

FAQ - Frequently asked questions

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What is Bookolo system?

Bookolo system is an Internet service and software system enabling hotels and accommodation providers to offer their rooms and rates online with the possibility to make a reservation using their own websites. The hotel or accommodation provider has full control over their offer.

Upon the reservation, you always have a contract concluded with the hotel - not with Bookolo system!

Bookolo system only enables this contract to be entered into. The hotel or any other accommodation facility shall be fully responsible for keeping the information and prices up to date. Bookolo system does not check the information. This means that when you make a reservation, you do so based on what the hotel offers. Thus, any problems regarding reservations need to be resolved in the first instance with the accommodation provider.

How to make a reservation with Bookolo system?

The booking process only includes two steps.

- In the first step, you enter the required date and number of persons. Then you see a list of hotels/rooms/packages that match the criteria searched, and you can see details, prices and discounts. You may also be offered some additional services from the accommodation provider that you can add to your overall package of services for purchase.
- In the second step, you confirm your selection, agree to the booking conditions and enter your credit card details on a secure website.

Once completed, on the final page you will see the number of your booking that you should record and keep. You should print this page as a record of your booking. You will also receive an email confirming the transaction and containing your booking details.

Is your CC safe with the Bookolo system?

The website where you enter details of your personal data and credit cards is protected by proven safety certificates, encrypting the entire data stream over the Internet. This ensures the information about your credit card will remain completely confidential and impossible for it to be misused.

Why it is necessary to provide credit card details?

Where a deposit is required to complete the booking, Bookolo system requires your credit card details to be able to debit the deposit sum stated (and a fee where applicable). Should a deposit not be required, the hotel requires your credit card details to guarantee your room. This is a standard requirement and guarantee for the hotel in case you do not arrive or do not cancel your booking in time, while the hotel is entitled to require compensation of part or all costs of your booking under the conditions of the hotel.

Is my personal data kept secret?

Your personal data, such as name, booking details and email, are completely private and will not be used in connection with any issue other than your booking. These details will only be available to Bookolo system and the accommodation provider, the hotel or group of hotels you have selected. This data will not be disclosed to any third party for any reason without your explicit consent.

What charges are applied with online booking?

There are two charges that may be deducted from your credit/debit card at the time of booking:

Deposit (where applicable): If a deposit is required to confirm your booking, this will be clearly indicated. The deposit is usually a small percentage of the total booking price.

Reservation fee (where applicable): As this is a live transaction system, all credit/debit cards are checked directly with the banking system. The bank levies fees from Bookolo system for each credit card verification, whether the card is deemed valid or not. Bookolo is entitled to add a reservation fee to your deposit to compensate the above fee.

Please note that since the transaction costs are always borne by Bookolo system whether you cancel the booking or not, the deposit and reservation fee (if charged) are always non-refundable.

Is my booking really guaranteed?

Each individual hotel or accommodation facility manages and edits their own information in the reservation system of Bookolo system where they can indicate vacant rooms and prices they want to charge for the rooms offered. The Bookolo team neither checks nor edits this information. If you use Bookolo system to make a reservation, the process is provided by the Bookolo software but the booking you create is based on what the hotel itself offers. The Terms and Conditions of Reservation explicitly state that, when making a reservation, you are entering into a contract with the hotel - not with Bookolo or its representatives. Thus, the hotel guarantees your booking directly

if it is created using Bookolo system, and the responsibility for such guarantee is borne by the hotel only.

Once the hotel decides to offer a room in Bookolo system and a reservation is made based on such an offer, the hotel itself is responsible for adhering to the reservation.

How can I make a change to my booking?

Once a booking is made, all queries regarding the booking, including all changes required, need to be communicated directly to the hotel. The Bookolo team does not check the hotel availability and prices and cannot change any booking made using Bookolo system.

Why did I not receive any confirmation email?

If saw the confirmation page with the booking number on the screen, then your booking is certainly confirmed and the accommodation provider has been informed. If you have not received any confirmation email, then it is more than likely that you have entered your email address incorrectly during the booking process or your email has been lost. Another reason can be the software for spam-blocking or filtering on your computer that blocks our communication to you. The confirmation email is sent for your convenience only and is not required for the booking if you have the booking number.

Should you not receive the confirmation email within 24 hours, please contact us and provide your booking number or sufficient information regarding the booking for us to be able to confirm it again.

How to cancel a booking?

Once the booking is confirmed, you will receive an email with the booking number. The email also contains information on how to cancel your booking. Your deposit and reservation fee, if paid, are not refundable in the event that the booking is canceled. Costs on the cancellation, in addition to your deposit and reservation fee, need to be paid to the accommodation provider subject to its Terms and Conditions. Thus, it is better to contact the hotel with the requirement to make any changes to your existing booking.

Please note that since the transaction costs are always borne by Bookolo whether you cancel the booking or not, the deposit and reservation fee (if charged) are always non-refundable.

Once the booking is confirmed, you will receive an email with the booking number. The email also contains information on how to cancel your booking. Your deposit and reservation fee, if paid, are not refundable in the event that the booking is canceled. Costs on the cancellation, in addition to your deposit and reservation fee, need to be paid to the accommodation provider subject to its Terms and Conditions. These Terms and Conditions are presented to you within the booking process.

I cannot come to the hotel. What is going to happen?

In the event that you do not arrive at the hotel, your deposit and reservation fee that have been paid are not refundable. Costs for non-arrival at the hotel, in addition to your deposit and reservation fee, need to be paid to the accommodation provider subject to its Terms and Conditions, a copy of which was presented to you during the booking process.

How to resolve complaints?

Bookolo is a system enabling a reservation to be made between you and the accommodation provider. We neither own nor operate any hotel or any other accommodation facility and assume no responsibility for their management. Complaints regarding the accommodation should be addressed in the first instance to the accommodation provider. However, we regard all complaints very seriously as we want Bookolo system to become a reputable service among our clients. Therefore we will ensure all complaints are submitted to the appropriate person.

After your stay is over, you may also be asked by email to send your comments (customer appraisal) for the purpose of passing your experience to other clients.

How can I contact the Bookolo team?

Bookolo enables a reservation to be made between you and the accommodation provider. Should you have any questions regarding your booking details or you wish to change your booking, please contact the hotel directly.

Should you have any questions regarding the operation of the system itself, please contact us and provide your booking number if you have one. We will respond within 48 hours.

Should you wish to contact Bookolo, you can find the contact data on www.bookolosystem.com.