

FAQs – Link-Out Booking Option

1. What is the link-out booking option?

The link-out option allows accommodation providers to list their property on the *Coast is Calling Travel Voucher* marketplace and direct customers to complete bookings on their own website.

2. Who is this option suitable for?

This option is only suitable for accommodation providers whose own booking systems can apply a discount equal to the voucher value (\$100, \$200 or \$500) during the booking process, and can capture the customer's voucher code - for example, within a dedicated field or comments section. Operators who cannot accommodate these requirements should use the in-platform booking and redemption process.

This option may be particularly suitable for:

- Property Managers with more than 5 properties
- Caravan Parks
- Hotel Chains

You must receive approval to use this redemption mechanism as part of the EOI. This may include a review of your current booking system and ability to properly collect and enter details for voucher redemption.

3. Do I still need to create a listing in the marketplace?

Yes. Every participating property must have its own listing, and each room type or bookable entity (e.g. cabin, powered site, room) must have a separate promotion so customers can search, filter, and compare options. Voucher redemption will only be available for approved listings and offers. Each listing is limited to three offers.

4. How will my prices appear on the marketplace?

Prices are displayed as a nightly "From" rate, reflecting your standard pricing. While actual rates on your website may vary depending on dates, length of stay, or other factors, the price shown on the marketplace should provide a fair and accurate indication of your usual rates and must not be misleading.

5. How do customers complete a booking?

After selecting your property and clicking **Book Now**, the customer is redirected to your main booking site to choose dates and finalise the reservation.

6. How are vouchers validated and redeemed?

Operators must enter the booking details and the voucher code into Nabooki for each redemption. The system will only allow redemption if the voucher code is valid. To avoid issues with invalid or previously used vouchers, operators should enter the booking details and redeem the voucher in Nabooki within 24 hours of a booking being confirmed.

The operator is responsible for ensuring that the key criteria for the minimum spend and the minimum number of nights is reached for each booking. Voucher redemption claims and payments where the criteria is not met, will be rejected.

7. What if a customer gives an invalid or used voucher?

If a voucher code is returned as *invalid* in Nabooki, contact the customer first in case they entered the code incorrectly. If the customer cannot provide a valid code, you may consider cancelling the booking. Validating voucher codes within 24 hours after receiving a booking helps prevent issues later in the process.

8. What information must I enter into Nabooki?

You must provide accurate booking dates and customer contact details. The system sends confirmation and feedback emails directly to the customer after redemption.

Operators must enter as a minimum:

- Voucher code
- Customer name
- Customer email
- Customer mobile number
- The offer type (room, cabin or other bookable entity)
- Booking travel date
- Number of nights of stay
- Total price

Operators should also block out dates for bookings within the Nabooki platform to ensure a consistent experience within the platform.

9. What happens if I do not want to manage voucher validation manually?

Operators who prefer not to manage these steps can continue using the in-platform booking and redemption process, where bookings and voucher validation occur entirely within the Nabooki system.

10. Will my property still be promoted the same way?

Yes. Link-out operators receive the same marketplace exposure and can be promoted alongside those using in-system bookings.
