USER MANUAL

PHP Hotel Marketplace

Everything you need to install, configure and run your own hotel, guest house and apartment booking marketplace: the traveler website, the hotel owner panel and the main admin panel.

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GETTING STARTED

How to install the PHP hotel booking script

The script installs in a few minutes on any PHP and MySQL hosting. This page lists the requirements and walks you through the web installer and the command line installer.

Server requirements

The script is plain PHP with a MySQL database. It does not need Composer, Node.js or any special server software. Any normal shared hosting, VPS or dedicated server works.

Requirement	Details
PHP	8.0 or newer (8.2 recommended)
Database	MySQL 5.7+ or MariaDB 10.3+, with the utf8mb4 character set
PHP extensions	`pdo_mysql`, `curl`, `mbstring`, `gd`, `dom`, `json`, `openssl`
Web server	Apache (with `mod_rewrite` for search friendly URLs) or Nginx
HTTPS	Strongly recommended. Stripe and PayPal webhooks need a secure address.
Writable folders	`uploaded_images`, `thumbnails`, `uploaded_files`, `backups`, `locations` and the main folder while installing (to write `config.php`)

Install with the web installer

1. Upload all the files to your hosting, in the root folder of the website or in a sub folder.
2. Create an empty MySQL database and a user that can use it (in cPanel, Plesk or phpMyAdmin).
3. Open `https://your-site.com/install/` in the browser.
4. Enter the database details: host, user, password, database name and a table prefix (the default is fine).
5. Create the administrator account: user name, e-mail and a strong password.
6. Choose the currency of the marketplace and whether to install **demo data** (nine sample hotels with photos, bookings and reviews, useful to see how everything looks).
7. Press install. When the installer finishes it shows the links of the website, the admin panel and the hotel owner panel.

After the installation delete (or rename) the `/install` folder. Anyone who can open it could try to reinstall the site.

Install from the command line

If you have SSH access, the same installation can be done with one command:

```
php install/cli.php HOST DBUSER DBPASS DBNAME PREFIX ADMIN_USER ADMIN_EMAIL 'ADMIN_PASS' DEMO CURRENCY SITE_URL
```

For example: `php install/cli.php localhost root secret hotels hm_ admin me@example.com 'Str0ng!Pass' 1 EUR www.my-site.com`. Use `1` for demo data and `0` for a clean site.

The command line installer recreates the database. Never run it on a site that already contains data.

Where to go after installing

Address	What it is
`/`	The website for travelers
`/ADMIN`	The main admin panel (use the administrator account you created)
`/hotel_admin`	The panel of the hotel owners (they log in on the normal login page of the website)

If you installed the demo data, the demo hotel owner is `hotel1@example.com` and the demo guest is `guest@example.com`. Their passwords are shown by the installer. Delete the demo hotels and users from the admin panel before you go live.

The file `config.php` contains `$DEBUG_MODE`. Keep it `false` on a live site, so that visitors never see error messages.

Next steps

Continue with the quick start checklist, which lists the settings to review before you invite the first hotel owners, and set up the cron job.

GETTING STARTED

Quick start: launch your hotel booking website in 30 minutes

You installed the script. This checklist shows the settings to review, in the order that makes sense, before you invite the first hotel owners.

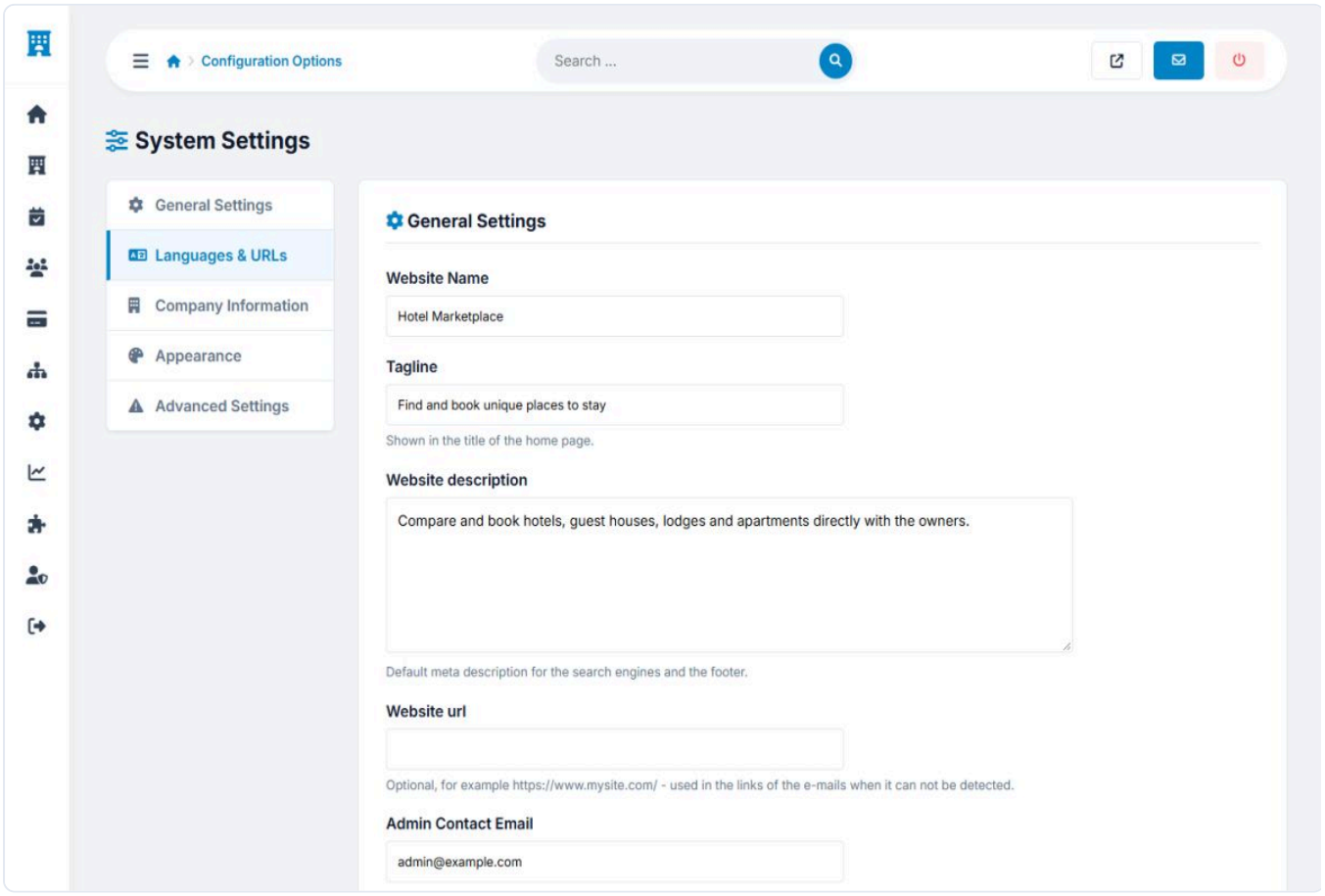
Work through the list from top to bottom. Each step links to the page that explains it in detail. Most steps take only a minute.

1. Secure the administrator account

- Log in at `/ADMIN` and change the password in *Home → Change password*.
- Set your real e-mail in *Settings → Configuration options* (the administrator e-mail receives notifications).

2. Basic site settings

Open *Settings → Configuration options* and set the site name, tagline, description, the full site address (with https), the time zone and the company contact details. See General settings.



General settings: site name, tagline, address, time zone

3. Choose how the marketplace earns

Open *Payments → Payment settings* and choose the charging model: monthly packages, collect and pay out, or split payments. Read Charging models before you decide. You can change it later.

4. Currency, Stripe and PayPal

Set the currency code and symbol, then paste the Stripe and PayPal keys and create the webhooks. Use the test (sandbox) keys first. See Stripe and PayPal.

5. E-mail

Enter the sender name and address, and preferably an SMTP account, in *Settings → E-mail*. Press *Send a test e-mail*. See E-mail settings.

6. Packages

Review the sample packages in *Payments → Packages*. Adapt names, prices and room limits to your business. See Packages, commissions and payouts.

7. AI assistant

Paste the API key of Groq, DeepSeek, OpenAI or any compatible service in *Settings → AI assistant*. The AI buttons for hotel owners and the AI trip search start working immediately. See AI settings.

8. Locations

A European tourism tree of countries, cities and tourist spots is included. Edit it in *Settings → Locations* to match your market. See Locations.

9. Brand and content

- Upload the logo and favicon, and choose the colors and the font (Home page, logo and templates).
- Edit the About us, Privacy policy and Terms pages. The installed texts are samples that you must adapt (Pages, news and FAQ).

10. Languages and URLs

Activate the languages you need and enable search friendly URLs in *Settings → Configuration options → Languages and URLs* (Languages and translations).

11. Cron job

Add the hourly cron job. Without it unpaid bookings are not released and the iCal calendars are not refreshed. See Cron job.

12. Remove the demo data and test everything

1. Delete the demo hotels, guests and bookings.

2. Register a test property from the *List your property* page, approve it in the admin panel, add a room and make a test booking with the sandbox payment keys.
3. Check the e-mails, the booking in the hotel panel and the payment in *Payments* → *Transactions*.

Ask a friend with a phone to repeat the test. Booking from a mobile phone is how most of your visitors will do it.

GETTING STARTED

File and folder structure of the hotel marketplace script

The script uses a very simple structure so that beginners can find and edit things. Here is a map of the folders and the most important files.

The structure follows the same simple pattern as the other scripts of the family: an `index.php` that loads a few classes, pages that are small PHP files, and one template. You do not need to be a programmer to find your way around.

Main folders

Folder or file	Purpose
`index.php`	The entry point of the website. It loads the classes, finds the requested page and prints it inside the template.
`config.php`	Database details, table prefix, site address and the debug switch. Created by the installer.
`include/`	The classes and helpers: database, page controller, template engine, booking engine, payments, Stripe and PayPal, e-mail, AI and iCal.
`extensions/`	The pages of the website: `home.php`, `search.php`, `hotel.php`, `book.php`, `login.php`, `account.php` and so on. Files ending in `_tag.php` are small blocks used inside the template.
`templates/default/`	The template: `template.html`, the stylesheet `css/main.css` and the script `js/main.js`.
`languages/`	Interface texts of the website and of the hotel panel: `en.php`, `es.php`, `ru.php`, `ka.php`.
`locations/`	The tree of countries, cities and tourist spots as a text file.
`ADMIN/`	The main admin panel, with its own `en.php` texts and one folder per menu section.
`hotel_admin/`	The panel of the hotel owners, with one folder per menu section.
`install/`	The web and command line installers. Delete it after installing.
`uploaded_images/`, `thumbnails/`	Photos uploaded by owners and their resized copies.
`cron.php`, `ical.php`	The maintenance job and the iCal calendar feed of the rooms.
`stripe-webhook.php`, `paypal-webhook.php`, `payment_return.php`	Where the payment providers send the confirmations and where guests return after paying.

How a page is built

When a visitor opens `index.php?mod=hotel&id=1` the controller loads `extensions/hotel.php`, runs it and puts its output in the `<site content/>` position of `templates/default/template.html`. The same template contains the header, the footer and tags such as `<site menu/>` or `<site login_links/>` that are replaced with the menu and the login links.

Where to change what

- **Colors, fonts, spacing:** `templates/default/css/main.css` (or the Appearance settings, see Customization).
- **Header and footer layout:** `templates/default/template.html`.
- **Texts of buttons and messages:** the files in `languages/`, or *Website → Interface texts* in the admin panel.
- **Behavior of a page:** the matching file in `extensions/`.
- **Booking rules and money logic:** `include/BookingEngine.class.php` and `include/PaymentManager.class.php`.

The admin panel and the owner panel use the same classes and the same `template.htm` structure as the other admin panels of the family, which makes it possible to merge them later.

GETTING STARTED

Cron job for the hotel booking script

A single scheduled task keeps the marketplace healthy: it releases unpaid bookings, completes past stays, sends review requests and refreshes the iCal calendars.

What the cron job does

The file `cron.php` performs the background work of the marketplace. Run it every hour.

Task	Details
Release unpaid bookings	Online bookings that were not paid within the hold time (30 minutes by default) are cancelled and the rooms become available again.
Complete past stays	Bookings whose check-out date passed are marked as completed. This is also what makes payouts eligible in the "after check-out" mode.
Review requests	One day after check-out the guest receives an e-mail with a personal link to review the stay.
Package reminders	Hotel owners are reminded five days before a paid package expires.
iCal synchronisation	Every active calendar connected to a room (Booking.com, Airbnb...) is refreshed, at most once every 30 minutes. See iCal sync.

Option 1: a cron job on the server

In cPanel open *Cron Jobs*, or edit the crontab over SSH, and add:

```
0 * * * * php /home/youraccount/public_html/cron.php
```

Use the real path of your site and, if needed, the full path of PHP (for example `/usr/local/bin/php`).

Option 2: a web cron service

If your hosting has no cron, use a free web cron service that opens a web address every hour. The address needs the secret key of the site:

```
https://your-site.com/cron.php?key=YOUR_CRON_KEY
```

The key is shown on the dashboard of the admin panel, in the box with the cron address. Without the correct key the page answers "Forbidden".

Check that it works

Run it once by hand and read the answer, which lists what was done:

```
php cron.php
bookings updated
review requests: 0
package reminders: 0
calendars synced: 2, failed: 0
```

Running it more often than once an hour is harmless. If you want the iCal calendars to refresh faster you can run it every 15 minutes and lower the refresh time with the `ical_sync_minutes` setting (the minimum is 5).

Without the cron job the marketplace still works, but unpaid bookings stay blocked, review requests are not sent and the calendars of Booking.com and Airbnb are not refreshed.

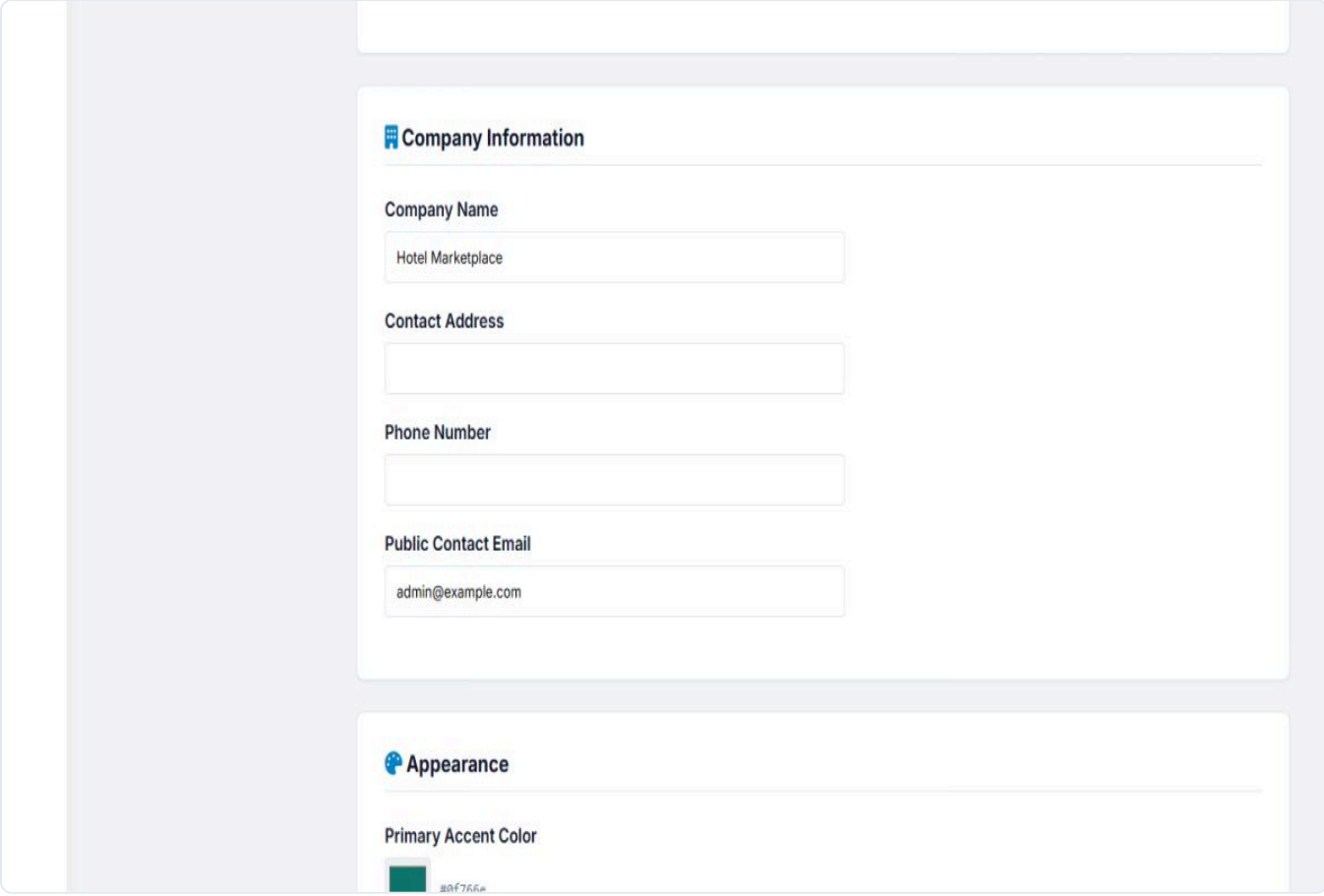
GETTING STARTED

Customize the hotel marketplace: colors, logo, CSS and code

Most of the look and the texts can be changed from the admin panel without touching code. For deeper changes the code is plain PHP and one CSS file.

From the admin panel (no code)

What	Where
Primary color, secondary color, footer color	*Settings → Configuration options → Appearance*
Font of the website (system font, Inter, Roboto, Poppins, Montserrat and more)	Same page, *Font*
Roundness of buttons and cards (sharp to pill)	Same page, *Roundness of the buttons and cards*
Logo and favicon	*Website → Logo and favicon*
Hero image and text of the home page	*Website → Home page*
Any text of the interface	*Website → Interface texts*
Menus and pages	*Website → Pages*



Appearance settings: colors, font and roundness

The colors and the font are written as CSS variables on every page, so a change is visible immediately after saving, on the whole website.

Edit the stylesheet

All the styling of the website is in one file: `templates/default/css/main.css`. The first lines define the design variables:

```
:root {
  --primary: #0f766e;   /* main color of buttons and links */
  --accent: #f59e0b;    /* highlights, stars, badges */
  --radius: 12px;       /* roundness of cards */
  --header-h: 76px;     /* height of the header */
  --font-body: 'Inter', system-ui, sans-serif;
}
```

Change a variable and the whole site follows. Sections of the file are separated by comments (Header, Hero, Search card, Hotel cards, Hotel page, Booking, Footer, and so on), so you can find what you need quickly. The panels have their own small files: `hotel_admin/css/hotel.css` for the owner panel and `ADMIN/assets/hotel.css` for the admin panel.

Make a copy of a file before you edit it, and keep your changes in a separate block at the end of the file. This makes updates easier.

Edit the template

The structure of every page (header, menu, footer, mobile menu) is in `templates/default/template.html`. It is normal HTML with a few tags that the script replaces:

Tag	Replaced with
`<site content/>`	The content of the requested page
`<site menu/>`	The main menu built from the Pages section
`<site login_links/>`	Sign in and register links, or the account menu
`<site languages_menu/>`	The language dropdown
`{{ m_register }}`	A text from the language file

You can add your own blocks: create `extensions/my_block_tag.php` and write `<site my_block/>` in the template.

Edit the pages and the behavior

Every page of the website is a small file in `extensions/`. For example `extensions/home.php` builds the home page and `extensions/hotel.php` the hotel page. The business logic (prices, availability, payments) is in `include/BookingEngine.class.php` and `include/PaymentManager.class.php`. The code uses simple PHP and short comments, written for people who are not professional programmers.

Back up your files and database before changing code, and test the booking and payment flow in sandbox mode after every change.

WEBSITE FOR TRAVELERS

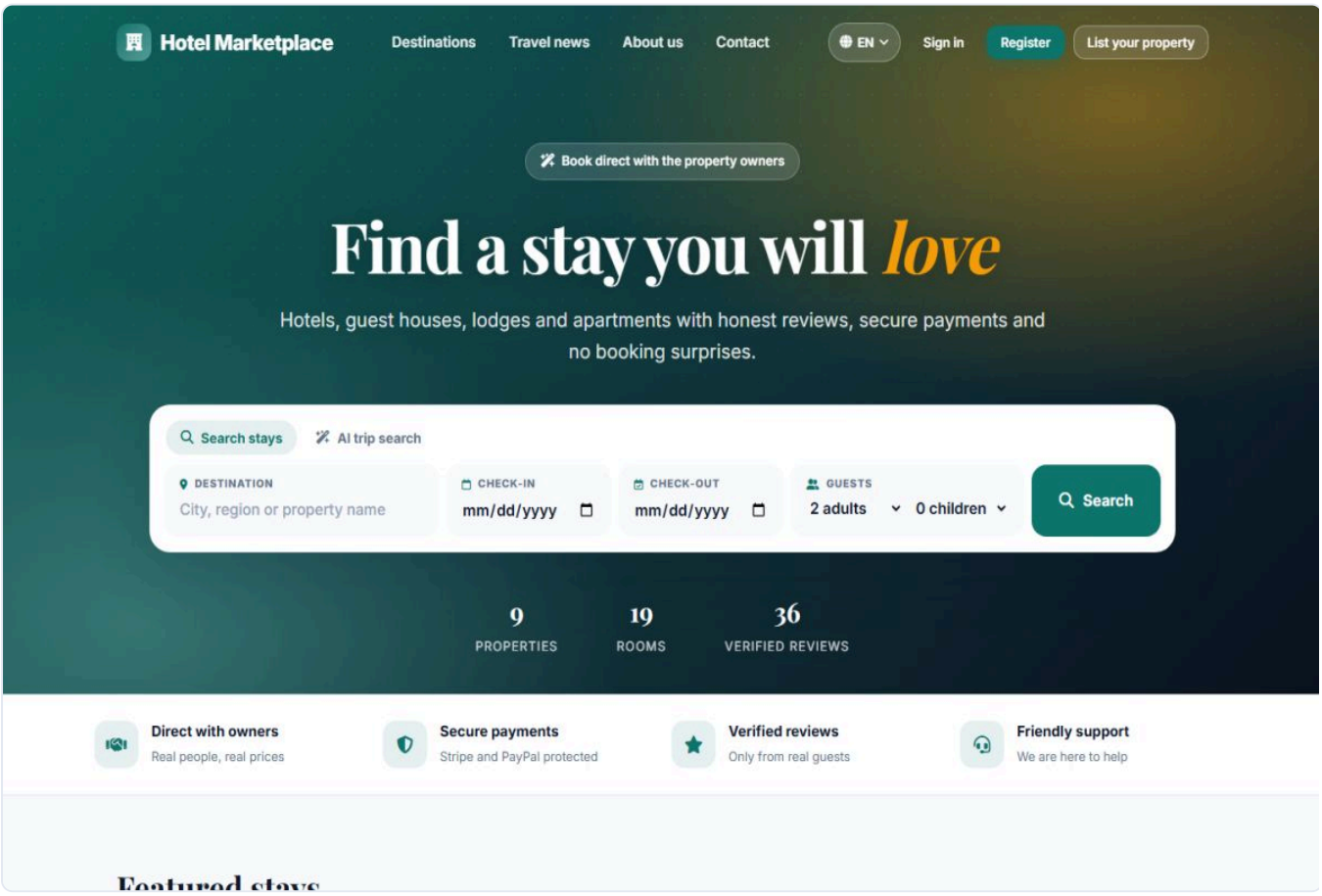
The hotel booking website for travelers

The public website is what your visitors use to find a place to stay. It is fast, mobile friendly and search engine friendly.

The traveler website is the public face of your marketplace. Its pages are listed below, each with a link to the detailed explanation.

The home page

The home page opens with a large hero image and a search form, followed by trust badges, featured stays, popular destinations, property types, recently added properties, how it works, testimonials, a call to action for hotel owners and the latest travel news.



The home page with the search form and the AI trip search tab

- **Search form:** destination, check-in, check-out, adults and children. With AI enabled a second tab *AI trip search* appears (AI trip search).
- **Featured stays:** properties that bought a featured listing or were featured by you.
- **Popular destinations:** the destinations you define in the admin panel, with the number of properties.
- **Counters:** live numbers of properties, rooms and verified reviews.

All the pages of the website

Page	Address	What it does
Search results	`?mod=search`	Properties with filters and sorting. See Search and filters.
Hotel page	`?mod=hotel&id=1`	Photos, rooms, reviews, map and booking box. See Hotel page.
Booking	`?mod=book`	The checkout. See Booking and checkout.
My booking	`?mod=booking_view`	View, print, add to calendar, pay or cancel a booking with the code and e-mail.
Account	`?mod=account`	Bookings, favorites, profile and password. See Guest account.
Write a review	`?mod=write_review`	The page opened from the review request e-mail. See Guest reviews.
Destinations	`?mod=destinations`	All the destinations with photos.
Travel news	`?mod=news`	The blog of the site. See Pages, news and FAQ.
Contact, FAQ	`?mod=contact`, `?mod=faq`	Contact form and frequently asked questions.
List your property	`?mod=list_property`	Presentation of the packages and the registration form for hotel owners. See Hotel owner panel.
Login, register, forgotten password	`?mod=login` ...	One login page for guests and hotel owners.

With search friendly URLs enabled these addresses become `/hotel-hotel-marais-lumiere-1`, `/hotels-in-paris-2.1` and so on. See Languages and SEO URLs.

What makes it convert

- Real prices for the chosen dates, with discounts shown.
- Verified reviews and clear cancellation terms on every property.
- Secure online payments with Stripe and PayPal, or pay at the property.
- A fast, clean design that works on phones.
- Structured data (JSON-LD) on hotel pages and the FAQ, which helps search engines understand the content.

WEBSITE FOR TRAVELERS

Hotel search with filters, dates and real prices

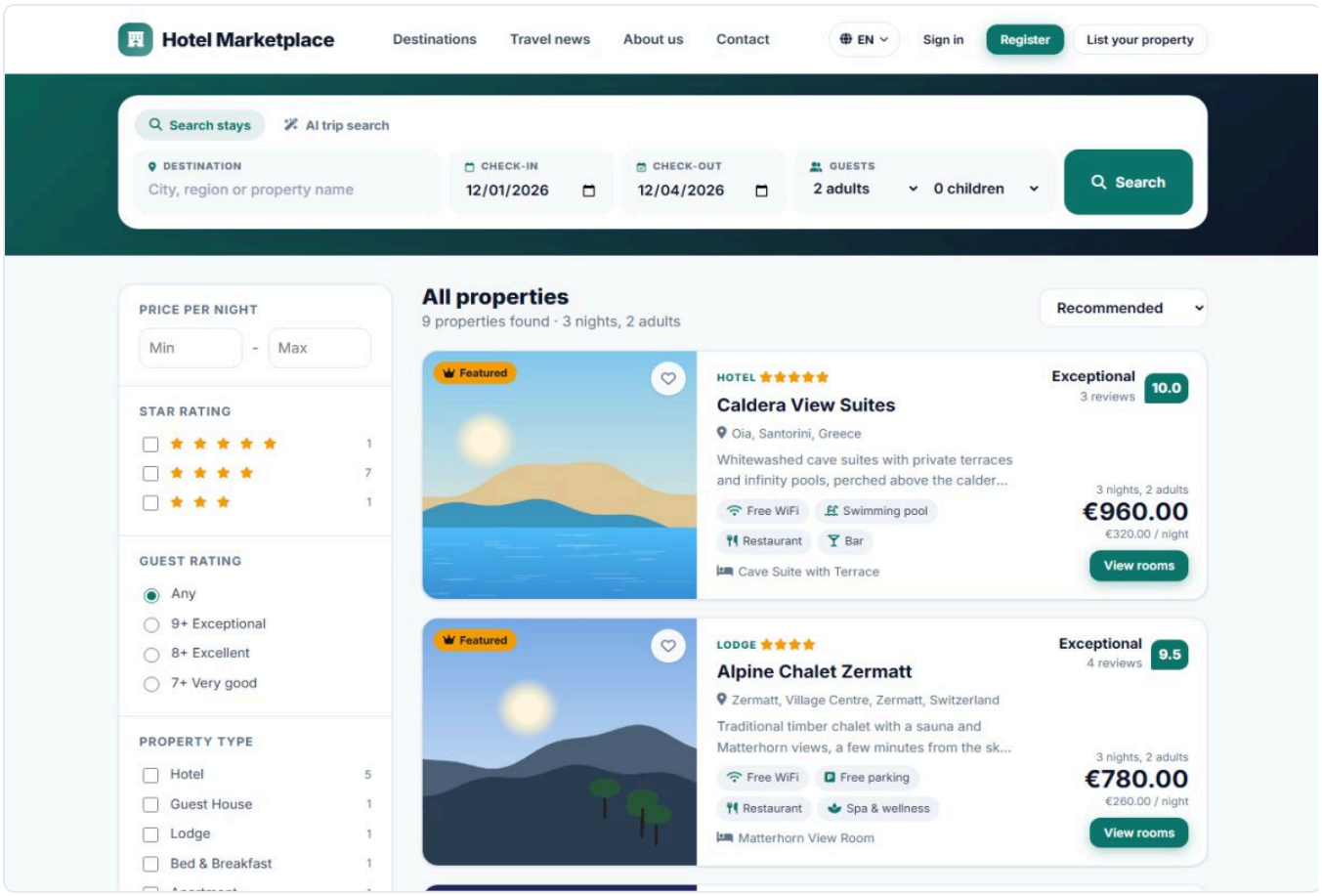
The search checks availability for the chosen dates and shows the real price of the stay, including special offers, so guests never see rooms they cannot book.

Searching

A visitor searches from the home page or from the form at the top of the results. The form has four parts:

- **Destination:** typing shows suggestions of locations and property names (autocomplete). Leave it empty to see all properties.
- **Check-in and check-out:** the dates of the stay.
- **Guests:** the number of adults and children.

When dates are chosen, the script checks availability of every room for every night. Properties that cannot host the stay are left out (or counted in a short note), and the others show the **total price of the stay** and the price per night.



Search results with filters, prices for the dates and offers

Filters

Filter	How it works

Price per night	Minimum and maximum.
Star rating	Choose one or more star classes.
Guest rating	Any, 7+ very good, 8+ excellent, 9+ exceptional.
Property type	Hotel, guest house, lodge, bed and breakfast, apartment, villa, resort, self-catering, campsite (editable in the admin panel).
Facilities	Free WiFi, swimming pool, parking, spa, pet friendly and many more (editable).

The number next to each option tells how many properties match. *Apply filters* updates the list and *Clear all filters* resets it. On phones the filters open in a full screen panel.

Sorting and pages

Results can be sorted by *Recommended* (featured first), price low to high, price high to low, guest rating, stars or name. The number of results per page is set in *Settings → Configuration options* (default 12) and pagination is shown below the list.

Special offers on the cards

If the property has a special offer for the dates, the card shows an offer badge, the original price crossed out and a line such as *You save €65.25*. See Special offers.

Destinations

Clicking a destination (for example Paris) opens the results for that location. Destinations come from the tree described in Locations and the featured ones are managed in the admin panel under *Properties → Destinations*.

Visitors who prefer to write instead of filter can use the AI trip search.

WEBSITE FOR TRAVELERS

AI trip search: find hotels by describing the trip

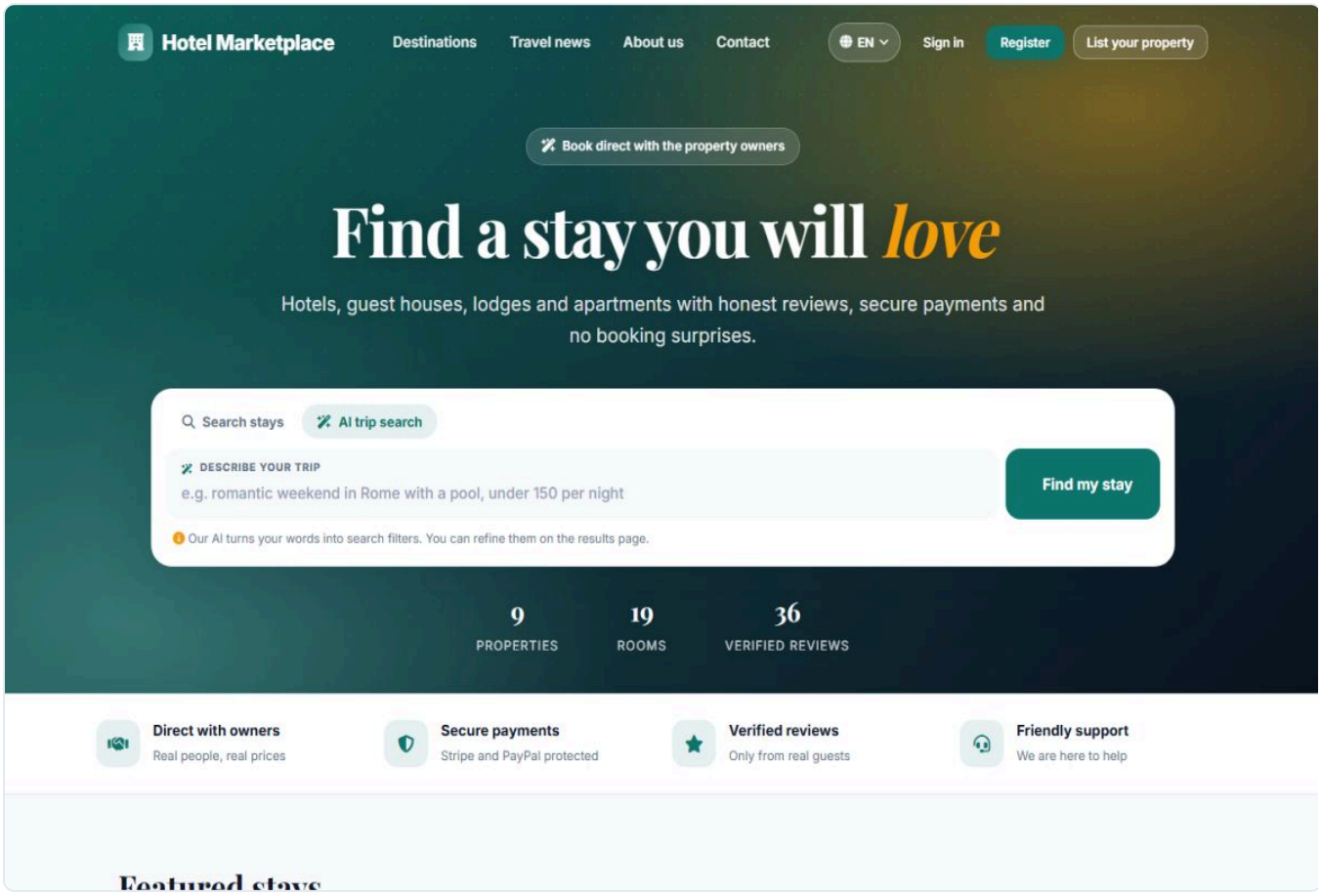
Instead of filling a form, a traveler can describe the trip in words. The AI converts the sentence into destination, price, stars and facilities filters.

What it does

On the home page the search card has two tabs: *Search stays* and *AI trip search*. In the second one the traveler writes a sentence, for example:

```
romantic weekend in Rome with a pool, under 150 per night
```

The AI reads the sentence and fills in the filters of the search: the destination, the property type, the minimum stars, the maximum price per night, the number of adults, the facilities and the remaining keywords. The visitor lands on the normal results page where every filter is visible and can be changed.



The AI trip search tab

How the answer is checked

The AI receives the list of your locations, property types and facilities and is told to use only those. The script then verifies every value that comes back, so invented locations or facilities are ignored. Prices and star values are limited to sensible ranges.

Switching it on

1. Open *Settings → AI assistant* in the admin panel.
2. Enter the API key of your AI provider (see AI settings).
3. Make sure *Enable the AI features* and *AI trip search* are ticked.

The tab appears on the home page as soon as the feature is enabled. If it is switched off, or if there is no key, the tab is hidden and nothing else changes.

Safety and cost

- A visitor can use it up to 20 times per hour. After that the search falls back to a simple keyword search.
- If the AI service is slow or returns an error, the script silently falls back to a keyword search, so visitors never see a technical error.
- Every request is short (about 300 characters in, a few lines out), so even a busy site uses very few tokens. Groq and DeepSeek are very inexpensive for this kind of use.

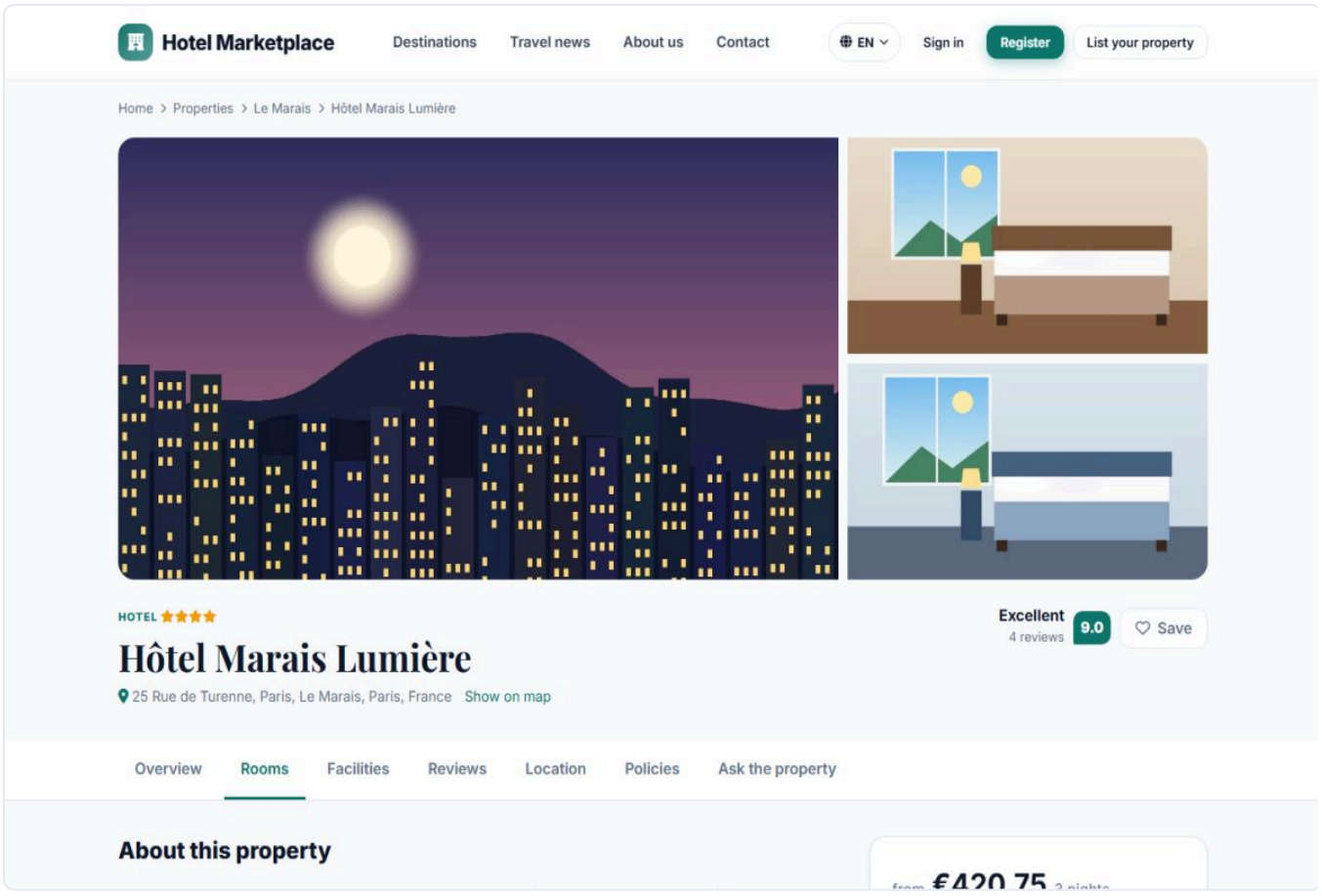
The AI trip search is only about finding properties. It does not make bookings and does not answer general questions.

WEBSITE FOR TRAVELERS

The hotel page: gallery, rooms, reviews and booking box

Every property gets its own page designed to convert visitors into bookings, and optimized for search engines.

Each property has a page of its own, for example `?mod=hotel&id=1`. It is built from the data the owner entered in the owner panel.



Top of the hotel page: gallery, name, rating, address and tabs

Header: gallery, name and rating

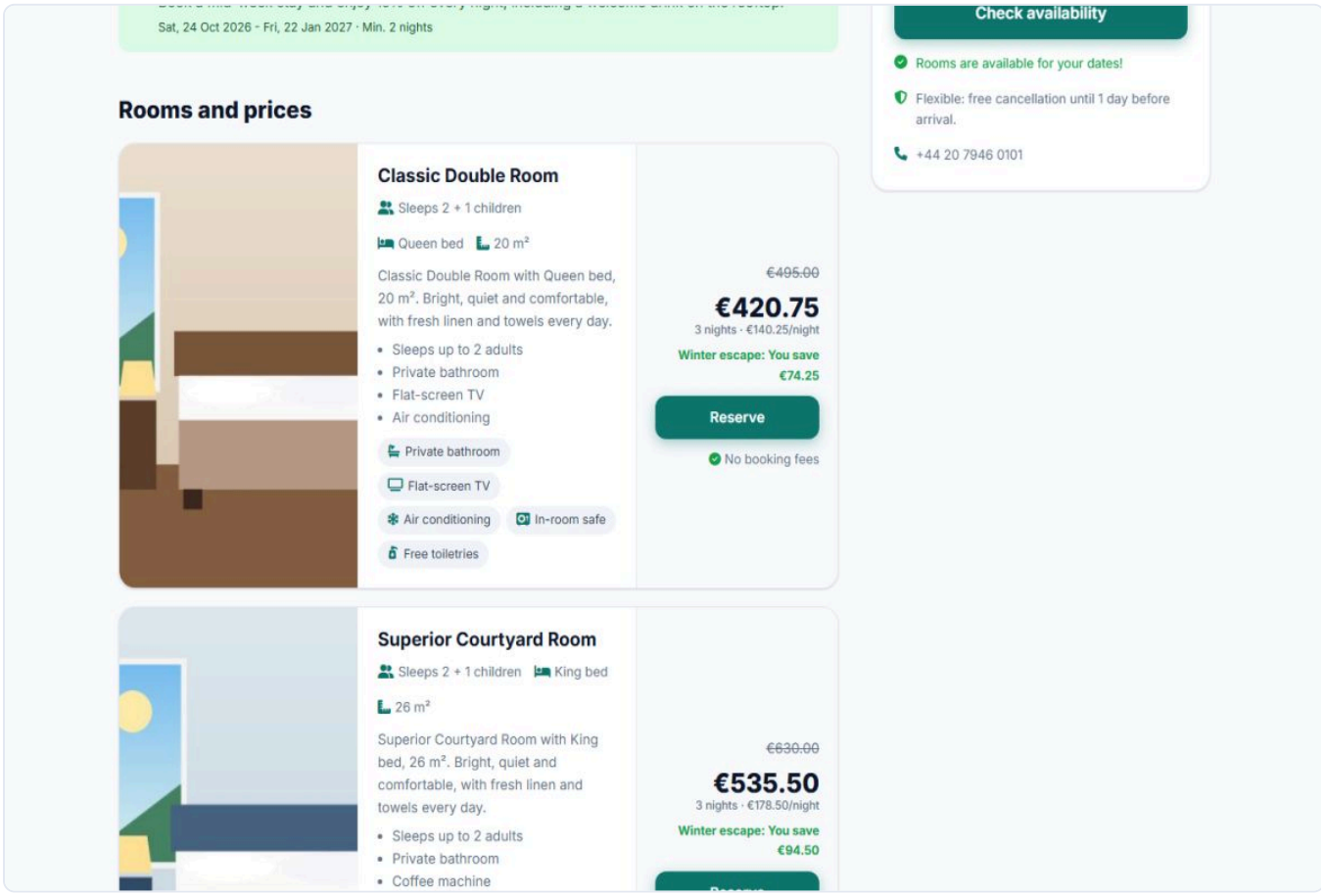
- **Gallery:** the main photo and two more, with a lightbox that shows all photos in full size.
- **Name, type and stars**, the address and a *Show on map* link.
- **Guest rating** out of 10 with the word that goes with it (Exceptional, Excellent, Very good…) and the number of reviews.
- **Save**: a heart that adds the property to the favorites of the guest.

Tabs

A sticky row of tabs jumps to the sections: *Overview, Rooms, Facilities, Reviews, Location, Policies* and *Ask the property*.

- **Overview:** the description written by the owner, and a green banner with the current special offer, if there is one.
- **Facilities:** icons of everything the property offers.
- **Location:** an embedded OpenStreetMap map with the marker, and a link to a larger map. The coordinates come from the owner profile.
- **Policies:** check-in and check-out times, the cancellation policy, how payment works (deposit online, pay at the property…), the child fee and the house rules.
- **Ask the property:** a form that sends a question to the owner (see below).

Rooms and prices



Rooms and prices for the chosen dates

Every room type shows photos, capacity, bed type, size, a short description, the facilities of the room and, to the right, the price. When dates are chosen the price is the **total for the stay**, with the price per night, the crossed-out original price and the saving if an offer applies. If only a few rooms are left, the text *Only 2 left!* is displayed. When a room cannot be booked for the dates, the reason is explained (closed on some dates, sold out, minimum nights) with a hint to try other dates.

The *Reserve* button starts the booking for that room (Booking and checkout).

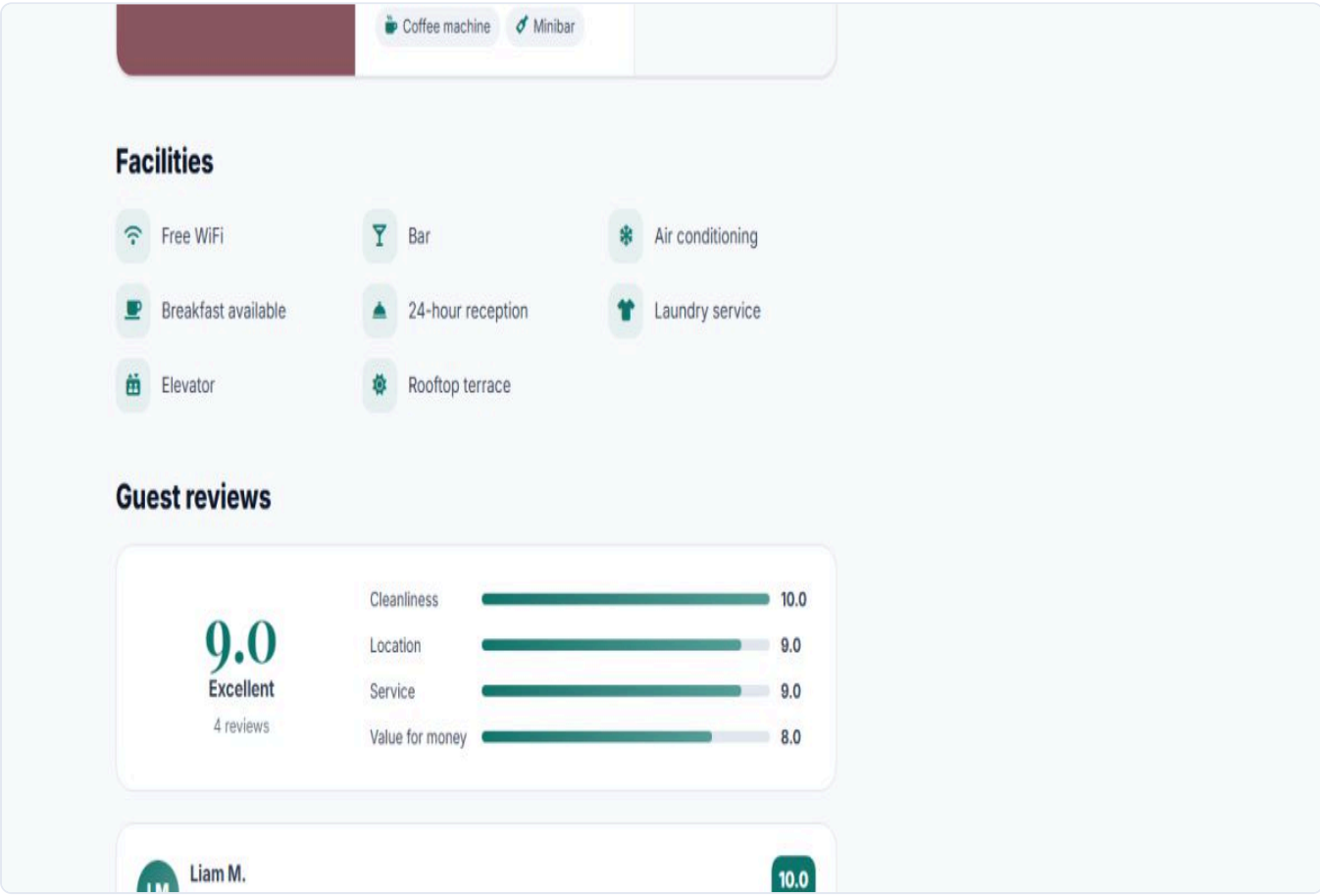
The booking box

On the right side of the page, a sticky box shows the starting price, the date fields, the number of adults and children and a *Check availability* button. It also repeats the cancellation terms and the

phone number of the property, so the guest has the key information while scrolling.

Reviews

The scores for cleanliness, location, service and value, the overall score, and the list of reviews with the reply of the property. See Guest reviews.



Facilities and reviews

Ask the property

A guest can send a question without leaving the page. The owner receives it by e-mail and in the *Messages* section of the panel (Reviews and messages). The guest gets the answer by e-mail.

Similar properties and search engines

At the bottom the page suggests similar properties in the same area. For search engines the page has its own title and description, a clean heading structure and structured data (JSON-LD) with the name, address, rating and price range.

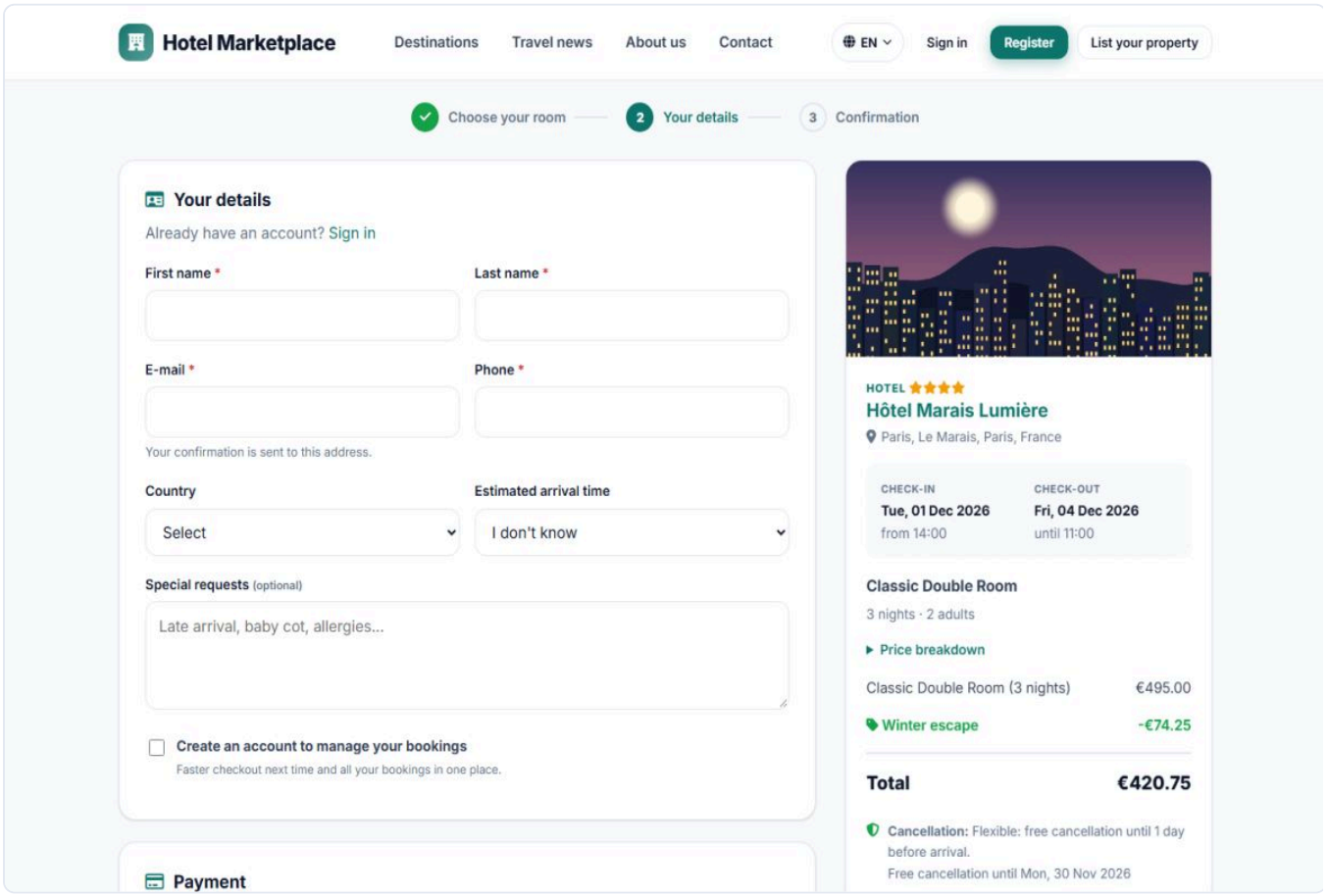
WEBSITE FOR TRAVELERS

Booking and checkout: Stripe, PayPal or pay at the property

The checkout is short and clear. Guests see the full price, the cancellation terms and choose how to pay.

The three steps

The guest sees a small progress bar: *Choose your room* (the hotel page), *Your details* (the checkout form) and *Confirmation*.



The checkout: guest details on the left, summary on the right

Guest details

Field	Notes
First name, last name, e-mail, phone	Required. The confirmation is sent to the e-mail.
Country	Select list.
Estimated arrival time	Helps the property to prepare.
Special requests	Late arrival, baby cot, allergies...

Create an account	Optional. The guest only chooses a password and the account is created together with the booking.

Guests who are already logged in see their details filled in.

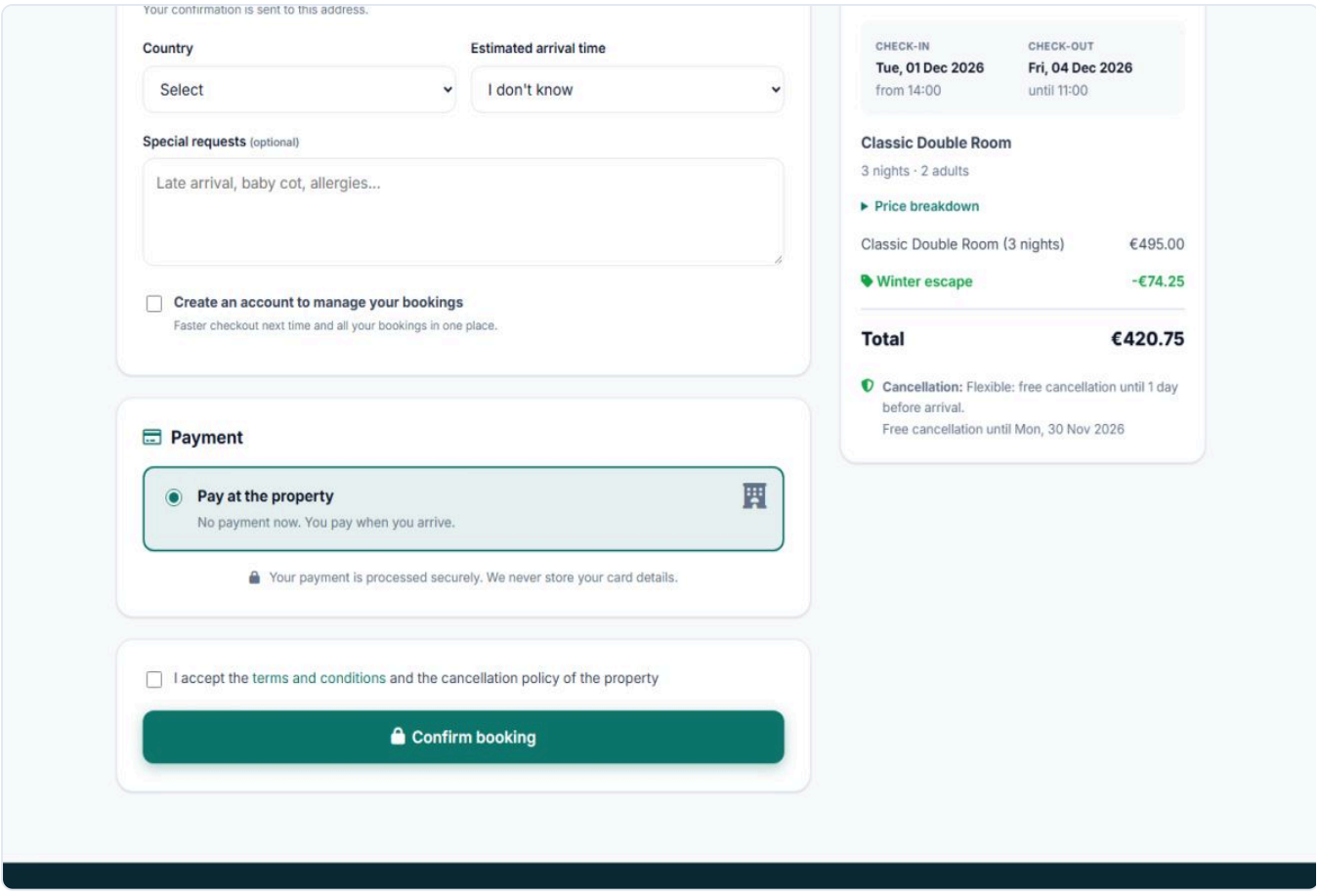
Summary and price breakdown

The box on the right shows the property, the room, the dates and nights, the guests and a price breakdown: nights, special offer discount, child fees and the total. It also shows the cancellation terms with the last date for free cancellation, for example *Free cancellation until Mon, 30 Nov 2026*.

Payment

The payment options shown depend on the charging model and on what the property accepts:

- **Card (Stripe):** the guest is sent to a secure Stripe page. Card data never touches your server.
- **PayPal:** the guest pays in PayPal.
- **Pay at the property:** no online payment, the guest pays on arrival. It can be switched off globally or for each property.



Payment options: online deposit or pay at the property

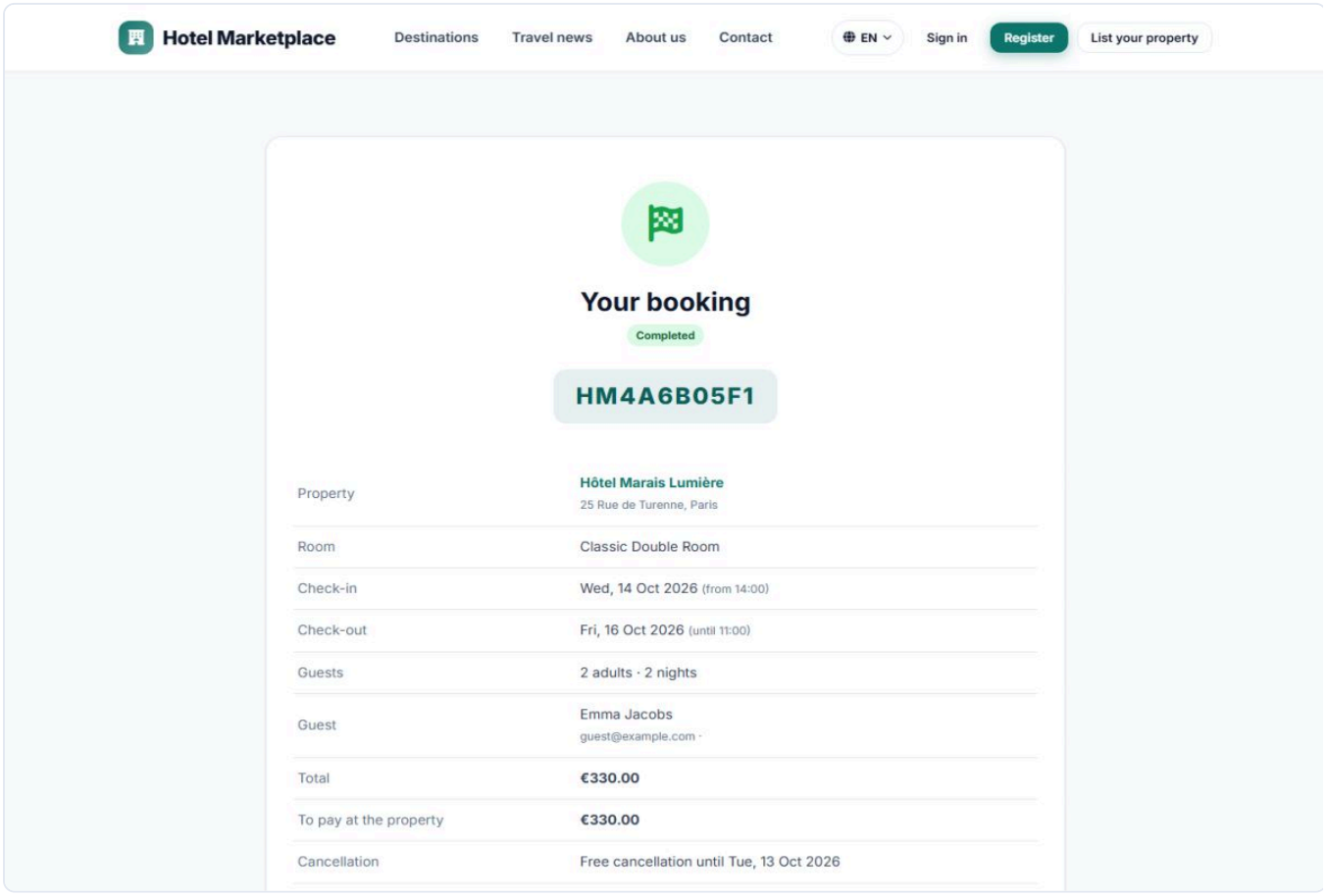
Online payments can be a **deposit** (for example 30%, the rest is paid at the property) or the full amount. The percentage is a setting of the marketplace (Charging models). The guest must tick that they accept the terms and the cancellation policy, then press *Confirm booking*.

Holding the room while paying

As soon as the guest starts an online payment the room is held for a limited time (30 minutes by default). If the payment is not completed, the cron job releases the room again, so the inventory is never blocked for long.

After the booking

The guest lands on the *My booking* page, with the booking code, and receives an e-mail. The property owner is notified by e-mail too. Depending on the settings the booking is confirmed automatically or waits for the confirmation of the owner.



The booking page: code, dates, payment status and actions

On this page (opened with the booking code and the e-mail, also from the link in the e-mail) the guest can:

- see the status: *Confirmed, Pending confirmation, Awaiting payment, Cancelled, Completed*;
- pay the open amount with Stripe or PayPal;
- print the booking, add it to a calendar (.ics file) or call the property;
- cancel the booking. The page first says how much will be refunded according to the cancellation policy.

Cancellation policies

Policy	Free cancellation until
Flexible	1 day before arrival
Moderate	5 days before arrival
Strict	14 days before arrival
Non-refundable	No free cancellation

Each owner chooses the policy of the property. When the *property* cancels a booking the guest always gets a full refund. Refunds of online payments are sent automatically to Stripe or PayPal.

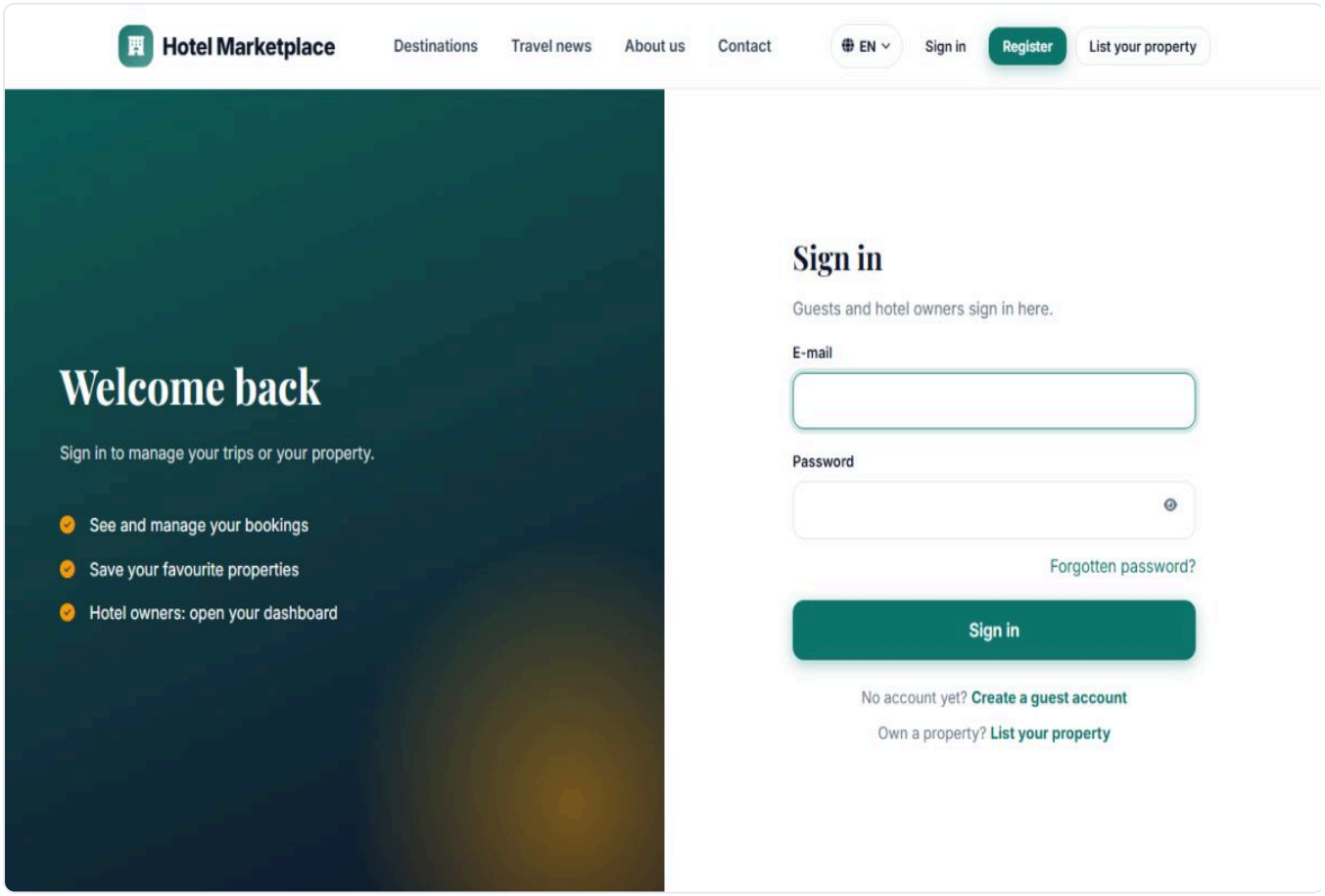
WEBSITE FOR TRAVELERS

Guest account: bookings, favorites and profile

An account is optional, but it makes repeat bookings faster and keeps every reservation in one place.

Registering and logging in

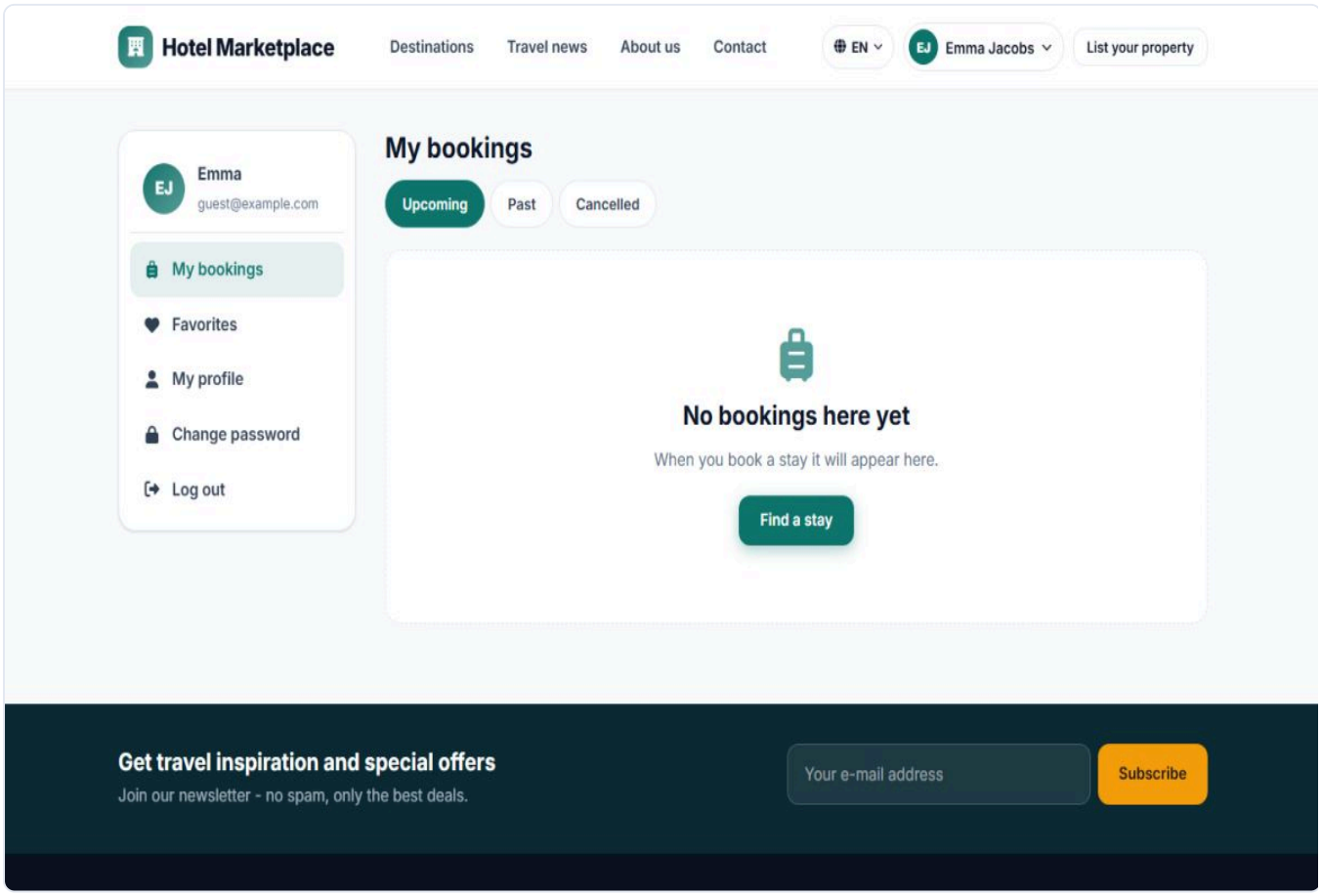
Guests can create an account at `?mod=register` with their name, e-mail and a password of at least 8 characters, or while booking. The login page is the same for guests and for hotel owners: the system recognizes which kind of account it is and sends the user to the right place.



The login page

- **Forgotten password:** the guest enters the e-mail and receives a link, valid for two hours, to choose a new password.
- **Protection:** after several wrong passwords the login is blocked for 15 minutes, passwords are stored hashed and every form is protected against forged requests (CSRF).

My bookings



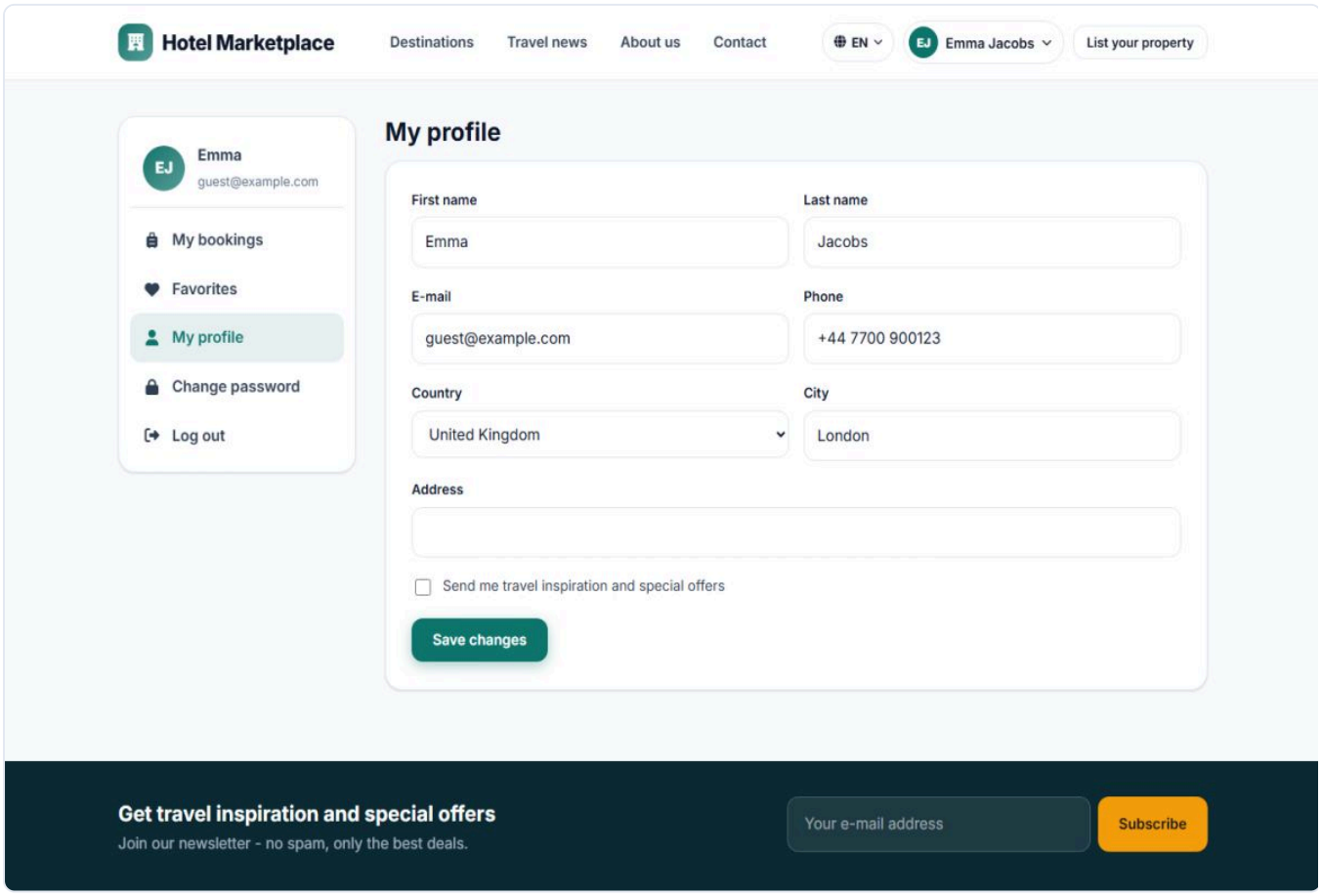
The guest account: bookings with Upcoming, Past and Cancelled filters

The first tab lists the bookings with three filters: *Upcoming, Past* and *Cancelled*. For every booking the guest sees the property, dates, price and status, and can open it, cancel it, or write a review after the stay.

Favorites

The heart on every property card and hotel page saves the property in the favorites. The list is shown in the *Favorites* tab. Guests who are not logged in are asked to sign in when they press the heart.

My profile



The profile tab

Name, phone, country, city, address and the newsletter option. The newsletter option controls whether the guest is subscribed to travel inspiration and special offers. Subscribers are listed in the admin panel (Bookings and guests).

Change password

The last tab asks for the current password and the new one, twice.

A guest who booked without an account can still manage the booking: the link in the confirmation e-mail opens the booking with the booking code and e-mail.

WEBSITE FOR TRAVELERS

Verified guest reviews and ratings

Reviews come only from guests who really stayed. After check-out the guest receives an e-mail with a personal link to review the stay.

Only real guests can review

A review is linked to a booking. One day after the check-out date, the cron job sends the guest an e-mail asking *How was your stay at ...?*, with a personal link. The link opens the review form without a login. A guest can also write the review from the bookings list of the account. Each stay can be reviewed once.

The review form

- **Overall rating** from 1 to 5 stars (required).
- **Ratings by category:** cleanliness, location, service and value for money (optional).
- **Title** and **text** of the review (at least 10 characters).

Scores on the website

The marketplace converts the stars to a score out of 10 and shows it as a badge on the cards and the hotel page, with a word: Exceptional (9+), Excellent, Very good, Good, Fair. The average and the number of reviews are recalculated automatically when a review is published, and the property can be sorted and filtered by rating in the search.

Moderation

In *Payments → Payment settings* the option *Publish the guest reviews immediately* decides whether reviews are visible at once or wait for approval. In the admin panel (*Properties → Reviews*) you can approve, hide or delete any review. See Manage properties.

Replies of the property

The owner can answer every review publicly from the owner panel. The reply is shown under the review with the label *Reply from the property*. The owner is notified by e-mail when a new review arrives. See Reviews and messages.

Reviews are plain text: HTML is removed, so reviews cannot be used to add links or scripts to your pages.

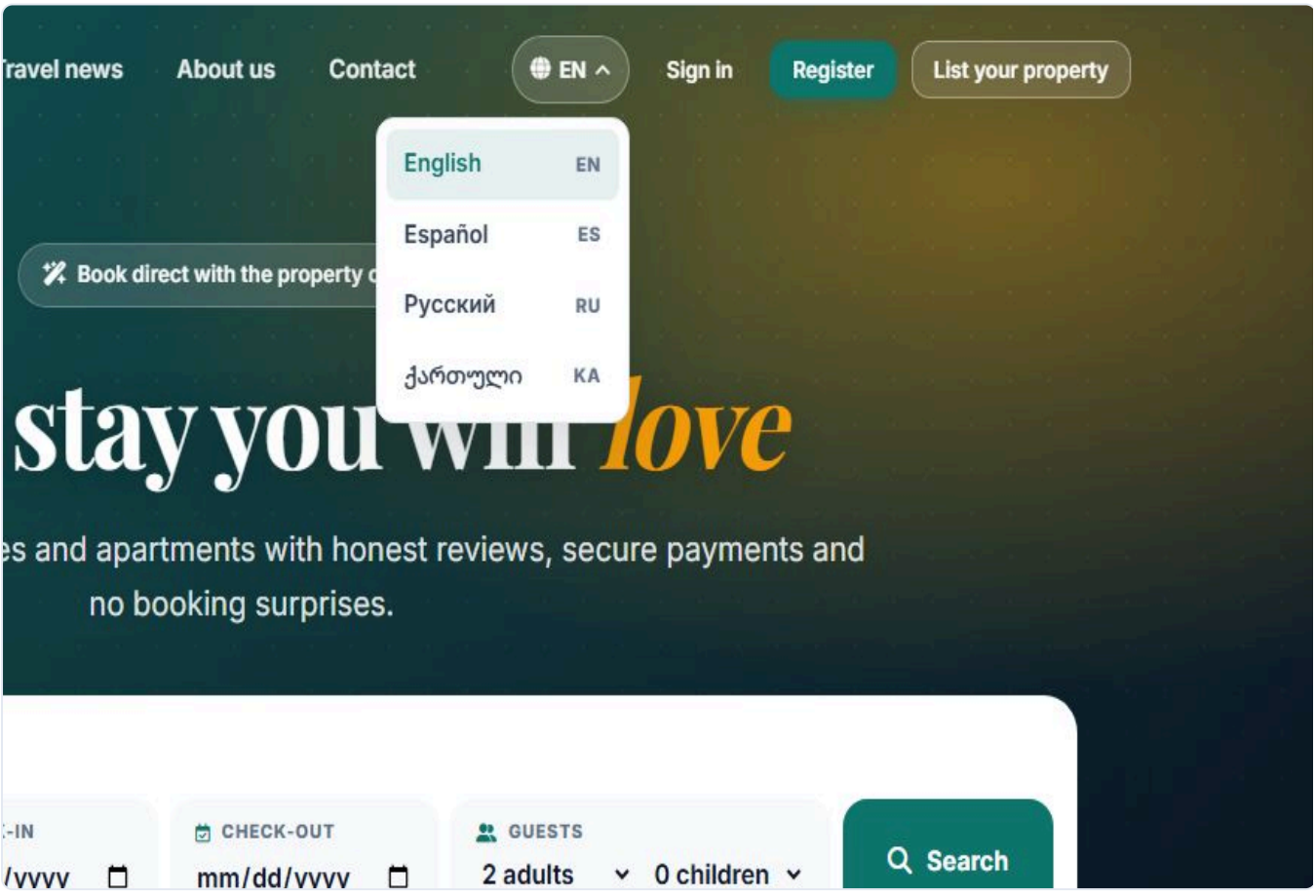
WEBSITE FOR TRAVELERS

Multi-language hotel website and SEO friendly URLs

The website can speak several languages. Visitors choose theirs in a small dropdown in the header and stay on the same page.

The language dropdown

When more than one language is active, a small dropdown with a globe and the current language code appears in the header, on every page and on phones. Clicking it shows the languages with their names: English, Español, Русский and ქართული. The link of every language keeps the visitor on the same page, so someone reading a hotel page in English who switches to Spanish stays on the same hotel.



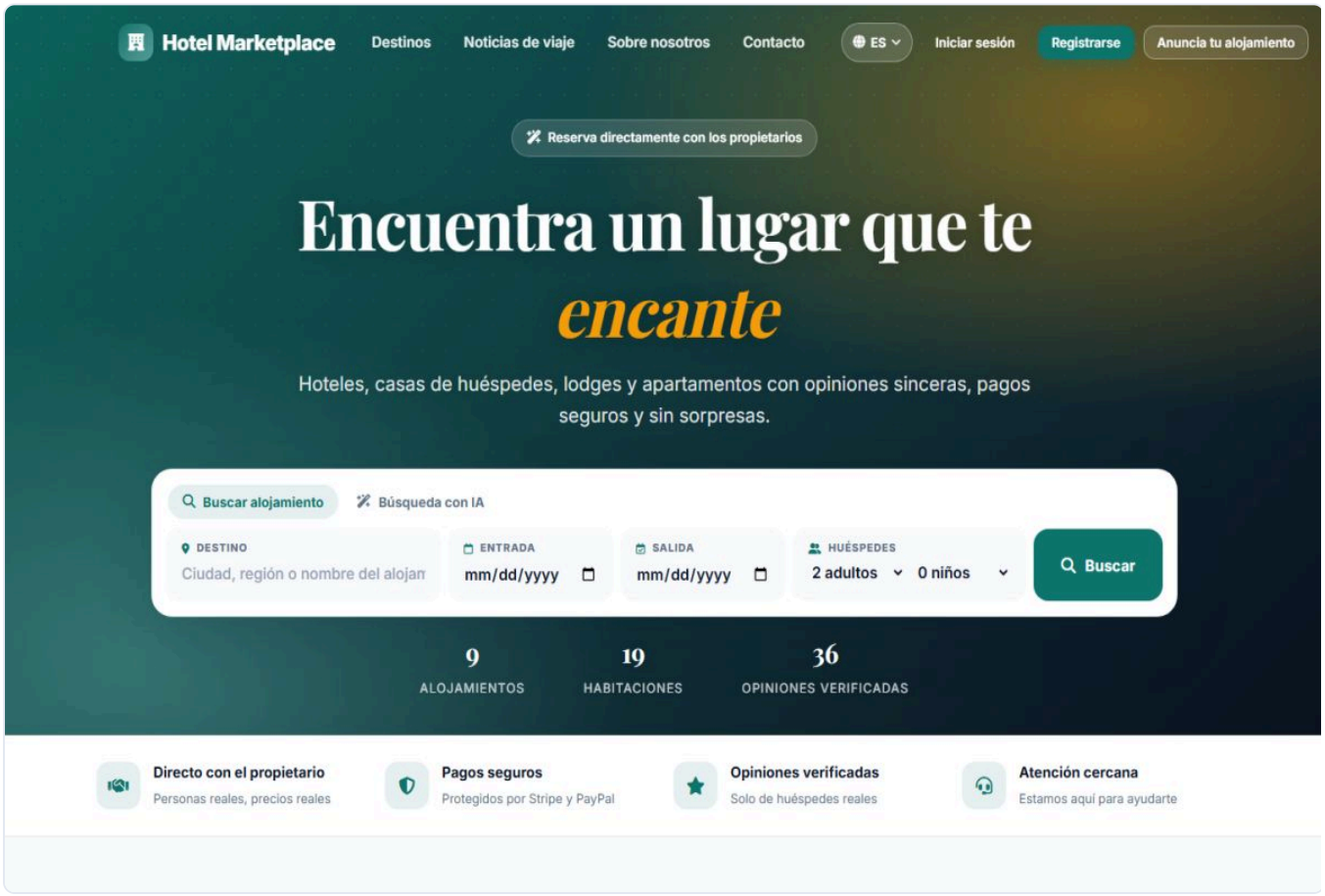
The language dropdown with the four included languages

The chosen language is remembered for the whole visit. Menus, buttons, messages, e-mails, pages and news articles are shown in that language. A text that has no translation is shown in English, so no page is ever empty.

Included languages

Language	Code	Notes

English	`en`	Complete: website, owner panel and admin panel.
Spanish	`es`	Website texts, e-mails and page titles.
Russian	`ru`	Website texts, e-mails and page titles.
Georgian	`ka`	Website texts, e-mails and page titles. Georgian web fonts are loaded automatically.



The home page in Spanish

Switching multi-language on or off

In *Settings → Configuration options → Languages and URLs* the switch *Multi-language site* turns the dropdown on or off and *Default language* chooses the language of the first visit. To activate or hide single languages, or to add new ones, see Languages and translations.

Search friendly URLs

With the switch *Enable SEO URLs* the addresses of the website become readable and keyword rich:

Page	Without SEO URLs	With SEO URLs
Hotel	`index.php?mod=hotel&id=1`	`/hotel-hotel-marais-lumiere-1`
Destination	`index.php?mod=search&location=2.1`	`/hotels-in-paris-2.1`
Property type	`index.php?mod=search&type=3`	`/stays-guest-house-3`
News article	`index.php?mod=news&slug=...`	`/news-...`

This needs Apache with `mod_rewrite`; the rules are already in the `.htaccess` file of the script. On Nginx the same rules must be added to the server configuration.

Search engines love readable addresses. Enable SEO URLs before you publish the site and keep them unchanged afterwards.

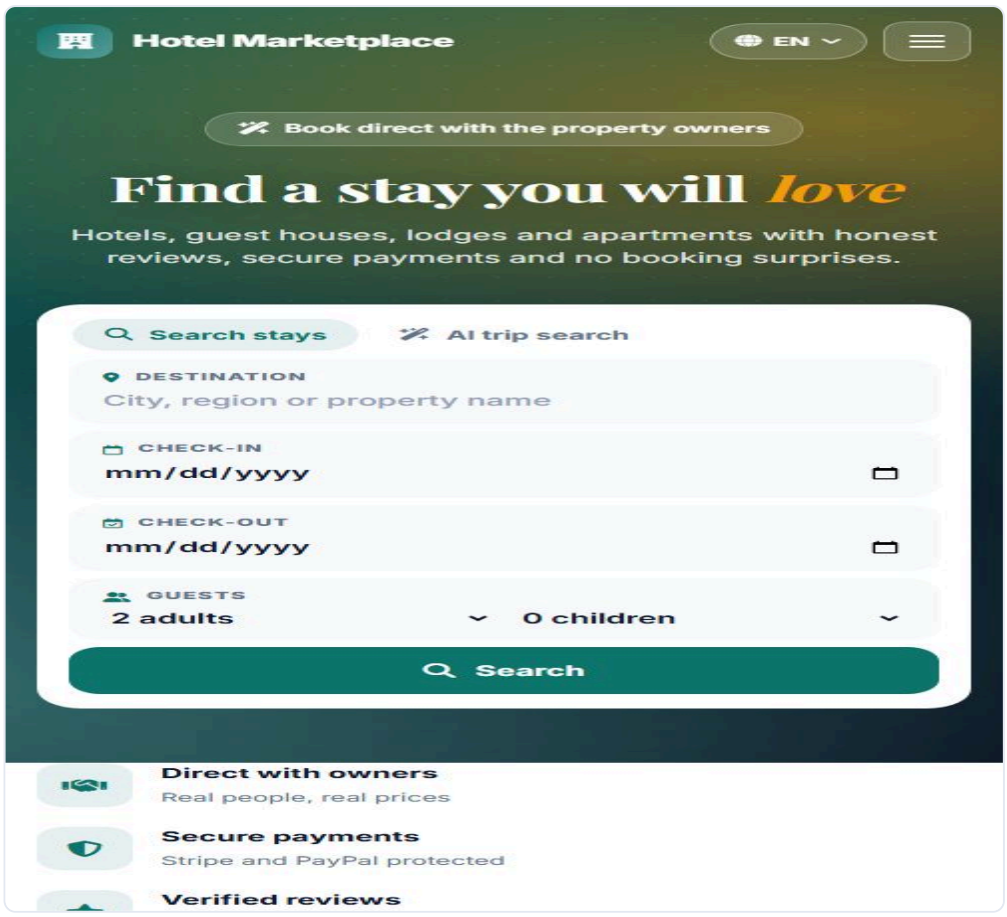
WEBSITE FOR TRAVELERS

Mobile friendly hotel booking website

More than half of travelers browse on a phone. Every page adapts to small screens.

Designed for phones first

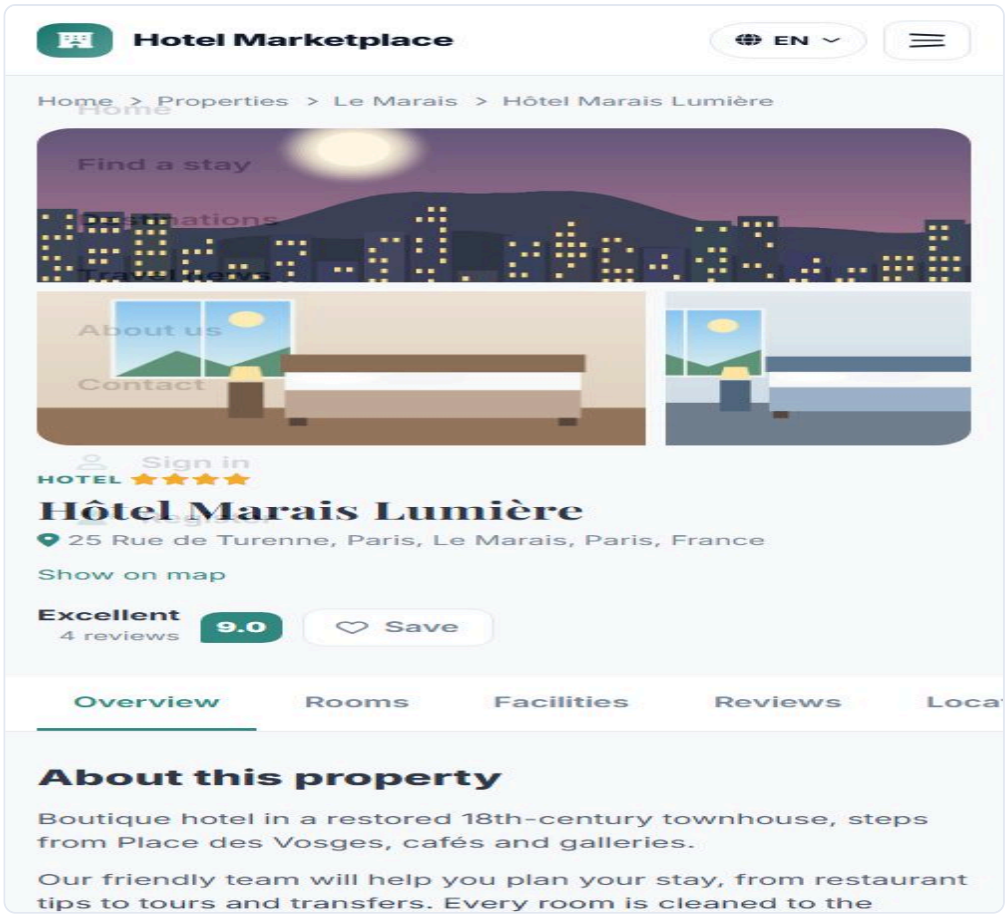
All pages of the website, and the hotel owner panel, adapt to the width of the screen. There is nothing to configure: the layout changes automatically at tablet and phone sizes.



The home page on a phone

The mobile menu

On small screens the main menu collapses into a button with three lines. When the visitor taps it, the lines animate into a cross and a full-width menu opens right under the header. The menu contains the pages, the sign in and register links (or the account links of a logged-in user) and the *List your property* button. Tapping the cross, pressing `Esc` or following a link closes it.

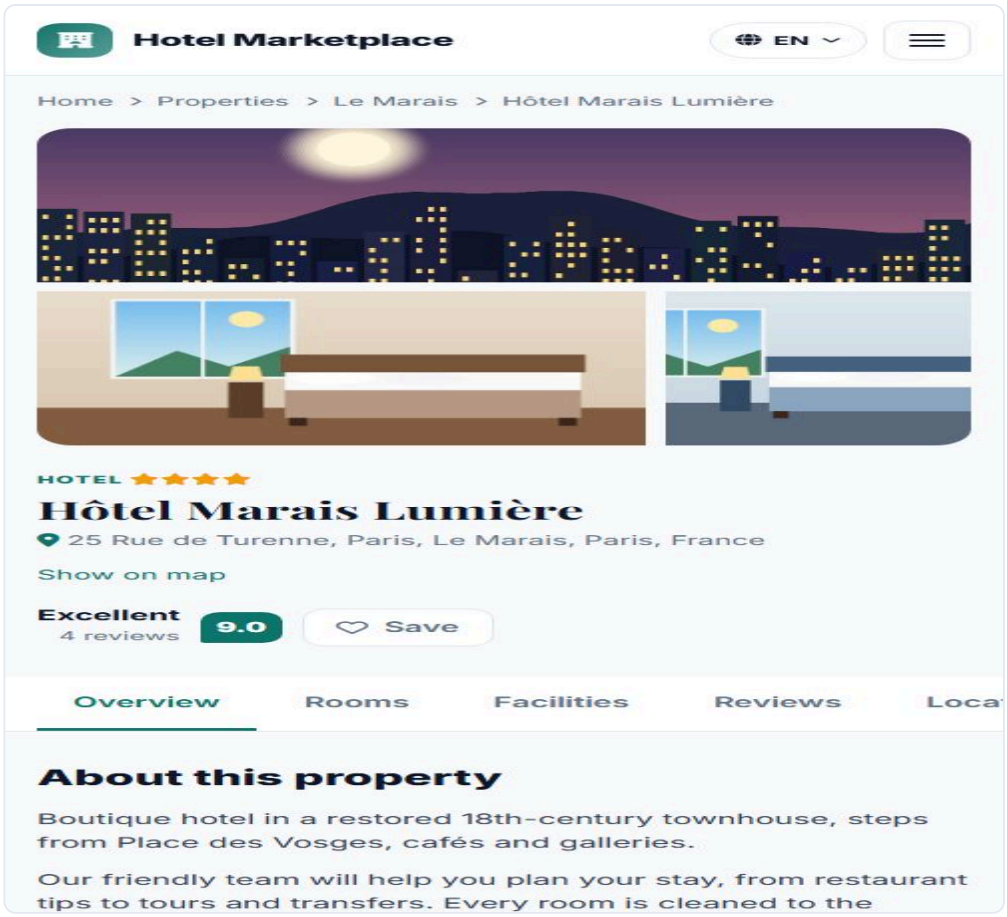


The open mobile menu: the button has become a cross

The language dropdown stays visible in the header, so visitors can switch language without opening the menu. The header is white as soon as the visitor scrolls (and while the menu is open), so text never overlaps the page content.

Search, filters and results

- The search fields stack on top of each other with large touch targets.
- The filters of the results open in a full screen panel with an *Apply* button.
- Hotel cards are shown one per row with a large photo.



The hotel page on a phone

Hotel page and booking

On a phone the photo gallery, the tabs, the room list and the booking form follow each other in one column. The sticky booking box becomes a simple block. The checkout form uses the right keyboard for each field (e-mail, phone, numbers).

The owner panel on a phone

Hotel owners can check bookings, confirm a request or change a price from their phone: the menu of the panel collapses and tables scroll sideways instead of breaking the page.

Test your own content on a real phone. Very long hotel names or large images in descriptions are the most common cause of ugly mobile pages.

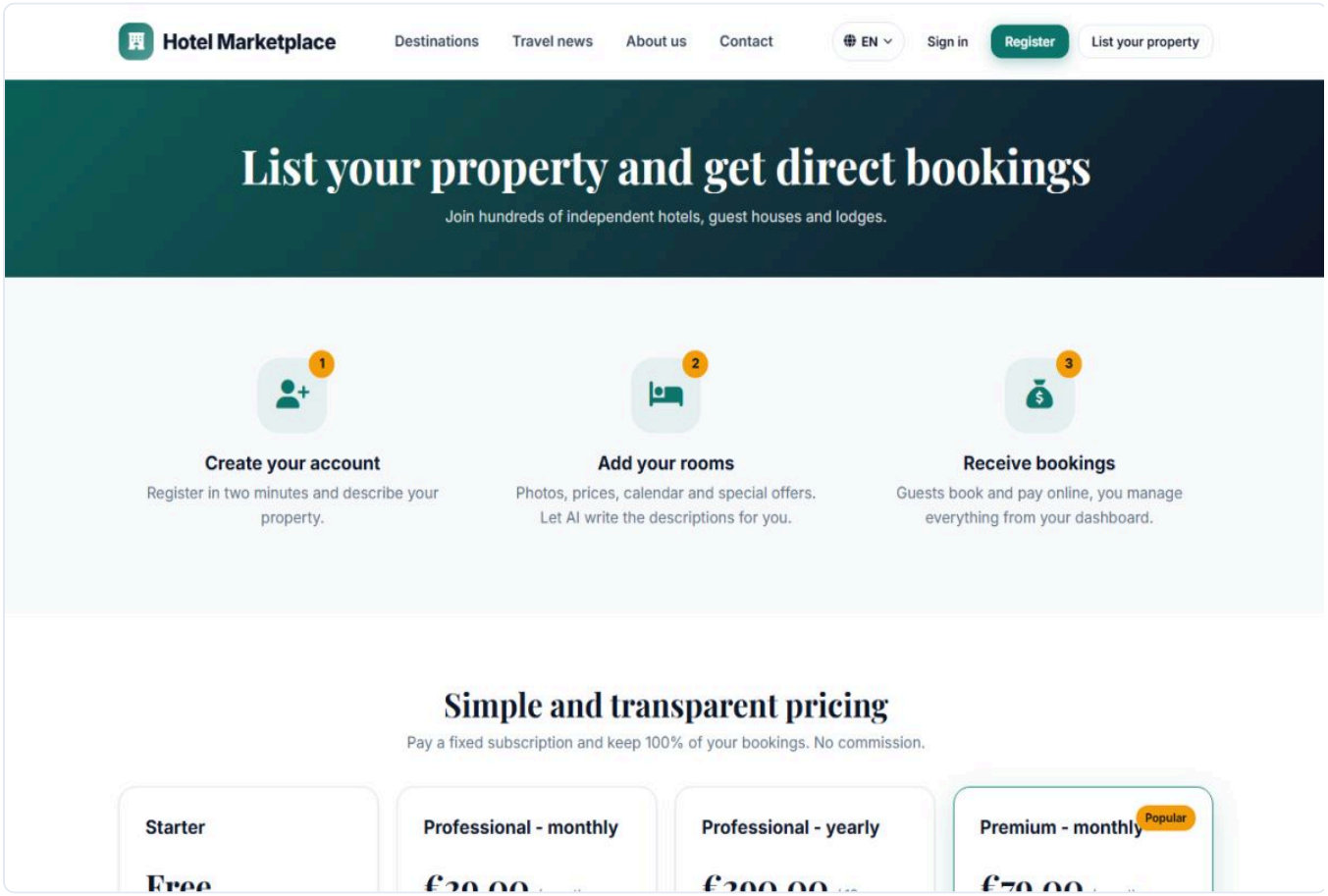
HOTEL OWNER PANEL

Hotel owner panel: registration, login and dashboard

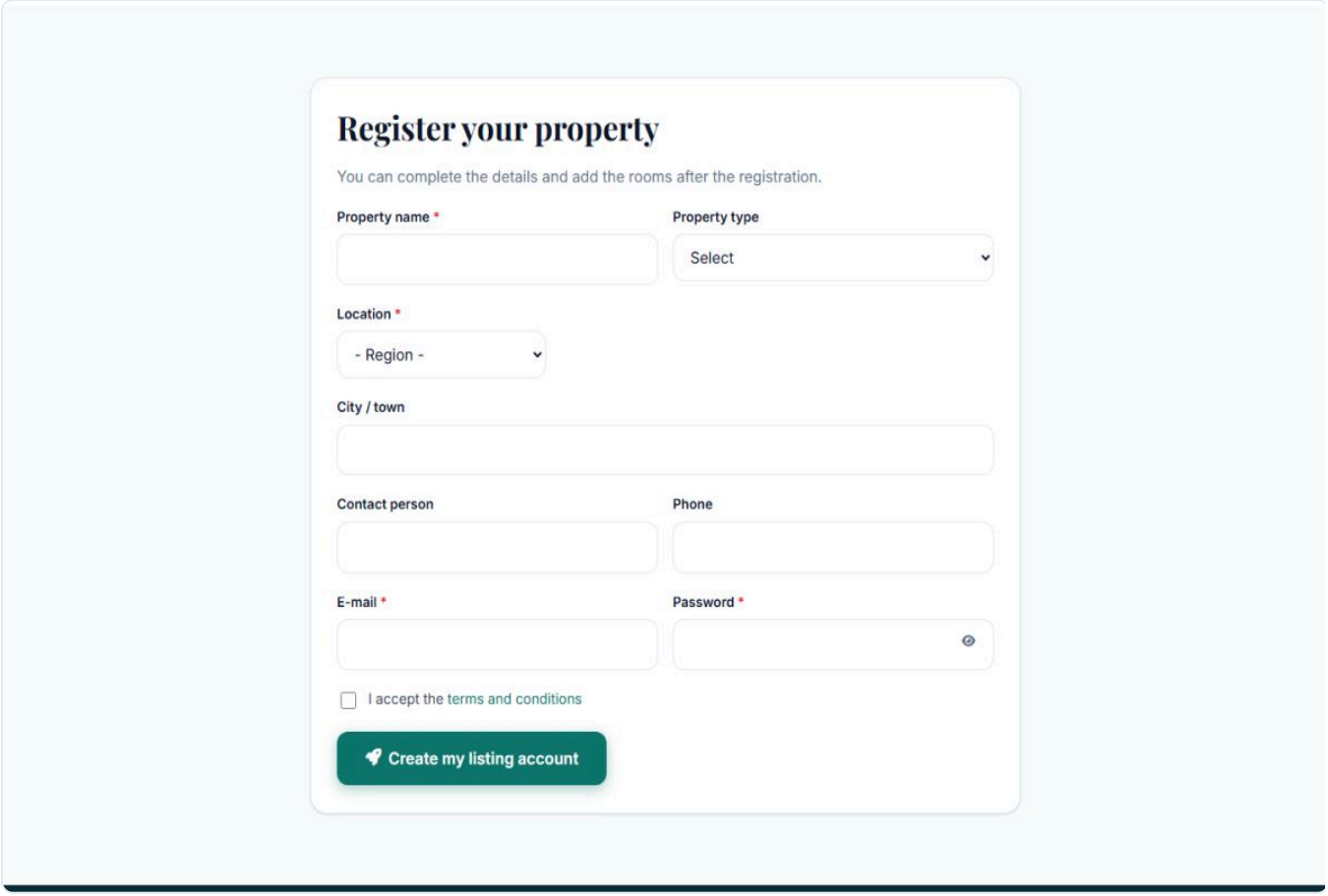
Every property owner gets a private panel to manage the property, the rooms, the prices and the bookings.

How a property owner joins

Owners register themselves on the **List your property** page of the website (`?mod=list_property`). The page explains how it works in three steps (create an account, add rooms, receive bookings), shows your packages and prices, and has the registration form.



The "List your property" page for hotel owners



The registration form

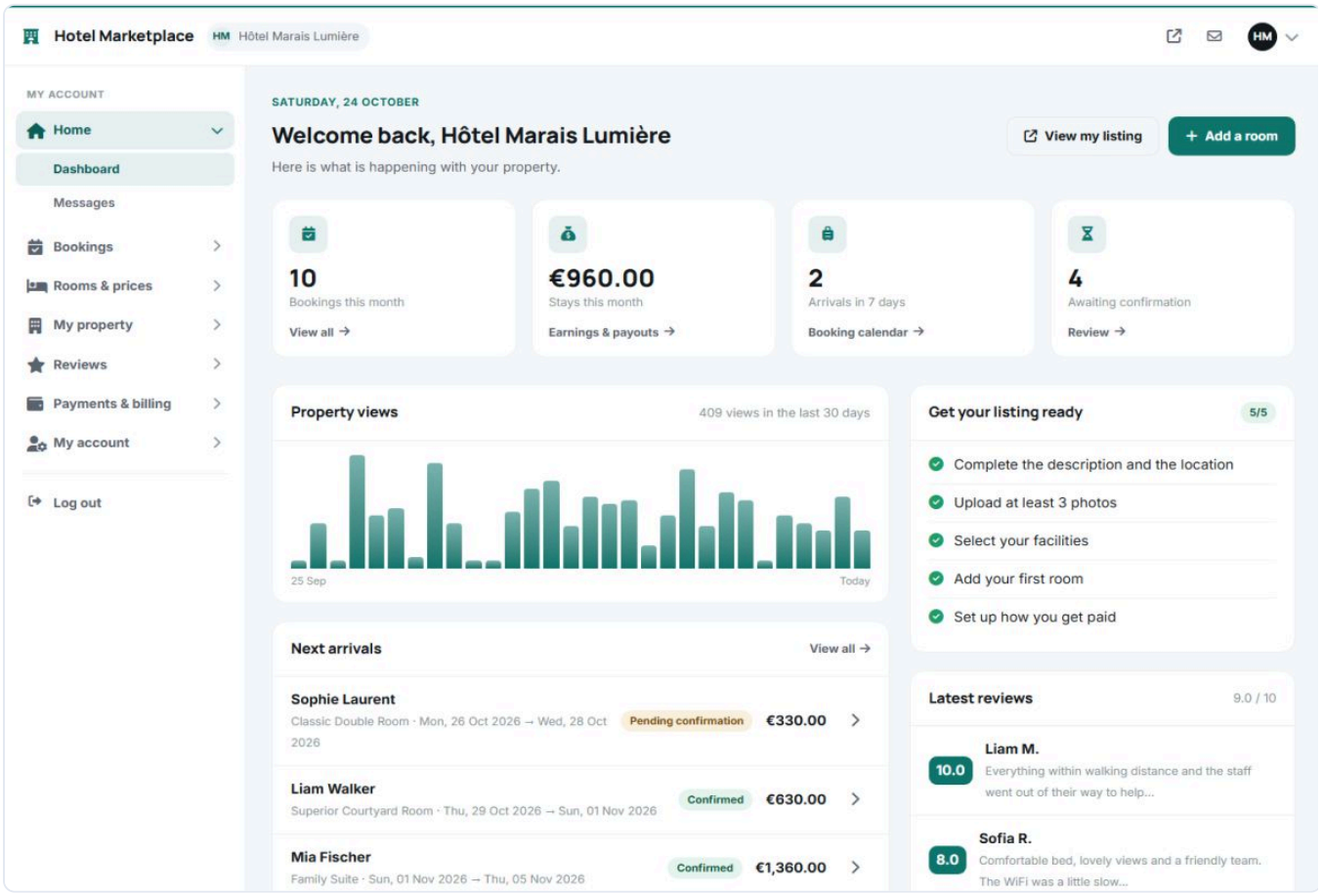
Field	Notes
Property name and type	Hotel, guest house, lodge, bed and breakfast, apartment…
Location	Three linked lists (country, city or area, spot) from your locations, and the town name.
Contact person, phone, e-mail	The e-mail is also the login of the owner.
Password	At least 8 characters.

After registering the owner is logged in at once and lands on the dashboard. If you require approval (*Approve new properties automatically* is off) the property stays hidden from travelers until you approve it, and the owner sees a notice explaining that. You receive an e-mail about every new property.

Logging in

Owners use the normal login page of the website. They are sent to `/hotel_admin`, the owner panel. A link *Hotel dashboard* is also in their account menu on the website. The session lasts 12 hours of activity.

The dashboard



The owner dashboard

- **Four tiles:** bookings this month, value of the stays this month, arrivals in the next 7 days and bookings awaiting confirmation.
- **Property views:** a chart of the visits of the hotel page in the last 30 days.
- **Next arrivals:** the coming guests with room, dates, status and amount.
- **Get your listing ready:** a checklist (complete the description and location, upload at least 3 photos, select the facilities, add the first room, set up how you get paid) that turns green as the owner progresses.
- **Latest reviews** with the score and a part of the text.
- Buttons *View my listing* and *Add a room* in the top right corner.

The menu

Section	Pages
Home	Dashboard, Messages
Bookings	All bookings, Booking calendar — see Bookings
Rooms and prices	My rooms, Add a room, Availability and prices, Special offers — see Add rooms
My property	Property details, Photos, Facilities — see Property profile

Reviews	Guest reviews — see Reviews and messages
Payments and billing	Earnings and payouts, Payment settings, My package, Transactions — see Packages and earnings
My account	Change password

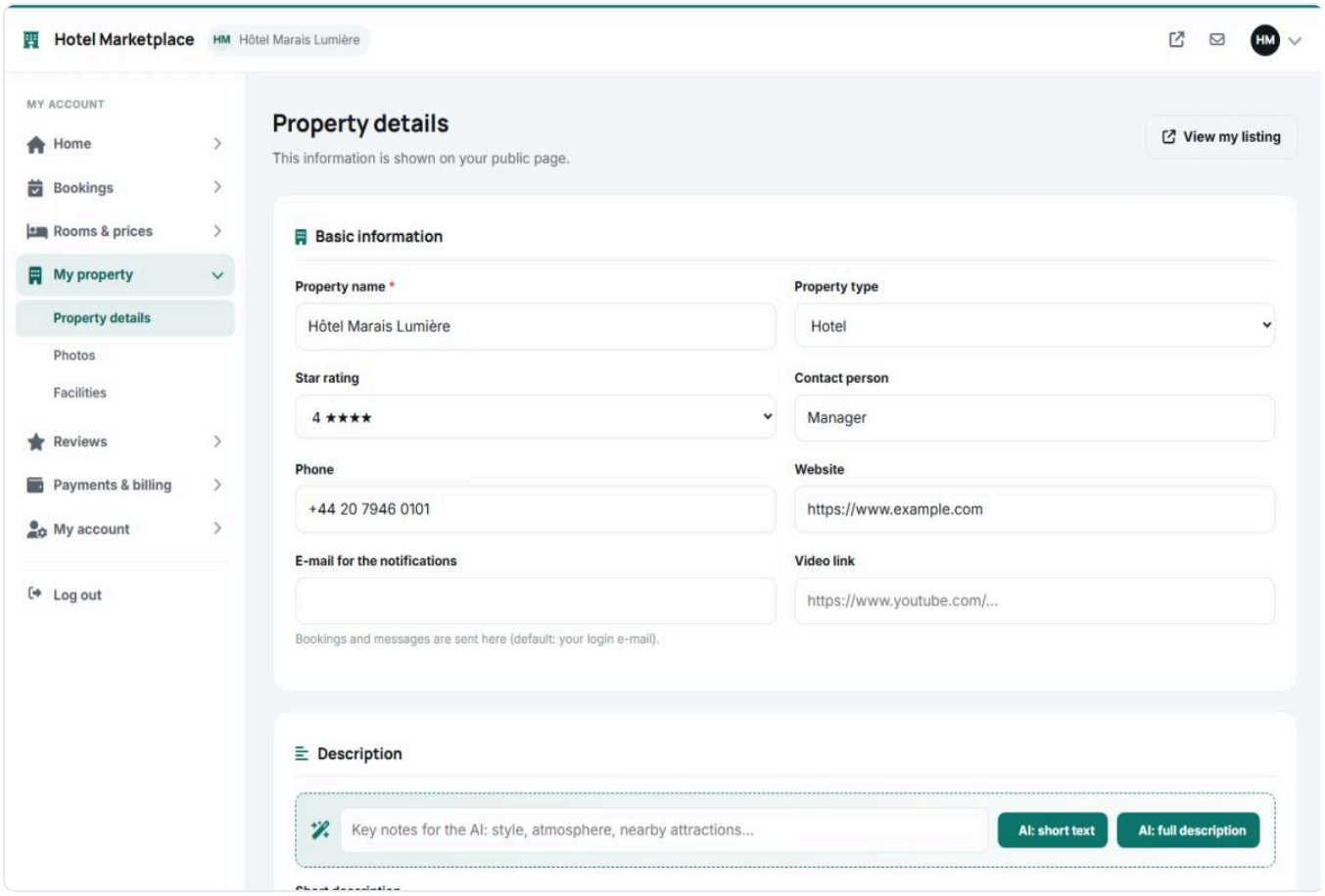
Number badges in the menu show new messages and bookings that wait for the owner.

HOTEL OWNER PANEL

Edit the property profile, location and policies

A complete profile builds trust and ranks better. Here is every field explained.

Open *My property → Property details*. A complete profile is what travelers read before booking, and it is also the text that search engines index.



Basic information and description

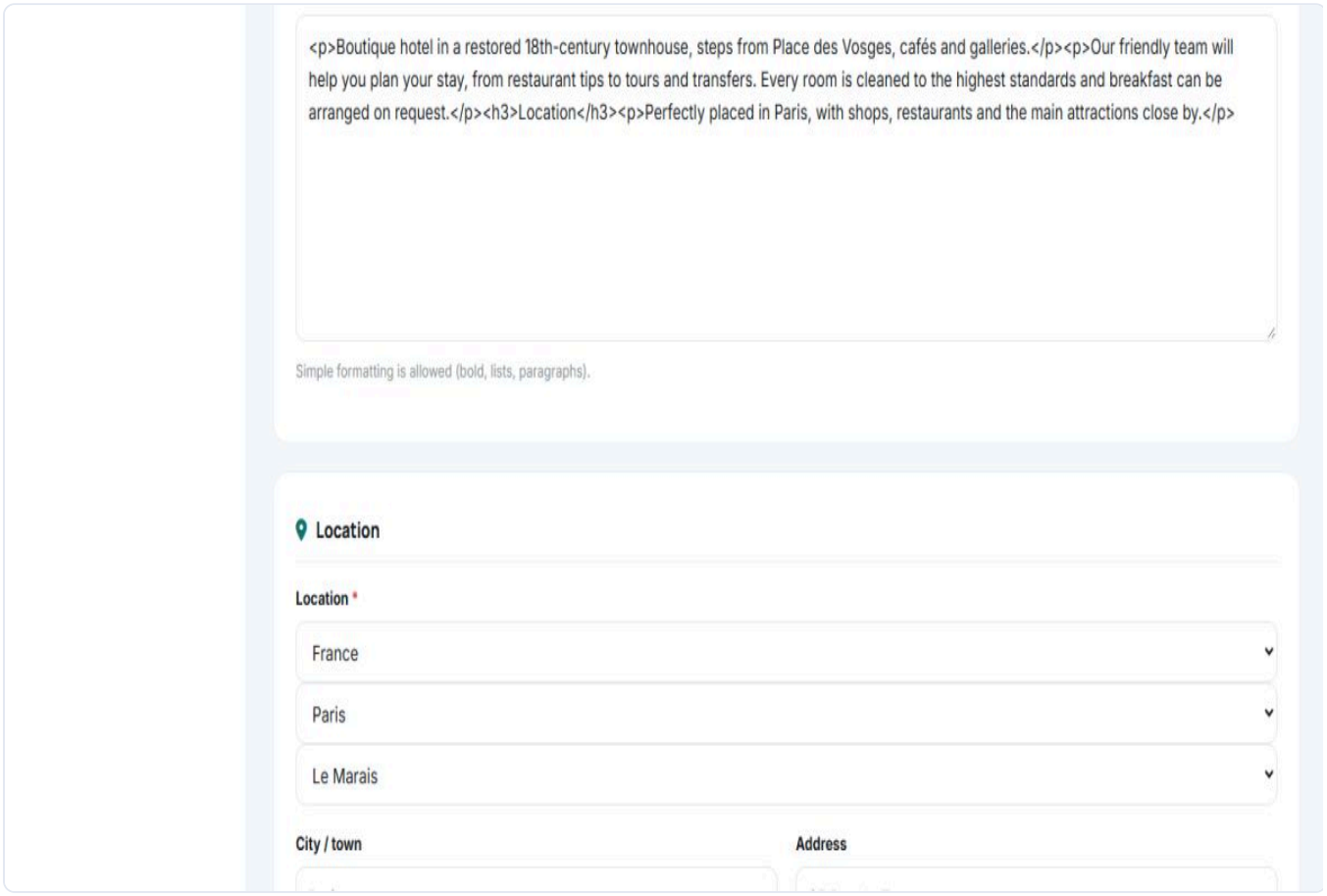
Basic information

Field	Explanation
Property name	Shown everywhere on the website. Required.
Property type	Used by the type filter and the browse-by-type blocks.
Star rating	From none to 5 stars.
Contact person, phone, website	The phone is shown in the booking box of the hotel page.
E-mail for the notifications	Where booking and message notifications are sent. It can differ from the login e-mail.
Video link	Optional link to a presentation video.

Descriptions with AI

There are two texts: a **short description** (one or two sentences, shown on the cards and in search results) and the **full description** (shown on the hotel page). Above each of them is a blue strip where the owner writes key notes and presses *AI short text* or *AI full description*. See AI descriptions.

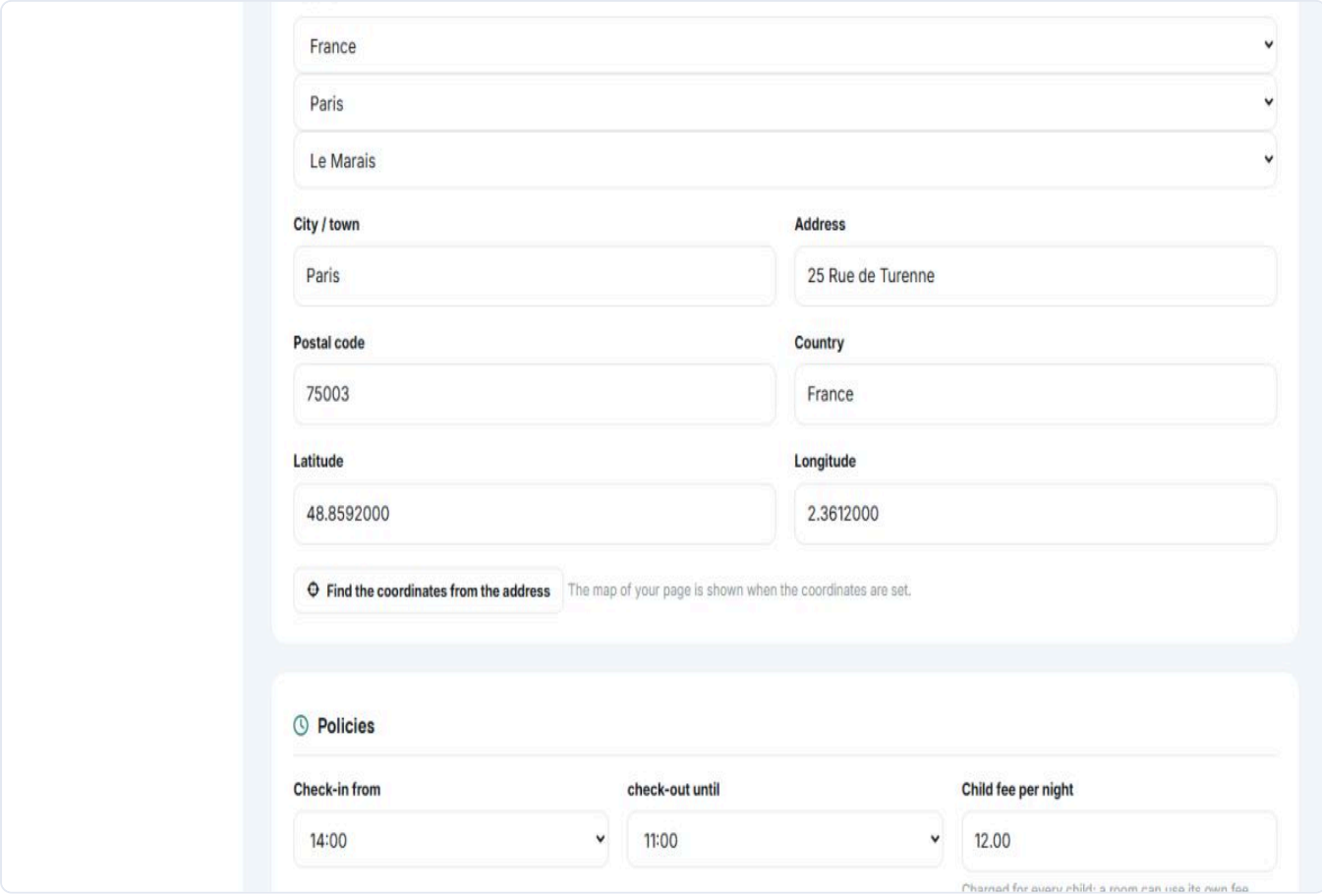
Location



Location: the three-level picker, address and coordinates

- **Location picker:** three lists in a chain (for example France → Paris → Le Marais). They come from the locations tree that you maintain. The property is listed under the chosen destination.
- **City or town, address, postal code and country:** shown on the page.
- **Latitude and longitude:** position of the marker on the map of the hotel page. The button *Find the coordinates from the address* fills them in automatically.

Policies



Policies: times, child fee, cancellation and house rules

Field	Explanation
Check-in from / Check-out until	Shown on the hotel page, the checkout and the confirmation e-mail.
Child fee per night	Default fee for each child, used by rooms that charge children. See Room pricing.
Cancellation policy	Flexible (free until 1 day before), Moderate (5 days), Strict (14 days) or Non-refundable. It also controls automatic refunds.
House rules	Free text: smoking, pets, children, quiet hours...

Press *Save changes* at the bottom. The changes are visible on the website immediately.

Properties with the exact address and coordinates get a correct map, and guests trust them more. Spend two minutes on the location.

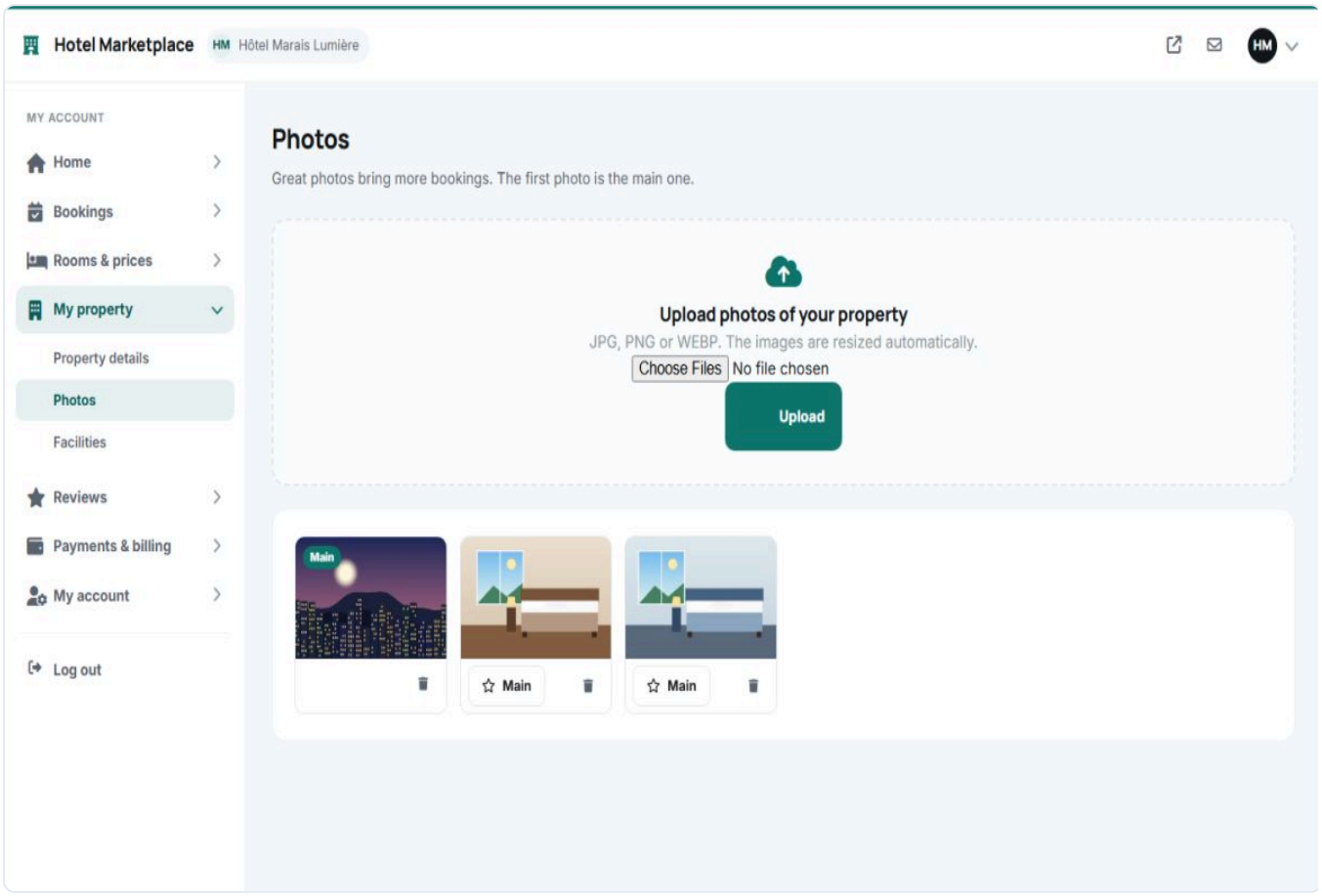
HOTEL OWNER PANEL

Upload hotel photos and select facilities

Good photos and accurate facilities are the two things that make guests click "Book".

Photos of the property

Open *My property → Photos*. Press *Choose files*, select one or several images and press *Upload*.



The photo manager

- **Formats:** JPG, PNG or WEBP.
- **Automatic resizing:** every photo is saved in two sizes, a large version (up to 1600 pixels) for the hotel page and a thumbnail (640 pixels) for the lists. Owners do not need to resize anything, and phone photos upload without problems.
- **Main photo:** the first photo has the green *Main* badge and is used on the cards and in search results. Use *Main* under another photo to promote it.
- **Remove:** the trash icon deletes a photo.

The photo gallery of the hotel page shows the main photo large and the next ones beside it, with a lightbox for all of them.

Recommend at least 8 photos: the facade, the lobby or common areas, the breakfast, the view and the rooms. The checklist on the dashboard asks for at least 3.

Facilities

Open *My property* → *Facilities* and tick everything the property offers: free WiFi, swimming pool, parking, restaurant, bar, spa, fitness centre, air conditioning, pet friendly, airport shuttle, elevator and so on.

- The icons of the selected facilities are shown in the *Facilities* section of the hotel page.
- Guests can **filter the search results** by facility, so a missing tick means a lost guest.
- Rooms have their own facilities (private bathroom, balcony, sea view…) that are set when adding or editing a room (Add rooms).

The list of available facilities is managed by you in the admin panel (Manage properties). If an owner asks for a facility that does not exist, add it there once and every owner can use it.

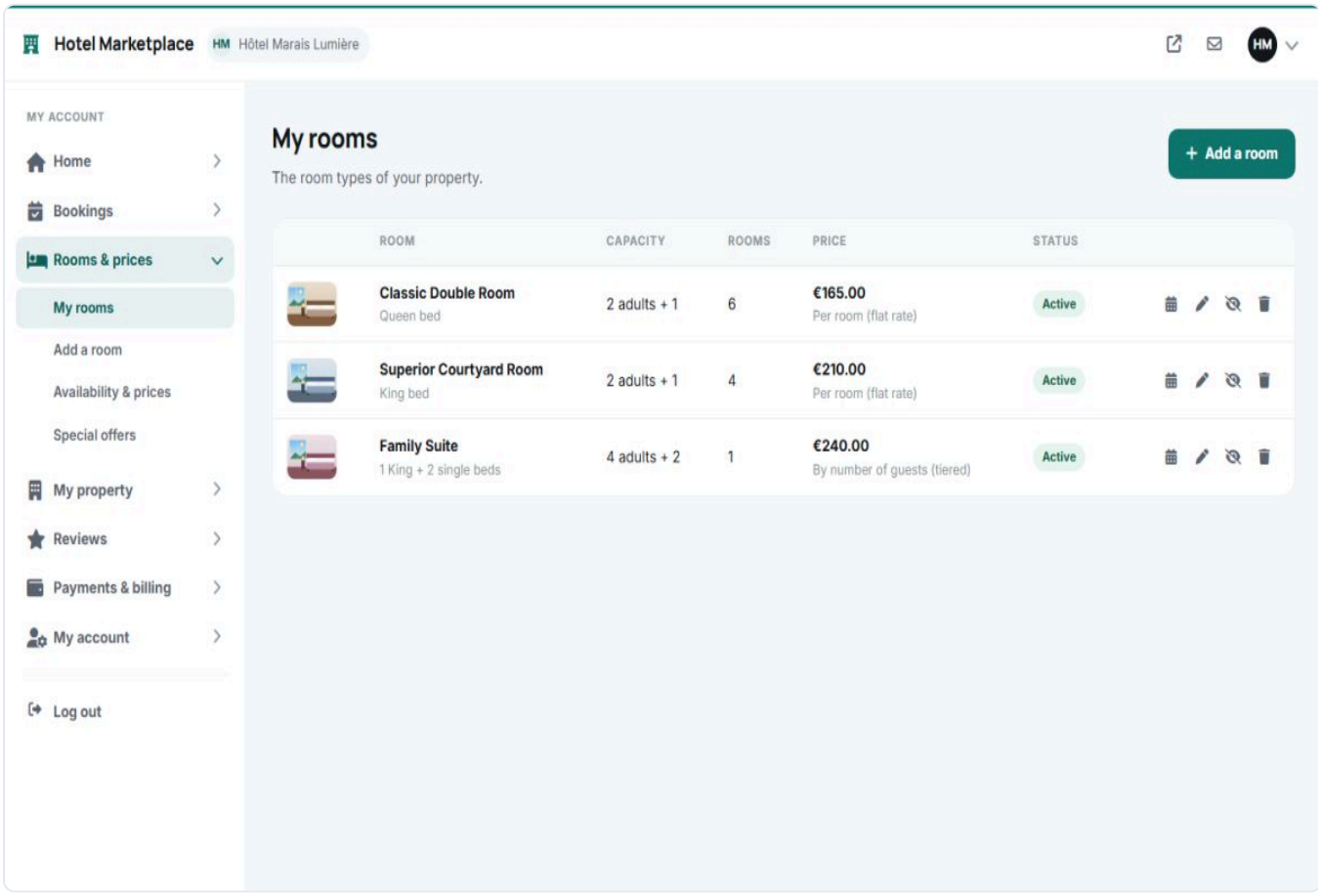
HOTEL OWNER PANEL

How to list a hotel room: add and edit room types

A room type is a group of identical rooms, for example "Classic Double Room" with six units.

Room types

A **room type** is a group of identical rooms: "Classic Double Room, 6 rooms" is one room type with six units. Guests choose a room type and the script keeps count of how many units are still free for every night. Open *Rooms and prices → My rooms* to see the list of room types with capacity, number of rooms, price and status.

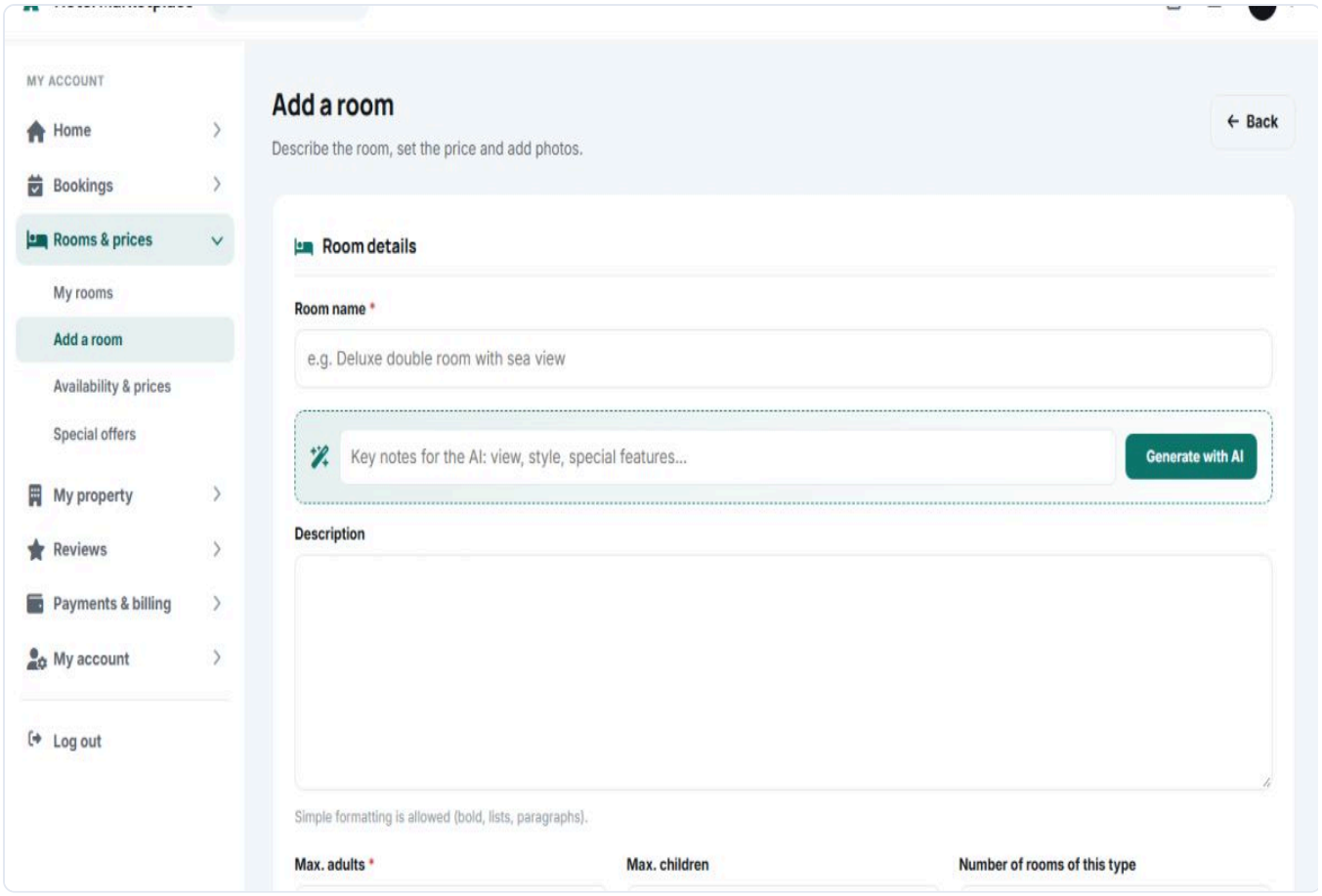


The list of room types

Each row has buttons to open the availability calendar, edit, hide or show, and delete the room type.

Adding a room type

Press *Add a room*. The form has the sections below.



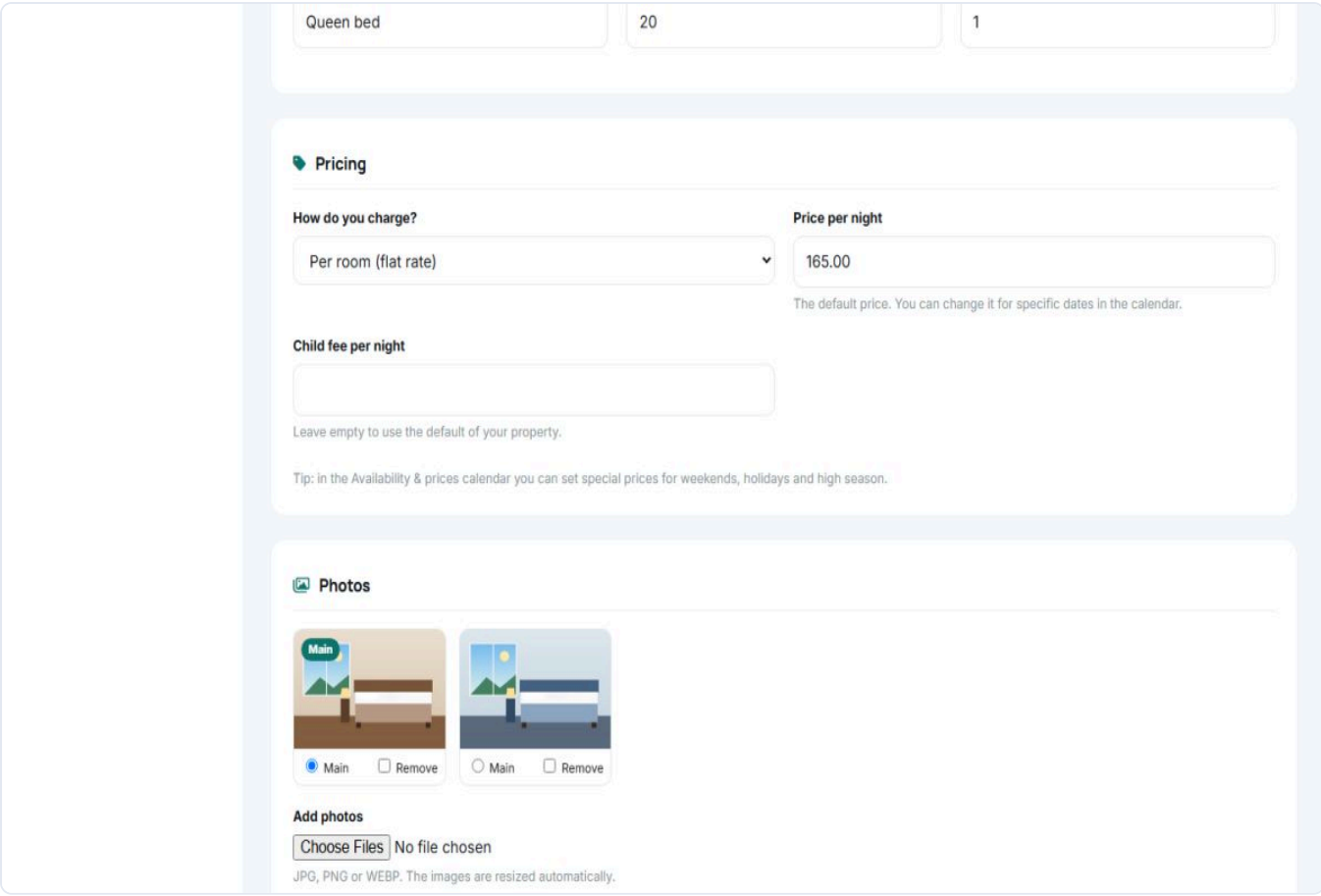
The top of the room form with the AI generator

Room details

Field	Explanation
Room name	For example "Deluxe double room with sea view". Required.
Description	Free text with simple formatting. The blue AI strip above it writes it for you: see AI descriptions.
Max. adults, Max. children	The capacity. A search for more guests than this does not show the room.
Number of rooms of this type	How many identical rooms you have. This is the stock that is reduced by every booking.
Beds	For example "1 King + 2 single beds".
Size (m²)	Shown on the room card.
Minimum nights	Shorter stays are refused for this room.

Pricing

Choose how the room is charged and enter the price. There are three models, explained in Room pricing: per room, per person, or by the number of guests. A *Child fee per night* can be set as well.



Pricing, photos and room facilities

Photos and facilities

Upload photos of the room: they are resized automatically and the first one is the main photo of the room. Then tick the facilities of the room: private bathroom, flat-screen TV, kitchenette, balcony, sea view, mountain view, minibar, coffee machine, work desk, heating, fireplace, washing machine, private pool and more. They are shown as small tags on the room card.

Active

A room type that is not active is hidden from travelers but keeps its data and bookings. Use it for a room under renovation.

Editing and removing

The same form opens with the pencil icon. Changes of price or capacity apply to new bookings only, existing bookings keep the price they were made with. A room type that has bookings can be hidden instead of deleted.

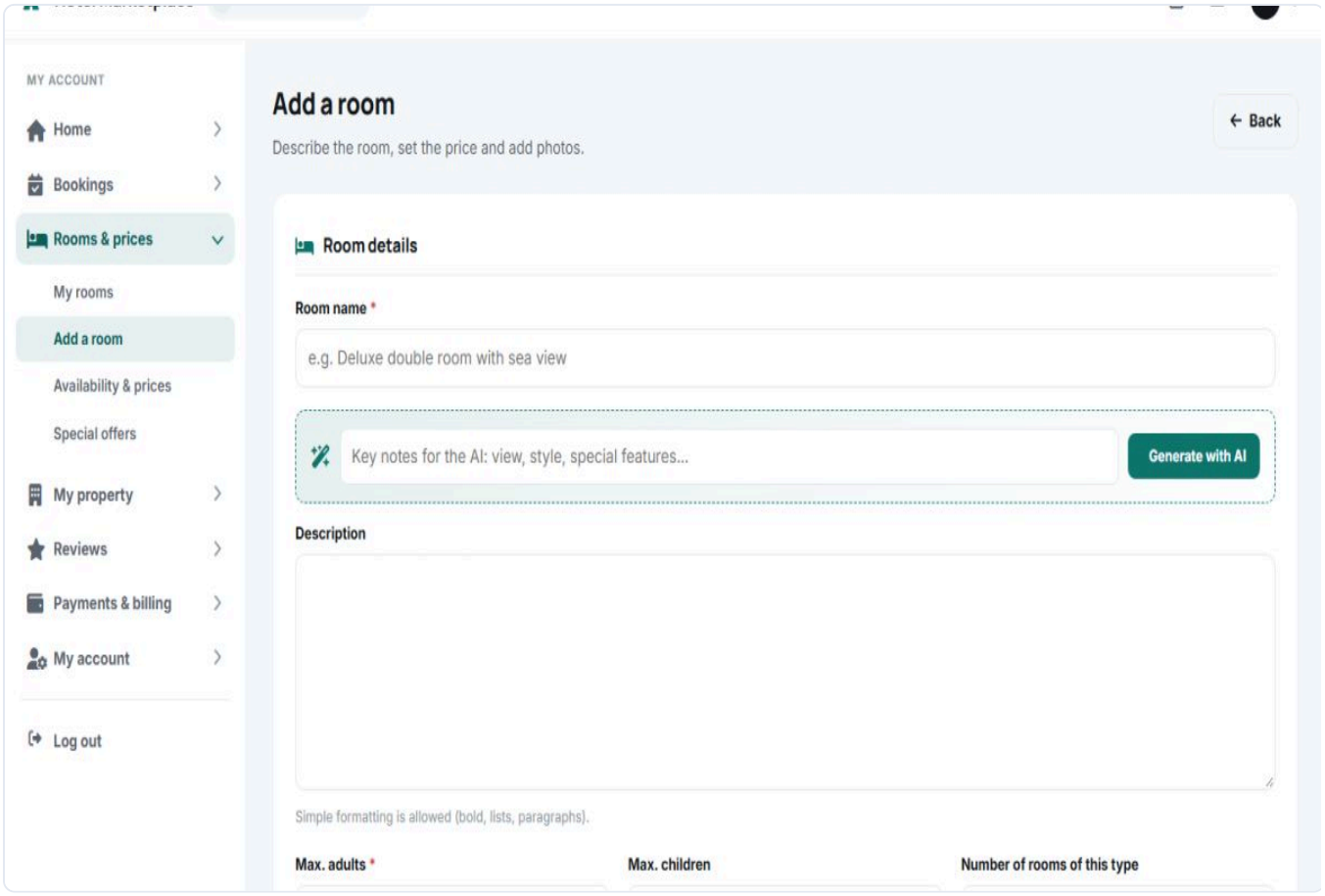
Start with two or three room types. A long list of almost identical rooms is harder for the guest to choose from.

HOTEL OWNER PANEL

Write hotel room descriptions with AI

Type a few key notes, click the AI button and get a polished, search friendly description in seconds. This works for rooms, properties, offers and review replies.

Many owners are not writers, and an empty or poor description costs bookings. The script includes an **AI assistant** that writes the descriptions of rooms and properties from a few words. It works with Groq, DeepSeek, OpenAI (ChatGPT) or any service with an OpenAI compatible API, that you choose in AI settings.



The AI generator above the description of a room

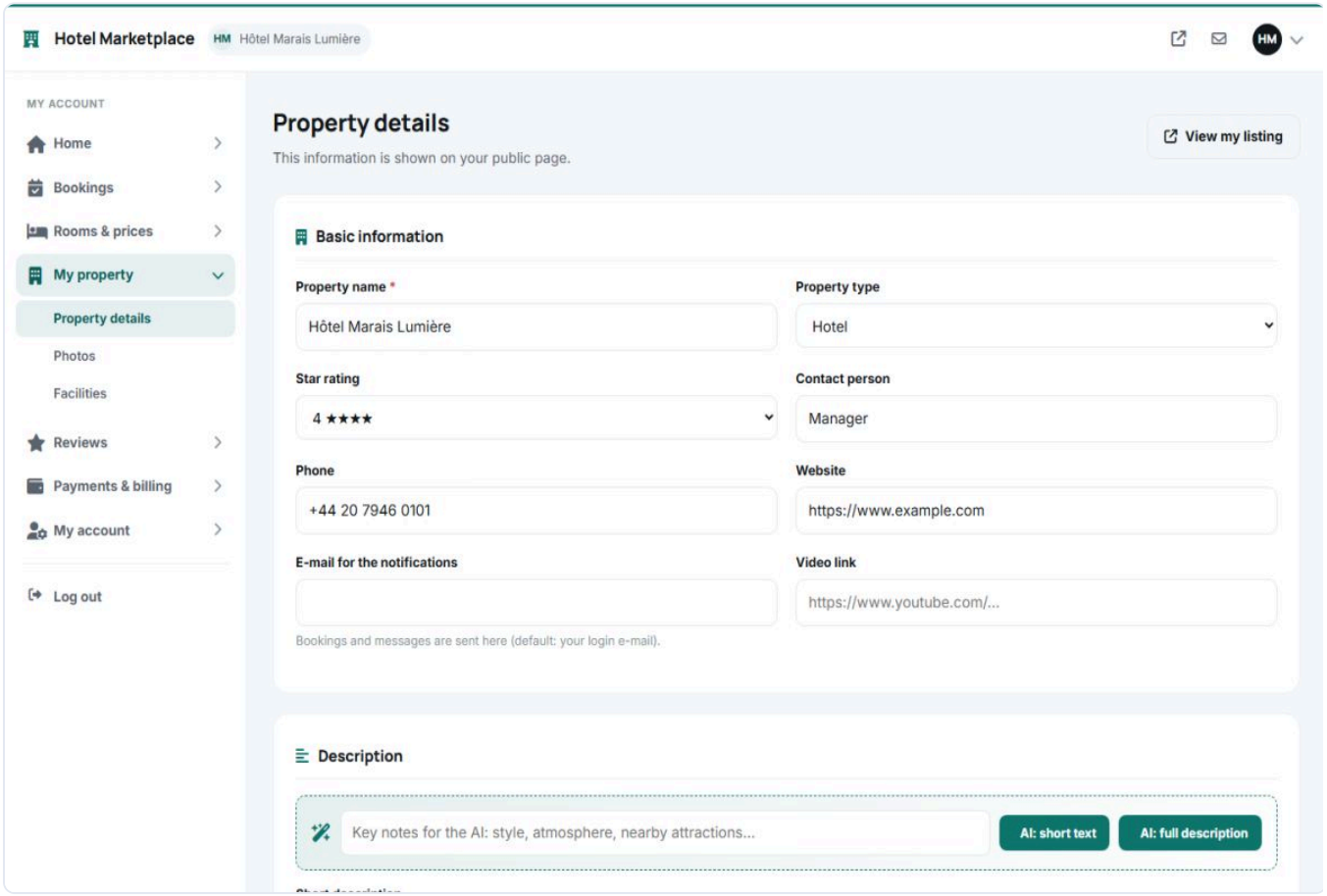
Write a room description with AI

1. Open *Rooms and prices → Add a room* (or edit a room).
2. Type the room name, for example *Superior double room with balcony*.
3. In the blue strip type a few key notes: `sea view, king bed, 32 m2, balcony, quiet`.
4. Press **Generate with AI**.
5. After a few seconds the description appears in the field: two short paragraphs and a bullet list of the highlights, in clean HTML.
6. Read it, correct whatever you want and save the room.

The AI is told to use only the facts that you give and the facilities that you selected, and not to invent amenities.

Write the property description with AI

In *My property → Property details* there are two buttons: **AI short text** creates the one or two sentence summary shown on the cards, and **AI full description** creates the long text with an introduction, *The rooms*, *Location and surroundings* and *Good to know*. The AI also knows the name, the location and the facilities of the property.



AI short text and AI full description buttons

Other places where AI helps

Where	What it does
Special offers	Writes an attractive text for an offer (Special offers).
Guest reviews	Drafts a polite, personal reply to a review, with an apology for negative ones (Reviews and messages).

Language of the generated text

The notes can be written in any language. The generated text is in the language of the panel (English by default).

Good to know

- The AI buttons only appear when you have entered an API key and the feature is switched on.

- You can switch each AI feature on or off separately (rooms, properties, replies, content).
- To prevent abuse each logged-in user can make up to 40 AI requests per hour.
- The generated HTML is cleaned: only simple tags such as paragraphs, lists and bold text are kept.

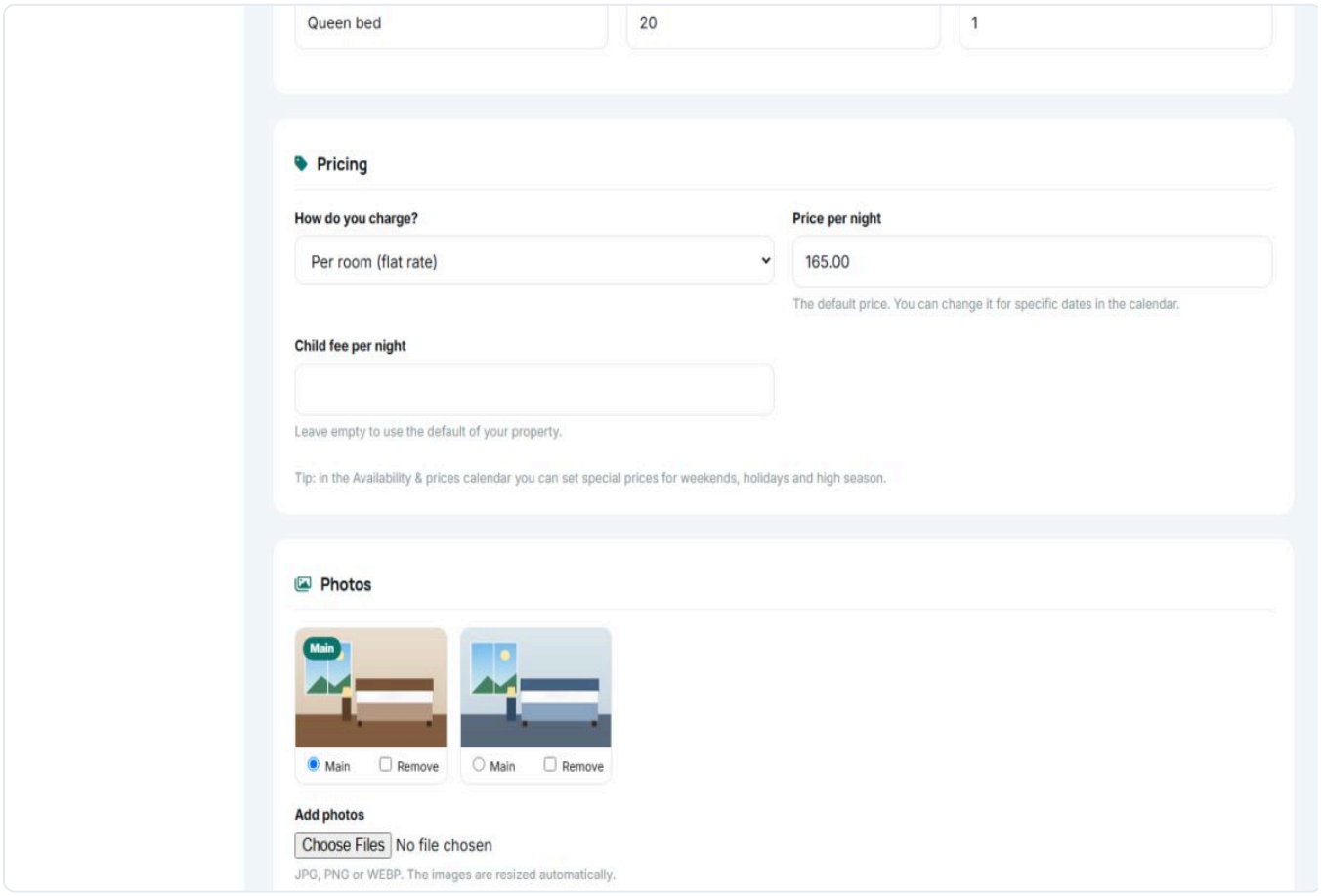
The better the notes, the better the text. "Sea view, king bed, balcony, rain shower, breakfast on the terrace" gives a much more specific description than "nice room".

HOTEL OWNER PANEL

Room pricing: per room, per person or by number of guests

Different properties charge differently. Each room type can use the pricing model that fits it.

In the pricing section of the room form (*Rooms and prices → Add a room* or the pencil icon of a room) the owner chooses **How do you charge?**. Three models are available, so the same script can serve a city hotel, a guest house that sells beds per person and a villa priced by the number of guests.



The pricing section of the room form

Per room (flat rate)

One price per night for the whole room, whatever the number of guests (within the capacity). This is the classic hotel model.

- Enter the *Price per night*.
- Example: Classic Double Room, 165 per night. A stay of 3 nights costs 495.

Per person (flat rate per adult)

The price is charged for every adult and every night. It is the right model for guest houses, hostels and rooms rented by the bed.

- Enter the *Price per person per night*.
- Example: Family apartment, 55 per person. Two adults for 3 nights cost 2 × 3 × 55 = 330.
- The cards and the hotel page show the label *Priced per person*.

By number of guests (tiered)

The nightly price of the whole room depends on how many guests stay. Enter a price for each number of guests, from 1 up to the maximum number of adults. A number left empty means the room cannot be booked with that number of guests.

Guests	Price per night
1	240
2	260
3	300
4	340

This is ideal for family suites and entire houses where the price grows with the number of guests, but not in a straight line.

Children

Children are not counted as adults. The *Child fee per night* is charged for every child and every night. Leave the field of the room empty to use the default fee of the property (set in Property details). The checkout and the booking summary show the amount as *Children fees*, and the hotel page tells guests how much children cost.

Minimum nights and stock

Minimum nights blocks shorter stays for the room. *Number of rooms of this type* is the stock: when all units are taken for a night, the room is sold out for that night.

Special prices for dates

The price of the room form is the **default**. For weekends, holidays or high season, set special prices in the calendar: Availability and prices. On rooms charged per person, the calendar price is also per adult. And discounts are created with special offers, which are applied on top of the price.

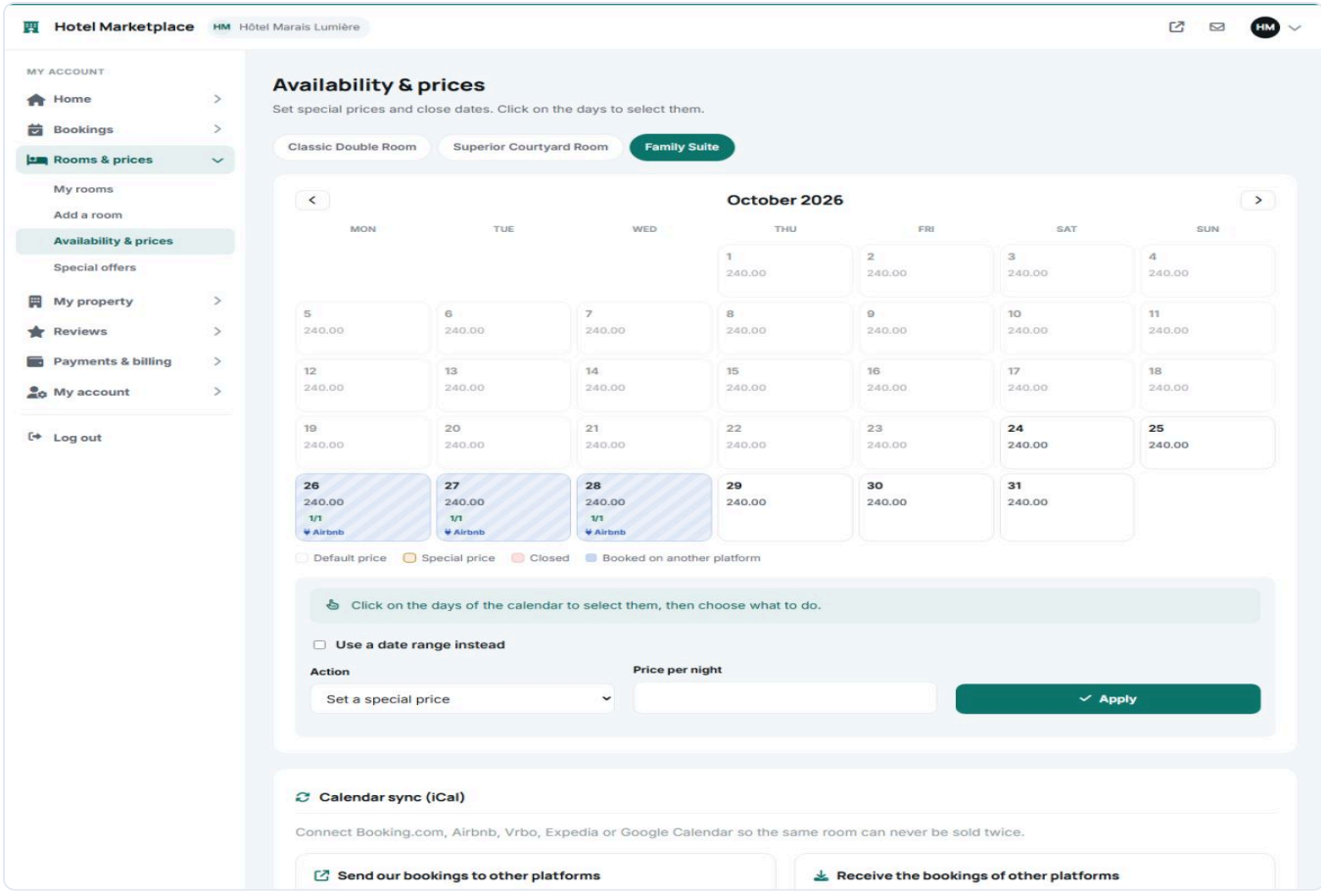
How the total is calculated: nights × price (per room, per person or tiered, with special prices for the dates) + children fees − the special offer discount.

HOTEL OWNER PANEL

Availability calendar: seasonal prices and closed days

The calendar is the quickest way to run revenue management: click days, choose an action, apply.

Open *Rooms and prices → Availability and prices*. Choose the room type with the tabs at the top and use the month arrows to move through the year.



The availability calendar of a room, with special prices, closed days and nights blocked by another platform

Reading the calendar

Look	Meaning
White day with a price	Open at the default price.
Yellow day	A special price is set for this date.
Red striped day, "Closed"	The room cannot be booked on this date.
Blue striped day with a plug icon	Blocked because it is booked on another platform (see iCal sync).
Small badge "2/6"	Two of the six rooms are already booked that night.

Change prices or close dates

1. Click the days you want to change. They get a frame, and a message counts them. Click a day again to deselect it.
2. Choose the **Action**:
   - *Set a special price*: enter the price per night.
   - *Close the dates*: the room cannot be booked on those nights.
   - *Open the dates*: removes a closing.
   - *Reset to the default price*: removes the special price and the closing.
3. Press **Apply**.

Past days cannot be selected.

Use a date range

Tick *Use a date range instead* to apply an action to a long period without clicking each day. Enter the first and the last date and choose the weekdays that are affected. For example, set a higher price only for Fridays and Saturdays from June to September.

What guests see

Special prices are used in the search results, on the hotel page and in the checkout, and they replace the default price for the nights concerned. Closed days make the room unavailable and the guest is told that it is closed on some of the chosen dates.

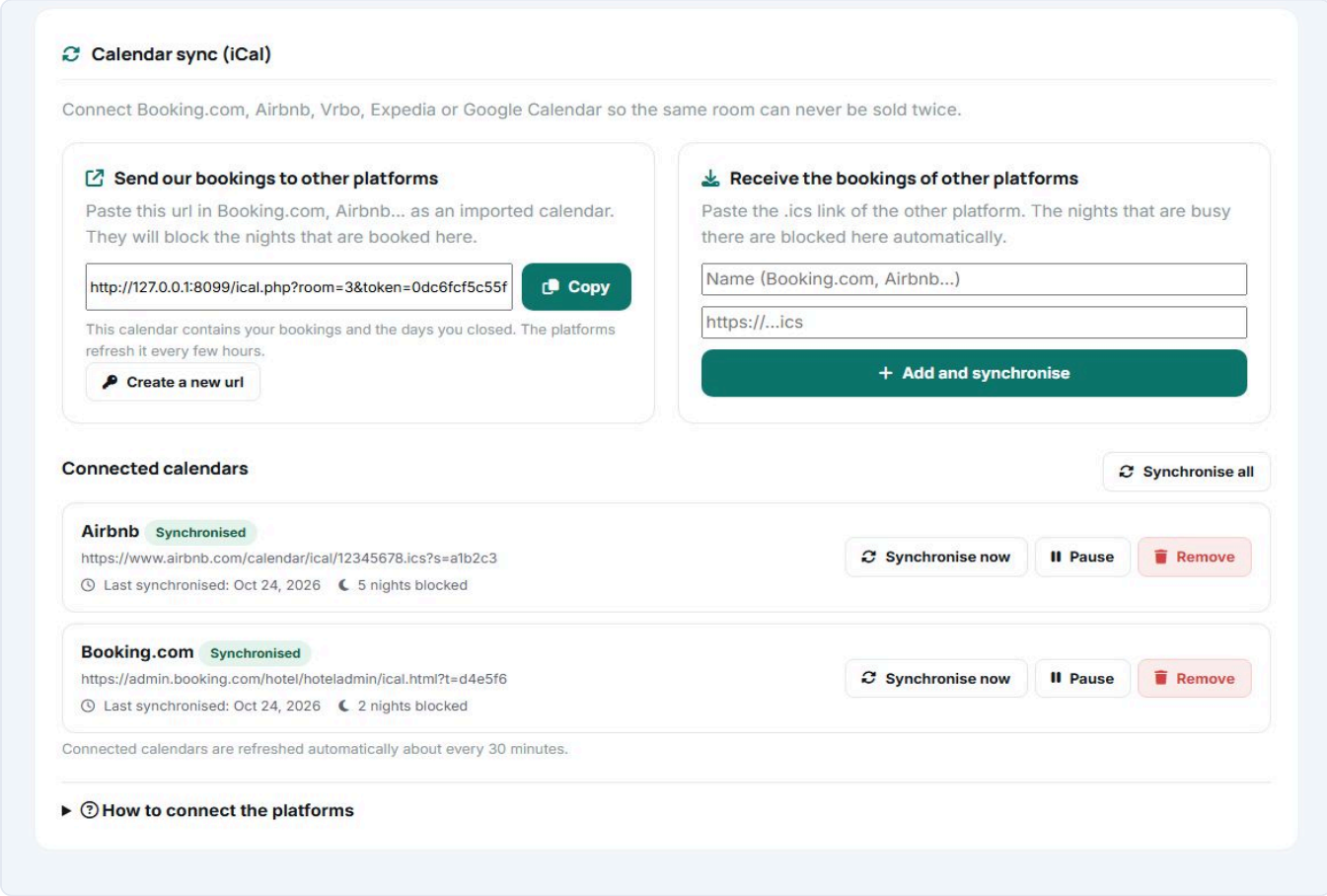
Close the dates of renovations or private use here, and use a special offer when you only want to give a discount. Closed days are also exported to Booking.com and Airbnb by the iCal sync.

HOTEL OWNER PANEL

iCal sync with Booking.com, Airbnb and Vrbo

If a room is sold on several platforms, the calendars must talk to each other. iCal sync does that in both directions, per room.

When a room is sold on several websites, a booking made on one of them must block the same nights on the others. Otherwise the same room is sold twice. The standard way to share availability between booking platforms is the **iCal calendar** (a link that ends in `.ics`). The script supports it in both directions, separately for each room type, for **Booking.com, Airbnb, Vrbo, Expedia, Google Calendar** and any other platform that provides iCal links.



The calendar sync panel under the availability calendar

The panel is at the bottom of *Rooms and prices → Availability and prices*. Choose the room first, because every room type has its own links.

Step 1: send your bookings to the other platform (export)

1. Copy the link in the box *Send our bookings to other platforms* (press *Copy*).
2. In Booking.com, Airbnb or Vrbo add it as an **imported calendar**. Where exactly is explained at the bottom of the panel under *How to connect the platforms*.
3. The other platform now blocks the nights that are booked in your marketplace and the days you closed.

The link contains a secret code. If it is ever shared by mistake, press *Create a new url*: the old link stops working and you paste the new one in the platforms.

For a room type with several identical rooms, the nights are exported as blocked only when **all** rooms are taken.

Step 2: receive the bookings of the other platform (import)

1. In Booking.com or Airbnb find the **export calendar** link of the same room.
2. In the box *Receive the bookings of other platforms* type a name (for example Airbnb) and paste the link.
3. Press *Add and synchronise*.

The busy nights of the other platform are immediately blocked in your marketplace: the room cannot be booked for them, and they appear in blue on the availability calendar and on the booking calendar. You can connect up to six calendars to one room type, for example one per platform. For several identical rooms, every connected calendar takes one room.

The list of connected calendars

Information or button	Meaning
Status	*Synchronised*, *Error* (with the reason), *Paused* or *Not synchronised yet*.
Last synchronised, nights blocked	When it was refreshed and how many nights it blocks.
Synchronise now	Refreshes this calendar immediately.
Pause / Resume	Stops using a calendar without deleting it. Its blocked nights are released while it is paused.
Remove	Deletes the calendar and releases its nights.
Synchronise all	Refreshes all the calendars of the room.

Automatic refresh

The cron job refreshes every active calendar about every 30 minutes. A calendar whose address stops working shows the error in the list; the nights that were imported before stay blocked until the next successful refresh.

Double booking warning

If a night is booked in your marketplace and the other platform also blocks it (for example both sold the room before the calendars were refreshed), a yellow warning appears above the panel with the dates. Check the bookings and contact one of the guests.

Good to know

- Platforms refresh your link only every few hours. A booking made here a minute ago may take some hours to appear on Airbnb. This is a limit of the iCal standard, not of the script.
- Calendars imported from another platform are **not** exported back to it, so bookings never bounce between platforms.
- If you paste your own export link as an import, your own events are recognized and ignored.
- Only web addresses (`http://`, `https://`, `webcal://`) are accepted, and addresses of the server itself or of a private network are refused.

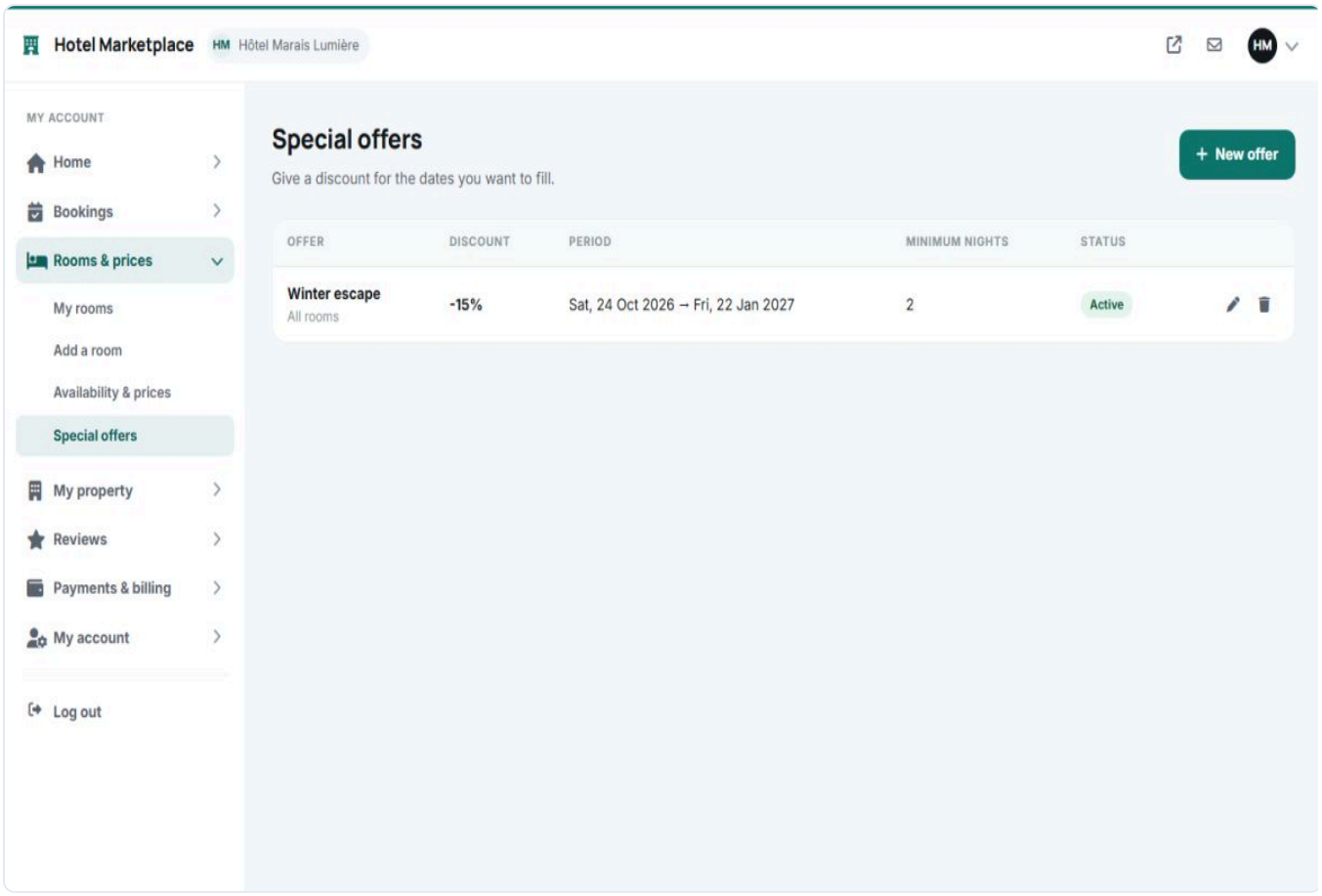
iCal shares only the busy nights, not prices or guest details. Keep your prices up to date on every platform separately.

HOTEL OWNER PANEL

Special offers and discounts for hotel rooms

Offers are the easiest way to fill quiet periods. Create one in a minute and it is applied automatically.

Open *Rooms and prices → Special offers*. An offer is a percentage discount that is valid for a period of time, for all the rooms or for one room type.



The list of special offers

Create an offer

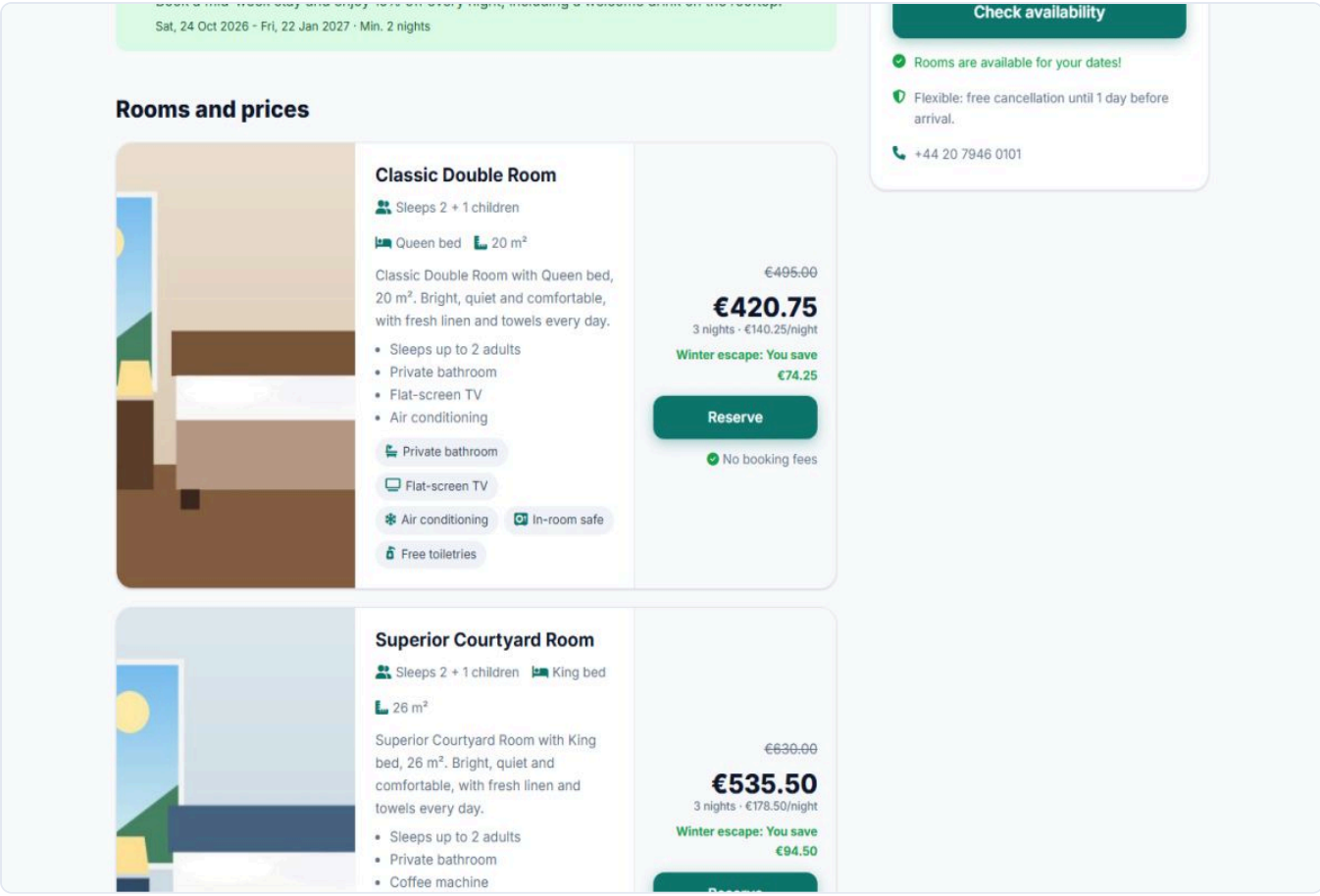
Press *New offer* and fill in the form:

Field	Explanation
Offer name	For example "Spring escape". It is shown to guests.
Applies to	All rooms, or one room type.
Discount (%)	The percentage taken off the price of every night.
Minimum nights	The offer applies only to stays of at least this length. Use it for offers like "Stay 3 nights, save 10%".
Valid from, Valid to	The period. The offer applies to the nights that fall inside it.

Description	A short text. The blue AI strip can write it for you from a few notes (AI descriptions).
Offer is active	Untick to pause the offer without deleting it.

Where guests see the offer

- On the **search result card**: an offer badge, the original price crossed out and the line *You save*.
- On the **hotel page**: a green banner in the overview and the discounted price on every room.
- In the **checkout summary**: a separate line with the discount.



An offer applied on the hotel page: the old price, the new price and the saving

How discounts combine

The discount is calculated on the nightly price, after special prices of the calendar. If several offers could apply to the same night, the one with the highest percentage is used for that night. The discount is applied to the price of the room only (children fees are not discounted), and it does not change the prices stored in the room.

Offers are the best tool for the quiet weeks. Combine a minimum stay of 2 or 3 nights with a discount to fill the gaps between bookings.

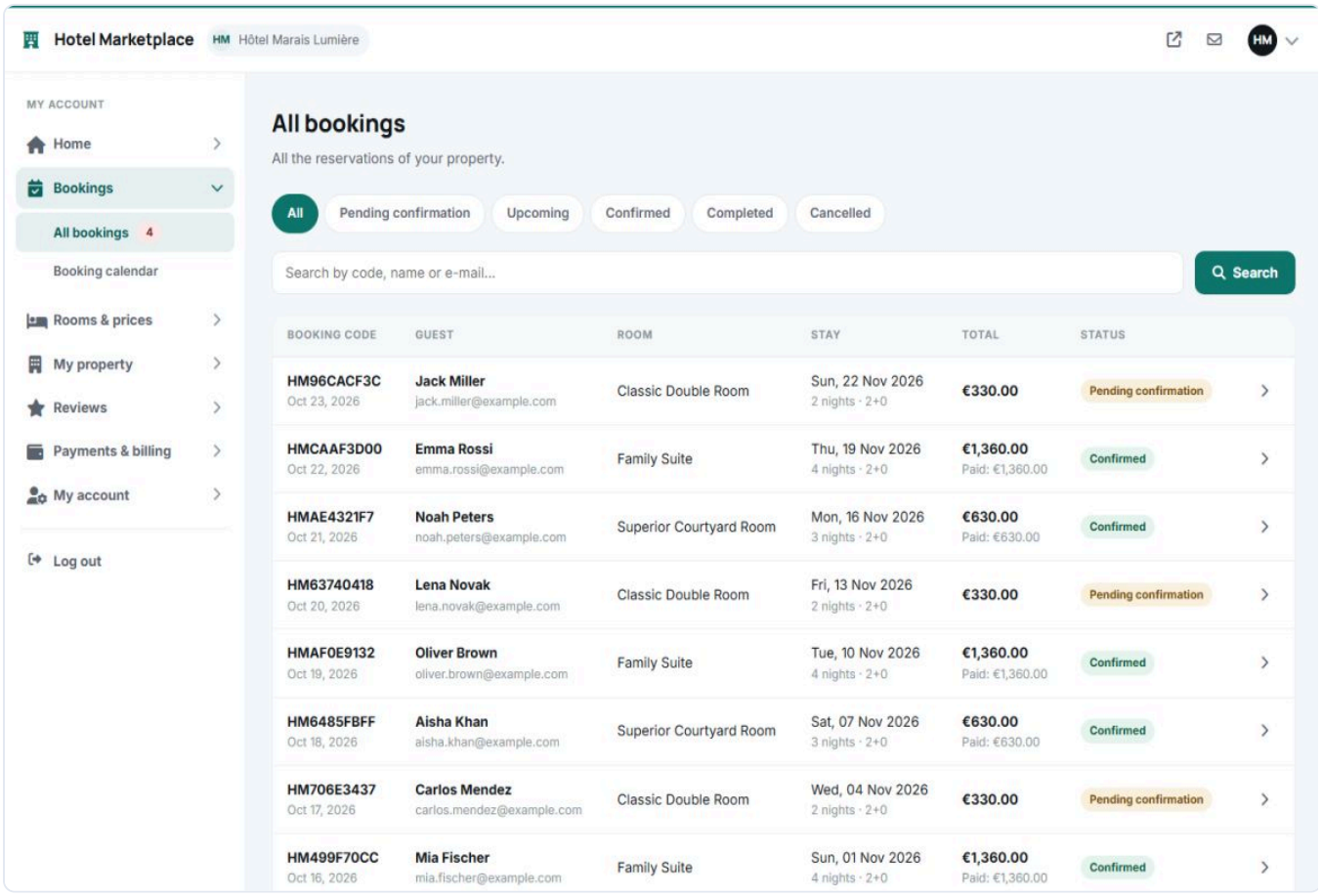
HOTEL OWNER PANEL

Manage hotel bookings: list, calendar, confirm and cancel

All reservations of the property in one place, as a list and as a month calendar.

The bookings list

Open *Bookings → All bookings*. The list shows the booking code and date, the guest, the room, the stay (dates, nights, guests), the total and the status.



The list of bookings with filters and search

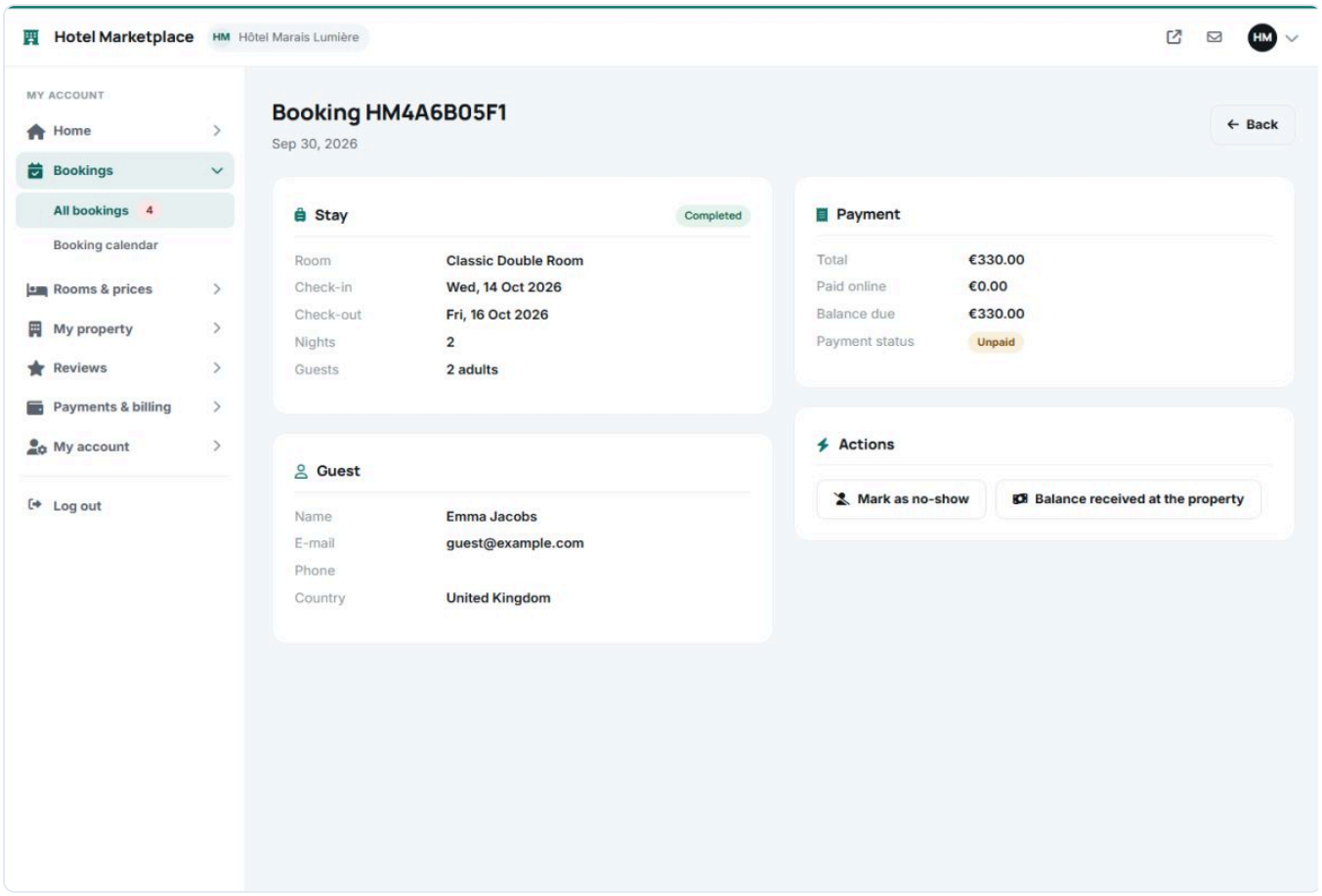
- **Filters:** All, Pending confirmation, Upcoming, Confirmed, Completed, Cancelled.
- **Search:** by booking code, guest name or e-mail.

Booking statuses

Status	Meaning
Pending confirmation	The guest booked and waits for the property to confirm (when automatic confirmation is off, or for new requests).
Awaiting payment	The guest started an online payment that is not completed yet. The room is held for a limited time.

Confirmed	Accepted, and paid online or to be paid at the property.
Completed	The stay is over (set automatically after check-out by the cron job, or by hand).
No-show	The guest did not arrive.
Cancelled	Cancelled by the guest or by the property.

The booking page



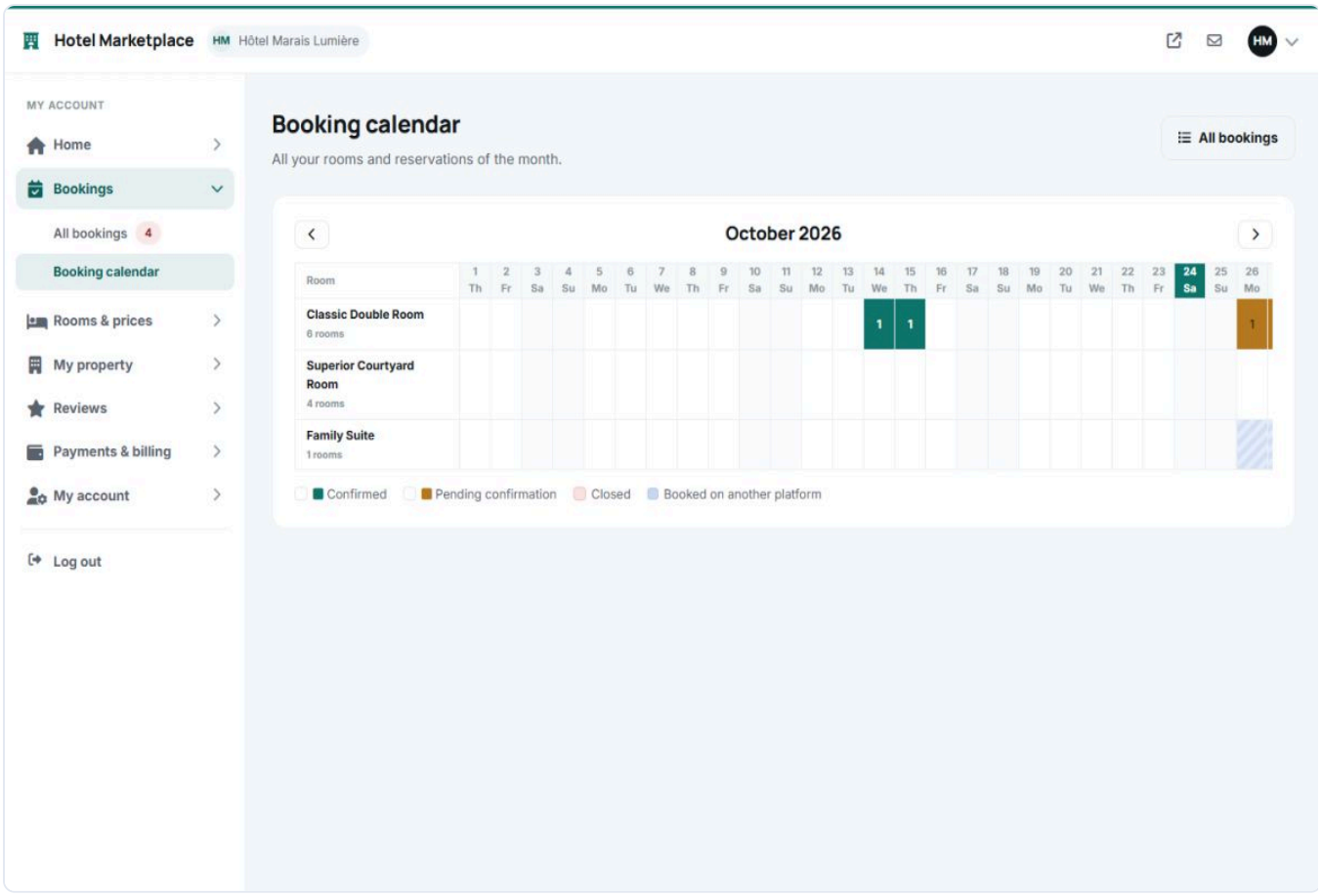
The details of a booking

Click a booking to see the stay (room, dates, nights, guests), the guest (name, e-mail, phone, country, remarks), the payment (total, paid online, balance due, payment status) and the actions that are possible for the current status:

- **Confirm booking:** accepts a pending booking. The guest receives the confirmation e-mail.
- **Cancel booking:** cancels with a reason that is shown to the guest. When the property cancels, everything that was paid online is **refunded in full** automatically through Stripe or PayPal.
- **Mark as completed** and **Mark as no-show**.
- **Balance received at the property:** records that the guest paid the remaining amount on arrival.

The booking calendar

Open *Bookings → Booking calendar* for a month overview of all room types in one table.



The booking calendar: confirmed, pending, closed and blocked nights

- Each row is a room type, each column a night, and the number in a cell tells how many rooms are booked.
- Green: confirmed. Orange: pending. Pink: closed. Blue stripes: booked on another platform (iCal sync).
- Click a cell with a booking to open the booking.

E-mails

The owner receives an e-mail at the notification address for every new booking, cancellation and guest message. The guest gets the confirmation, the payment receipt and the cancellation e-mails. See E-mail settings.

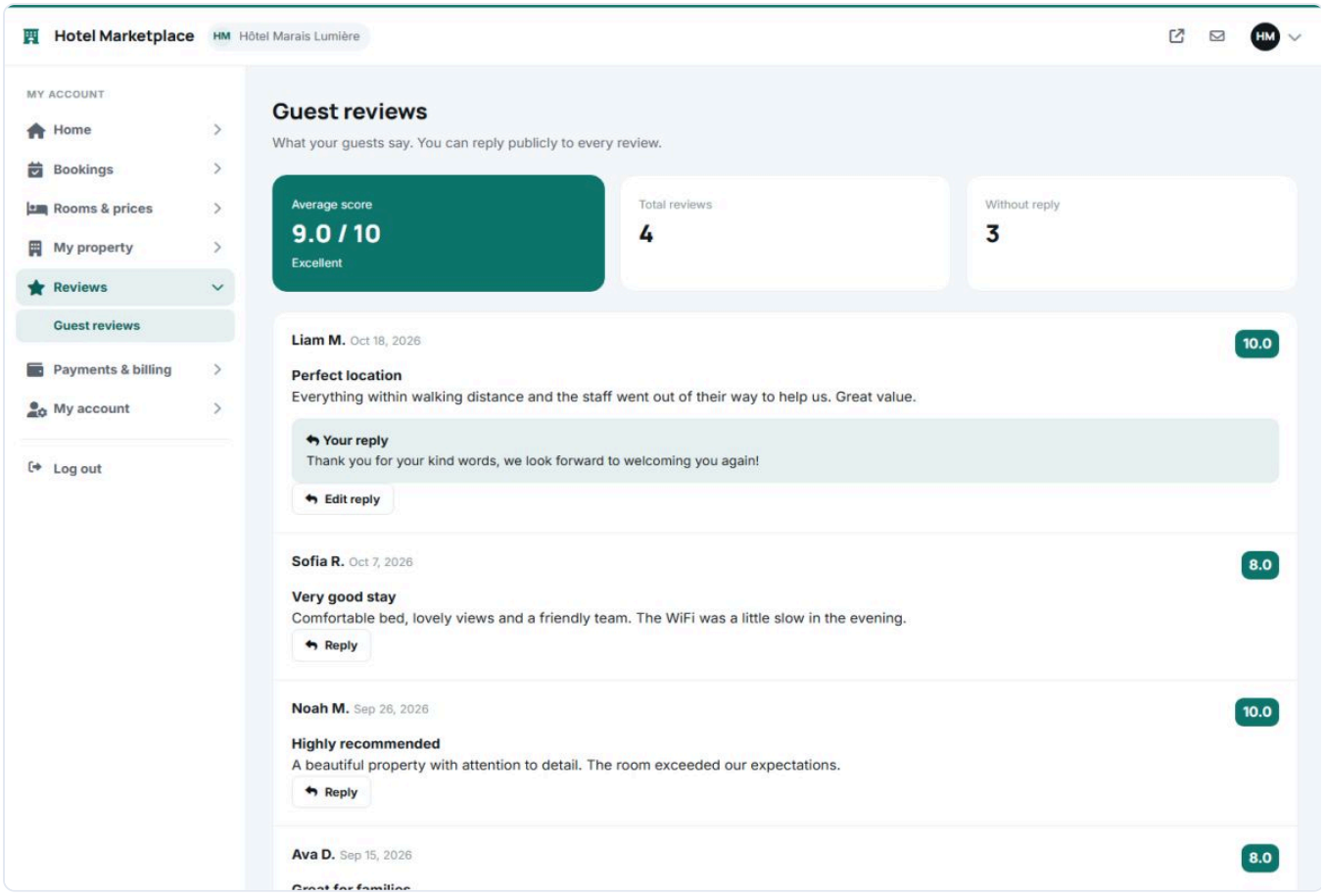
HOTEL OWNER PANEL

Reply to guest reviews and read guest messages

Answering reviews and questions quickly is one of the best ways to win bookings.

Guest reviews

Open *Reviews → Guest reviews*. The page starts with three tiles: the average score out of 10, the total number of reviews and the number of reviews without a reply.



Guest reviews with the reply of the property

Every review shows the guest, the date, the score badge, the title and the text. Below it the owner can:

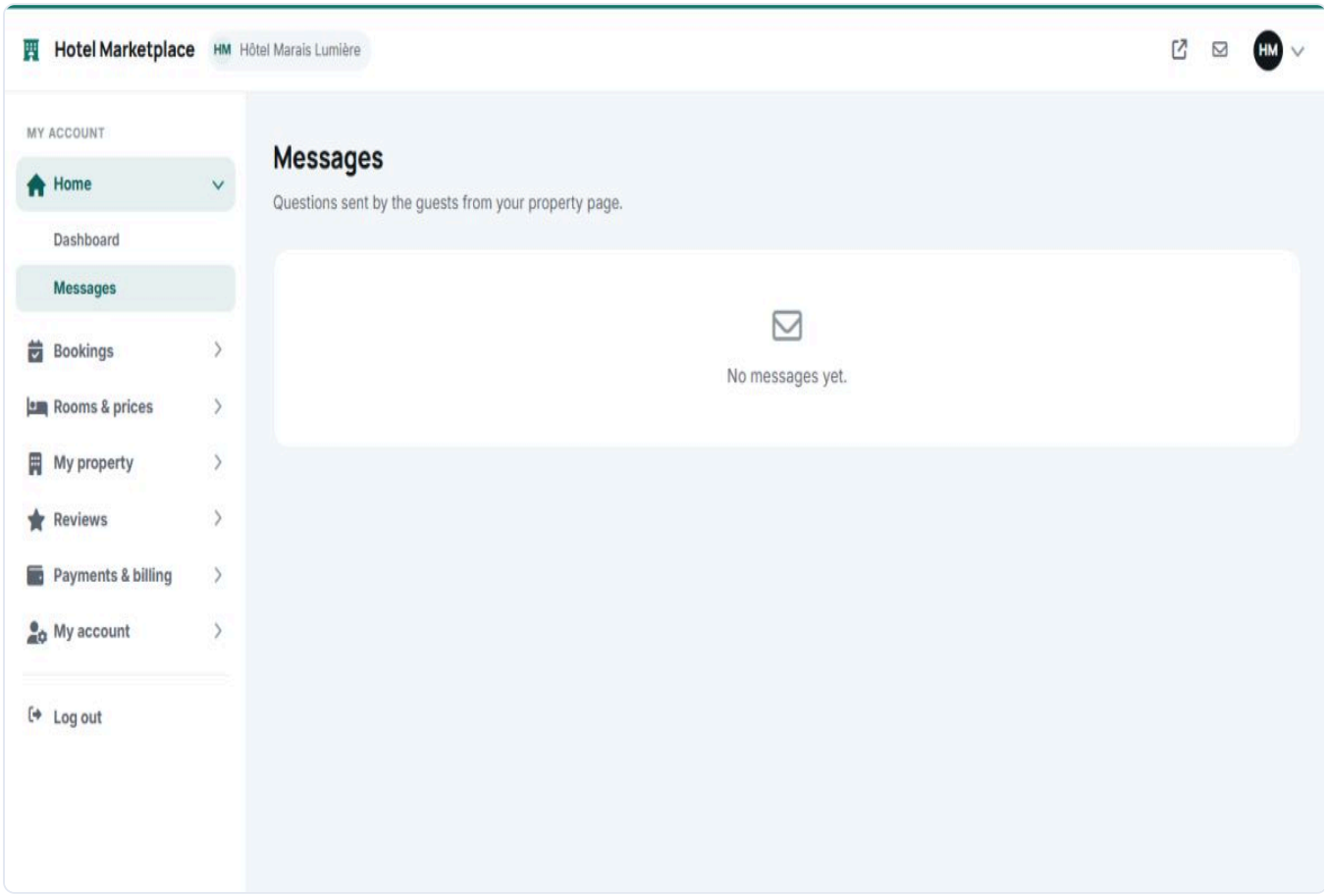
- **Reply** publicly. The reply is shown on the hotel page under the review.
- **Edit reply** to change it later.
- Use the **AI reply** button: the AI drafts a polite, personal answer of 2 to 4 sentences, thanks the guest, addresses the points of the review and, for negative reviews, apologizes and offers to make it right. The owner can adjust it before saving.

Answer every review, also the positive ones, within a couple of days. Future guests read the replies to judge how the property treats its guests.

Owners cannot delete or edit the reviews of guests. If a review breaks the rules, the administrator can hide it (Manage properties). See also Guest reviews for the point of view of the guest.

Messages from guests

The hotel page has an *Ask the property* form. Every question arrives in two places: by e-mail at the notification address of the property, and in *Home* → *Messages* of the panel, with a badge in the menu while there are unread messages.



The messages page

- Each message shows the name, e-mail and phone of the guest and the text of the question.
- Type the answer in the reply box and press the send button: the answer is e-mailed to the guest and the message is marked as read. A message can be deleted when it is no longer needed.
- Messages sent by logged-in guests are linked to their account.

HOTEL OWNER PANEL

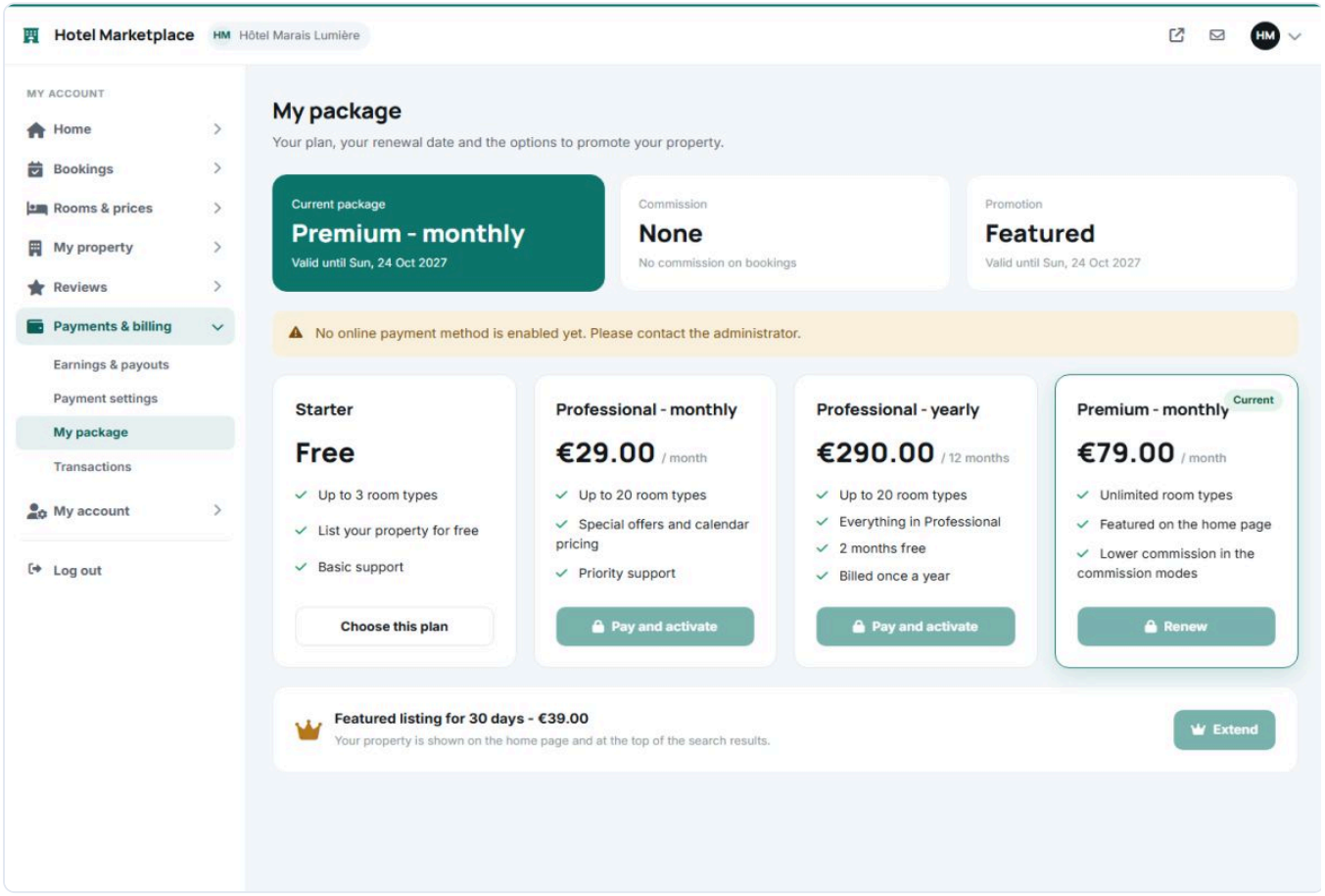
Packages, earnings and getting paid

This part of the panel depends on the charging model you choose in the admin: a monthly package, commissions, or split payments.

What an owner sees in the *Payments and billing* section depends on the **charging model** you chose in the admin panel (Charging models). The pages are the same; the explanations and the options change with the model.

My package

Open *Payments and billing → My package*. The top shows the **current package** with its expiry date, the **commission** that applies and any active promotion. Below are the available packages as cards, with price, period, room limit and features.

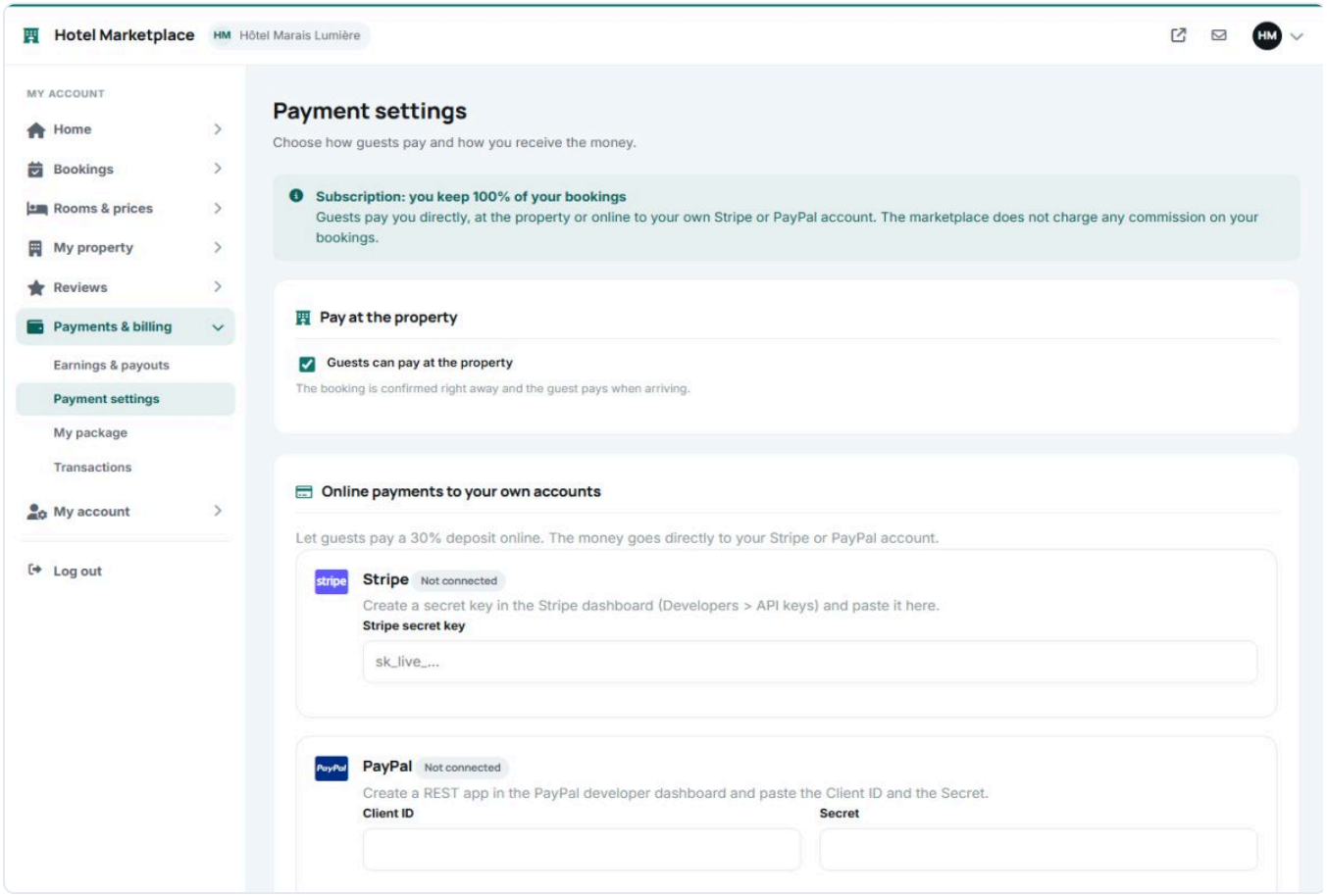


The packages page: current plan and the plans that can be bought

- **Free package:** choose it with one click.
- **Paid package:** the buttons *Pay and activate* or *Renew* open a secure Stripe or PayPal payment. When the payment is confirmed the package is active and the owner gets an e-mail.
- **Featured listing:** for a fixed price and number of days (set by you) the property is shown on the home page and at the top of the search results. The owner can buy or extend it from the same page.

Five days before a paid package expires the owner receives a reminder e-mail. If you require an active package (*Hotels need an active package to be visible*), a property with an expired package is hidden from travelers until it is renewed.

Payment settings: how the owner is paid

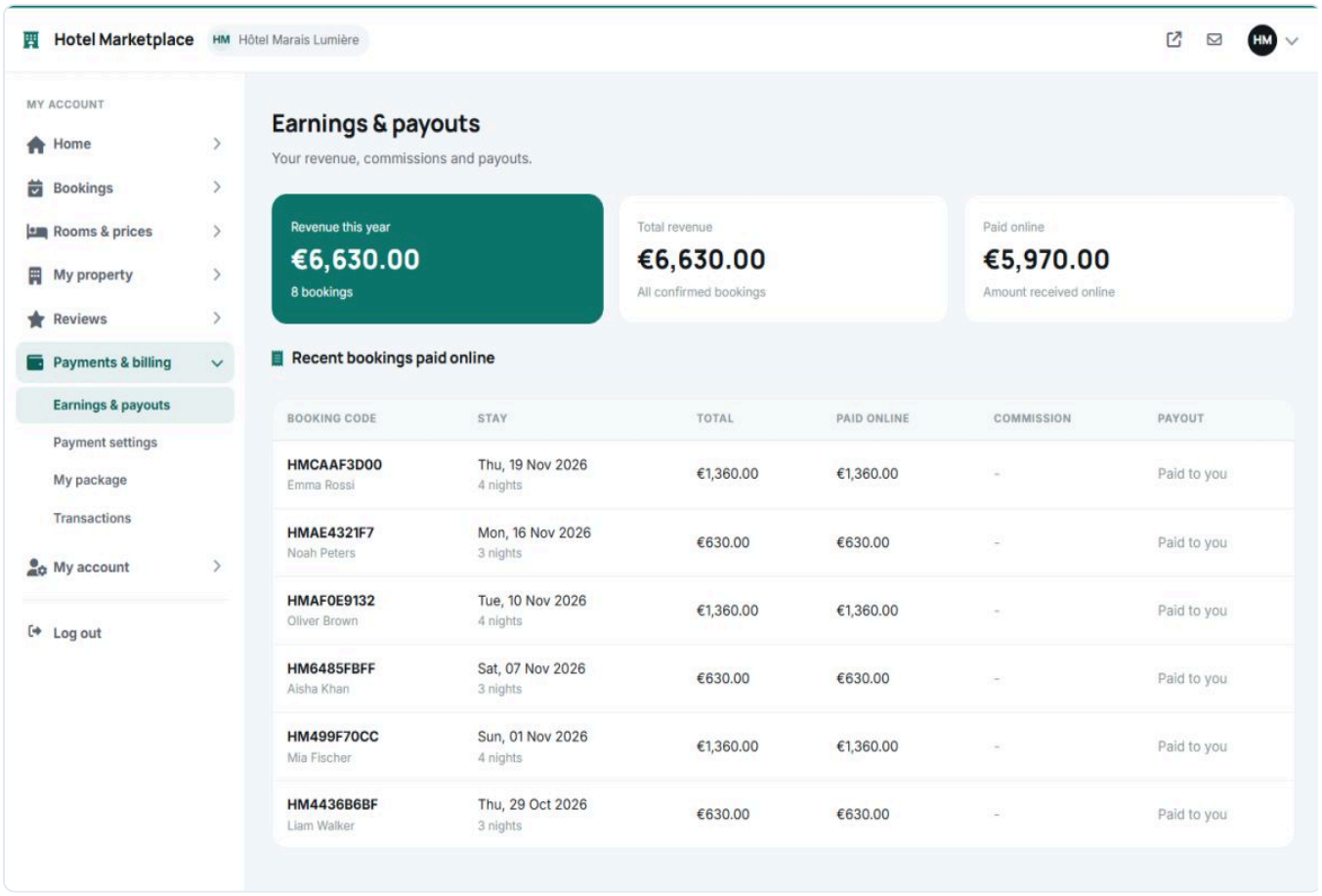


The payment settings of the owner

Charging model	What the owner sets
1. Monthly fee	Whether guests can *pay at the property*, and optionally the owner's own Stripe secret key and PayPal client ID and secret, so that guests can pay a deposit online **directly to the owner**. The marketplace takes no commission.
2. Collect and pay out	The details for the payouts: bank account details and the PayPal e-mail for payouts. Guests pay the marketplace, which pays the owner later minus the commission.
3. Split at payment	Connect a Stripe account (button *Connect Stripe*, a guided onboarding by Stripe) and/or the PayPal merchant ID. The share of the owner of every booking goes straight to those accounts. Without a connected account the booking falls back to model 2.

Keys are stored securely and are never shown again after saving (only a mask), and each can be removed with the *Remove key* button.

Earnings and payouts



Earnings: revenue, paid online, commission and payout status

The page *Earnings and payouts* shows the revenue of the year, the total confirmed revenue and the amount paid online, and a table of the recent bookings that were paid online with the total, the amount paid, the commission and the payout (the amount that belongs to the owner, marked *Paid out* once it was transferred). When the marketplace pays the owner, a *Payout history* list shows every transfer. Under *Transactions* the owner finds every payment and refund of the account.

Nothing is hidden: the owner can always see which commission was applied to every booking and when the money is released.

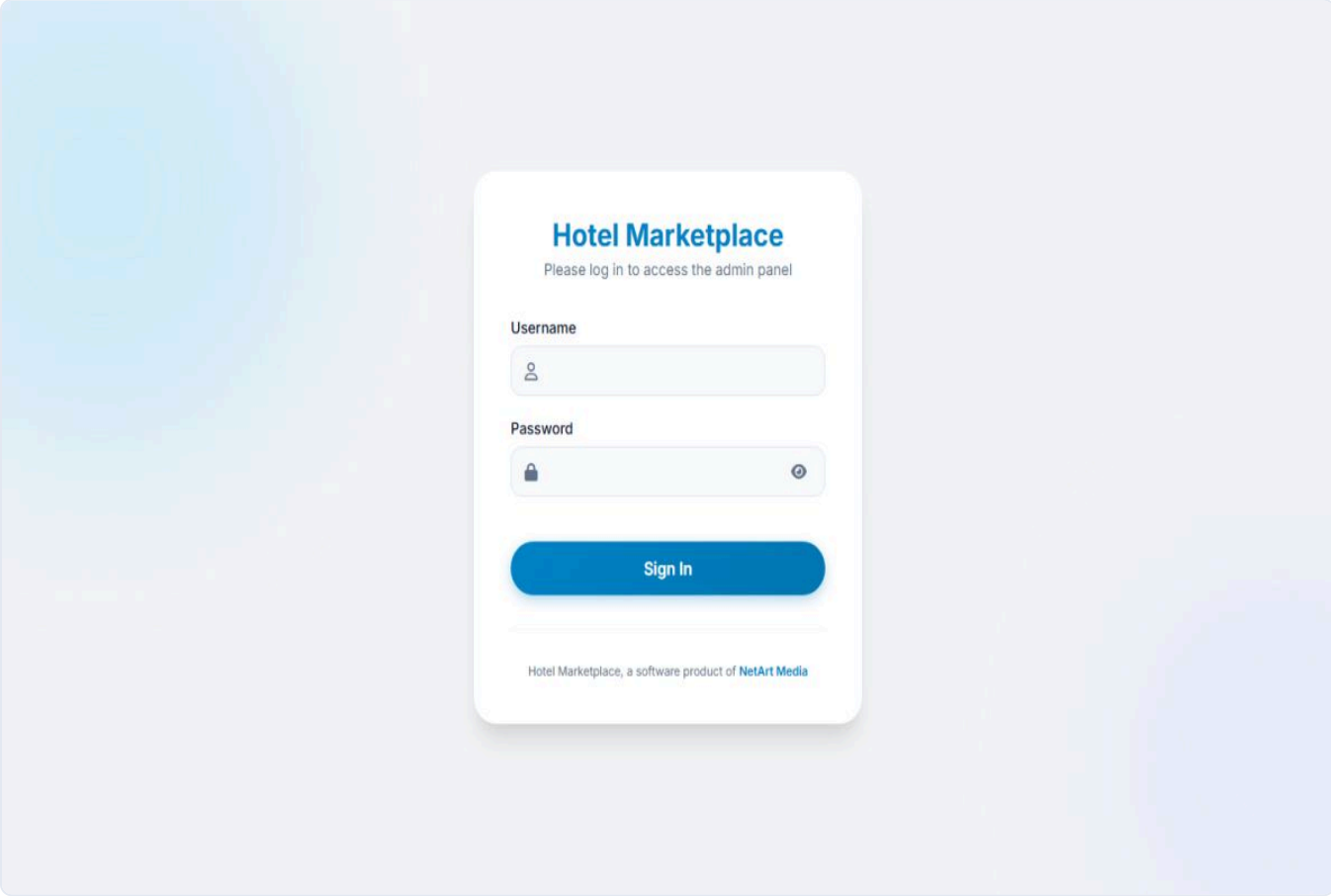
MAIN ADMIN PANEL

The main admin panel: login, dashboard and menu

The admin panel is where you run the marketplace. This is a tour of the dashboard and the menu.

Logging in

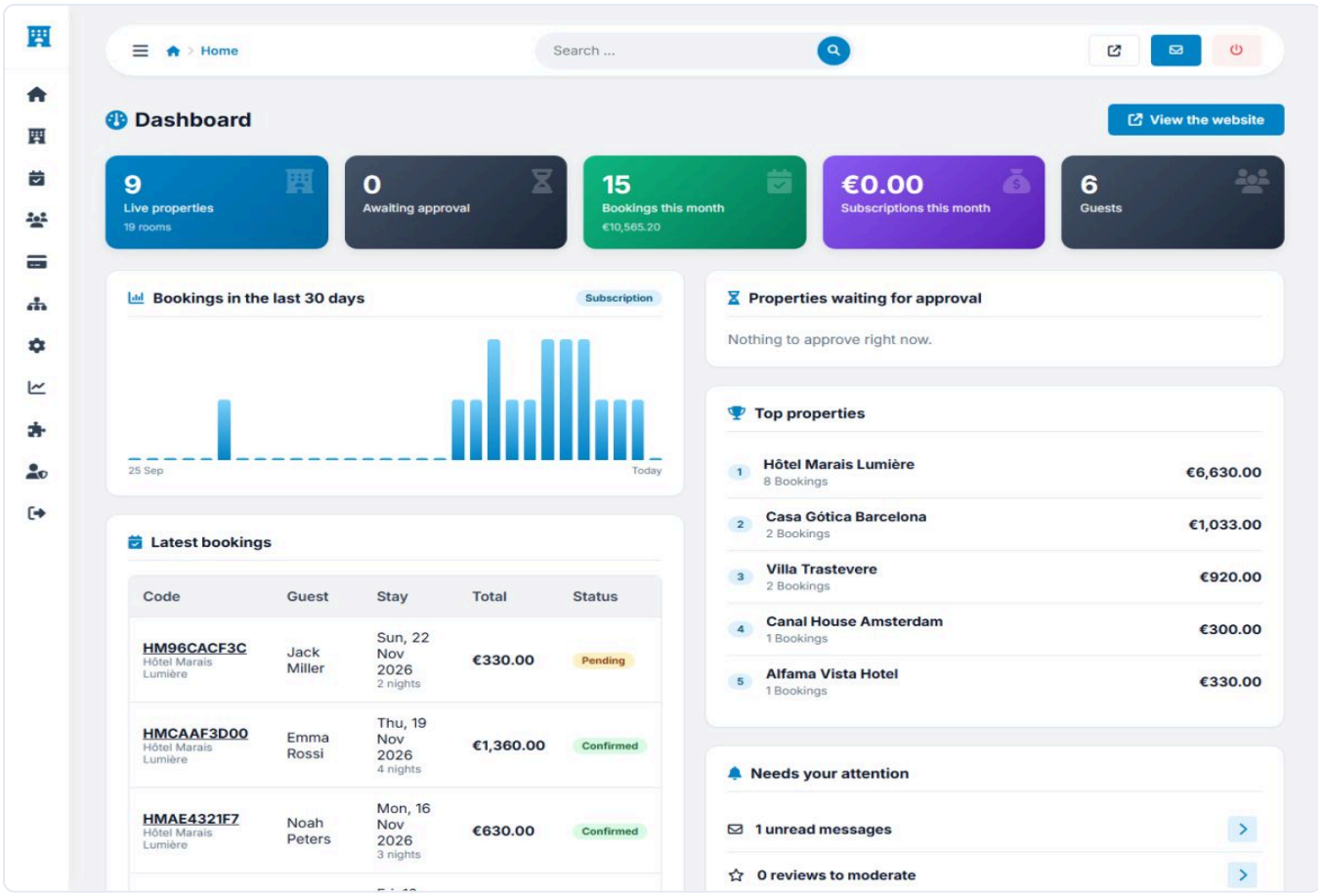
The admin panel is at `https://your-site.com/ADMIN`. Use the administrator account created by the installer. Every login attempt, successful or not, is recorded with the IP address in *Home → Login logs*, and a session expires after a period of inactivity.



The admin login page

Change the administrator password right after the installation (*Home → Change password*) and use a long one. This account controls the money and the data of the whole marketplace.

The dashboard



The admin dashboard

- **Five tiles:** live properties (with the number of rooms), properties awaiting approval, bookings this month (with their value), subscription income this month, and the number of guests.
- **Bookings in the last 30 days:** a chart of daily bookings.
- **Properties waiting for approval:** new registrations that need a decision, with a link to approve each one.
- **Top properties:** the best properties by booking value.
- **Latest bookings:** code, property, guest, stay, total and status.
- **Needs your attention:** unread messages, reviews to moderate and other tasks.
- **Cron information:** the address and the last run of the cron job.

The menu and the top bar

The icons on the left open the main sections. Hover an icon to see its name; each section opens a list of pages.

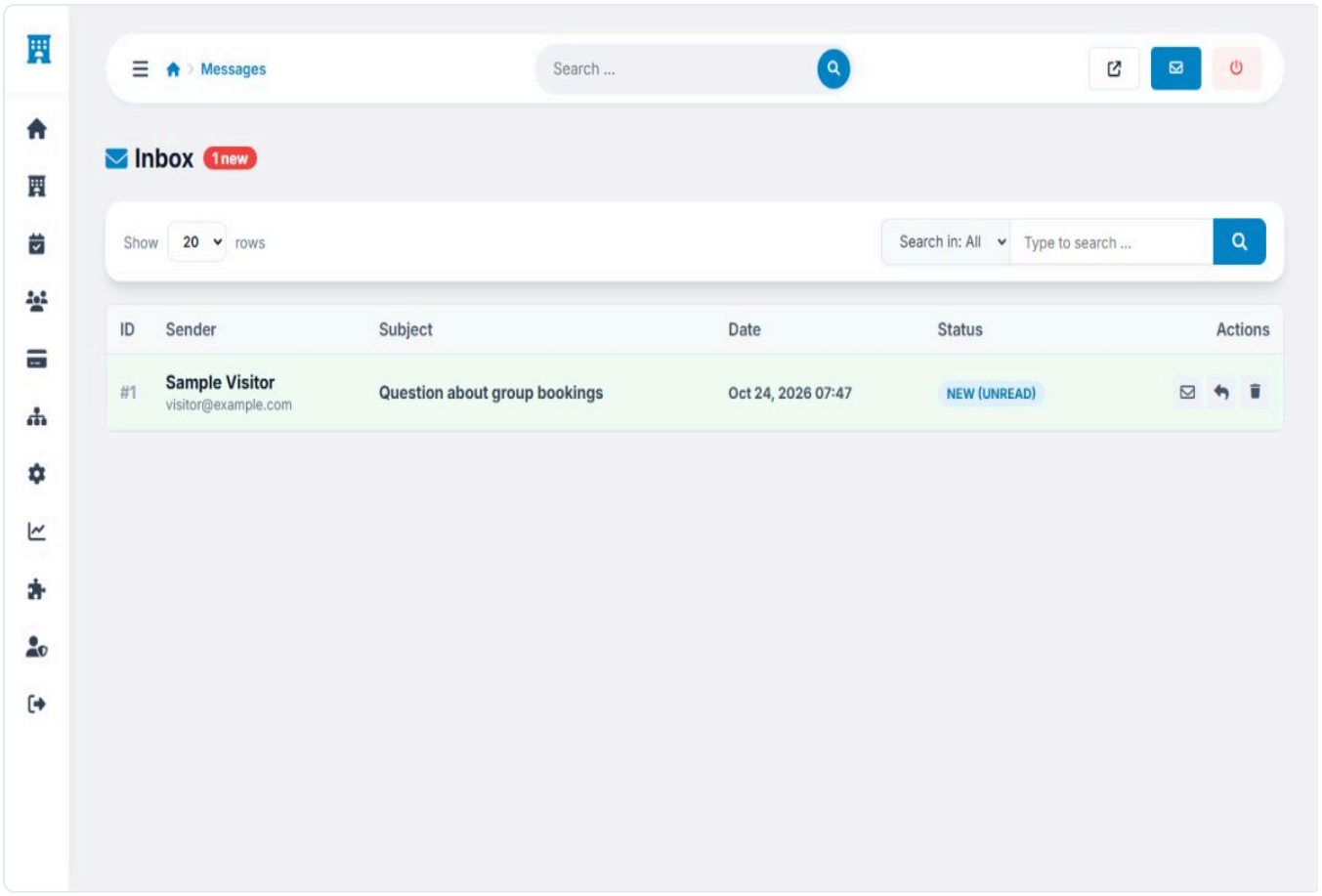
Section	What is inside	Manual page
Home	Dashboard, messages from the contact form, quick links, login logs, change password	this page

Properties	Properties, add a property, all rooms, reviews, facilities, property types, destinations	Manage properties
Bookings	All bookings of the marketplace	Bookings and guests
Users	Guests, testimonials, newsletter	Bookings and guests
Payments	Payment settings, packages, payouts, commissions, transactions	Charging models, Stripe and PayPal, Packages and payouts
Website	Pages, news, home page, logo and favicon, templates, interface texts, advertisements	Pages, news, FAQ, Home page and logo
Settings	Configuration options, AI assistant, e-mail, locations, tracking codes, social media, languages, backups	General settings and the following pages
Statistics	Traffic, referrals, audience and technology, live activity	Statistics, admins, backups
Extensions	FAQ, extension files, custom tags	Pages, news, FAQ
User groups	Admin users, groups and permissions	Statistics, admins, backups

The search box in the top bar finds admin pages and settings: type a word such as *stripe* or *commission* and jump straight to the right page. The buttons on the right open the website, the inbox and log you out.

Messages from the contact form

Home → *Messages* is the inbox of the contact page of the website. Unread messages are in bold with a *new* badge. Open one, answer it from the panel (the answer is e-mailed to the visitor) or delete it.


Messages
Search ...
Inbox
1new
Show
20
rows
Search in: All
Type to search ...
ID
Sender
Subject
Date
Status
Actions
#1
Sample Visitor
visitor@example.com
Question about group bookings
Oct 24, 2026 07:47
NEW (UNREAD)

The inbox

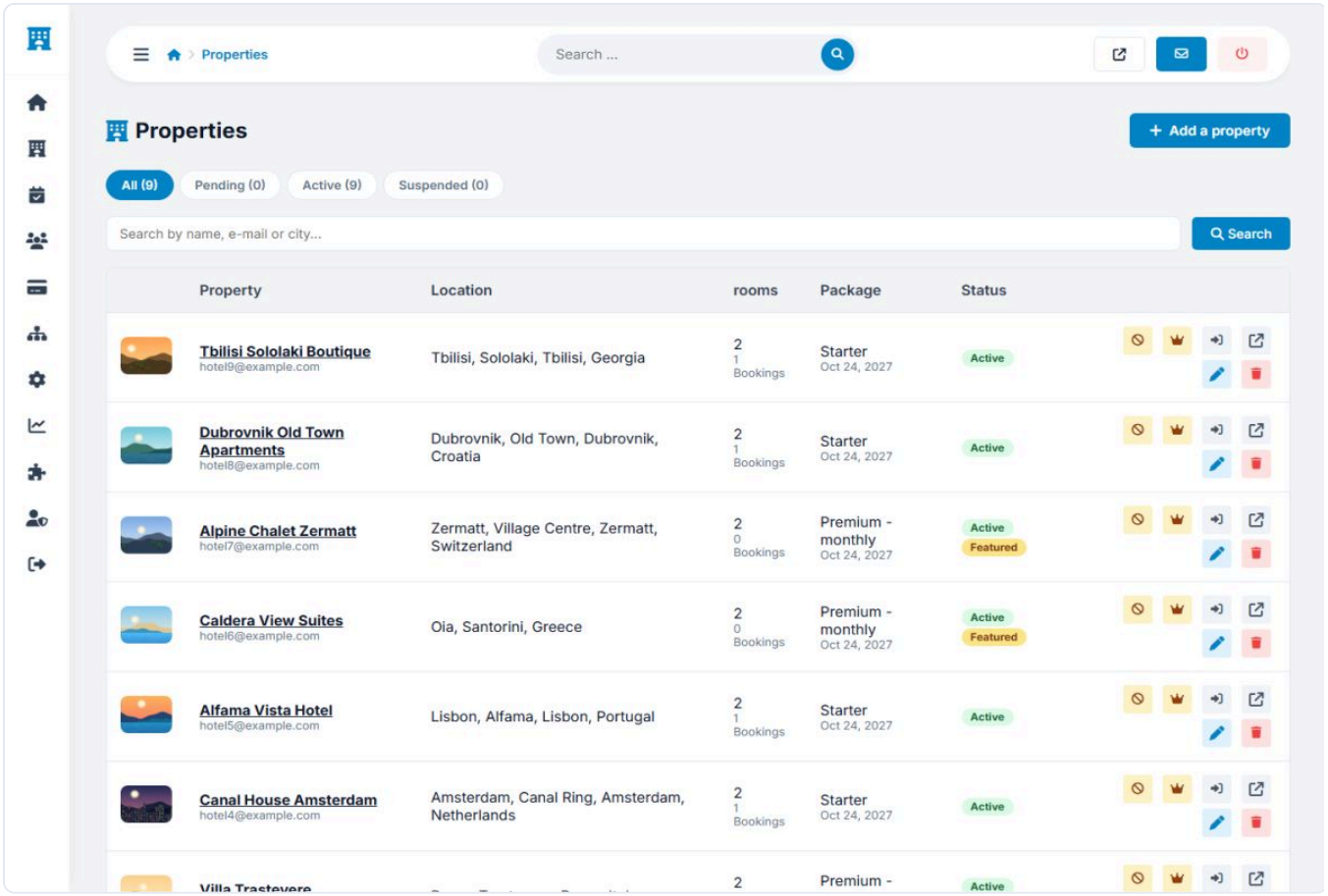
MAIN ADMIN PANEL

Manage properties, rooms, reviews and facilities

You can see and edit everything a hotel owner can, and you decide which properties are visible.

The list of properties

Open *Properties → Properties*. The tabs on top filter the list: *All, Pending, Active, Suspended*, each with its counter, and the search box finds a property by name, e-mail or city.



The list of properties with actions

For every property the list shows the photo, name and login e-mail, the location, the number of rooms and bookings, the package with its expiry date and the status (*Active*, *Featured*, *Pending*, *Suspended*). The buttons on the right:

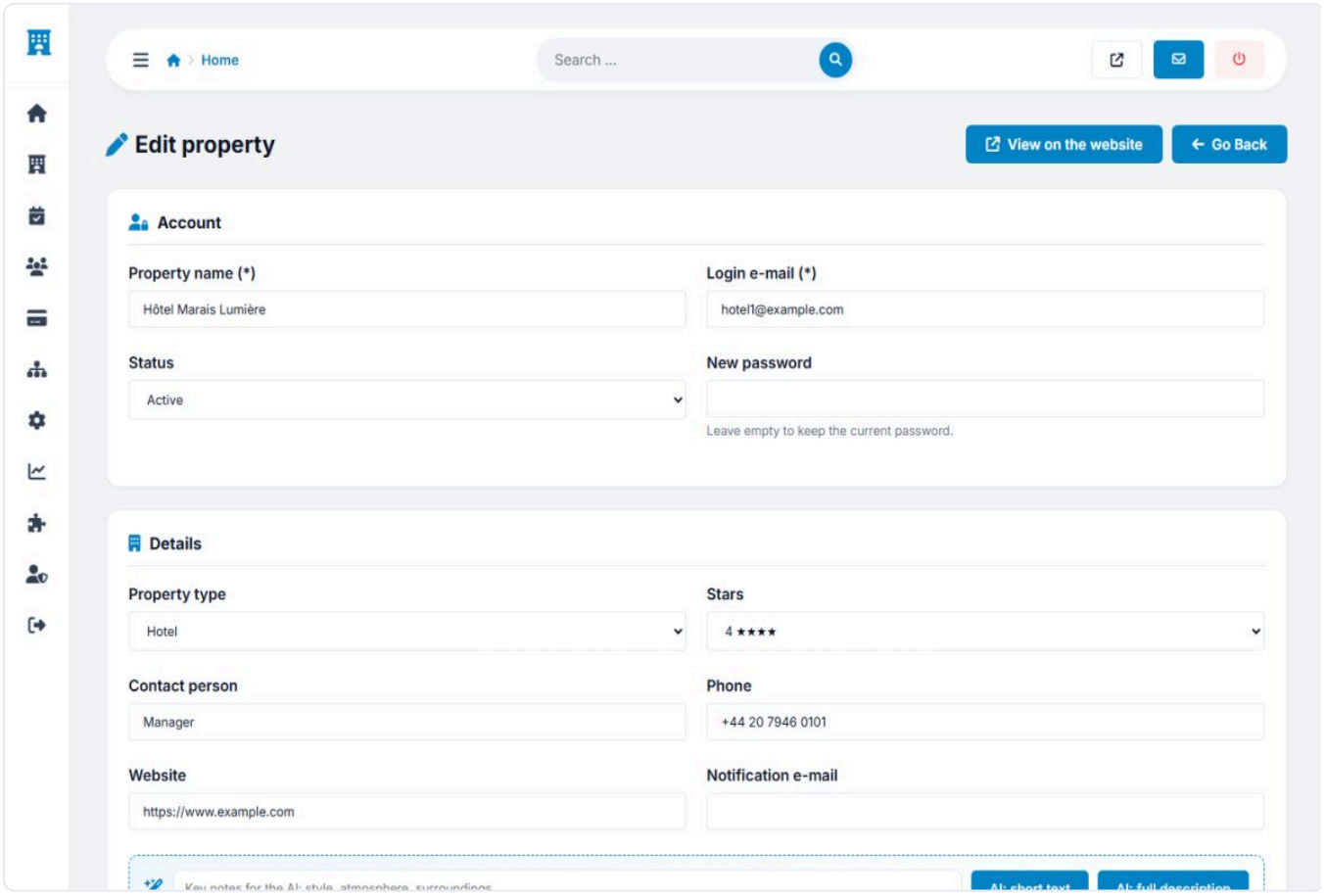
Icon	Action
Prohibited sign	Suspend the property (hide it from travelers) or activate it again. A pending property becomes active when you approve it.
Crown	Feature or unfeature the property on the home page and at the top of the results.
Arrow	Log in to the owner panel of that property, to help the owner or to check what the owner sees.

Window	Open the hotel page on the website.
Pencil	Edit the property.
Trash	Delete the property with its rooms and photos.

Whether new properties are published at once or wait for your approval is the setting *Approve new properties automatically* of the payment settings.

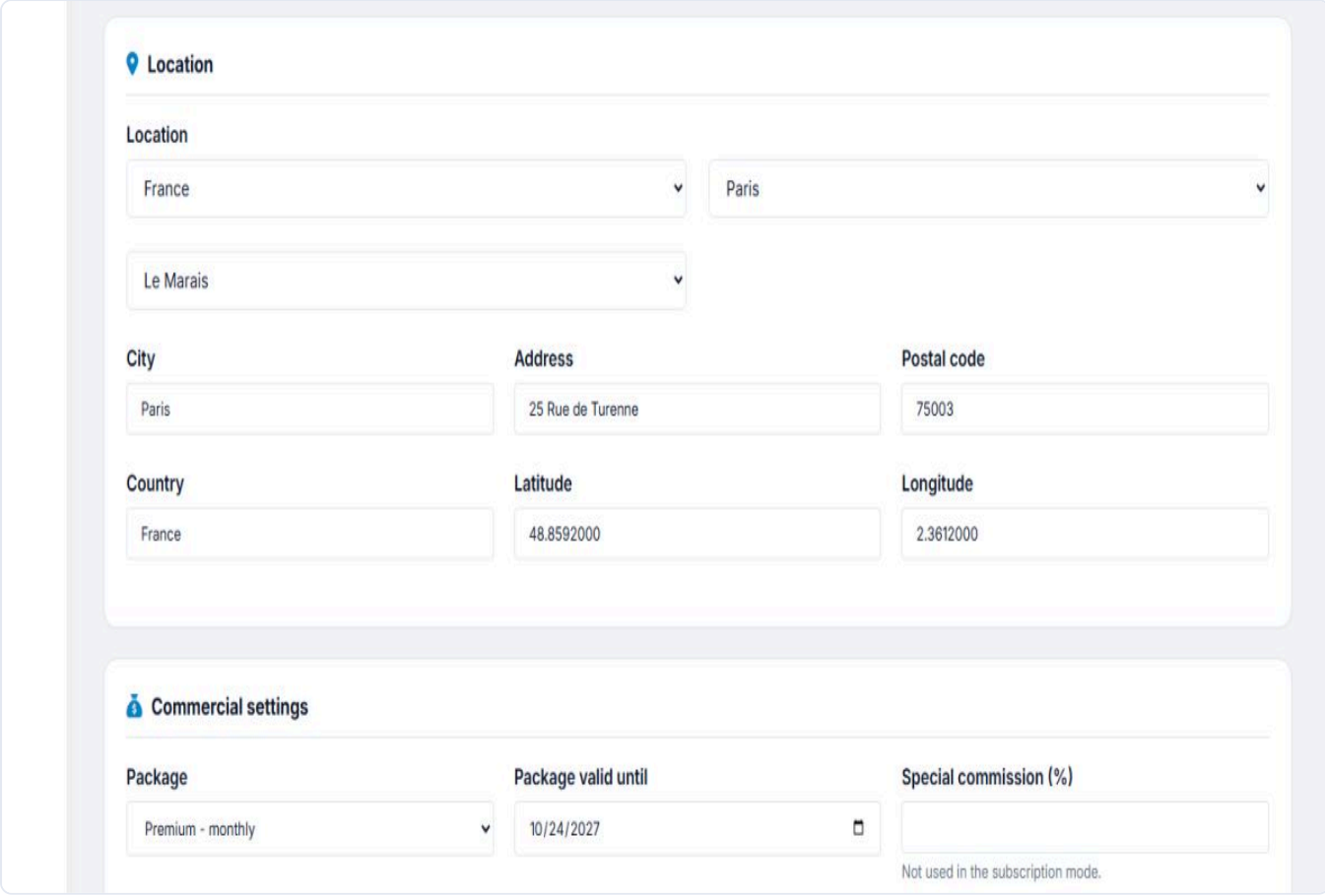
Edit or add a property

Use *Edit* or *Add a property*. You can edit everything an owner can edit, and some things only you can.



The edit property form: account and details

- **Account:** name, login e-mail, status and a field to set a new password for the owner.
- **Details:** type, stars, contact data, short and full description with AI buttons (AI descriptions), location, address and coordinates.



Commercial settings reserved for the administrator

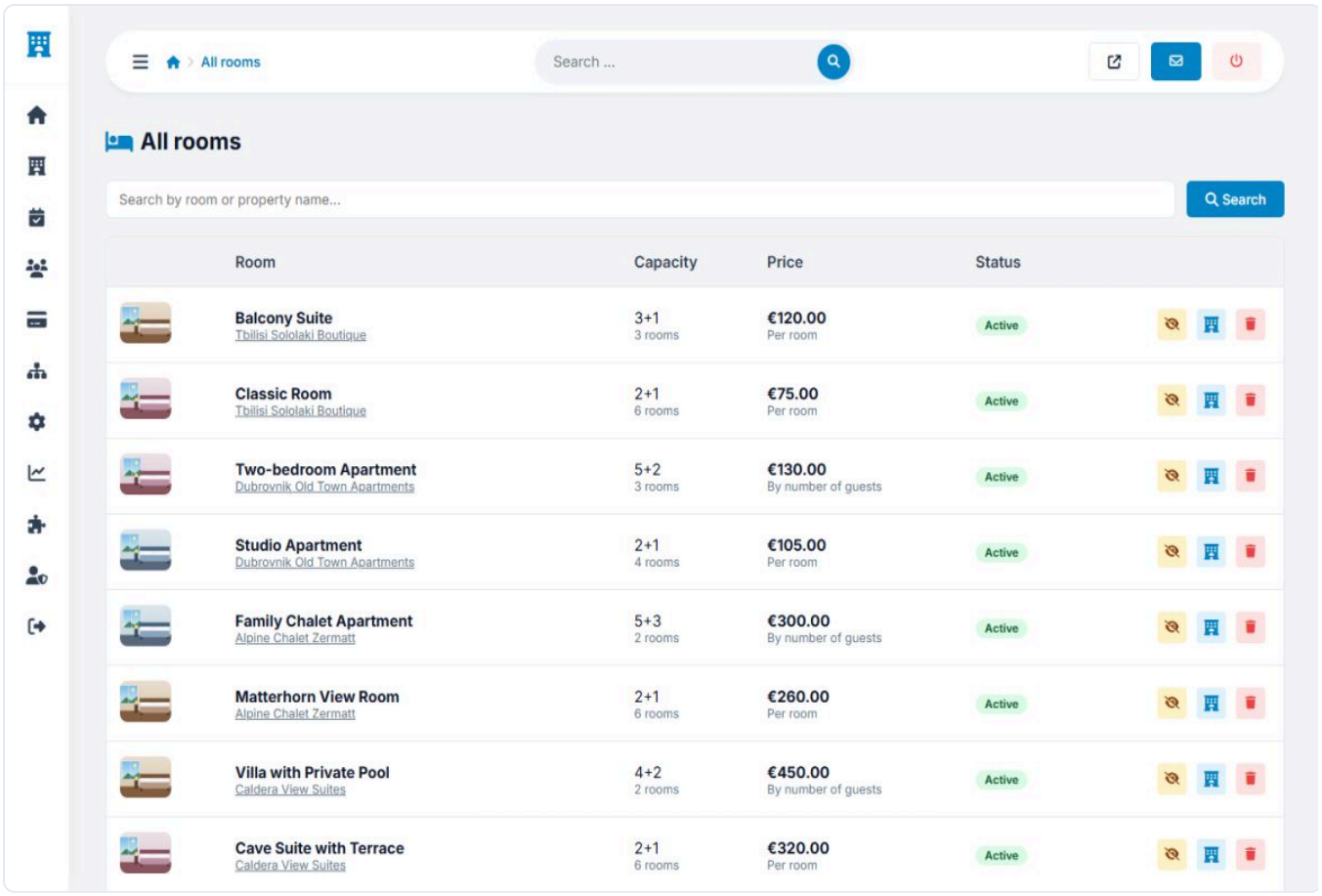
Commercial settings

Field	Explanation
Package, Package valid until	The listing package of the property and its expiry date. You can give a package for free, for example to a partner.
Special commission (%)	A commission for this property only. It overrides the commission of the package and the global commission. Leave empty to use the normal one. See Packages, commissions and payouts.
Featured listing, Featured until	Show the property on the home page until the date.
Guests can pay at the property	Allow or forbid the pay at the property option for this property.
Child fee per night, Cancellation policy	The same defaults the owner can set.

Rooms, reviews, facilities, types and destinations

All rooms

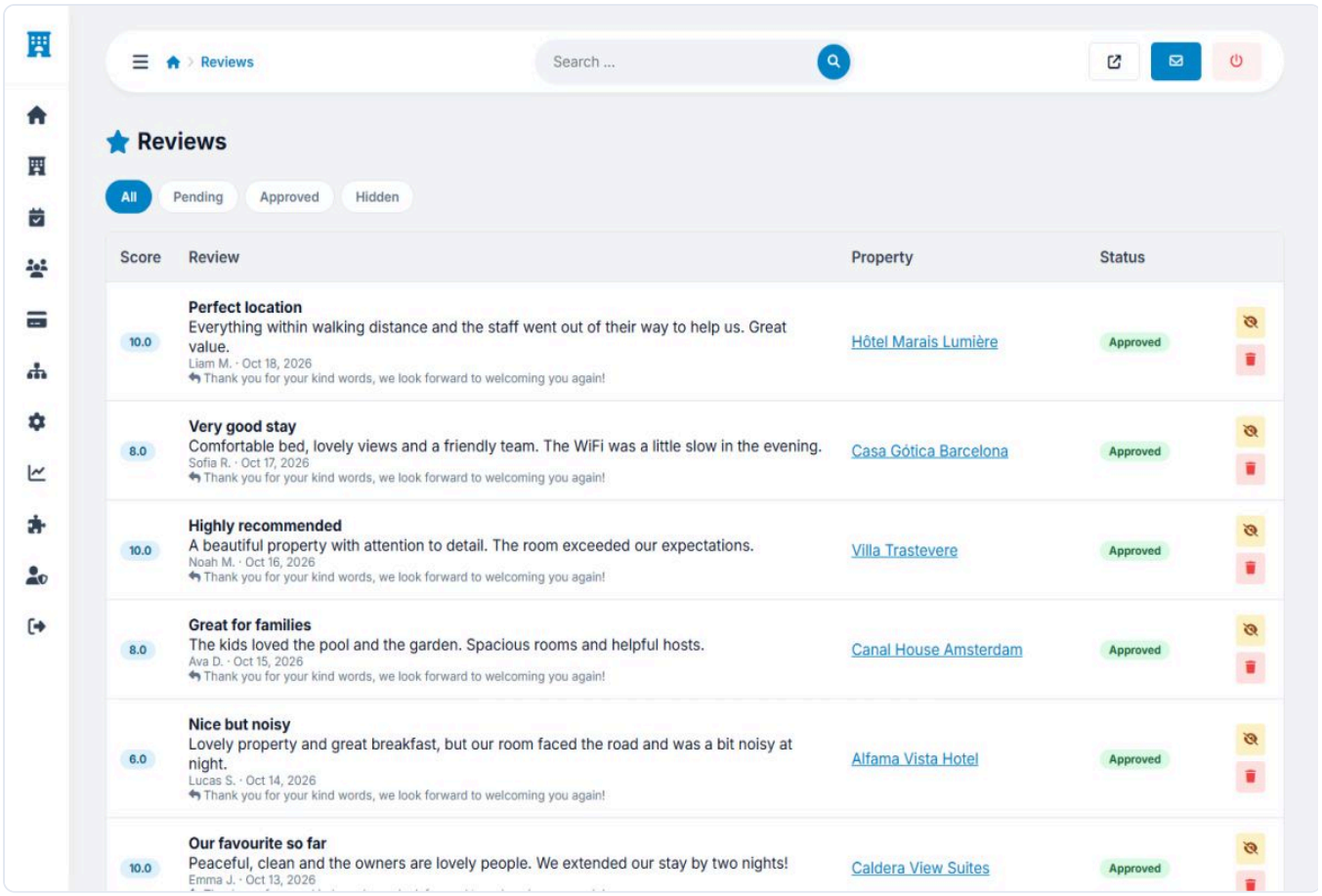
Properties → All rooms lists the rooms of every property with the price and the number of rooms. You can open, hide or delete any of them.



All rooms of the marketplace

Reviews

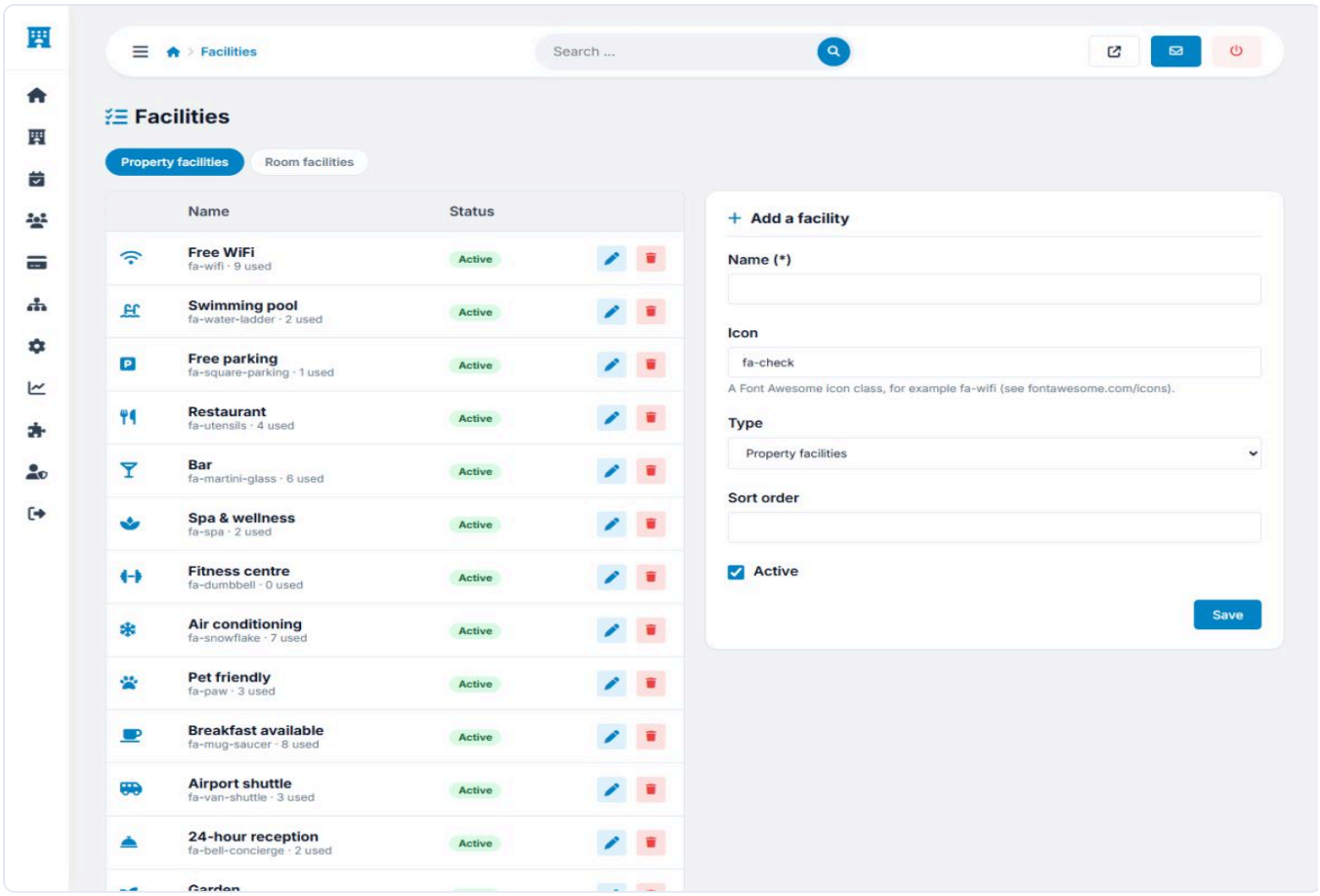
The list has the filters *All, Pending, Approved, Hidden*. Approve a review, hide it (reject) or delete it. The scores of the property are updated automatically. See Guest reviews.



Moderation of guest reviews

Facilities and property types

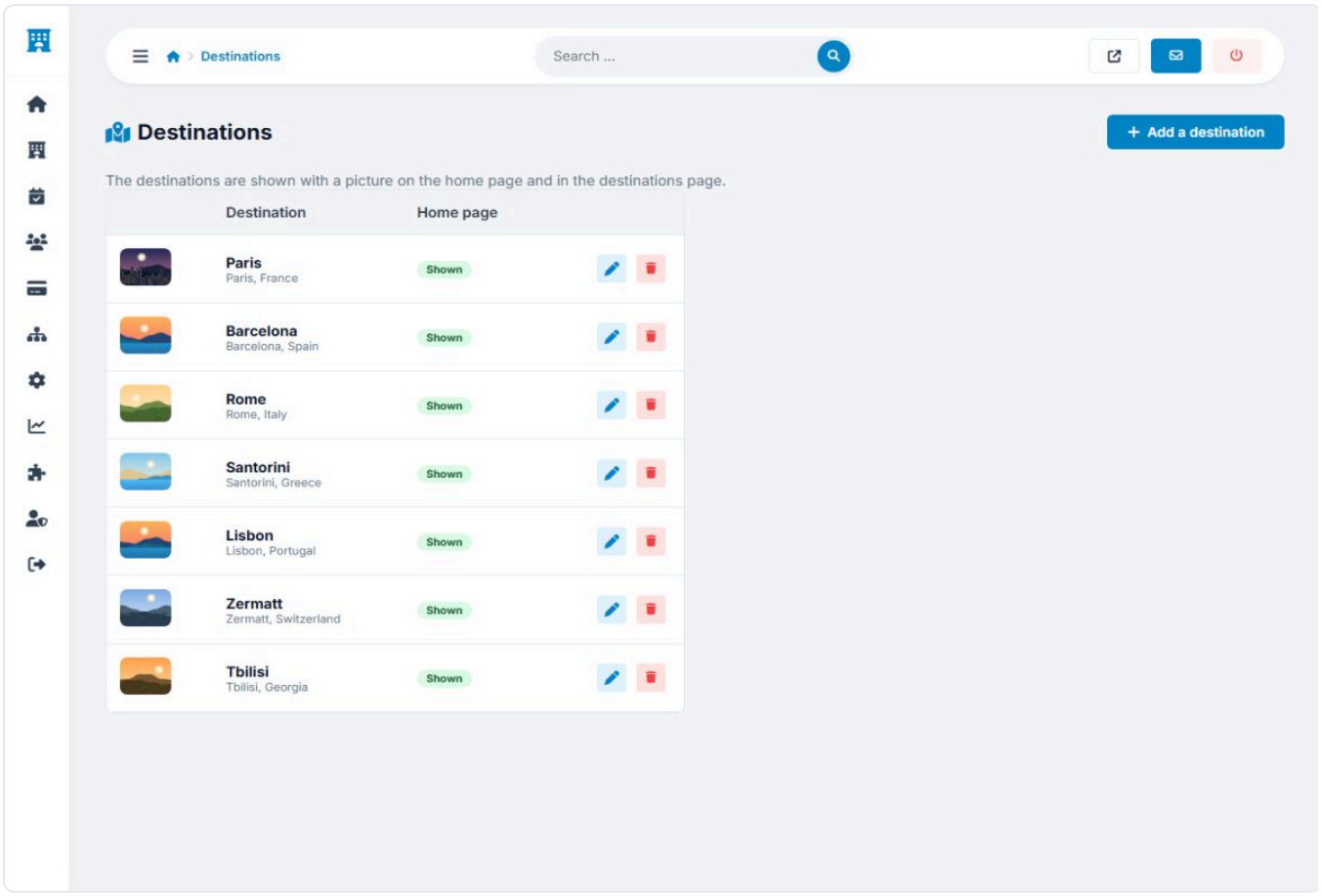
Facilities of the properties and facilities of the rooms are two lists that you control, each with a name, an icon and an order. Add, rename, reorder, hide or delete facilities and property types here. They appear in the search filters, the owner forms and the hotel pages.



The facilities manager

Destinations

Destinations are the featured places of the home page and of the destinations page. Each has a location from the locations tree, a title, a description with an AI button, a photo and a position. The number of properties is counted automatically.



Destinations shown on the home page

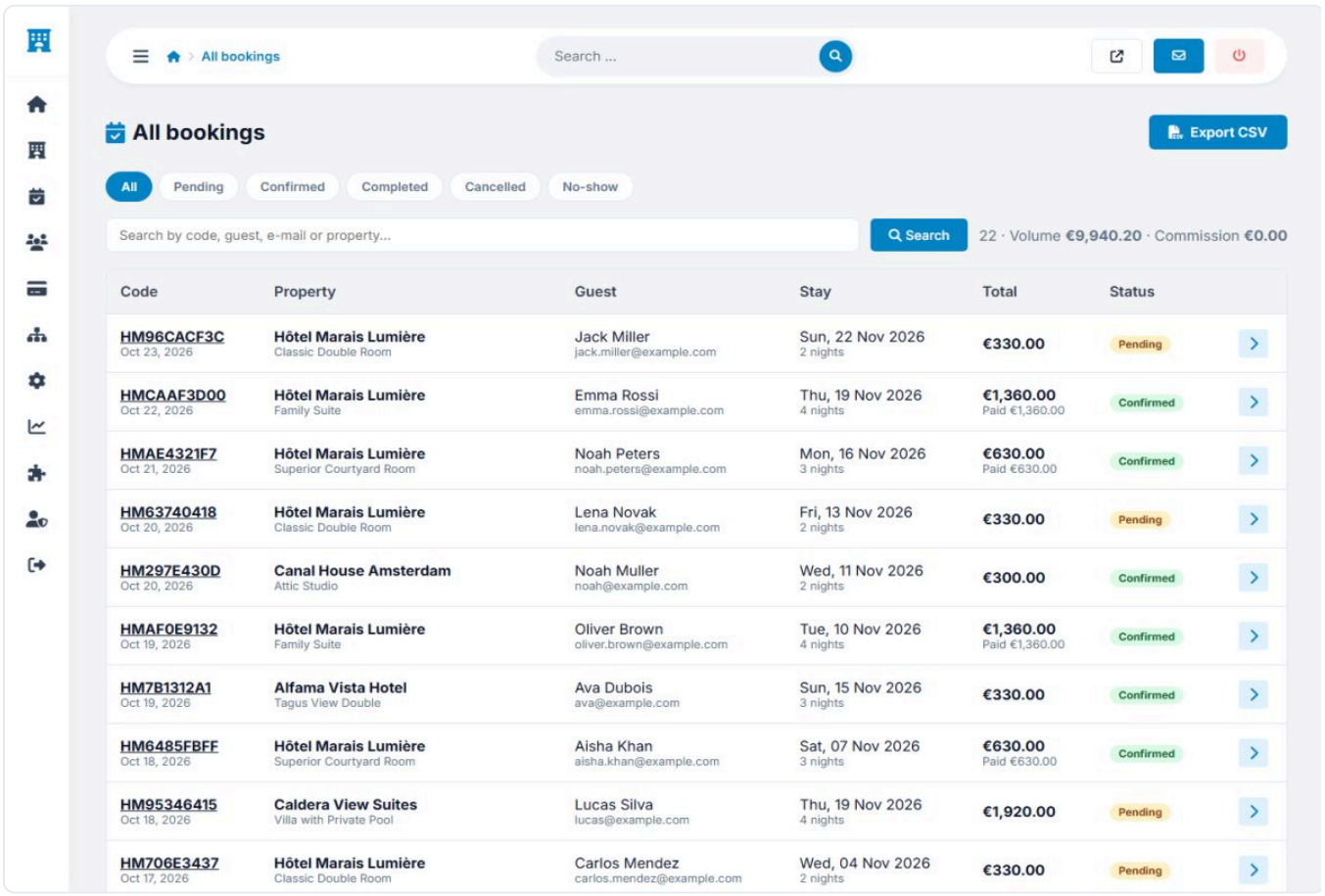
MAIN ADMIN PANEL

All bookings, guests, testimonials and newsletter

A complete view of the demand on your marketplace and of the people behind it.

All bookings

Open *Bookings → All bookings* to see every reservation of every property. Use the status tabs (All, Pending, Confirmed, Completed, Cancelled, No-show) and the search box (booking code, guest, e-mail or property).



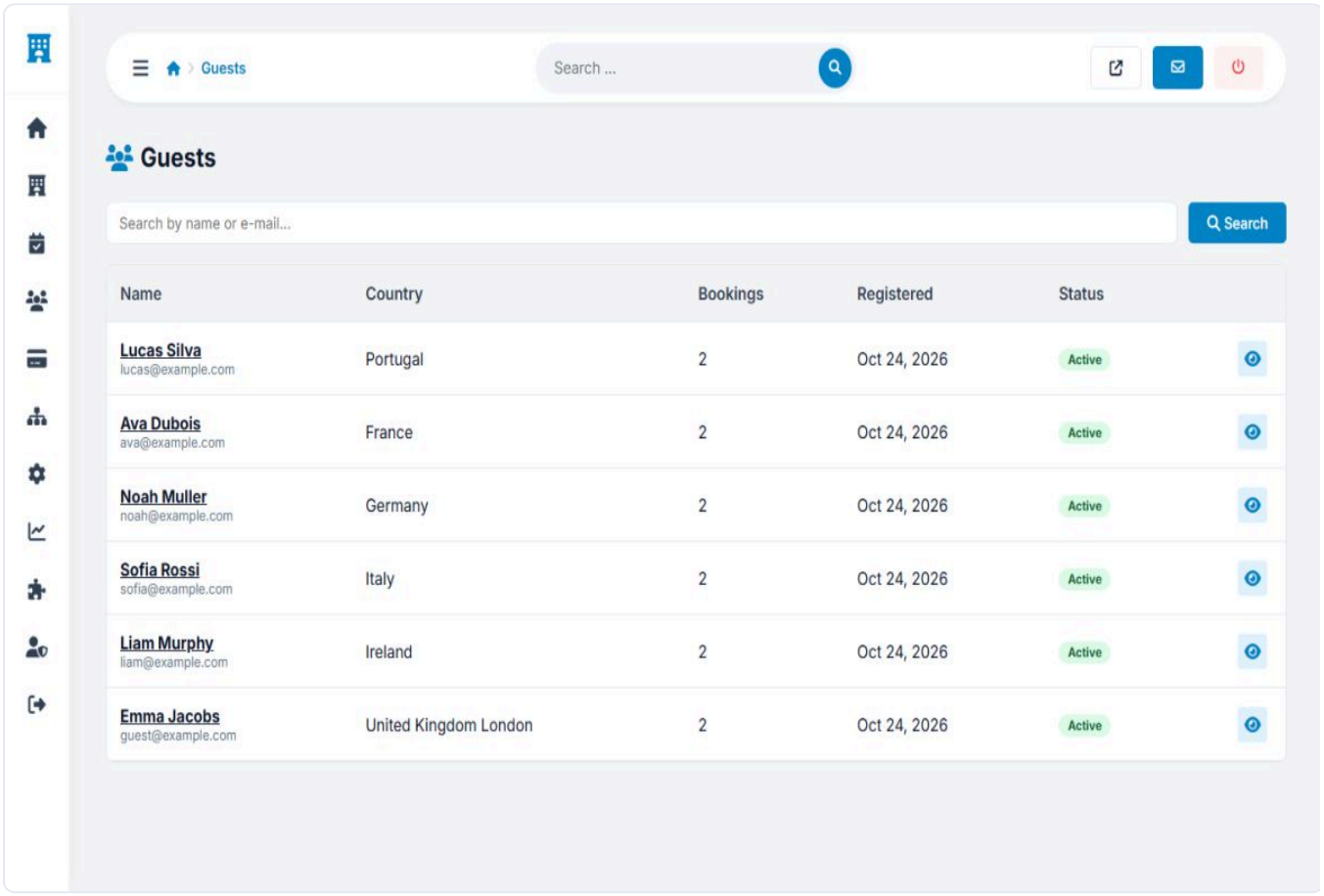
All bookings with the total volume and the commission

- **Columns:** code, property and room, guest, stay, total and status.
- **Summary line:** the number of bookings that match the filter, their total volume and the commission earned on them.
- **Export CSV:** downloads the filtered list as a spreadsheet for your accounting.

Hotel owners manage their own bookings (Bookings). The administrator sees the whole picture and can open any booking.

Guests

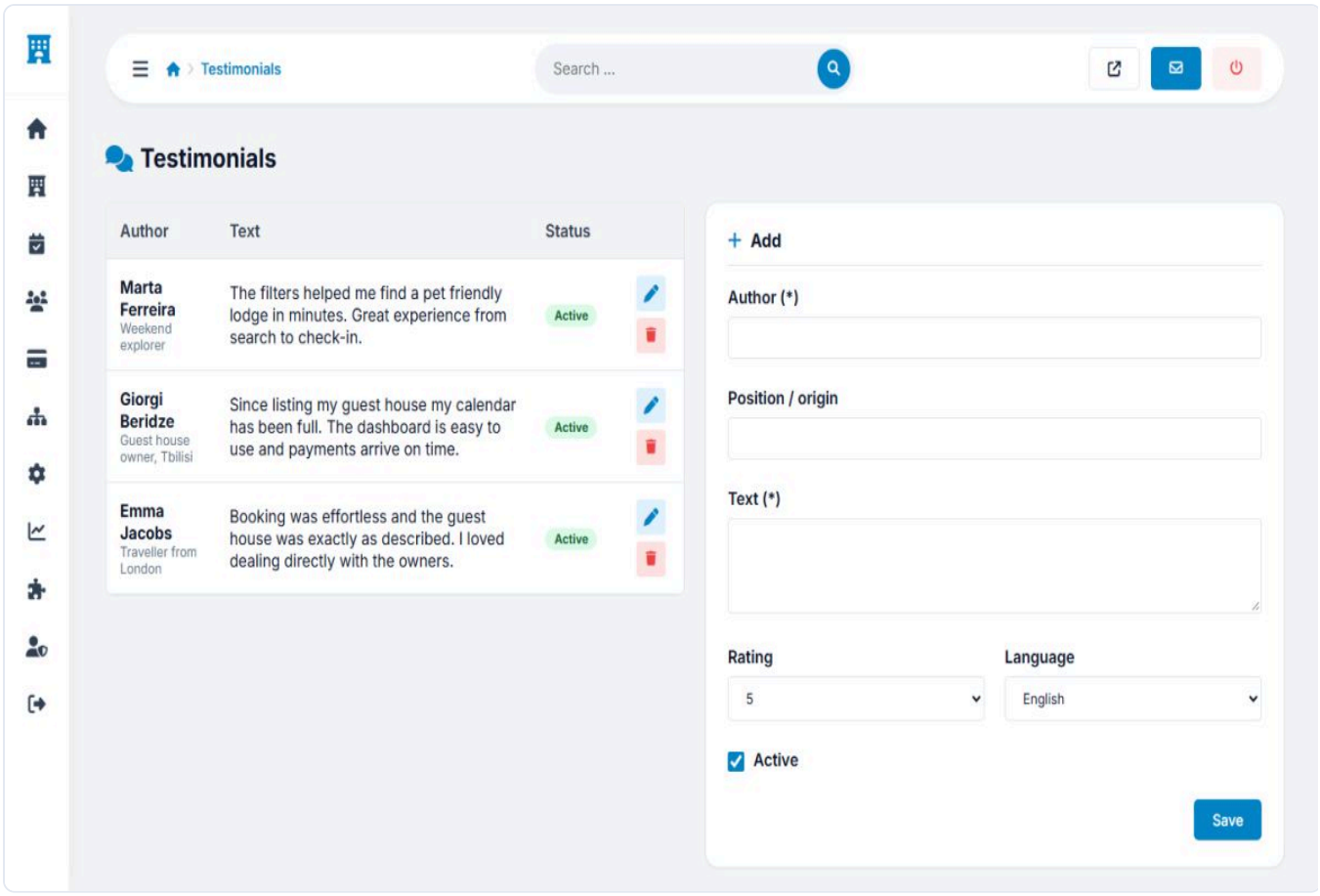
Users → *Guests* lists the registered travelers with their country, number of bookings, registration date and status. Use the search box to find a guest by name or e-mail, and the eye icon to open the details of a guest, where you can block or unblock the account.



The list of guests

Testimonials

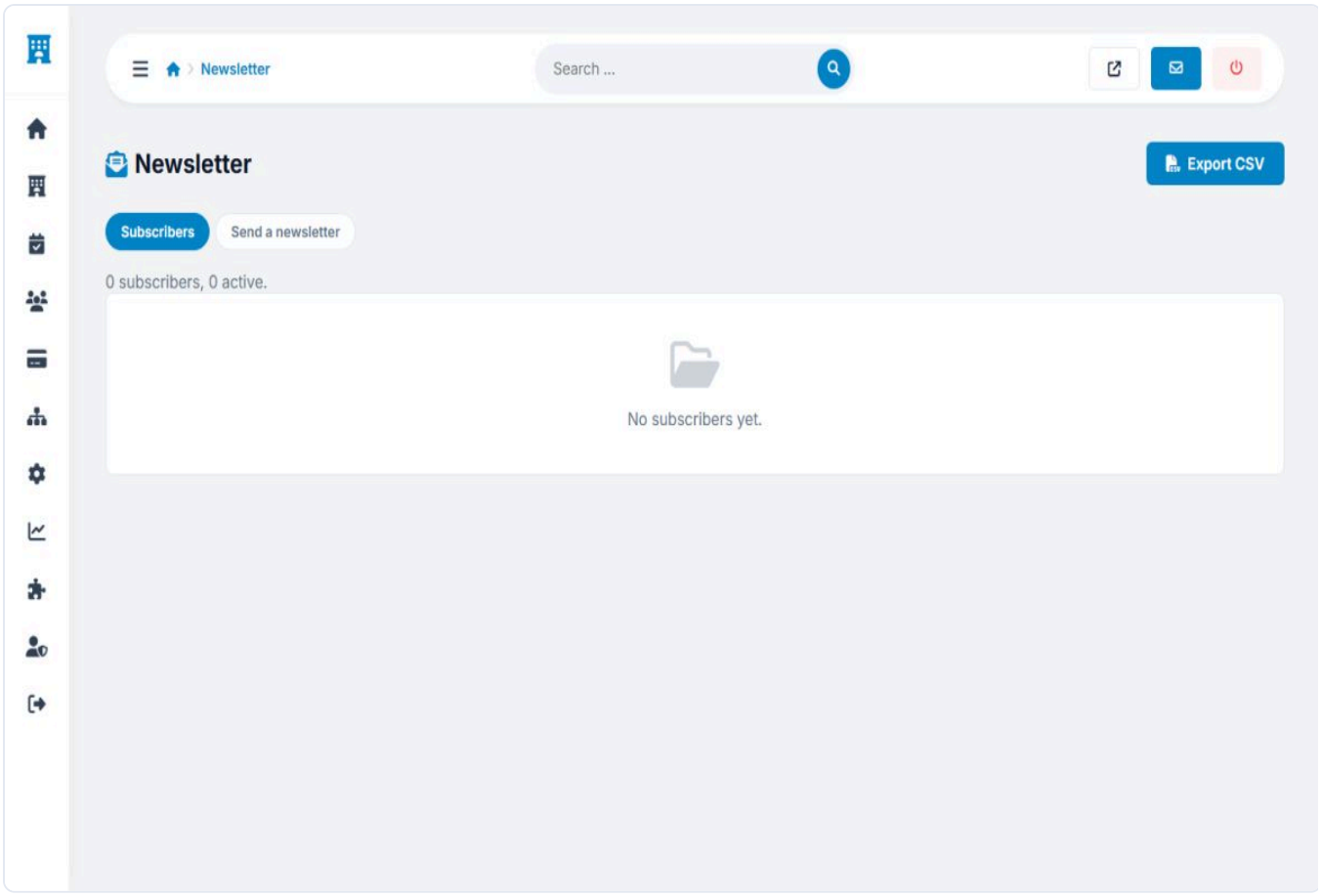
The testimonials block of the home page shows quotes from happy travelers. Add, edit, order and hide them in *Users* → *Testimonials*: name, position (for example "Traveller from London"), text, rating, language and status.



Testimonials shown on the home page

Newsletter

Users → *Newsletter* is the list of everybody who subscribed through the form in the footer or through the option of the guest account. Each address has the language, the status and the date.



Newsletter subscribers and the message form

- **Export:** download the subscribers as a CSV file.
- **Send a newsletter:** write a subject and a message (HTML allowed) and send it to all active subscribers. Tick *Send a test only* to receive it first at your own e-mail. The blue AI strip writes the text from a few notes.
- Every message ends with a short note that explains why the person receives it.

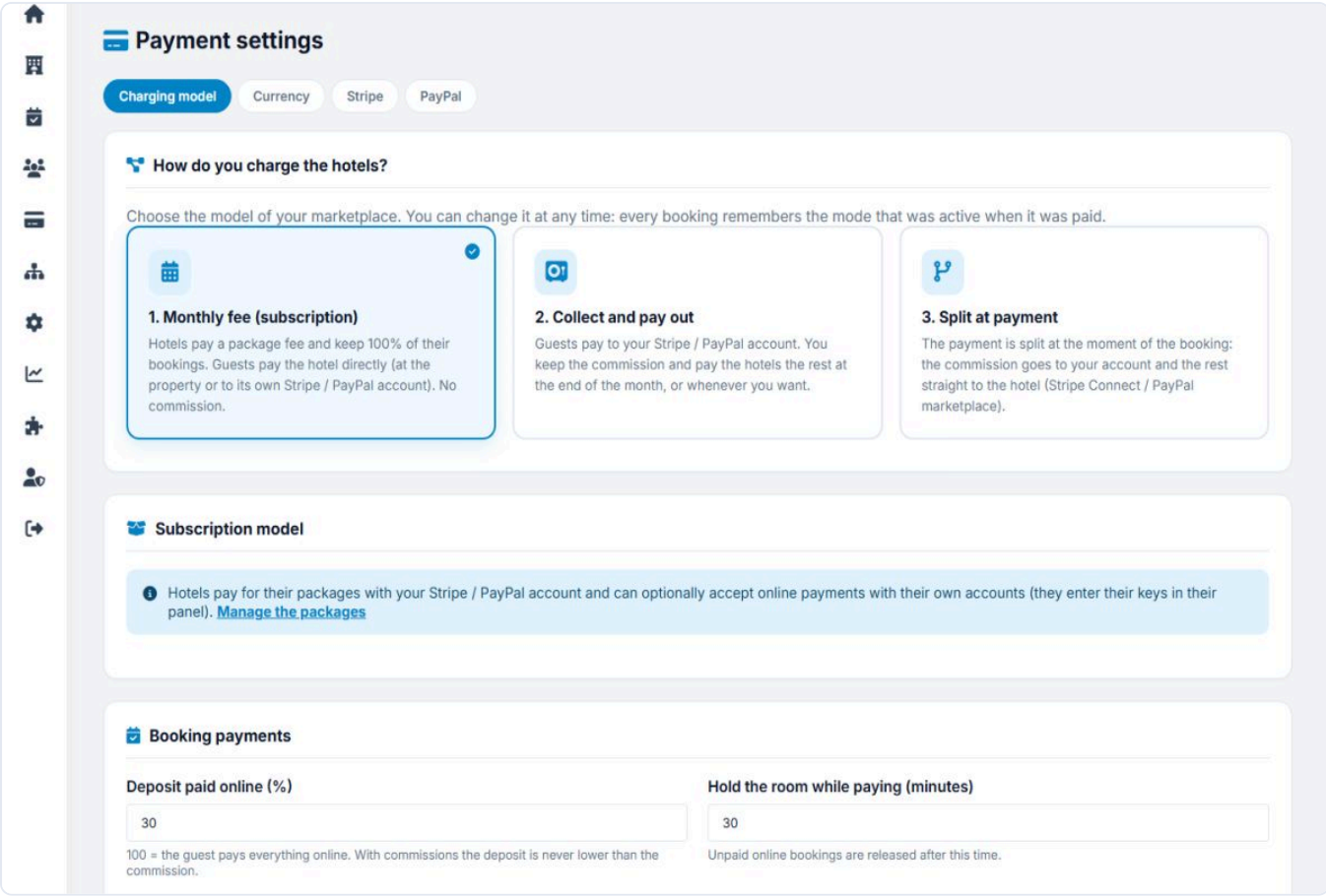
Always send the test first and check the message on a phone.

MAIN ADMIN PANEL

Three ways to earn: subscription, payout or split payments

This is the most important setting of the marketplace. You can change it at any time without breaking old bookings.

The marketplace can earn money in three different ways. Choose the one that fits your business in *Payments → Payment settings → Charging model*, with one click on the card, and press *Save*.



The three charging models

Every booking stores the model that was active when it was made, together with the commission, the amount for the hotel and the payout status. That is why you can change the model at any time without breaking old bookings, payouts or reports.

Model 1: Monthly fee, no commission

Hotels pay for a **package** (free, monthly, yearly) and keep 100% of their bookings. Guests pay the hotel directly: at the property, or online to the Stripe or PayPal account of the hotel (the owner enters the keys in the panel). The marketplace takes no commission.

- **Your income:** package sales and featured listings, paid by the owners with Stripe or PayPal to *your* accounts.
- **Best for:** simple, predictable income and no handling of guest money.

- **What you need:** your Stripe and/or PayPal keys, to sell packages (Stripe and PayPal), and packages (Packages).

Model 2: Collect and pay out

Guests pay **you** through your Stripe or PayPal account. You keep your **commission** and pay the hotel the rest later, by bank transfer or PayPal, using the payouts page.

- **Your income:** a percentage (and optionally a fixed fee) of every online booking, plus packages if you sell them.
- **Best for:** full control of the money, and hotels that do not have a Stripe account.
- **Payout release:** choose when the money becomes due to the hotel: at the moment of the booking, at check-in or after check-out (see the options below). The page *Payments → Payouts* then lists what you must pay, and you mark each payout as paid.
- **Cancellations:** refunds are made from your account by the script, and the payout of a cancelled booking disappears.

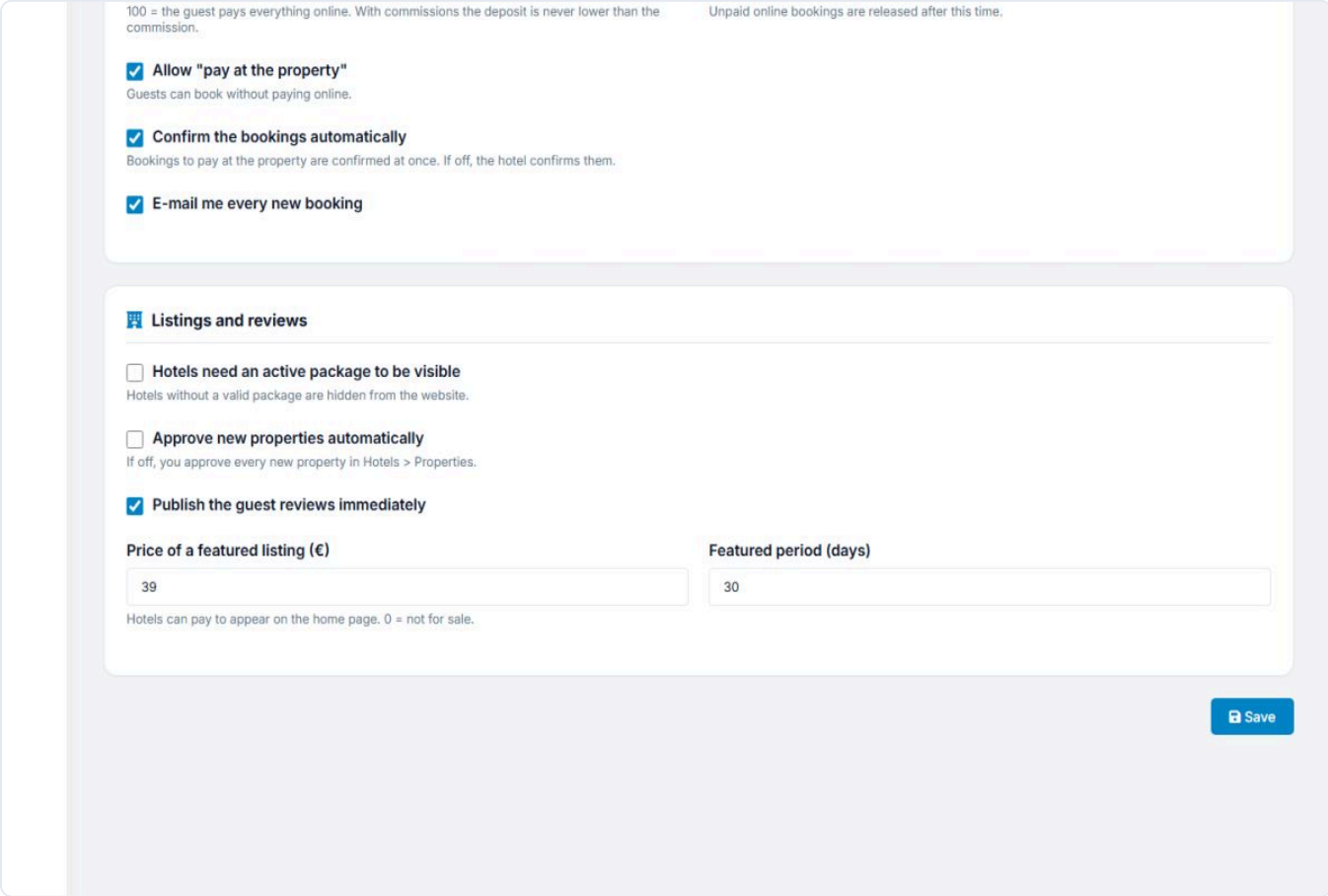
Model 3: Split at payment

The payment is divided at the moment of the booking: your commission goes to your account and the rest goes **directly to the hotel**. There is nothing to pay out later.

- **Stripe:** uses Stripe Connect. Each hotel connects its own account with a guided onboarding from the payment settings of its panel.
- **PayPal:** uses the marketplace payment model with the merchant ID of the hotel (PayPal partner account required).
- **Fallback:** if a hotel has not connected an account yet, its bookings are handled as in model 2, so no booking is lost.
- **Best for:** no payout work and no handling of hotel money.

Split payments need Stripe Connect enabled on your Stripe account, and the PayPal split needs a PayPal partner account. Check the requirements of the providers in your country before choosing model 3.

The other options of this page



Booking payments, listings and reviews

Option	Explanation
Commission (%) and Fixed fee per booking	The global commission of models 2 and 3. A package or a single property can have a different rate (Packages, commissions and payouts).
When is the money released to the hotel?	Model 2: *at the booking*, *after check-in* or *after check-out*.
Deposit paid online (%)	The share paid online when the guest chooses to pay online. 100 means the full amount. With commissions the deposit is never lower than the commission.
Hold the room while paying (minutes)	Unpaid online bookings are released after this time (30 by default) by the cron job.
Allow "pay at the property"	Guests can book without paying online. In models 2 and 3 you can additionally decide whether this is allowed, because you cannot collect the commission automatically (*Allow pay at the property also with commissions*).
Confirm the bookings automatically	Bookings to pay at the property are confirmed at once. Switched off, the hotel must confirm them.
E-mail me every new booking	Sends you a copy of the booking notification.

Hotels need an active package to be visible	Properties without a valid package are hidden from the website.
Approve new properties automatically	Off: you approve every registration.
Publish the guest reviews immediately	Off: reviews wait for your approval.
Price of a featured listing, Featured period (days)	What a hotel pays to appear on the home page. 0 means it is not for sale.

The explanations on the page change with the selected model, and in model 1 the commission fields are hidden because they are not used.

Not sure? Start with model 1 and free packages to attract the first hotels, and move to model 2 or 3 when you have enough bookings. Everything already booked keeps working.

MAIN ADMIN PANEL

Connect Stripe and PayPal payments

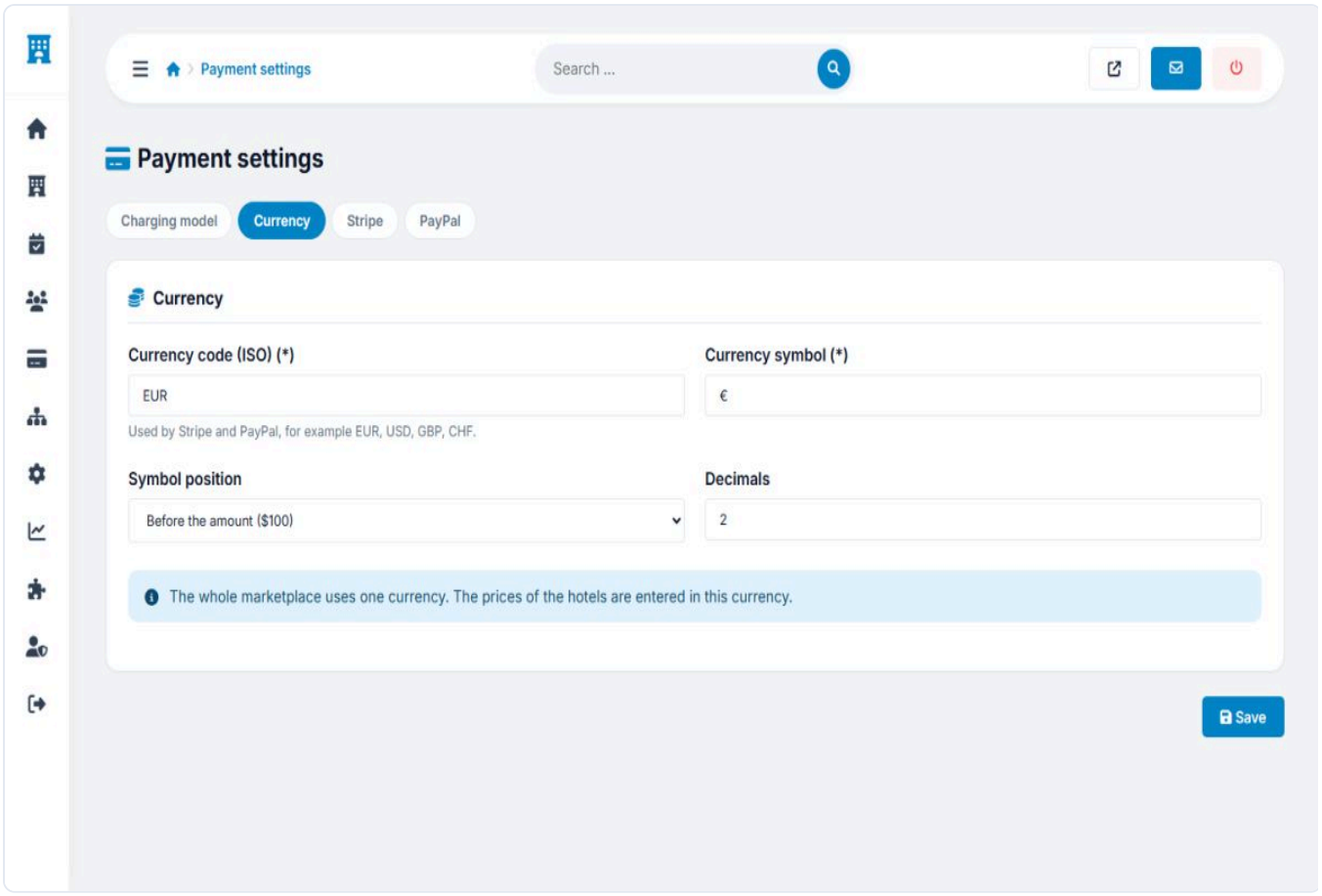
Online payments are optional, but they are what turns visitors into confirmed bookings and what lets you earn commission.

Online payments are configured in *Payments → Payment settings*. The page has four tabs: *Charging model*, *Currency*, *Stripe* and *PayPal*. The script talks to the current REST APIs of both providers, so card data and PayPal passwords never reach your server.

Currency

On the *Currency* tab set:

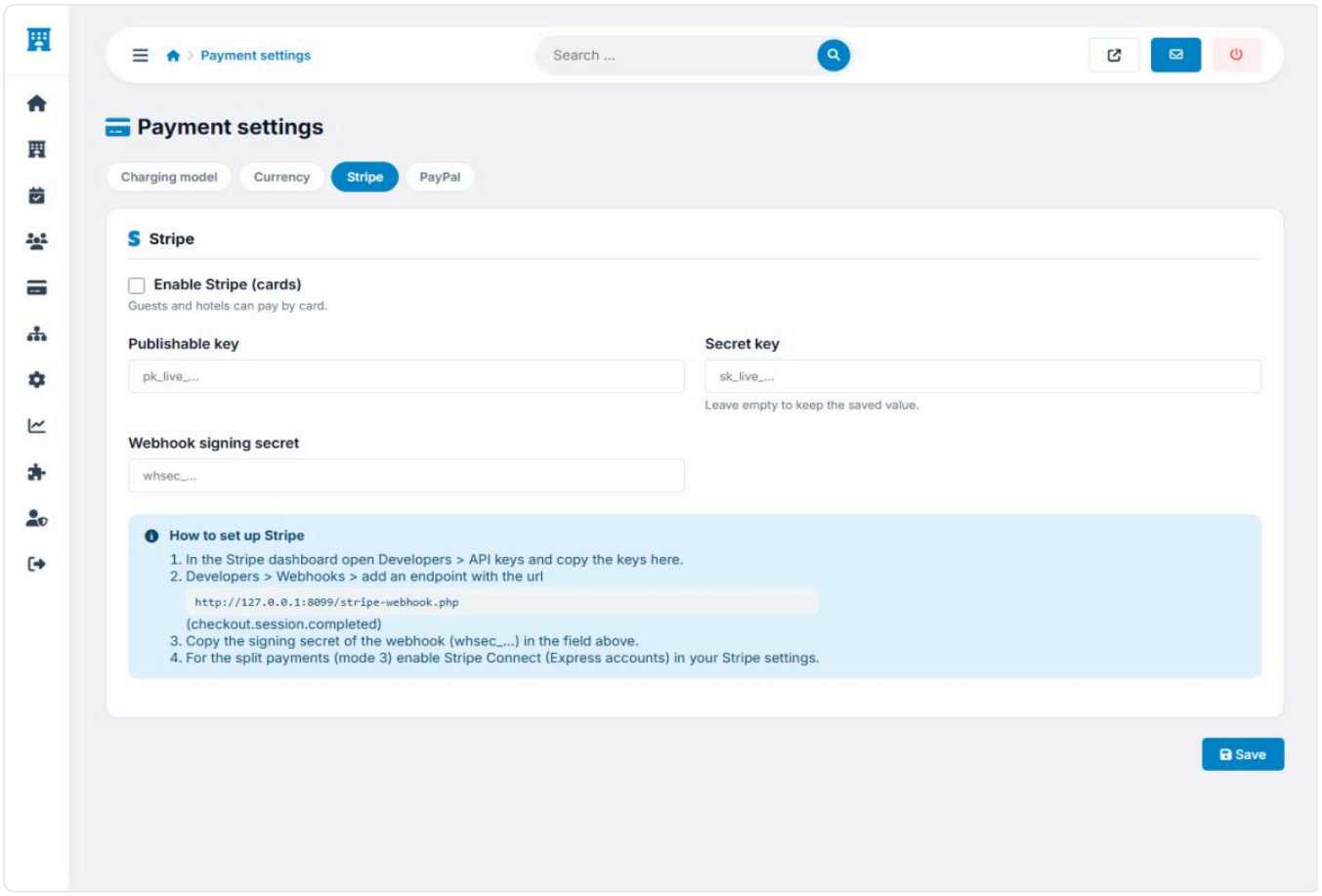
Field	Example	Explanation
Currency code	`EUR`	The ISO code used by Stripe and PayPal. All prices of the marketplace are in this currency.
Currency symbol	`€`	Shown in prices.
Symbol position	Before / after	€120.00 or 120.00 €.
Decimals	2	Use 0 for currencies without cents.



Currency settings

Choose the currency before the first booking. Changing it later does not convert existing prices and bookings.

Stripe (cards)



Stripe settings with the webhook address

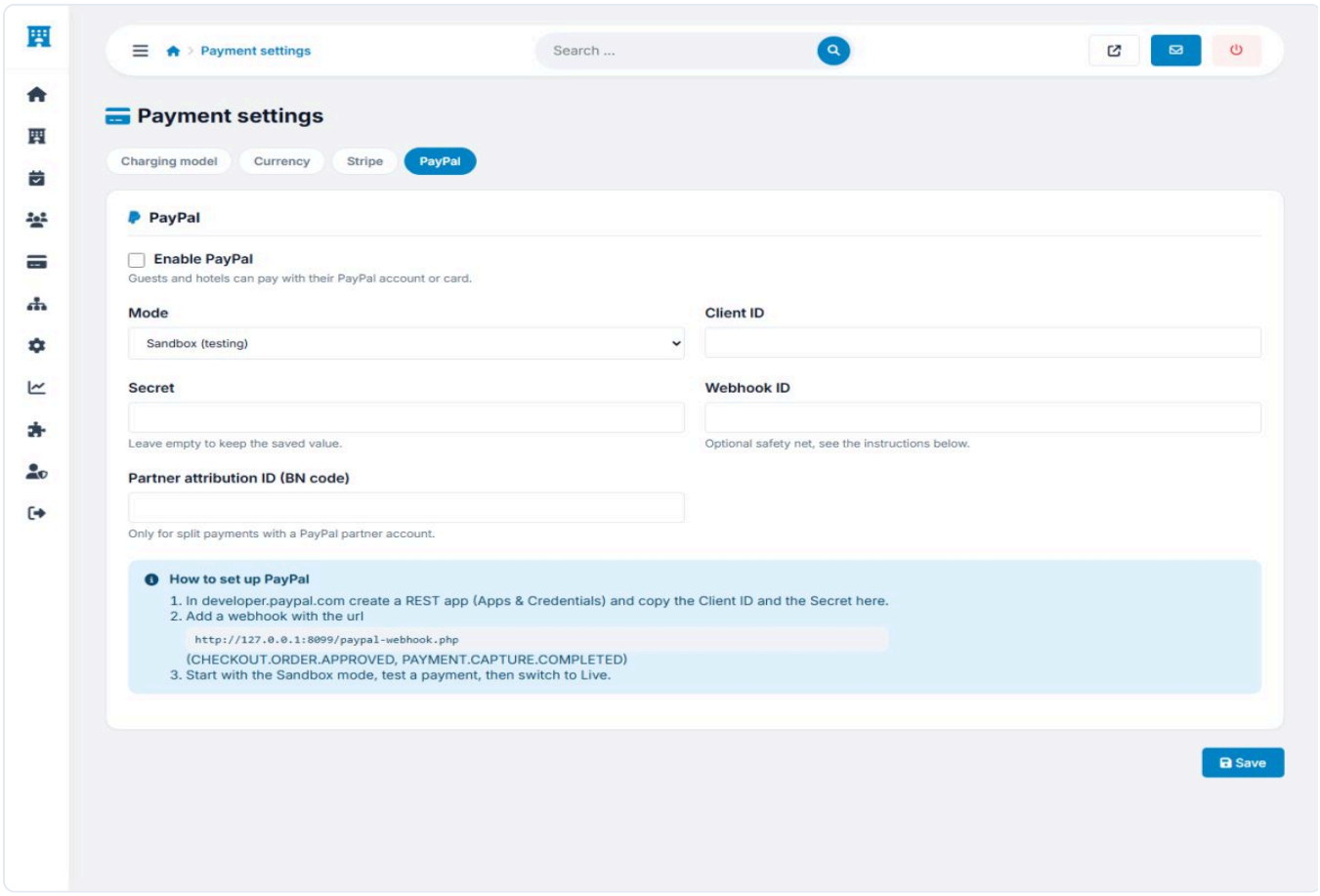
1. Create or open your account at **stripe.com**. Start in *test mode*.
2. In the Stripe dashboard open *Developers* → *API keys* and copy the **publishable key** (`pk_test_...`) and the **secret key** (`sk_test_...`).
3. Paste them in the Stripe tab and tick *Enable Stripe*.
4. Open *Developers* → *Webhooks* → *Add endpoint*. As the address enter the one shown on the page, `https://your-site.com/stripe-webhook.php`, and select the event `checkout.session.completed`.
5. Copy the **signing secret** of the webhook (`whsec_...`) in the field *Webhook signing secret*.
6. Press *Save*, then *Test the connection*. A green message with the name of your Stripe account confirms the key.

Guests pay on a secure Stripe Checkout page and come back to your booking page. The webhook confirms the payment even when the guest closes the browser before returning, and the script verifies the signature of every call. Secret keys are stored but never shown again; the fields show only a mask.

To test a payment, book with the card number `4242 4242 4242 4242`, any future date and any security code. When everything works, replace the test keys with the live keys (`pk_live_`, `sk_live_`) and create a live webhook.

Stripe Connect is needed only for the model Split at payment: enable Connect in your Stripe account; hotels connect their own account from their panel.

PayPal



PayPal settings

1. Log in at **developer.paypal.com** and open *Apps and credentials*. Choose *Sandbox* first.
2. Create a *REST app* and copy the **Client ID** and the **Secret**.
3. In the PayPal tab choose the *Mode* (Sandbox or Live), paste the Client ID and the Secret, and tick *Enable PayPal*.
4. In the app add a webhook with the address `https://your-site.com/paypal-webhook.php` and the events `CHECKOUT.ORDER.APPROVED` and `PAYMENT.CAPTURE.COMPLETED`.
5. Copy the **Webhook ID** in the field of the same name.
6. Press *Save* and *Test the connection*.

The field *BN code* is only for partner accounts and can stay empty. The PayPal split of the model 3 needs a PayPal partner account; with a normal business account use the models 1 or 2.

Checklist before going live

- The site runs on **HTTPS**, because the providers refuse webhook addresses without it.
- Live keys, live webhook and live PayPal mode are set.
- You made a real booking with a small amount and refunded it (cancel the booking with a full refund).
- The e-mails of confirmation arrive (E-mail settings).
- Payments appear in *Payments* → *Transactions*.

Refunds are sent automatically to Stripe or PayPal when a booking is cancelled according to its cancellation policy, or when the property cancels. If a refund cannot be made automatically, the guest and the owner are told and the problem is recorded.

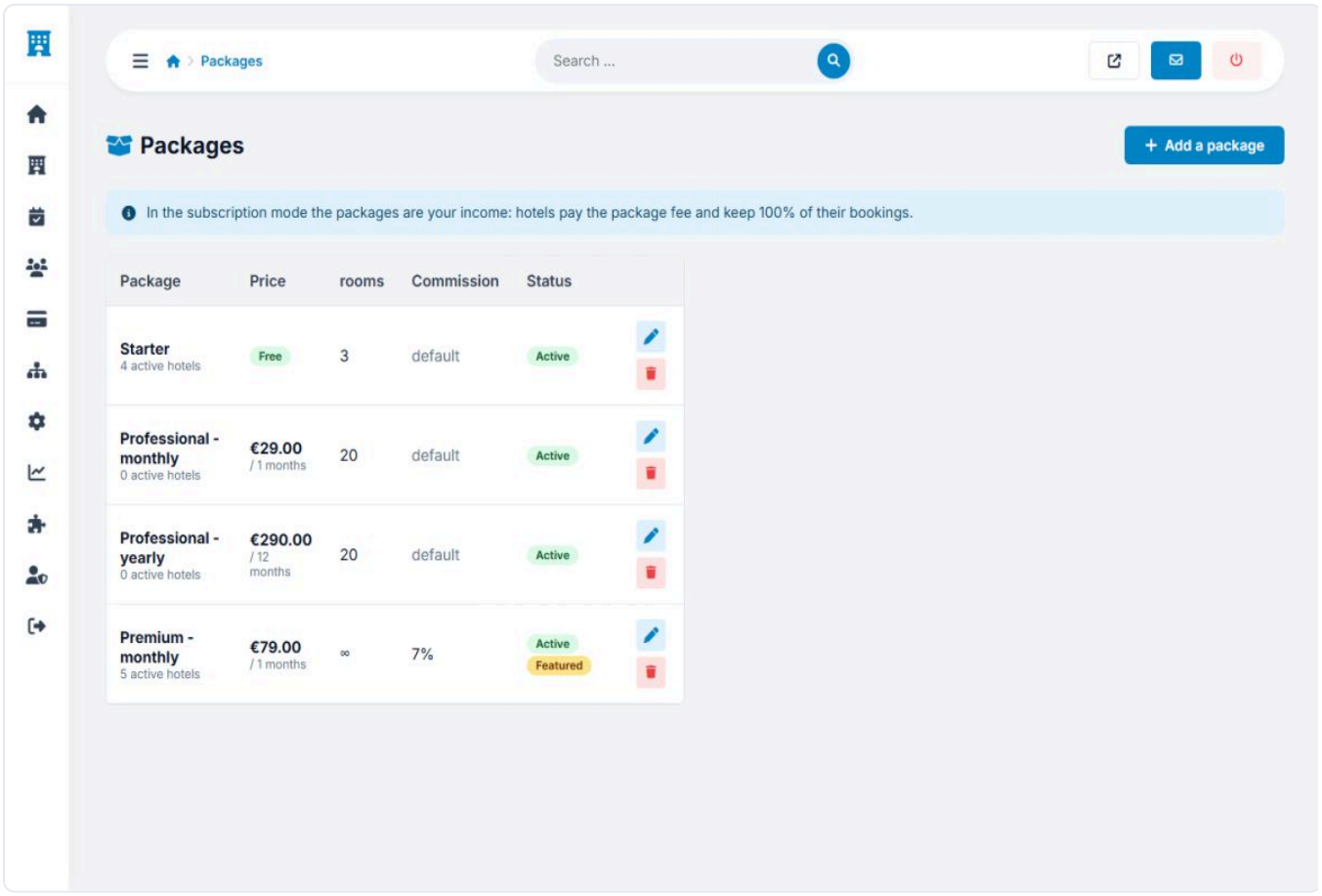
MAIN ADMIN PANEL

Packages, commissions, payouts and transactions

The money tools: what hotels buy, what you earn and what you owe.

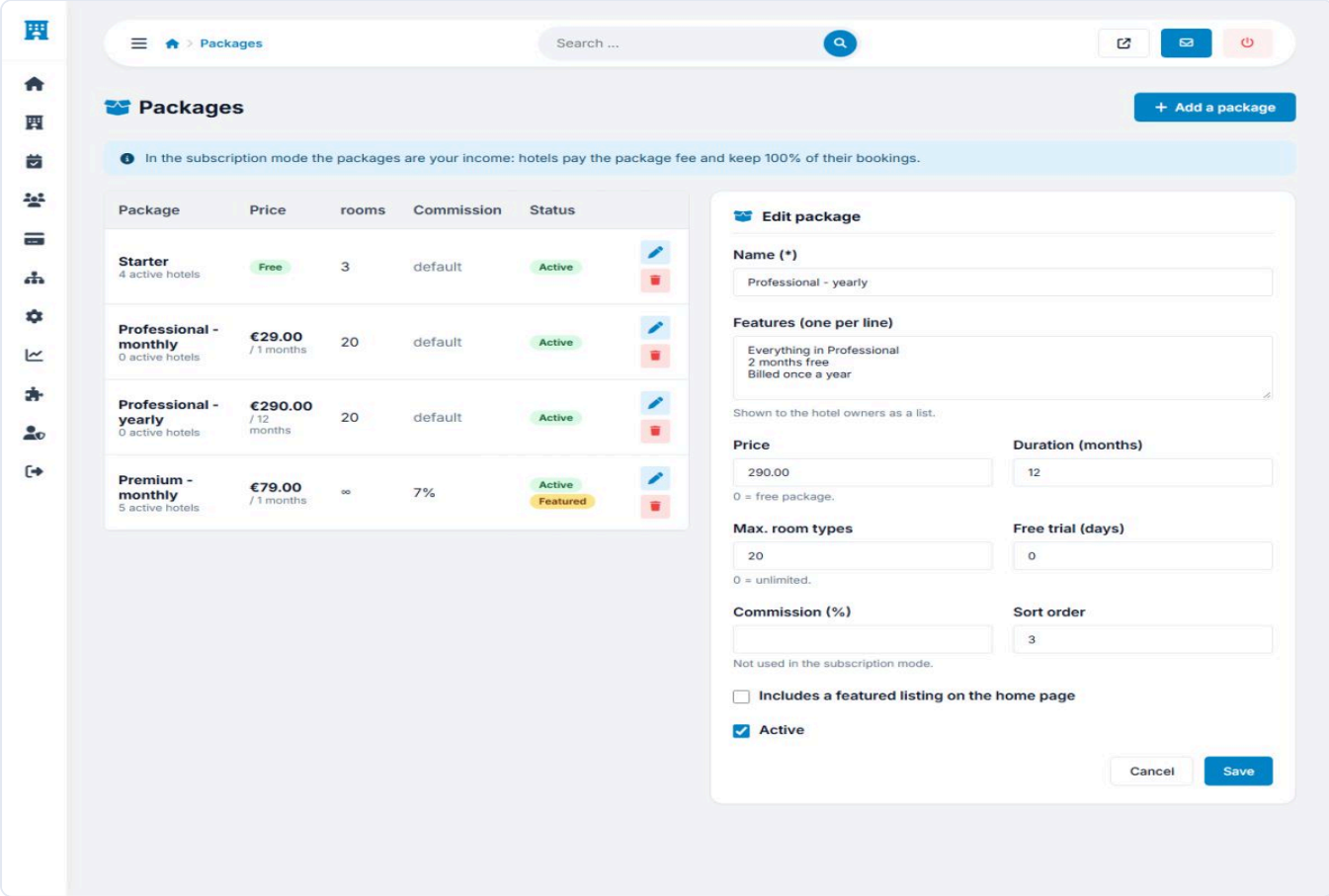
Packages

A package is what a hotel owner buys to be listed (or for extra visibility). Open *Payments → Packages*. The sample site contains a free *Starter* package and paid monthly and yearly plans.



The list of packages

Press *Add a package*, or the pencil of an existing one:



Editing a package

Field	Explanation
Name	For example "Professional - monthly".
Features	One feature per line. They are shown as ticks on the pricing cards, after the automatic lines for rooms, commission and featured listing.
Price, Period (months)	What the owner pays and how long the package lasts. A price of 0 makes it a free package.
Max. rooms	The maximum number of room types the owner can create. 0 means unlimited.
Trial days	Lets an owner start this paid package once for free for this number of days (a button *Start free trial* on the package card).
Commission (%)	A commission for the hotels with this package (models 2 and 3). Leave empty for the global commission. A premium package can have a lower rate.
Featured listing	Hotels with this package appear in the featured places.
Order, Active	The position on the cards, and whether the package can be bought.

The packages are shown to the owners on the *List your property* page and in their panel (Packages and earnings). Owners pay for packages with **your** Stripe or PayPal account.

Which commission applies?

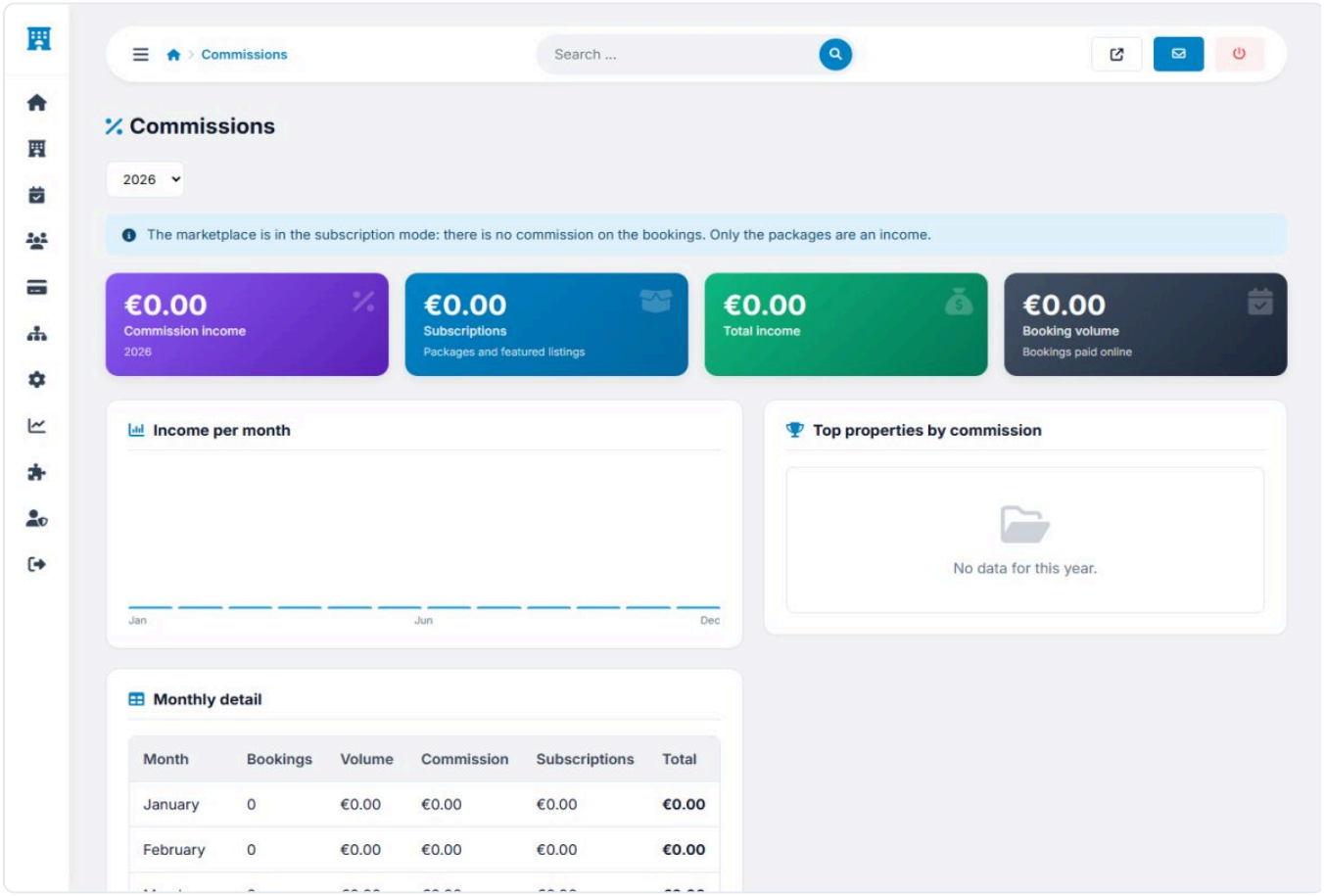
In the models 2 and 3 the commission of a booking is chosen in this order:

1. the **special commission** set for the property in its edit page, if any;
2. otherwise the commission of the **package** of the property, if any;
3. otherwise the **global commission** of the payment settings (a percentage plus an optional fixed fee per booking).

The rate that was used is saved with the booking, so later changes never affect old bookings.

Commissions report

Payments → *Commissions* shows the money you earned. Choose the year at the top.

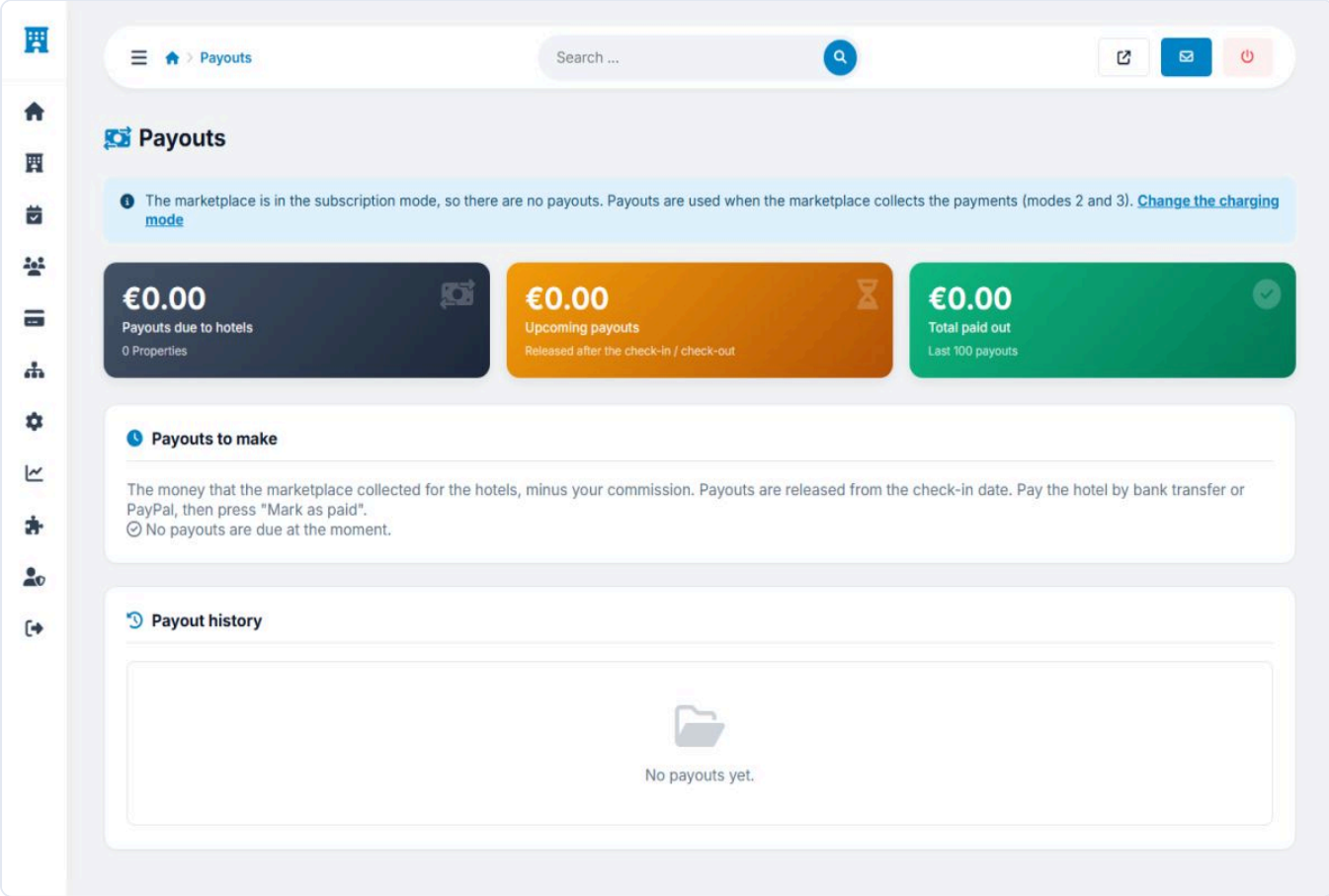


The commissions report

- Four tiles: commission income, subscription income (packages and featured listings), total income and booking volume paid online.
- A chart with the income per month, and the top properties by commission.
- A table with the monthly detail: bookings, volume, commission, subscriptions and total.

Payouts

With the model 2 you owe the hotels the money that guests paid you, minus your commission. *Payments* → *Payouts* prepares the payments for you.



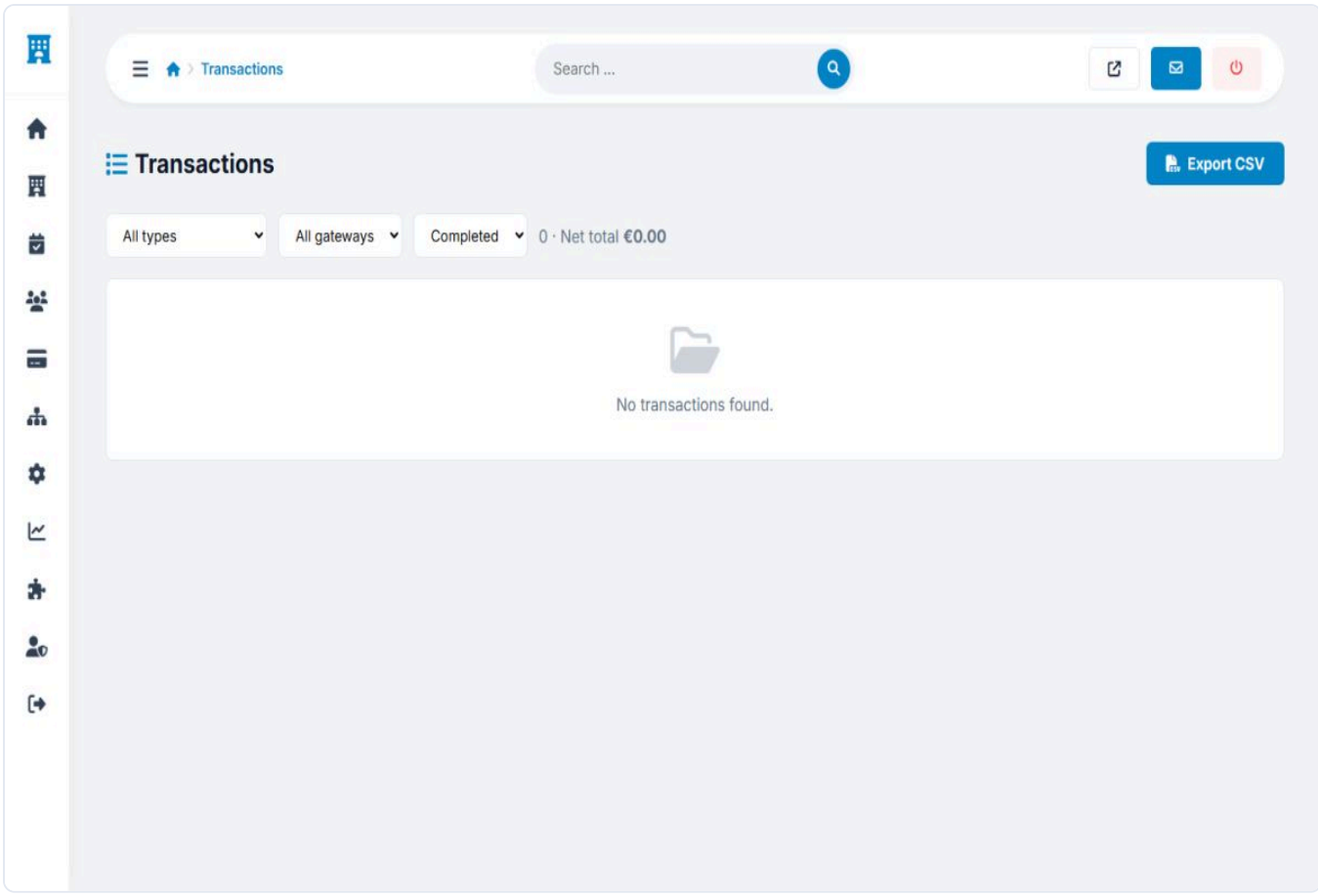
Payouts to make and the payout history

- **Payouts to make:** for every hotel, the amount that became due, with its bank details or PayPal e-mail from its panel. A booking becomes due at the booking, at check-in or after check-out, depending on the setting *When is the money released to the hotel?*.
- Transfer the money with your bank or PayPal, then press *Mark as paid*. The hotel sees it in its *Earnings and payouts* page and receives an e-mail.
- **Upcoming payouts:** money that is not yet due.
- **Payout history:** every payout that was made.

When a booking is cancelled and refunded, its payout is removed automatically, and the money that was already marked as paid stays in the history.

Transactions

The page *Payments → Transactions* lists every payment, refund and package purchase. Filter by type, gateway (Stripe, PayPal) and status, and export to CSV for your accountant.



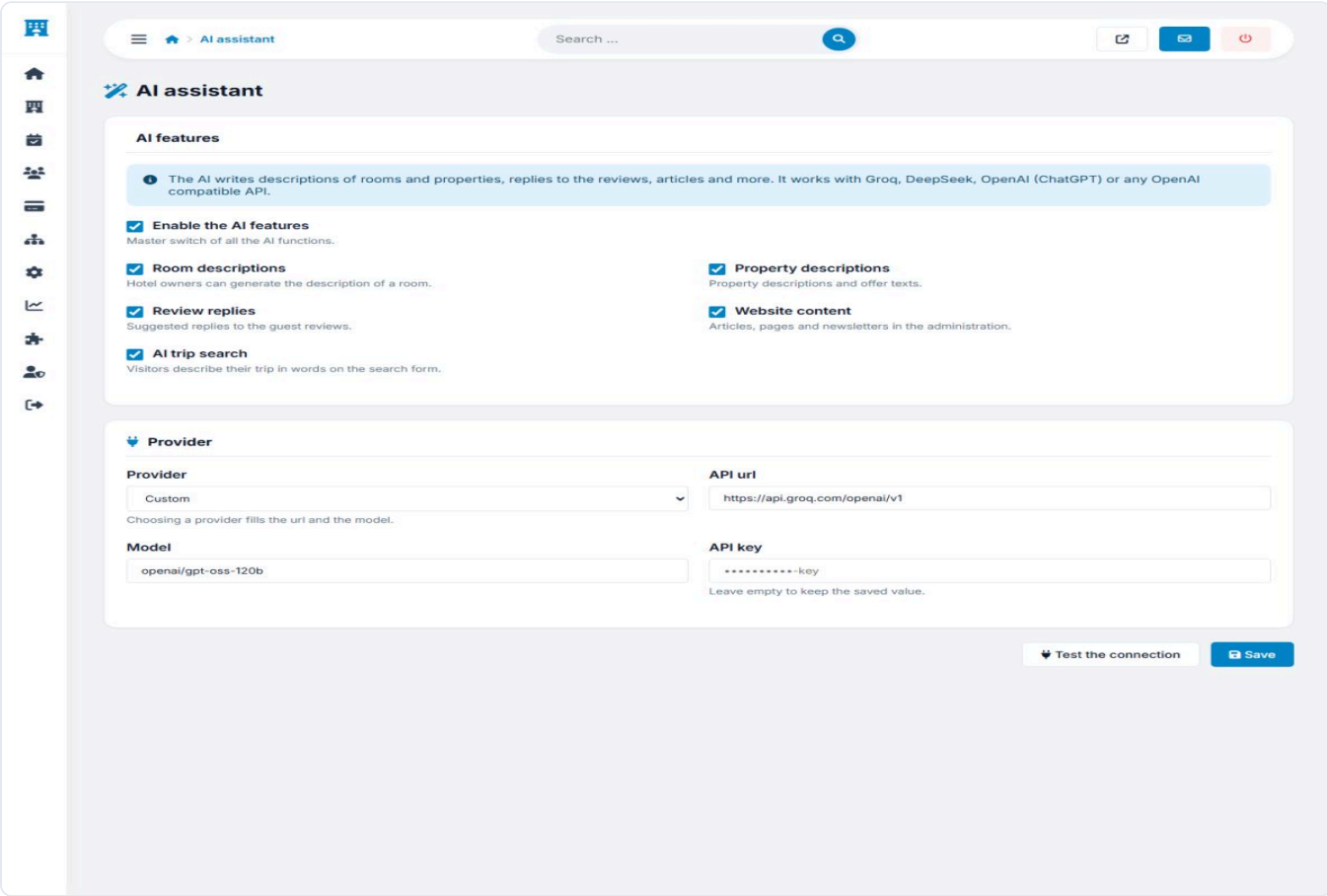
Transactions

MAIN ADMIN PANEL

AI assistant settings: Groq, DeepSeek, ChatGPT

One screen controls every AI feature of the marketplace.

Open *Settings → AI assistant*. The page has two parts: which features are switched on, and which AI service to use.



AI assistant settings

Choose the provider

The script works with every service that offers an **OpenAI compatible API**. The list *Provider* fills the address and the model for you:

Provider	API address	Suggested model	Notes
Groq	`https://api.groq.com/openai/v1`	`openai/gpt-oss-120b`	Very fast, generous free tier. A good default.
OpenAI (ChatGPT)	`https://api.openai.com/v1`	`gpt-4o-mini`	Reliable and inexpensive.
DeepSeek	`https://api.deepseek.com`	`deepseek-chat`	Very low prices.
Custom	any	any	OpenRouter, Together, Mistral, a local server...

1. Create an account at the provider and make an **API key**.
2. Choose the provider (or fill in the address and the model by hand).
3. Paste the key in *API key* (it is stored and shown only as a mask afterwards).
4. Press *Save*, then *Test the connection*. The page sends a short question and shows the answer, or the error message of the provider.

Switch the features on or off

Switch	What it controls
Enable the AI features	The master switch. When off, no AI button or tab is shown anywhere.
Room descriptions	The *Generate with AI* strip of the room form (AI descriptions).
Property descriptions	The AI short text and full text of the property, and the AI text of special offers.
Review replies	The AI reply button for owners (Reviews and messages).
Website content	The AI helpers of the administrator: destination texts and newsletter messages.
AI trip search	The second tab of the home page search (AI trip search).

Hotel owners cannot see the key or the provider. They only see the buttons.

Costs and limits

- You pay the provider, per use. A description costs a fraction of a cent with the models listed above.
- Every logged-in user can make 40 AI generations per hour, and every visitor 20 AI searches per hour. When the AI service is unavailable the trip search falls back to a plain keyword search.
- Generated HTML is cleaned before saving: scripts and unknown tags are removed.

Test with a small model first. For short descriptions a fast, cheap model gives results that are nearly as good as a large one.

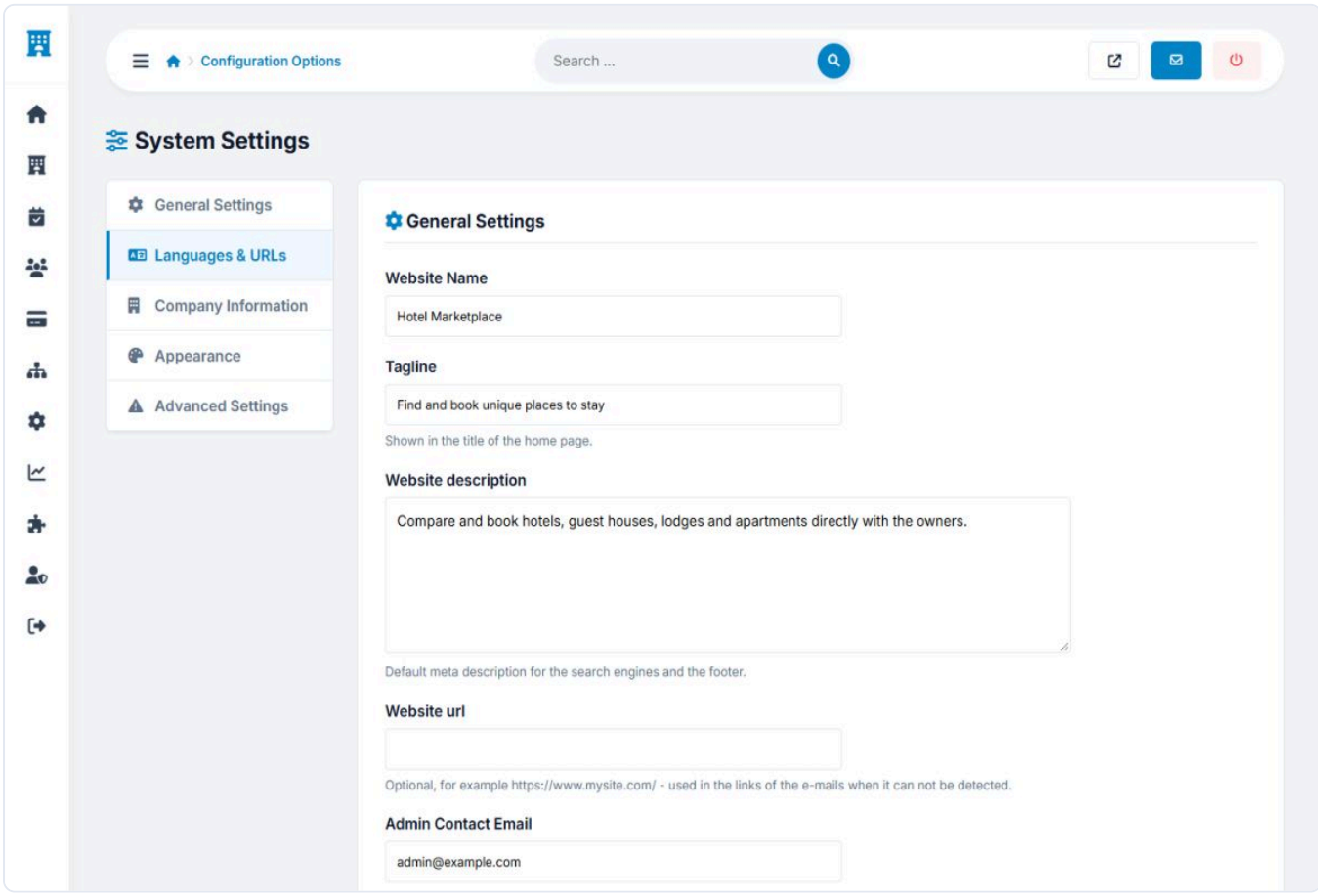
MAIN ADMIN PANEL

General settings, appearance and maintenance mode

The settings page is split into sections that you can jump to from the left menu.

Open *Settings* → *Configuration options*. The page is one long form with sections; the menu on the left jumps to each section. Press *Save all settings* at the end.

General settings

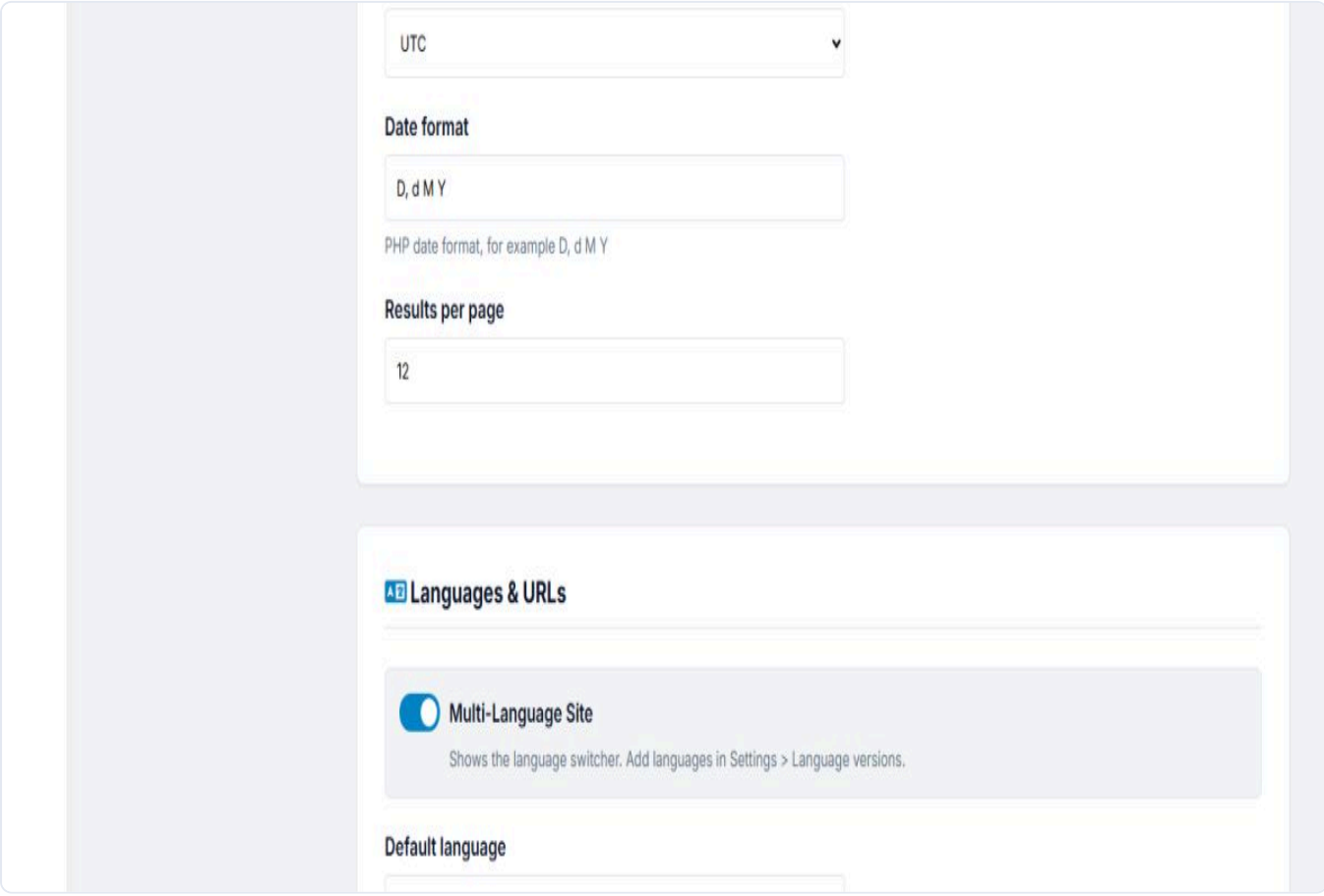


General settings

Setting	Explanation
Website name	Used in the header (when there is no logo), titles of the pages and e-mails.
Tagline	The short phrase after the name in the title of the home page, for example "Find and book unique places to stay".
Website description	The default meta description for search engines and the text of the footer.
Website URL	The full address with `https://`. It is used in e-mails and in links that must be absolute, such as the iCal links and the payment returns. Leave it empty to detect it automatically.

Administrator e-mail	Receives notifications of new properties, bookings and contact messages.
Time zone	For dates, check-in calculations and the cron job.
Date format	A PHP date format, for example `D, d M Y` gives "Fri, 13 Nov 2026".
Results per page	Properties per page in the search results.

Languages and URLs



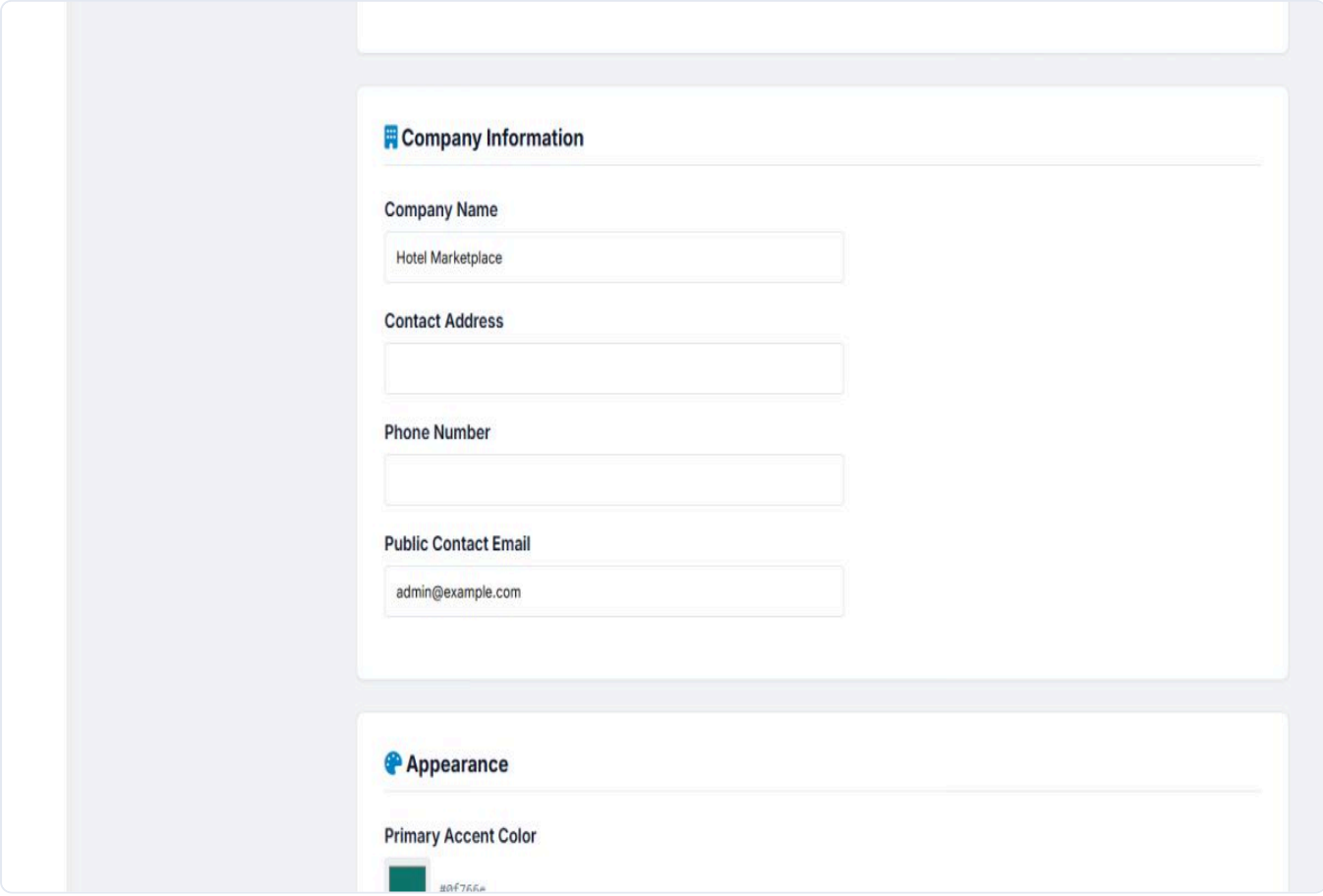
Languages and URLs

- **Multi-language site:** shows the language dropdown (Languages and SEO URLs).
- **Default language:** the language of visitors who did not choose one.
- **Enable SEO URLs:** readable addresses (needs `mod_rewrite`).
- **Show a Home link in the main menu.**

Company information

Company name, address, phone and public e-mail. They are shown in the footer and on the contact page.

Appearance



Appearance

The primary color (buttons, links, highlights), the secondary color, the background of the footer, the font (a fast system font or one of many Google fonts) and the roundness of the buttons and cards. The changes apply to the whole website at once. See also Customization.

Advanced: maintenance mode

Switch on *Maintenance mode* to show visitors a friendly "We will be back soon" page while you work. Logged-in administrators still see the normal website, so you can check your changes. Do not forget to switch it off.

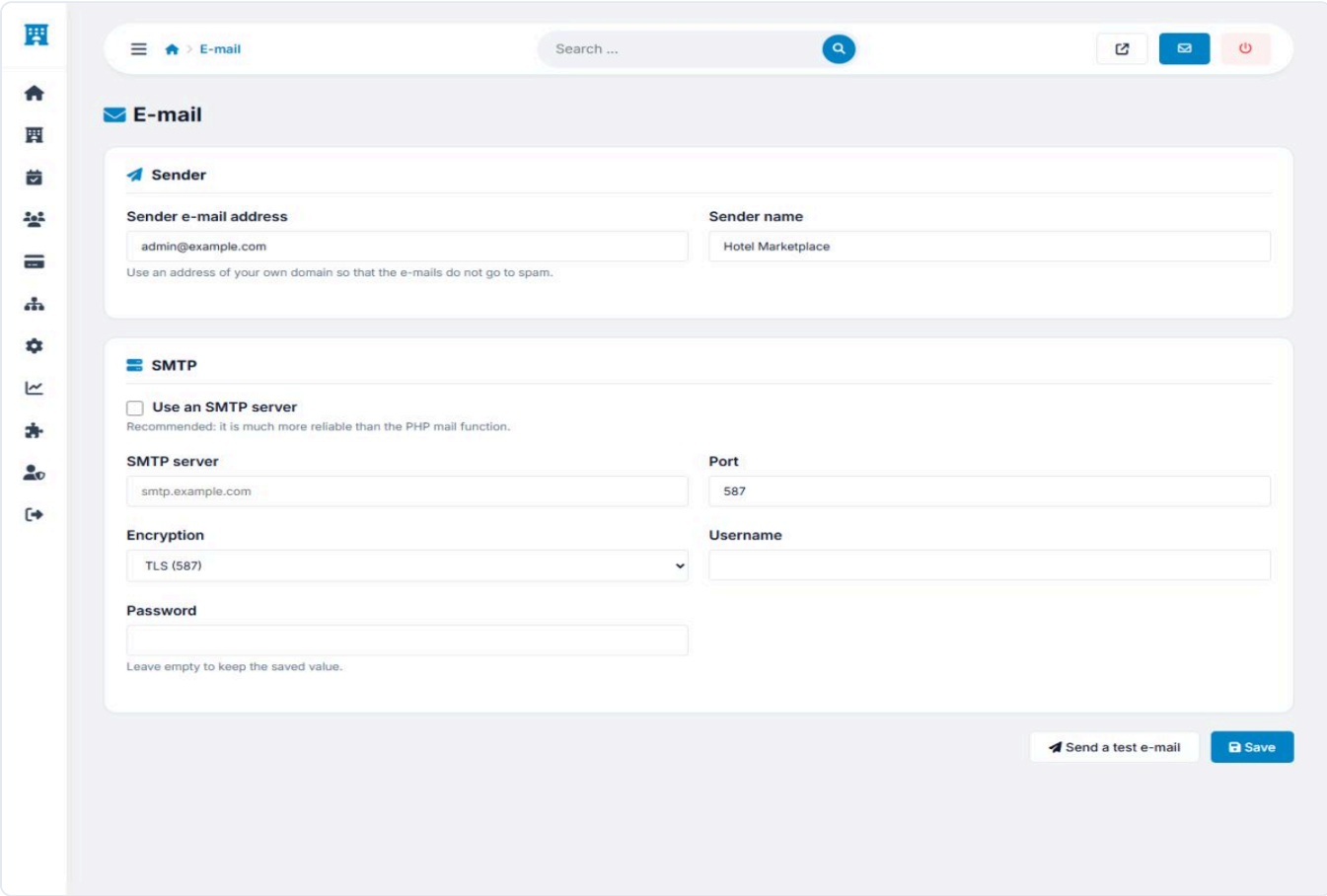
Use maintenance mode for updates and big changes only. Visitors and search engines receive the code 503 "temporarily unavailable", which tells Google to come back later and not to drop your pages.

MAIN ADMIN PANEL

E-mail and SMTP settings

Reliable e-mail is essential for confirmations, review requests and password resets.

The marketplace sends e-mails to guests, hotel owners and to you. Open *Settings* → *E-mail* to configure how they are sent.



E-mail settings: sender and SMTP

Sender

- **Sender e-mail address:** the address shown in the From field. Use an address of your own domain, for example `bookings@your-site.com`.
- **Sender name:** for example the name of your marketplace.

Without SMTP the script uses the mail function of PHP. It works on many hosts, but messages sent that way often land in the spam folder.

SMTP (recommended)

Tick *Use an SMTP server* and fill in:

Field	Example
SMTP server	`mail.your-site.com` or the server of your mail provider

Port	`587` (TLS) or `465` (SSL)
Encryption	TLS, SSL or none
User name, Password	The mailbox that sends the e-mails. The password is stored and shown only as a mask.

Press *Save* and then **Send a test e-mail**: a test message is sent to the administrator e-mail, and if something is wrong the page shows the error that the mail server returned.

For the best delivery use the SMTP of a transactional e-mail service or of your own hosting, and ask your host to set up SPF and DKIM for your domain.

Which e-mails are sent

To	E-mails
Guests	Booking received, booking confirmed, payment received, cancellation with the refund, review request after the stay, password reset, welcome.
Hotel owners	Welcome and registration, new booking, cancelled booking, new guest review, a question from a guest, package activated, package expires soon, payout sent, password reset.
Administrator	New property registered, new message from the contact form, and (optional) every new booking.

The texts of all e-mails are interface texts, so they are translated like the rest of the website (Languages and translations). The e-mails use the interface texts in the language that is active when they are sent. The look of the e-mails (logo, colors) follows your site name and primary color.

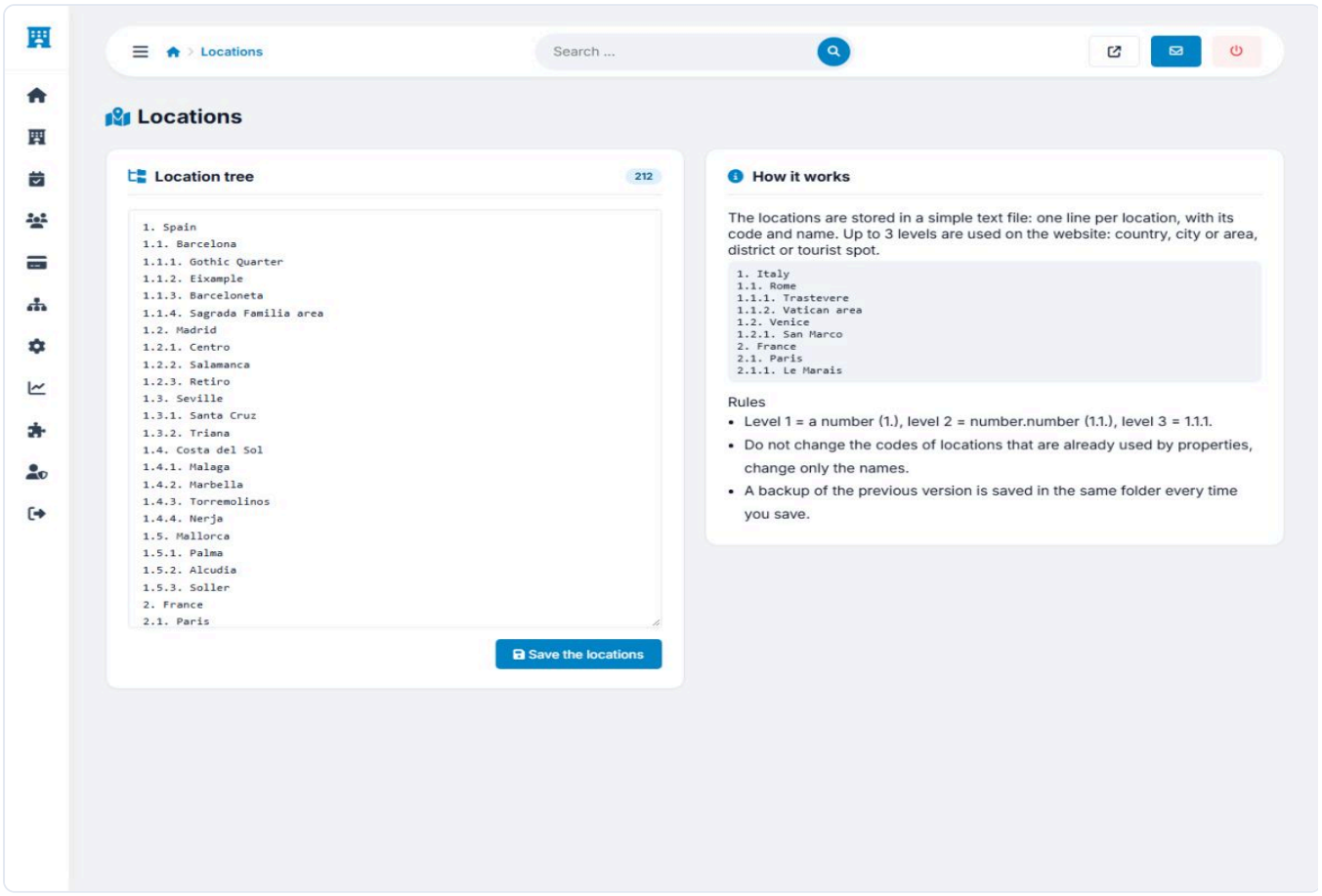
If e-mails do not arrive, check the spam folder first, then the SMTP data with the test button. See FAQ and troubleshooting.

MAIN ADMIN PANEL

Locations: countries, cities and tourist spots

Locations are stored in a simple text file that you edit right in the admin panel. A European tourism tree is included.

Every property belongs to a location, and guests search by location. The locations of the marketplace are a tree of up to three levels, stored in a simple text file that you edit in *Settings → Locations*.



The locations editor

The format

One location per line: a code, a dot, a space and the name.

```
1. Spain
1.1. Barcelona
1.1.1. Gothic Quarter
1.1.2. Barceloneta
1.2. Madrid
1.2.1. Centro
2. France
2.1. Paris
2.1.1. Le Marais
```

Level	Code	Use

1	`1.`	Country (or a big region)
2	`1.1.`	City or area. This is the level of the popular destinations.
3	`1.1.1.`	District, town or tourist spot

The sample tree contains the most popular countries of Europe (Spain, France, Italy, Portugal, Greece, Germany, United Kingdom, Netherlands, Austria, Switzerland, Czechia, Croatia, Hungary, Poland, Ireland and Georgia) with their major cities and tourist spots.

Editing the tree

1. Edit the text in the box. Add lines for your own regions, rename or remove entries.
2. Press *Save the locations*.
3. The script checks the format, saves a **backup** of the previous version in the folder `/locations` (named with the time) and generates the file that the website uses.

Never change the codes of locations that are already used by properties. If a property uses `2.1.1`, that line must keep the number `2.1.1`; you can only rename it. Adding new lines at the end of a list is always safe.

The folder `/locations` must be writable by the web server. If the page says that the file is not writable, change the permissions of the folder and of the two files in it.

Where locations are used

- The three linked lists of the registration form and of the property profile (Property profile).
- The destination field of the search, with its autocomplete, and the filter of the results (Search and filters).
- The location line of the hotel cards and pages, for example "Le Marais, Paris, France".
- The popular destinations of the home page (Destinations).
- The AI trip search, which matches the words of the traveler with this list (AI trip search).

Keep the tree focused on the markets you really serve. A short list of well-known places is easier for travelers than a long list of villages with one property each.

MAIN ADMIN PANEL

Add a language and edit the interface texts

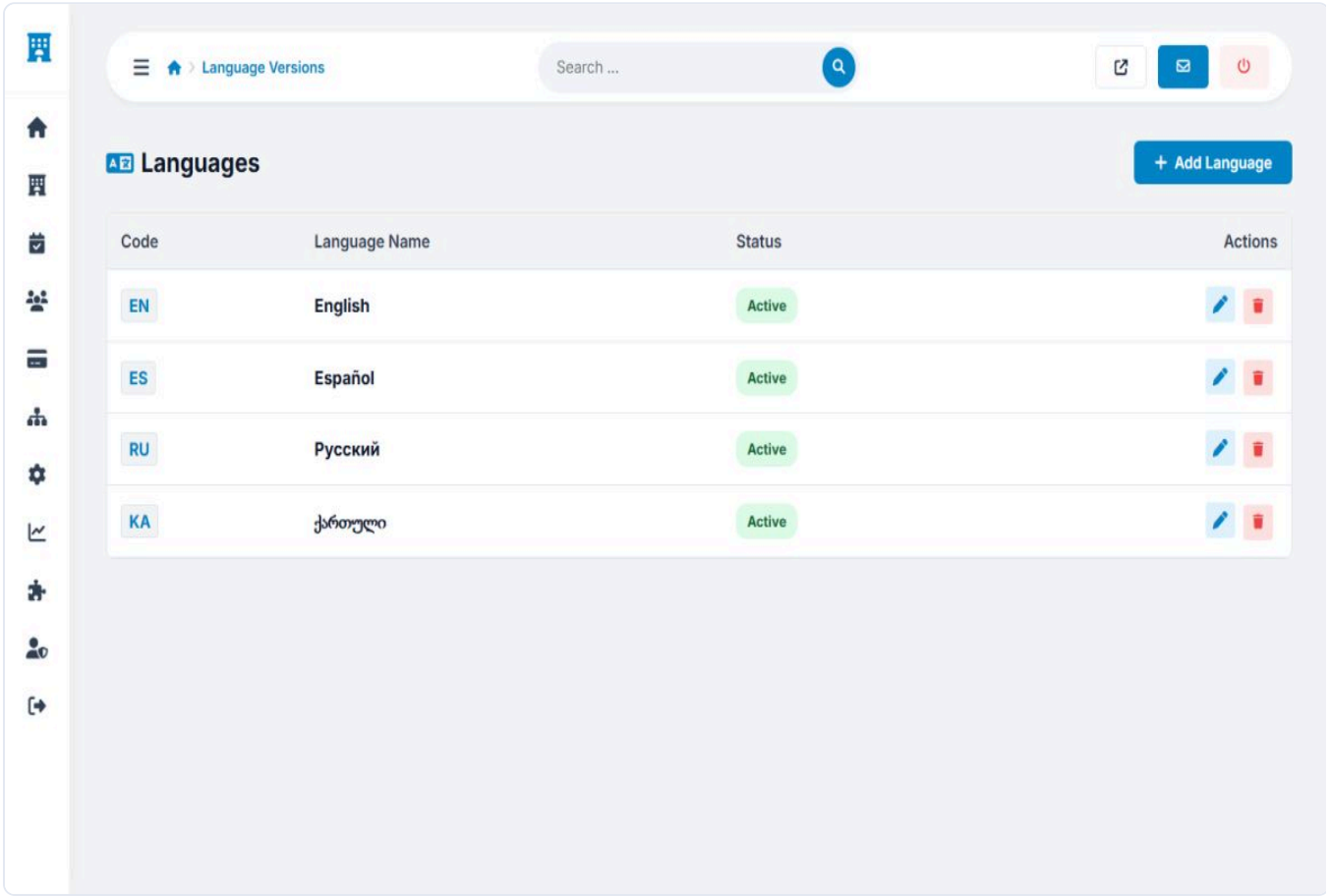
English, Spanish, Russian and Georgian are included. Adding another language takes minutes.

Languages in the system

Four languages are included: English, Spanish, Russian and Georgian. A language has three parts: the **language file** with the texts of the interface, the **translations of the pages** and the **translations of the news and FAQ**. Visitors choose the language in the dropdown of the header (Languages and SEO URLs).

Activate, hide or add a language

Open *Settings* → *Languages*. The list shows the code, the name and the status of every language.

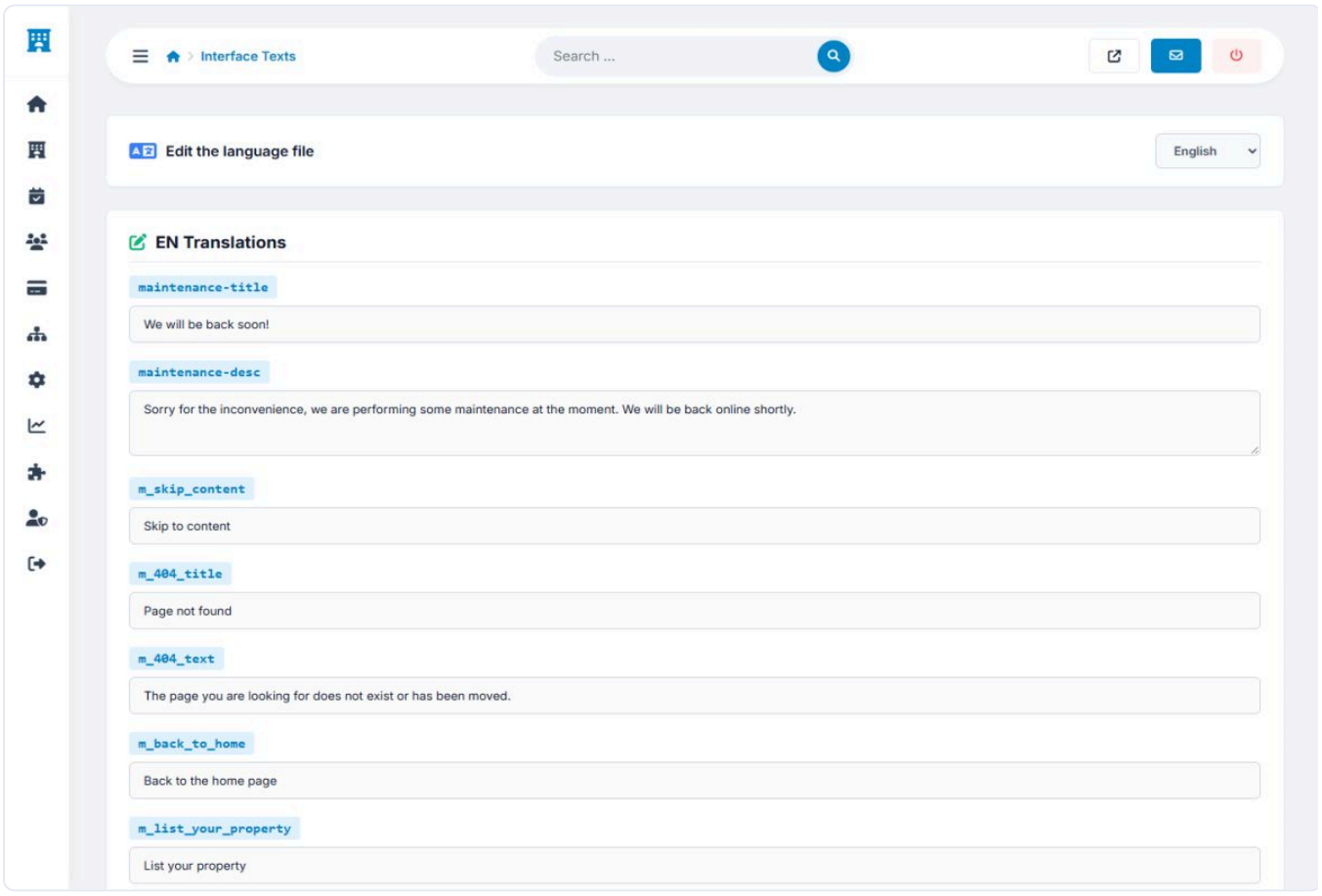


The list of languages

- **Hide a language:** edit it and untick *Active*. The language disappears from the dropdown.
- **Add a language:** press *Add a language*, enter the two letter code (for example `fr`) and the name in that language (`Français`).

Translate the interface texts

Open *Website → Interface texts* and choose the language at the top. The page shows every text of the website and of the hotel panel as a field, with the key above it.



The interface texts editor

1. For a new language choose it in the list. The page offers to **create the language file** from the English one.
2. Translate the texts in the fields. Keep the markers such as `%s` and `%d` (they are replaced by names and numbers) and the HTML tags.
3. Press *Save*. The file `languages/fr.php` is written and the changes are visible immediately.

The same editor is the right place to change the wording of any English text, for example to rename *List your property* to *Become a host*.

A text that is missing in a language is shown in English, so you can translate step by step. The texts of the admin panel are in `ADMIN/en.php` and the owner panel uses the same files as the website.

If the editor cannot save, the folder `/languages` and its files must be writable by the web server.

Translate pages, news and FAQ

- **Pages:** each page has a tab per language in the page editor, with its own title, address, meta tags and content (Pages, news and FAQ).
- **News articles and FAQ:** the same, one translation per language.

- A page that has no translation in the chosen language falls back to the default language, so menus never become empty.

The default language and URLs

Set the default language in *Settings → Configuration options → Languages and URLs*. Visitors see it until they choose another one. The language is also written in the `lang` attribute of the page, which helps search engines and screen readers.

Translate first the texts that guests see all the time: the home page, search, checkout and e-mails. The owner panel can stay in English at the beginning.

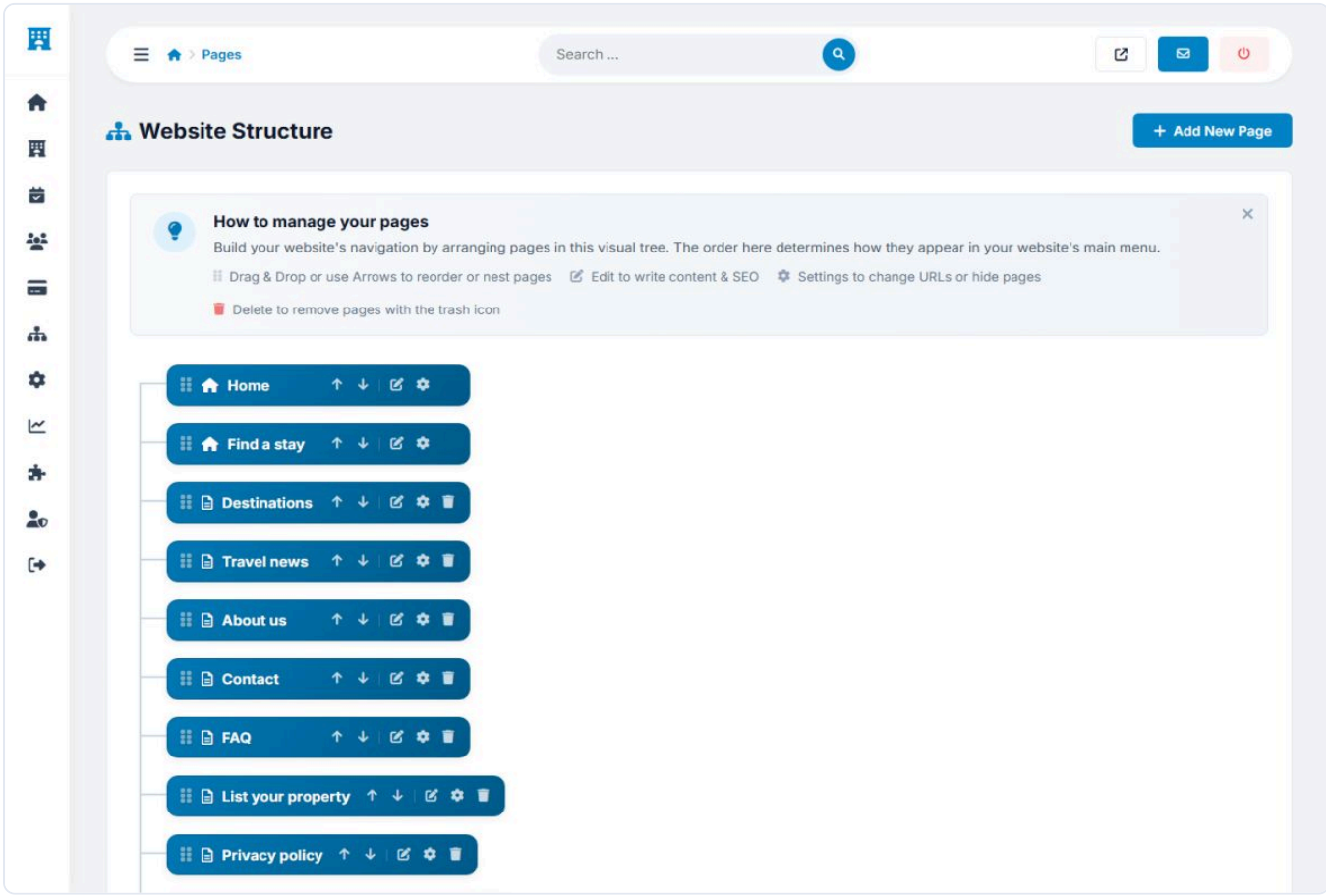
MAIN ADMIN PANEL

Pages, menus, travel news and FAQ

The content tools of the site: pages and menus, a travel blog and a FAQ, all in several languages.

Pages and menus

Open *Website → Pages*. The structure of the website is shown as a tree. The order of the tree is the order of the menu, and pages can be placed under other pages.



The page tree

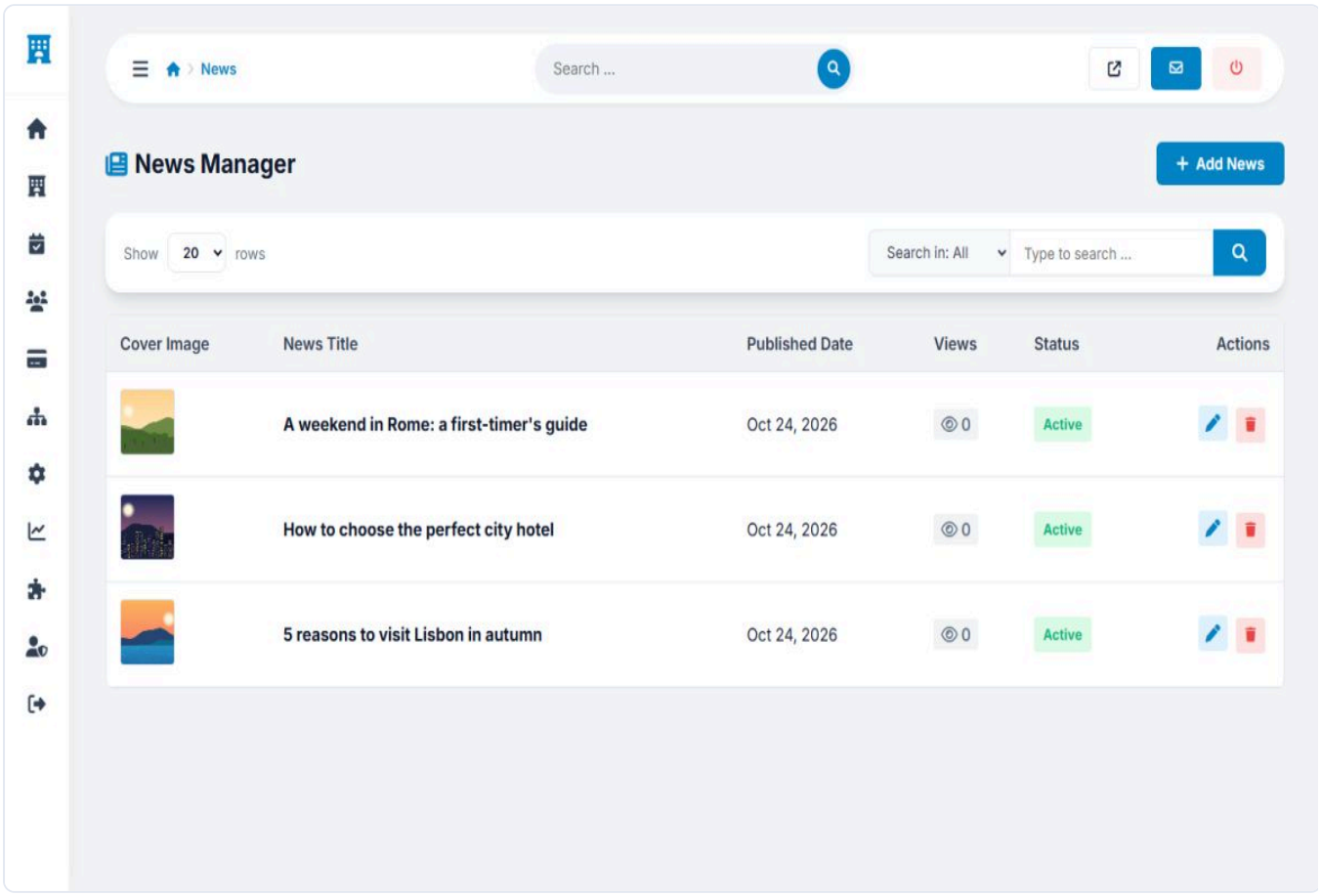
- **Add a page:** the button *Add new page* creates a page with a title and a content in every active language.
- **Reorder:** drag and drop, or use the arrows, to change the order of the menu.
- **Edit:** the pencil opens the editor with a rich text editor for the content and tabs for the languages.
- **Settings:** the gear sets the address (slug), the page title and the meta description of every language, whether the page shows in the main menu or in the footer menu, and which *extension file* (a PHP file of the `/extensions` folder) the page runs.
- **Delete:** the trash icon removes a page you do not need.

Pages such as *Find a stay*, *Destinations*, *Travel news*, *Contact* and *FAQ* run a PHP file that builds them. Pages such as *About us*, *Privacy policy* and *Terms and conditions* are simple content pages. The installed texts are **samples**: write your own, with the help of a lawyer for the legal pages.

The privacy policy and the terms must describe your real business and country. The text of the installer is only a starting point.

Travel news (blog)

Website → *News* is the blog of the site. Articles about destinations and travel tips attract visitors from search engines and give them a reason to come back.



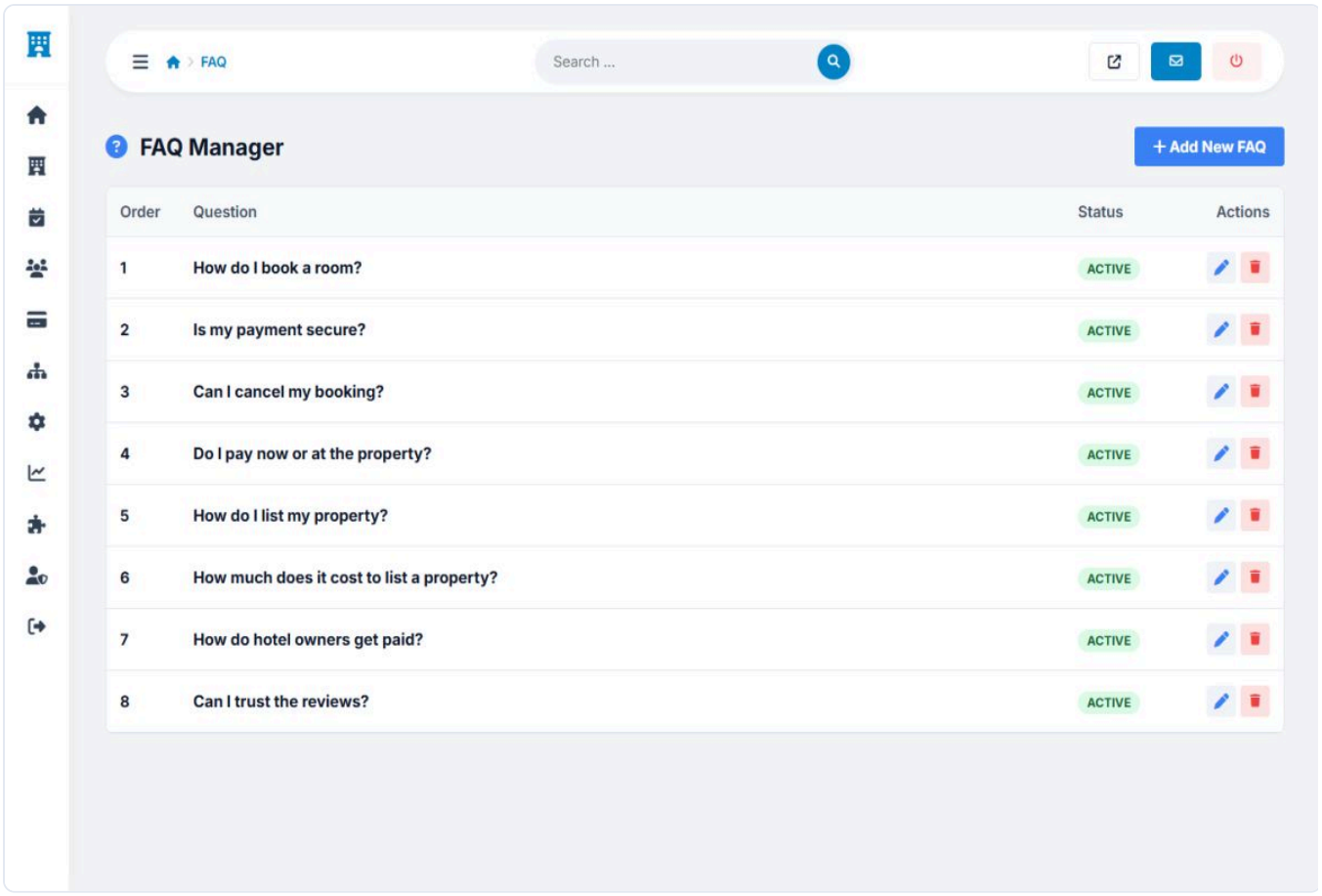
The news manager

- Each article has a cover image, a title, a short text, the content, the publish date and a status, with a translation per language.
- The list shows the views of every article and the buttons to edit and delete.
- The latest articles are shown on the home page and in the footer, and the whole list on the page *Travel news*.

Write one article for each destination you want to rank for, for example "Weekend in Lisbon: where to stay". Link it to the destination and to your best properties.

FAQ

Extensions → *FAQ* manages the questions of the *FAQ* page. Add a question with its answer in every language, set the order and the status.



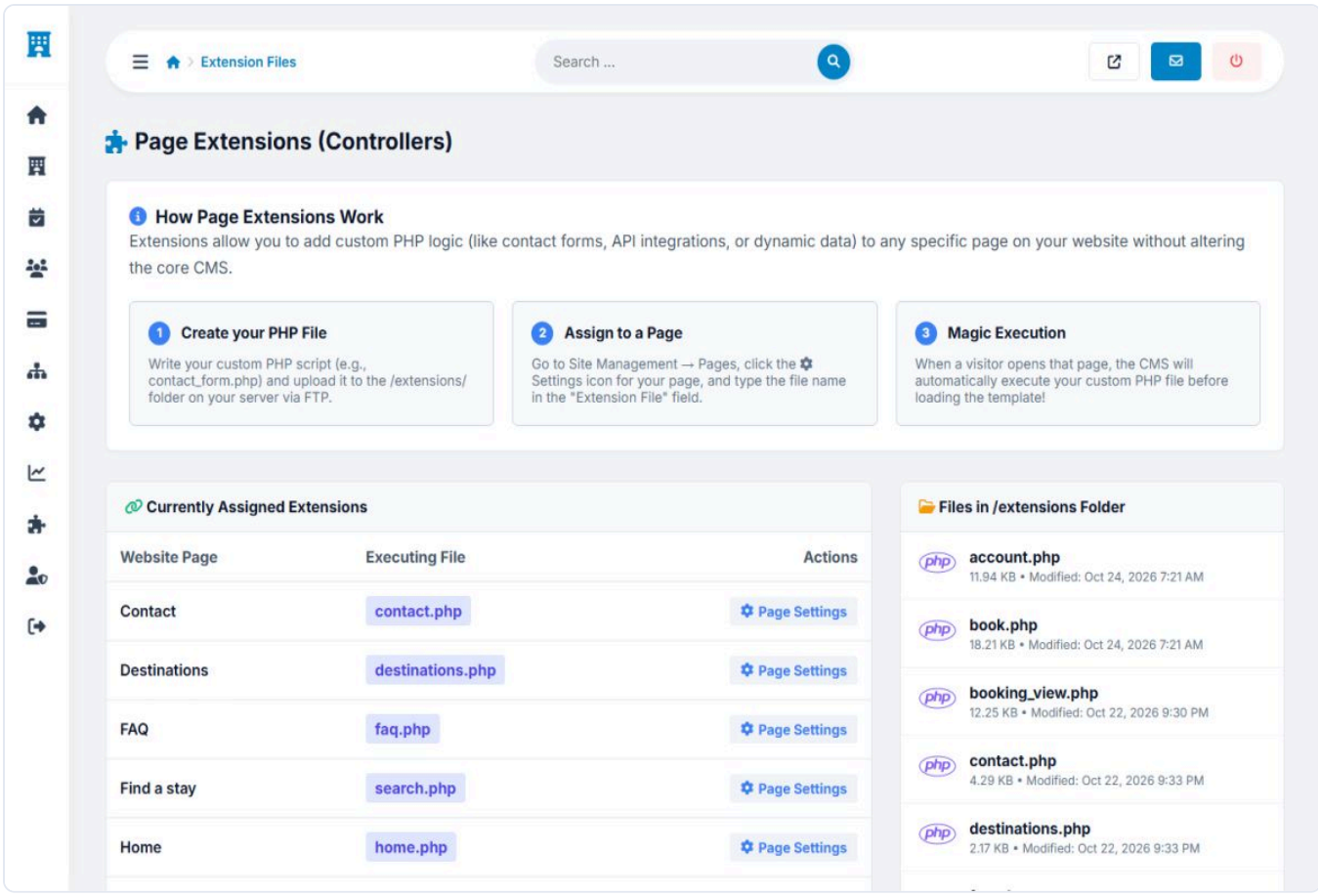
The FAQ manager

The FAQ page publishes structured data (FAQPage markup), so search engines can show your questions and answers directly in the results.

Extension files and tags

Advanced users can add their own pages and blocks:

- *Extensions → Extension files* shows which PHP file runs each page and lists the files of the `/extensions` folder. To add a custom page, upload a PHP file there and assign it to a page in the page settings.
- *Extensions → Tags* registers the small blocks that can be used in the template as `<site name/>`.



Extension files: which PHP file runs which page

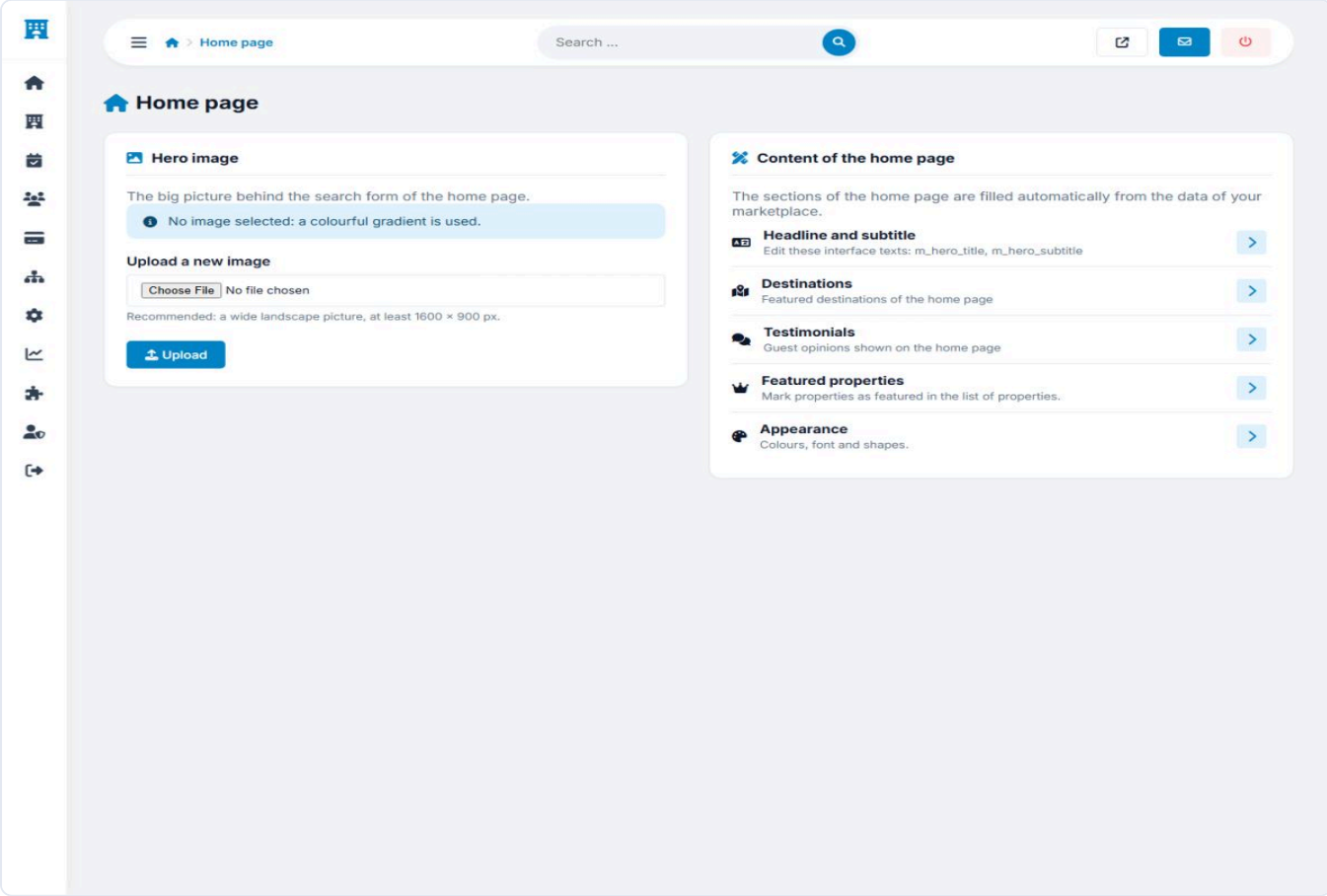
MAIN ADMIN PANEL

Home page, logo, templates and advertisement zones

Everything that makes the site look like your brand.

The home page

Open *Website → Home page*. The page controls the hero (the large picture at the top) and explains where the rest of the home page comes from.



The home page settings

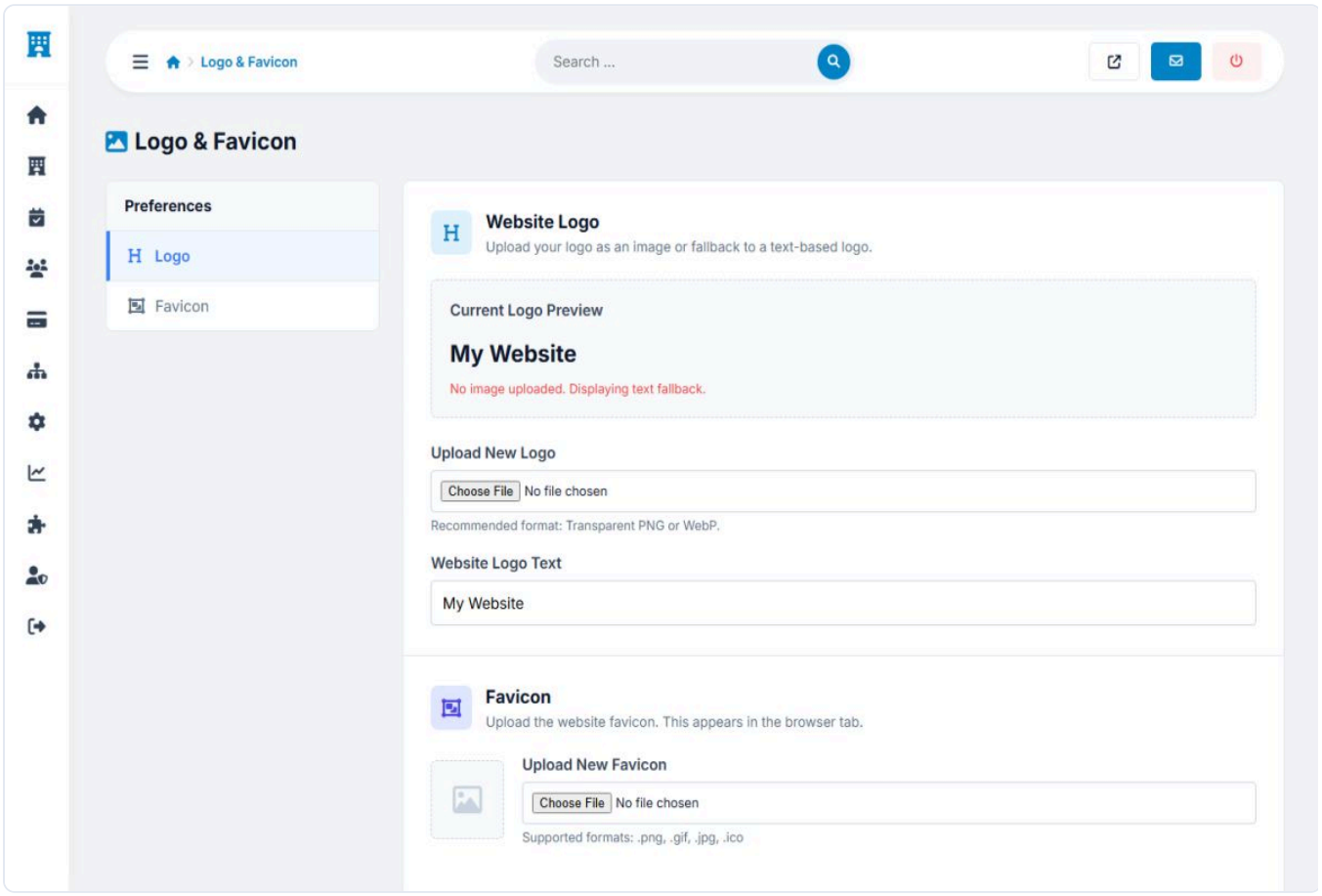
- **Hero image:** upload a wide photo, at least 1600 × 800 pixels. Without an image the home page uses an elegant colored gradient based on your primary color.
- **Headline and subtitle:** the big text above the search form is an interface text (`m_hero_title` and `m_hero_subtitle`). Change it in *Website → Interface texts*. Write a word between asterisks, like `*love*`, to show it in the accent color and in italics.
- **Featured properties:** the properties with the crown in *Properties → Properties*, and the ones that bought a featured listing (Manage properties).
- **Popular destinations:** managed under *Properties → Destinations*.
- **Testimonials:** *Users → Testimonials*.
- **Latest news:** the newest articles of *Website → News*.

- **Appearance:** colors, font and roundness (General settings).

Counters (properties, rooms, reviews), property types, how it works and the call to action for hotel owners are built automatically from your data.

Logo and favicon

Open *Website → Logo and favicon*.

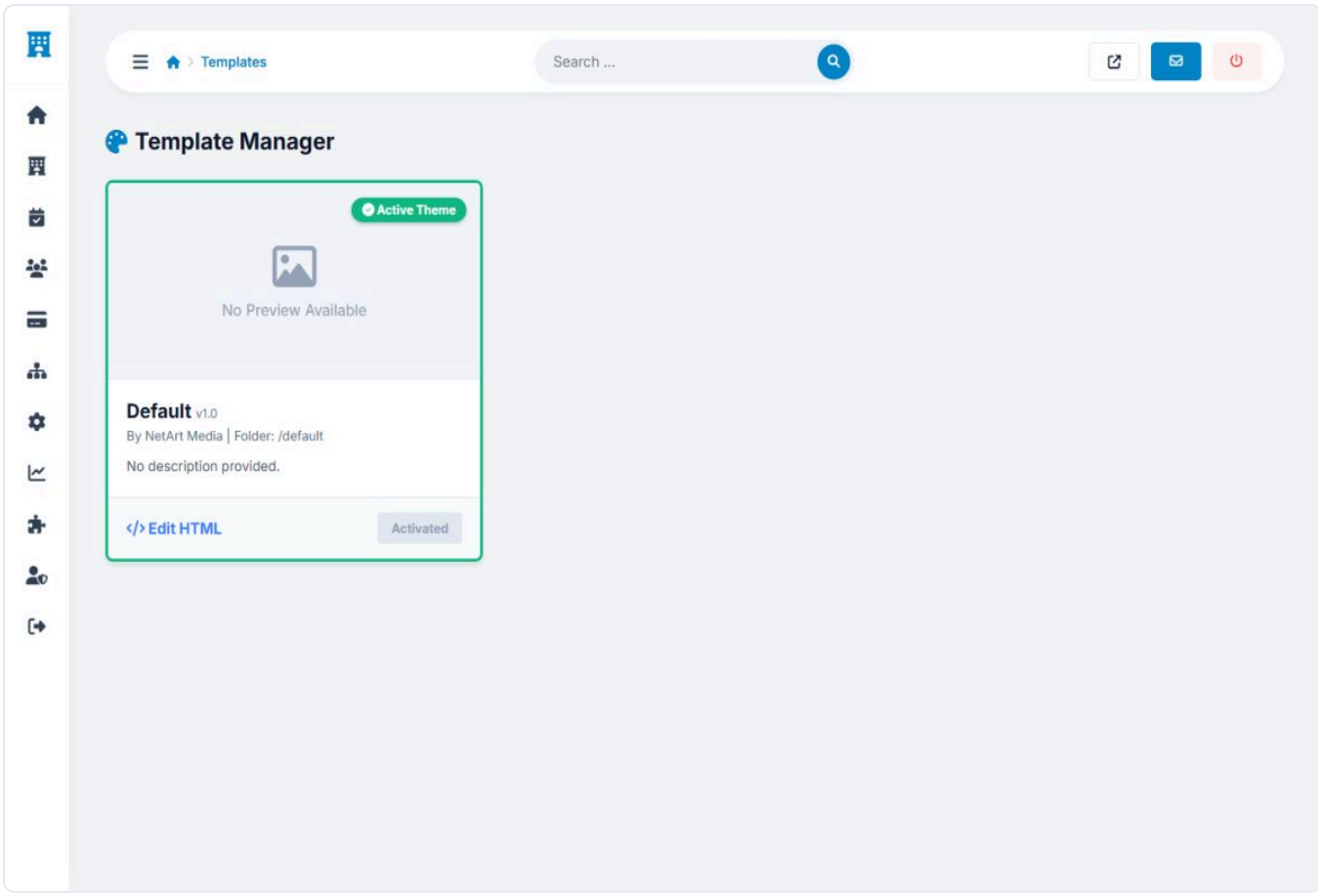


Logo and favicon

- **Logo:** upload a PNG with a transparent background (about 400 pixels wide). It is shown in the header and in the footer. If you do not upload a logo, the site shows the *Website logo text* with a small icon.
- **Favicon:** the small icon in the browser tab. PNG, GIF, JPG or ICO.

Templates

Website → Templates shows the installed templates. The active template has a green badge. The button *Edit HTML* opens `template.html` in the browser, to change the header, the footer and the menus without an FTP program.

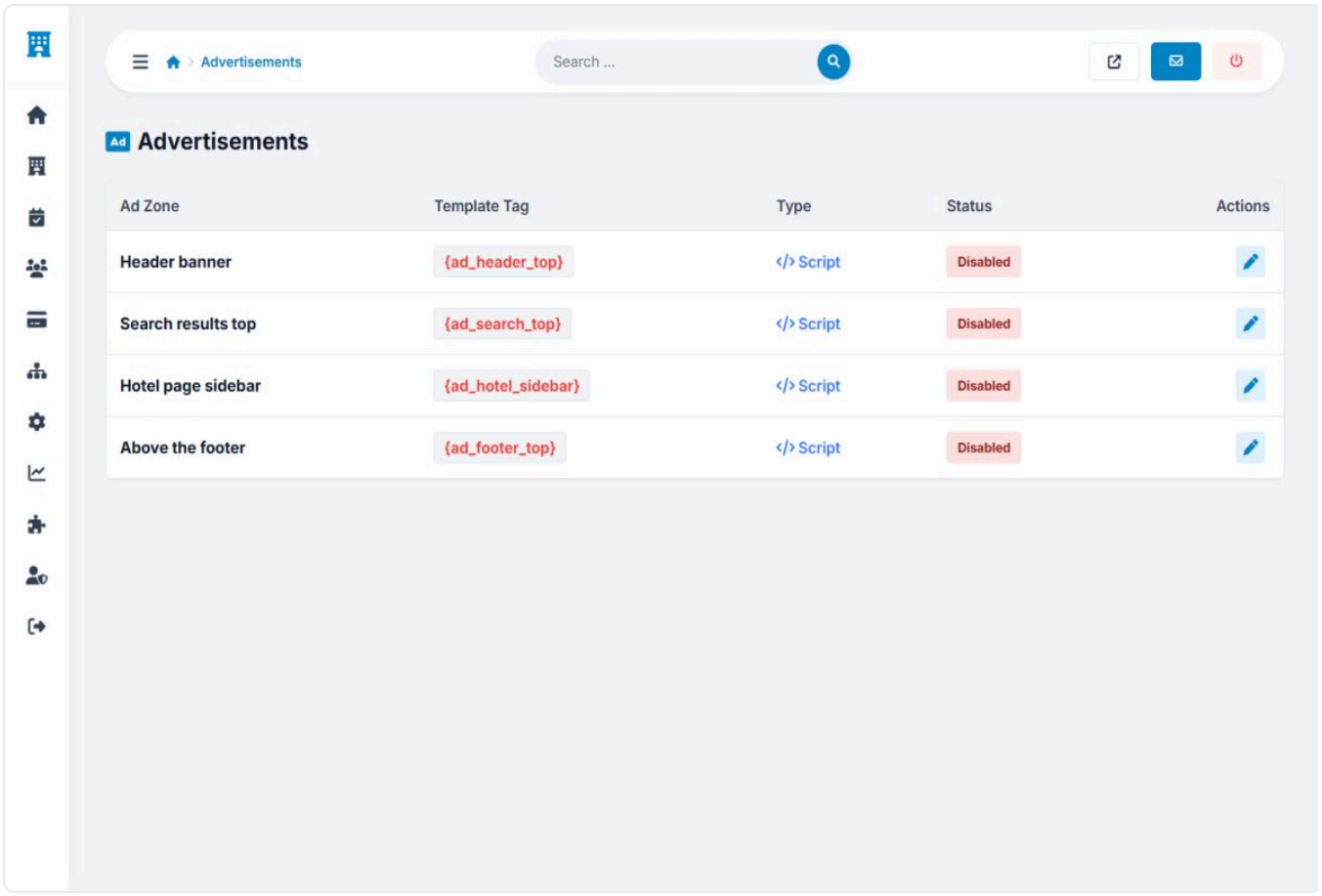


The template manager

The editor writes directly to the live template. Keep a copy of the original code, and check the website right after saving. The file must be writable by the web server.

Advertisement zones

In *Website → Advertisements* you can place banners or ad network code in four zones of the website:



Advertisement zones

Zone	Where it appears
Header banner	At the top of the inner pages (it is not shown on the home page, which has its own large hero).
Search results top	Above the list of properties.
Hotel page sidebar	Under the booking box of the hotel pages.
Above the footer	At the end of the content of every page.

Click the pencil of a zone and choose the type: *Code* (paste for example Google AdSense or an HTML banner) or *Image* (upload a banner and enter the address it links to). Tick *Active* to show it. A disabled zone shows nothing and takes no space.

Ads can be a second source of income next to commissions and packages, but keep the booking pages clean: put them on the results and the hotel sidebar, not in the checkout.

MAIN ADMIN PANEL

SEO, tracking codes and social media

Help search engines find your hotels and see where visitors come from.

What the script already does for search engines

- Every page has its own **title** and **meta description**. Hotel pages use the name, the location and the short description of the property.
- Hotel pages publish **structured data** (JSON-LD) with the name, address, rating and price range, and the FAQ page publishes FAQ markup.
- Pages have a clean heading structure and descriptive image texts, and the `lang` attribute follows the language of the page.
- Readable addresses with **SEO URLs** (Languages and SEO URLs).

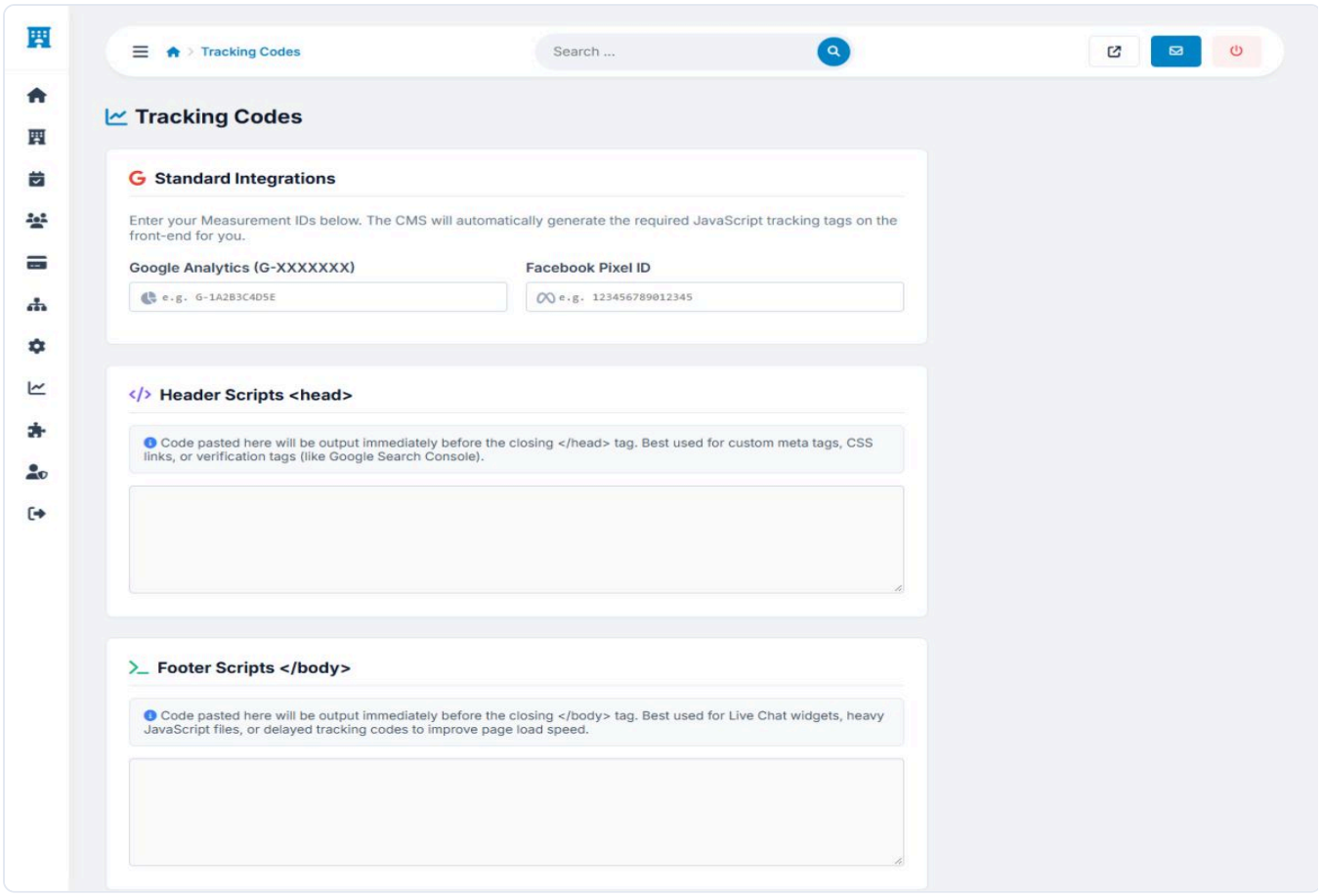
Titles and descriptions of the pages

In *Website → Pages*, the gear icon of a page opens its settings: the title (meta title) and the description (meta description) for every language. Write a title of up to about 60 characters and a description of up to about 155 characters, each with the main words people search for. Do the same for the news articles.

Sell every destination: write one useful article per destination and link it to the destination page and to your best properties. Good local content is what makes a marketplace rank.

Tracking codes

Open *Settings → Tracking codes* to connect analytics and advertising tools without editing the template.



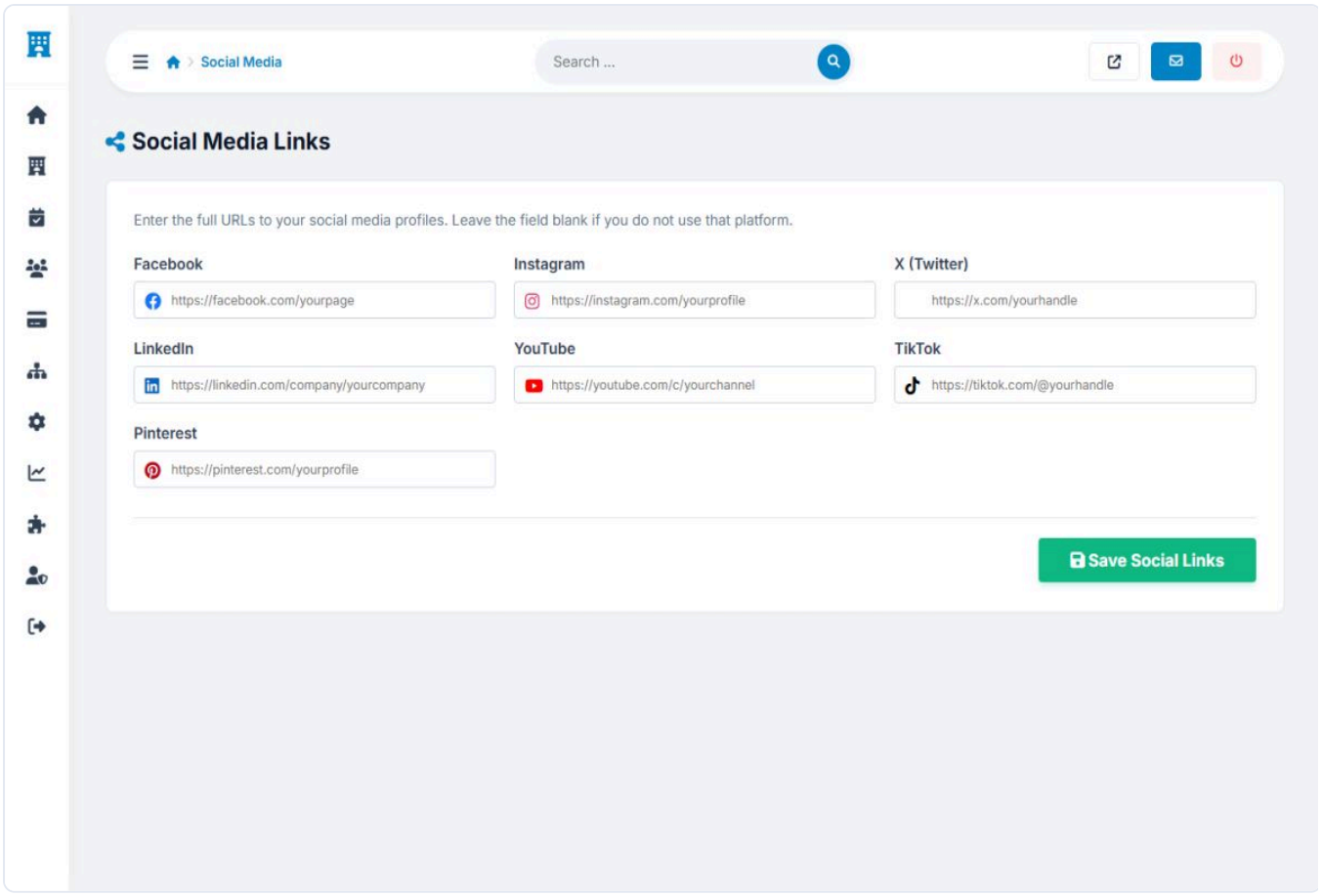
Tracking codes

Field	Use
Google Analytics (G-XXXXXXX)	The measurement ID. The script prints the required code on every page.
Facebook Pixel ID	For advertising campaigns.
Header scripts <head>	Any code that must be in the head: Google Search Console verification, other pixels, custom meta tags.
Footer scripts </body>	Chat widgets and other scripts that load at the end of the page.

If your country requires consent before analytics (GDPR), add a cookie consent tool through the header scripts, and publish a cookie policy.

Social media links

Settings → *Social media* takes the addresses of your profiles on Facebook, Instagram, X (Twitter), LinkedIn, YouTube, TikTok and Pinterest. The icons are shown in the footer. Leave a field empty to hide that network.



Social media links

Submit your site to Google

1. Create a **Google Search Console** property for your domain and verify it, for example with a tag in the header scripts.
2. Check that your pages are indexable: open a hotel page and look at the page source for the `title` and the `description`.
3. Submit a sitemap. The script does not generate one, so create it with any free sitemap generator, or ask your developer to add a small PHP file that lists the hotels, destinations and news.
4. Be patient: a new site needs weeks to be indexed. Publishing articles and getting links accelerates it.

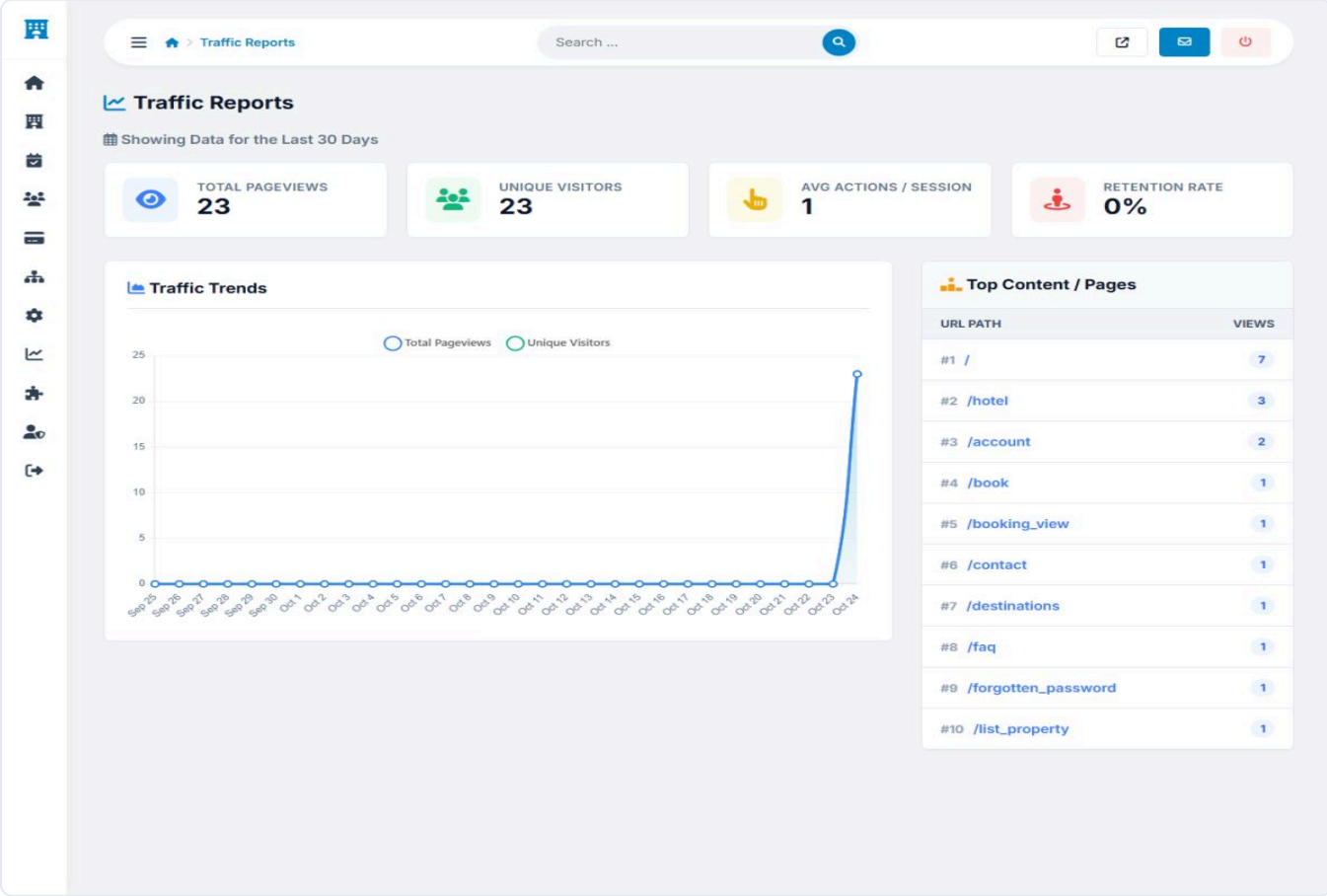
MAIN ADMIN PANEL

Statistics, admin users, permissions and backups

Know your traffic, control who can do what and keep safe copies of your data.

Statistics

The built-in statistics of the *Statistics* section need no external tool. They record the visits of the website and show them in four reports.



The traffic report

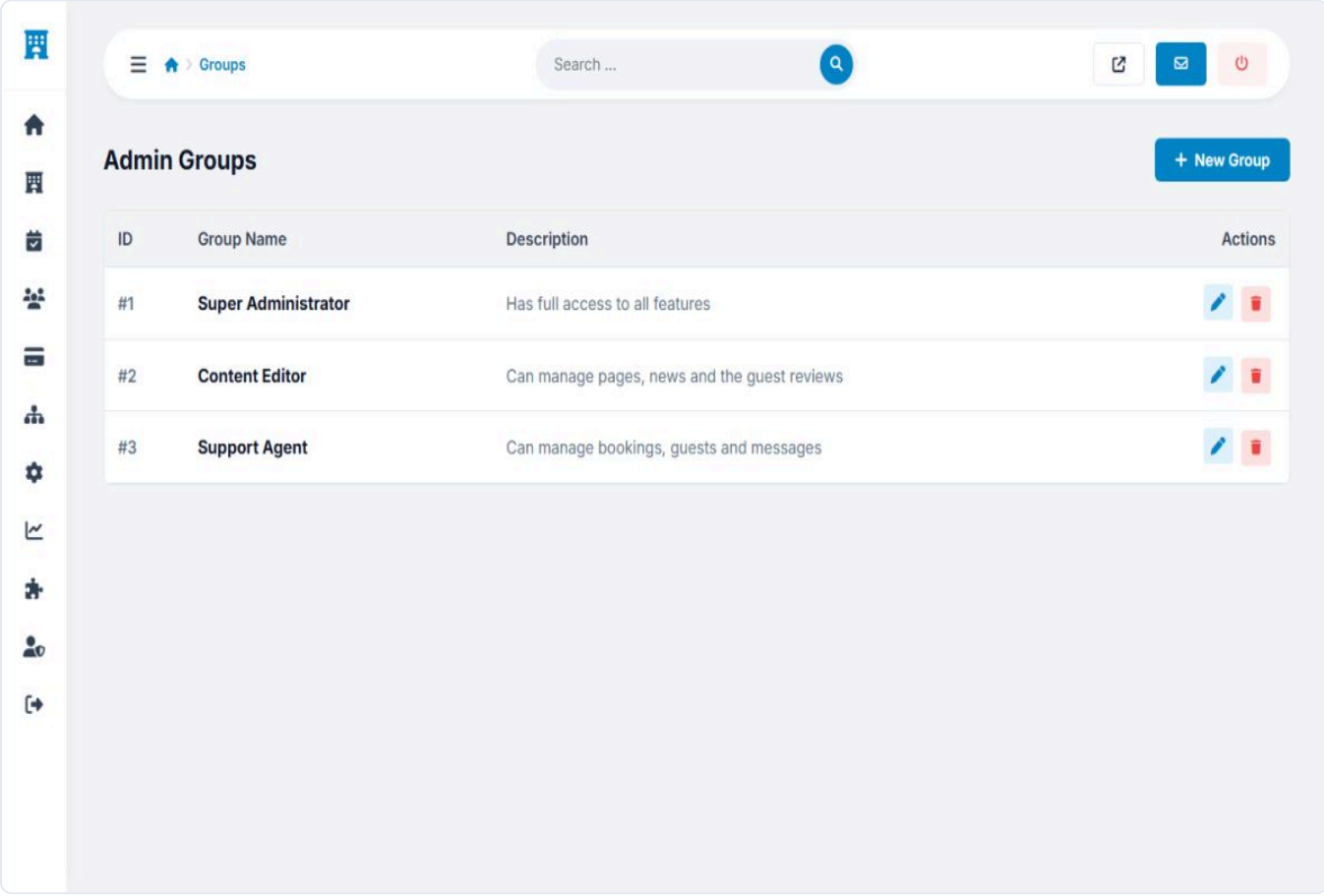
Report	What it shows
Traffic reports	Page views, unique visitors, actions per session, retention, a trend chart for the last 30 days and the most visited pages.
Referrals and sources	Where visitors come from: search engines, social networks, other websites, direct visits.
Audience and technology	Devices, browsers and operating systems of your visitors.
Live activity	What visitors are doing right now.

In addition each hotel owner sees the views of the own property on the dashboard, and the commission report shows the money (Packages, commissions and payouts).

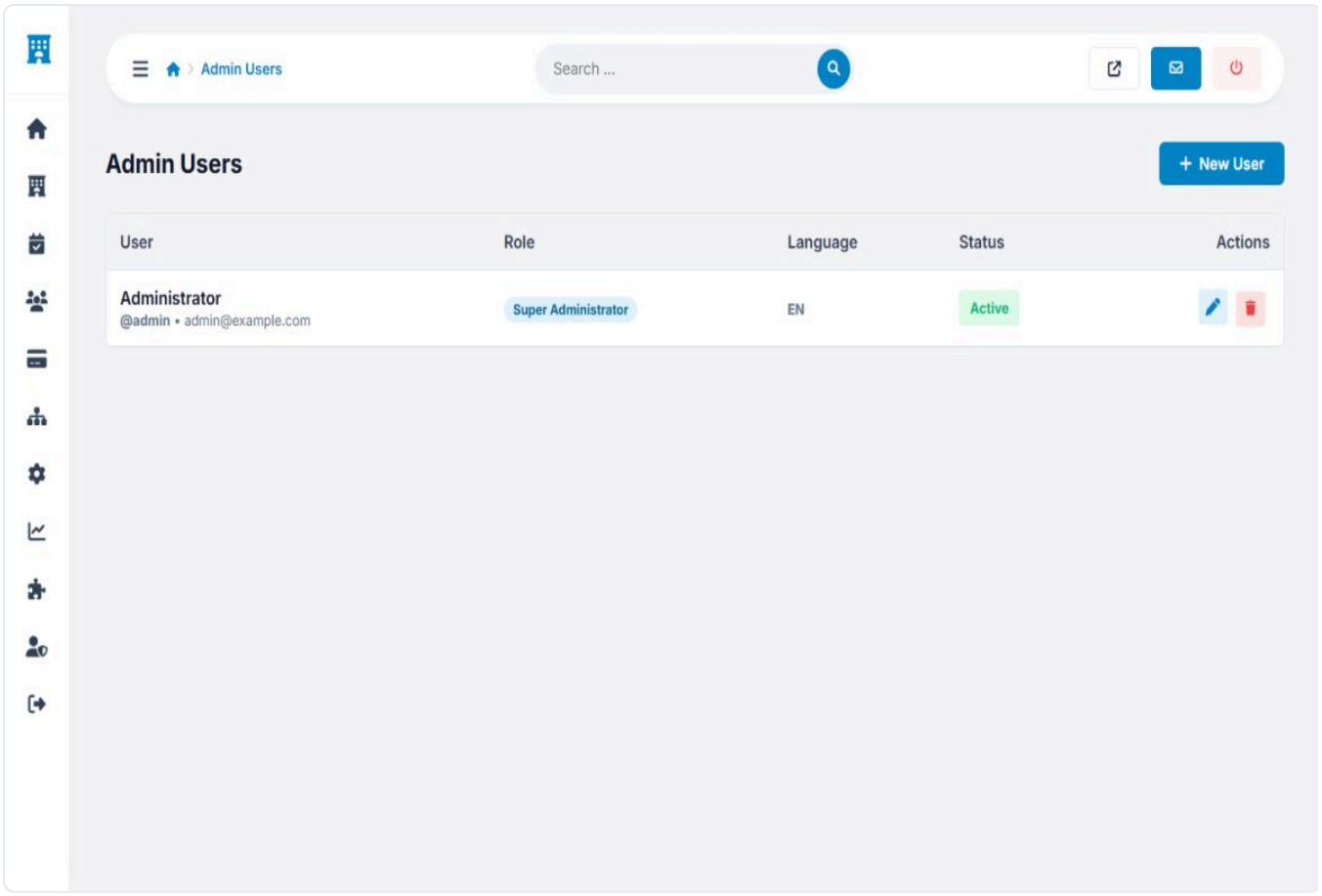
Admin users, groups and permissions

You can give your team access to the admin panel without sharing the main password. Open *User groups*.

- **Admin users:** add a user with a login, e-mail, password, language and group.
- **Groups:** a group is a set of permissions. Three groups are installed: *Super Administrator* (full access), *Content Editor* (pages, news and reviews) and *Support Agent* (bookings, guests and messages).
- **Permissions:** a matrix of tick boxes decides which pages every group can open. Examples: manage properties, manage bookings, manage payments, manage settings, view statistics.



Admin groups



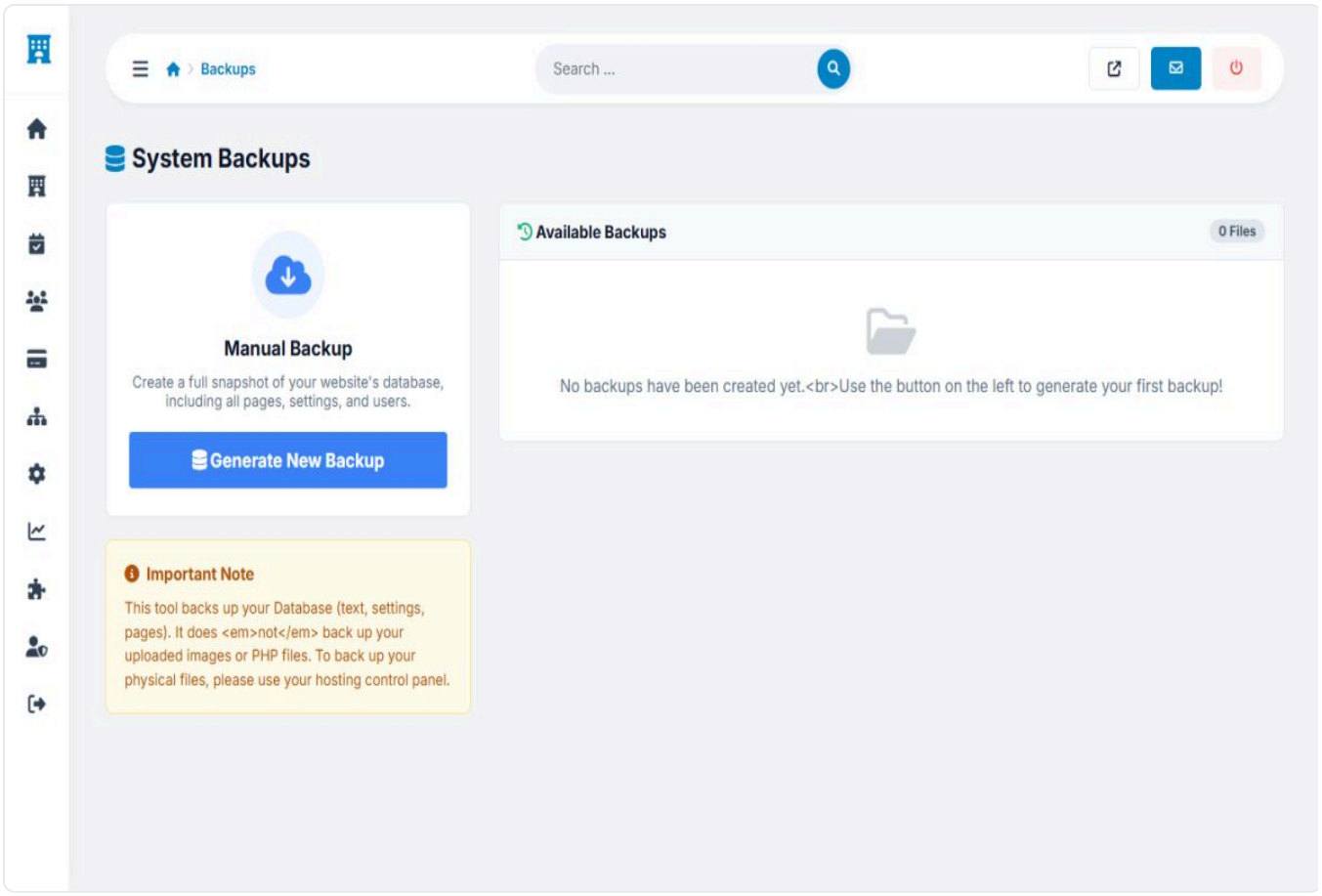
Admin users

A user sees only the menu pages that the group allows, and cannot open the others even by typing the address. Give the permission *manage payments* only to people you trust with money.

> Create one account per person. The login logs in *Home → Login logs* then tell you who did what and from which address.

Backups

Open *Settings → Backups* and press *Generate new backup* to save a snapshot of the **database**: pages, settings, properties, rooms, bookings, guests and users. The backups are listed with their size and date, and can be downloaded or deleted.



Database backups

The tool backs up the database only, not the uploaded photos or the PHP files. Make a full copy of the hosting account too (your host's backup or an FTP copy), and download a database backup before every update or big change. Keep copies outside the server.

The folder `/backups` is protected against direct access from the web, but remember that a backup contains personal data of your guests: store and share it carefully.

HELP

Frequently asked questions and troubleshooting

Quick answers to the questions we hear most, and what to check when something does not work.

Before you start

Which PHP version do I need?

PHP 8.0 or newer, 8.2 recommended, with the extensions pdo_mysql, curl, mbstring, gd, dom, json and openssl. See Requirements and installation.

Can I use it without Stripe or PayPal?

Yes. Guests can book and pay at the property, and you can sell no packages at all. Online payments are optional, but they are what allows commissions and automatic confirmations.

Which charging model should I choose?

Start with the monthly package model if you want simplicity, with the collect and pay out model if you want to earn commission and control the money, and with split payments if you do not want to handle the money of hotels. See Charging models.

Payments

A guest paid but the booking is still unpaid.

The confirmation reaches the site through the webhook. Check that the webhook address is correct, that the signing secret (Stripe) or the Webhook ID (PayPal) is saved, that the site runs on HTTPS and that the webhook shows successful deliveries in the dashboard of the provider. The guest can also press the pay button again on the booking page; the payment is verified with the provider and never counted twice.

The Stripe or PayPal test connection fails.

Check that you pasted the secret key (not the publishable key) and that the mode matches: test keys with test mode, live keys with live mode. For PayPal check the Sandbox or Live setting. The error message of the provider is shown on the page.

Unpaid bookings block the rooms.

They are released by the cron job after the hold time. Make sure the cron job runs every hour.

Can a guest pay twice?

No. A booking that is already paid does not offer the payment buttons, and every payment confirmation is processed only once, even if the provider sends it several times.

E-mails

E-mails are not delivered or land in spam.

Configure SMTP in *Settings → E-mail*, use a sender address of your own domain and press *Send a test e-mail*. Ask your host for SPF and DKIM records. See E-mail settings.

AI

I do not see the AI buttons.

The buttons appear only when an API key is saved, the master switch is on and the specific feature (rooms, properties, replies, trip search) is on. See AI settings.

The AI answers with an error.

Use *Test the connection* in the AI settings. Typical causes: a wrong key, an empty balance at the provider or a model name that the provider does not offer.

Calendars (iCal)

The calendar of Booking.com or Airbnb shows an error.

Open the room, read the message under the calendar and press *Synchronise now*. The usual causes are a link that was copied incompletely (it must start with https and often ends with .ics) or a link that the platform has disabled. Create the export link again on the platform and paste it again. See iCal sync.

Calendars are not refreshed automatically.

The automatic refresh is part of the cron job. Check the cron job.

A booking made here does not appear on Airbnb yet.

Platforms read your calendar link only every few hours. This is a limit of the iCal standard.

Website and languages

Search friendly URLs give a 404 error.

The server must allow `.htaccess` files and have `mod_rewrite` enabled (`AllowOverride All` in Apache). On Nginx add the rewrite rules to the server configuration. Switch the setting off to return to normal addresses.

The language dropdown is not visible.

Multi-language must be switched on and at least two languages must be active. See Languages and translations.

The interface texts cannot be saved.

The folder `/languages` and the files in it must be writable by the web server. The same applies to `/locations` for the locations editor and to the template file for the template editor.

Photos do not upload.

Check that `/uploaded_images` and `/thumbnails` are writable, that the PHP extension GD is installed and that `upload_max_filesize` and `post_max_size` are large enough for phone photos (8 MB or more).

Installation

The installer cannot connect to the database.

Check the host (often `localhost`, but some hosts give a special name), the user, the password and that the user has all rights on the database. Use an empty database.

I see a blank page or a server error.

Set `$DEBUG_MODE = true;` in `config.php` to see the error, fix the cause (usually a missing PHP extension or a wrong folder permission) and set it back to `false`.

Where do I get help?

Use the search box of this manual, or contact the support of the product from the product site.

PHP Hotel Marketplace User Manual · NetArt Media
https://www.netartmedia.net/manuals/hotel-marketplace/