adobe Acrobat.
2. The Tripsetter Training Guide link on [www.coastaffiliates.com](http://www.coastaffiliates.com) allows you to view, download and print **The Tripsetter Training Guide** using Adobe Acrobat.
3. Contact Coast to Coast if you have new staff members requiring training.
  - E-Mail: [affiliateservices@rvn.net](mailto:affiliateservices@rvn.net)
  - Fax: 303-728-7312
  - Phone: 800-719-6841