

A person is sitting at a desk, working on a laptop. Their left hand is holding a smartphone, and their right hand is typing on the laptop keyboard. A white coffee cup with a brown sleeve is on the desk next to the laptop. A pair of glasses is resting on the desk in the foreground. The background is a blurred cityscape.

BYHOURS

FAQ's

01

Registration

How can I register my travel agency in BYHOURS?

Fill in the data and create your password. Once you have filled in your details you will receive an email with a temporary password which you can change once you log in to the platform.

Does it cost anything to register with BYHOURS?

No, registering your travel agency with BYHOURS is 100% free.

02

Bookings

02.1

How can I book a microstay for my clients?

Booking is very simple. All you have to do is log in with your username and password and enter your User Zone. Once inside, click on "Book" and you will be redirected to our website. Here you can choose the destination or hotel, date and time of the pack and book in three simple steps. You will receive an email with two files attached. One with payment details and prices and one confirming the booking, in case you need to send it to your client.

Is it possible to cancel or modify the reservation?

Cancellation is free of charge up to 24 hours before check-in time. You can cancel the booking through the booking confirmation e-mail or by accessing your User Zone.

After 24 hours prior to the check-in time of the reservation, the hotel reserves the right to charge the total amount of the room even if your client has not been able to enjoy it. You can request the modification of the reservation in your User Zone. We will manage the change with the hotel and once confirmed we will send you the details of the new booking. All modifications have to be requested 24 hours before the check in time. After that time it's not possible to modify the reservation.

02.2

Will BYHOURS contact my clients?

BYHOURS will not send any email to your client. The booking confirmation will be sent to the email address of the travel agency. In case of an emergency our Customer Service department will contact the agency directly.

Will my clients have access to other hotel services, such as swimming pools, spa, etc?

Many of our hotels have extra services such as a spa, swimming pool, restaurant, etc. Our guests have access to all the services of the hotel, just like any other guest. In some cases these services have an additional cost which is specified on our website and can be booked as extras.

What happens if my client does not show up at the hotel?

In case of no-show, the hotel has the right to charge the penalty corresponding to the total price of the reservation.

03

Payment

03.1

What are the payment methods?

You will have two payment options available. Prepayment and Pay at the hotel. If you choose to prepay, the total amount of the booking will be charged to the card and your client will not have to pay anything at the hotel (with the exception of the local city tax).

When choosing Pay at the hotel, only a portion of the reservation will be charged to the chosen credit card and the rest will be paid by your client at the hotel upon check-in.

What is the commission for the travel agency?

We guarantee 8% commission on each booking.

When and how will I receive payment of my commissions?

You will receive the payment of your commissions on a monthly basis. In your User Zone you will be able to control the reservations you have made. We will send you the list of bookings every month so you can generate the invoice.

04

Support

How can I get in contact with BYHOURS if my client has any incident or if we need more information?

If you have any problems with the platform, if you need support in the booking process or if your client needs assistance, you can write to us at: agencies@byhours.com

ES +34 602 225 694

UK +44 203 769 0610

FR +33 178902675

MX + 52 5585264283

CO + 57 14898378

From Monday to Thursday from 09:00 to 00:00 (UTC/GMT +1)

Friday from 09:00 to 21:00 (UTC/GMT +1)

Saturday to Sunday from 09:30 to 18:30 (UTC/GMT +1)

A grayscale photograph of a person's hands working on a laptop. The person is holding a smartphone in their left hand and typing on the laptop keyboard with their right hand. A white disposable coffee cup with a black sleeve is on the desk next to the laptop. A pair of glasses is resting on the desk in the foreground. The background is blurred, showing what appears to be an office or home workspace. The text "BYHOURS" is overlaid in the center of the image.

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