

RENTAL BOOKING SYSTEM

Owner & Guest Guide

Quick Start · Owner Sequence · Guest Sequence

For: Property owners and their guests

No technical knowledge required

1. What Is This System?

The Rental Booking System lets you manage all your property bookings from a single Google Sheet — without any paid software, apps, or subscriptions. Everything runs inside your Google account.

For owners	For guests	Automatic
-------------------	-------------------	------------------


2. Owner Quick Start

Follow these steps in order when you first receive the booking system. Total time: approximately 15 minutes.

STEP
1

Open the booking system sheet

You will have received a link to make a copy of the booking sheet. Click the link and click Make a copy. This creates your personal version of the system in your Google Drive.

 **NOTE:** Always use the Gmail account you want to send booking emails from. All emails are sent from this account.

STEP
2

Complete the setup wizard

When the sheet opens for the first time, a setup wizard appears automatically. Work through all 7 steps:

Step	What you fill in	Example
1	License key	RBS-XXXX-XXXX-XXXX (from your purchase email)
2	Property details	Name, address, phone, owner name, Gmail
3	Currency & tax	₹ / INR / GST 18% / invoice prefix BK-
4	Booking rules	Check-in 14:00, check-out 11:00, min stay 1 night
5	Payment settings	Bank Transfer + UPI, due 3 days, account details
6	Email templates	Customise the messages your guests receive
7	Notifications	Your email for alerts, payment reminders: YES


On the final step click Save & Launch. The wizard saves all your settings and sets up the booking system.

STEP
3

Add your rooms

After the wizard closes, click on the Rooms tab at the bottom of the sheet. Add one row per room or apartment:

Room ID	Room Name	Description	Max Guests	Price/Night	Weekend +	Active
R001	Standard Room	AC, double bed	2	2500	1.5	YES

 **TIP:** Weekend multiplier 1.5 means Friday and Saturday nights cost 50% more. Set it to 1.0 for the same price every day.


STEP 4

Share your booking form with guests

Click Booking System in the top menu bar → View booking form URL. Copy the URL shown and share it with your guests however you like — WhatsApp, email, your website, or Instagram bio.

The URL looks like:

<https://script.google.com/macros/s/XXXXXXXXXX/exec>


 **TIP:** Save this URL in your WhatsApp status or link-in-bio tool. Guests can open it on any phone, tablet, or computer — no app download needed.

STEP 5

Install the automation triggers

Click Booking System → Install triggers (run once). This activates two background automations:

- Approval automation — fires instantly when you change a booking status in the sheet
- Daily tasks — runs every morning at 08:00 to send reminders and check for overdue payments

 **IMPORTANT:** Run Install triggers exactly once. Running it more than once does not cause problems (it cleans up first), but there is no reason to run it again after the first time.

STEP 6

Run a health check

Click Booking System → Run health check. A report appears showing the status of each component. All items should show a tick.

If any item shows a cross:

- Drive folder not accessible → Create a folder in Google Drive, copy its ID from the URL, paste it in Settings tab row DRIVE_FOLDER_ID

- License key not configured → Re-run the setup wizard (Booking System → Reset setup wizard)
- No rooms configured → Add at least one row to the Rooms tab with Active = YES

3. Owner — Daily Operations

Once the system is set up, your daily interaction with it is simple. Most of the time you only need to check the Bookings tab and act on pending requests.

3.1 Approving a booking

- Open the Bookings tab — any new request appears as a yellow Pending row
- Review the guest details: name, email, phone, room, dates, guests, total
- Click the Status cell in that row → select Approved from the dropdown
- Wait 20–30 seconds — the system automatically:
 - Blocks the room dates in Google Calendar
 - Generates a PDF receipt and saves it to your Drive folder
 - Emails the guest with the receipt attached and payment instructions
 - The row turns blue. Receipt URL column fills in with a Drive link.

Email sent to guest

Subject: Your booking is confirmed — #BK-1001


"Your booking at Sunrise Apartments is confirmed! Booking ID: BK-1001 | Room: Standard Room | Check-in: 15 Mar at 14:00 | Amount due: ₹7,500 | Advance: ₹3,750 due by 18 Mar..."

3.2 Rejecting a booking

- In the Bookings tab, find the Pending row you want to reject
- Optional: in the Rejection Reason cell (column N) type a message for the guest — e.g. "Dates already booked — please try 20th to 25th instead"
- Click the Status cell → select Rejected
- The rejection email is sent to the guest automatically with your reason included
- The row turns red. The room dates remain available for other guests.

3.3 Marking a booking as paid

- When the guest confirms payment to you (bank transfer, UPI, or cash), open the Bookings tab
- Find the Approved booking row (blue)
- Click the Status cell → select Paid
- The system automatically generates a final PAID receipt and emails it to the guest
- The row turns green. Booking is complete.

 **TIP:** You can also approve, reject, or mark as paid manually from Booking System → Manual approve / reject / mark as paid if the dropdown does not trigger correctly.

3.4 Editing your settings

- Click Booking System → Edit settings
- The settings panel opens with 7 tabs — Property, Currency, Rules, Payment, Emails, Notify, System
- Update any value in any tab → click Save changes
- Changes take effect on the next booking immediately — no restart needed

3.5 Custom menu reference

Menu item	What it does	When to use
Open Dashboard	Shows live booking stats, recent bookings, upcoming arrivals	Morning check — see everything at a glance
Refresh dashboard stats	Updates the stat numbers on the Dashboard sheet tab	After adding or changing bookings manually
Edit settings	Opens 7-tab settings panel	Update any setting without re-running the wizard
Send test email	Sends a sample email to your address	After changing email templates — verify they look correct
Preview receipt (sample)	Generates a sample PDF in your Drive folder	After setup — verify the receipt layout looks correct
Manual approve booking	Approve a booking by entering its ID	If the Status dropdown approval does not trigger
Manual reject booking	Reject a booking with an optional reason	If the Status dropdown rejection does not trigger
Manual mark as paid	Mark a booking paid by entering its ID	If the Status dropdown does not trigger
View booking form URL	Shows the public URL to share with guests	Share via WhatsApp, email, or website
Run health check	Checks Gmail, Drive, license, rooms, triggers	After setup or if something seems broken
Run daily tasks now	Runs reminders and pings immediately	Test reminders without waiting until 08:00
Booking report (summary)	Shows total bookings, revenue, avg stay	Monthly review or handover to manager
Reset setup wizard	Re-opens the wizard on next Sheet load	If you want to review or redo initial settings

4. Owner — Complete Booking Sequence

This section shows every step of the complete booking lifecycle from the owner's perspective — from receiving a new request to collecting payment.

Booking status colours in the Bookings tab

Yellow = Pending (awaiting your decision) · Blue = Approved (awaiting payment) · Green = Paid (complete) · Red = Rejected

1	<p>SYSTEM</p> <p>New booking request received</p> <p>Guest submits the booking form → booking row created in your sheet</p>	Pending
2	<p>SYSTEM</p> <p>Two emails sent automatically</p> <p>1. Pending confirmation to guest 2. Notification email to you with all details and Sheet link</p>	
3	<p>OWNER</p> <p>Open Bookings tab — review the Pending row</p> <p>Check: room, dates, nights, guest count, total amount, any special requests</p>	
4	<p>OWNER</p> <p>Decision: Approve or Reject</p> <p>Change the Status dropdown to Approved or Rejected</p>	
5	<p>SYSTEM</p> <p>On Approval — 3 things happen automatically</p> <p>Calendar event created (blocks room dates) + PDF receipt generated + Approval email sent with receipt attached</p>	Approved
6	<p>SYSTEM</p> <p>On Rejection — rejection email sent</p> <p>Your rejection reason from the Rejection Reason cell is included in the email body</p>	Rejected
7	<p>GUEST</p> <p>Guest reads approval email and makes payment</p> <p>Bank transfer, UPI, or cash as shown in the email. Outside the system.</p>	

8	<p>SYSTEM</p> <p>Payment reminder sent if overdue</p> <p>If payment not received by the due date, an automatic reminder email is sent to the guest</p>	
9	<p>OWNER</p> <p>Confirm payment received — change Status to Paid</p> <p>When you receive the payment (check bank / UPI), change the dropdown to Paid</p>	
10	<p>SYSTEM</p> <p>Final PAID receipt generated and emailed</p> <p>PDF with green PAID stamp saved to Drive + emailed to guest. Booking complete.</p>	Paid
11	<p>SYSTEM</p> <p>Pre-arrival reminder sent to guest</p> <p>Sent automatically X hours before check-in (based on your PREARRIVAL_HOURS setting)</p>	

If something does not work

Problem	What to do
Status dropdown did not trigger automation	Use Booking System → Manual approve/reject/mark as paid
Email was not received by guest	Check Email Log tab — if status shows Failed, check Gmail quota. Booking System → Run health check.
PDF receipt was not generated	Check Error Log tab. Most common cause: DRIVE_FOLDER_ID is wrong. Re-run Booking System → Preview receipt to test.
Booking form shows "loading" and stops	The booking form URL has expired. Re-deploy the web app (Extensions → Apps Script → Deploy → New deployment) and update FORM_URL in _Meta.
Guest says dates are available but form shows conflict	Open Google Calendar — find the room's calendar (RBS — Room Name). Delete any incorrect events manually.
Email templates show {{placeholders}} literally	A placeholder name is misspelled. Open Booking System → Edit settings → Emails tab and check each template. All placeholders must match the list shown.

5. Guest — How to Book

This section explains the complete booking experience from a guest's perspective — from opening the booking form to receiving the final receipt.

5.1 Quick start for guests

STEP

1

Open the booking form

The property owner will share a booking link with you. Open it in any web browser on your phone, tablet, or computer. No app download or account needed.

STEP

2

Fill in your details

1. Enter your full name, email address, and phone/WhatsApp number
2. Select your room from the cards shown — each card shows the room name, description, maximum guests, and price per night
3. Select your check-in and check-out dates — the form automatically shows the estimated total
4. Select the number of guests — the form will alert you if you exceed the room's maximum capacity
5. Add any special requests in the optional text box (e.g. early check-in, baby cot, ground floor preference)
6. Click Send Booking Request

STEP

3

Receive your booking reference

After submitting, the form shows a booking reference number (e.g. BK-1001). Write this down — you will need it if you contact the property.

A confirmation email is sent to your email address within a few minutes. Check your spam folder if you do not see it.

Email sent to guest

Subject: We received your booking request — Sunrise Apartments

"Dear Priya, thank you for your booking request at Sunrise Apartments. Room: Standard Room | Check-in: 15 Mar at 14:00 | Check-out: 18 Mar | Nights: 3 | Total: ₹7,500. Your request is under review. You will receive a confirmation within 24 hours..."

STEP

4

Wait for the owner's approval

The property owner will review your request and approve or reject it. This typically happens within a few hours to 24 hours.

If approved, you receive an approval email with a PDF receipt attached. The email contains full payment instructions.

If rejected, you receive a rejection email with the reason and possibly alternative dates.

Make your payment

The approval email contains the payment details — bank account or UPI ID. Make payment by the due date shown in the email.

After confirming payment to the owner directly (WhatsApp or phone call), the owner marks the booking as paid.

You receive a final receipt email with a PAID PDF attached. Your booking is confirmed.

STEP
5

Email sent to guest

Subject: Your receipt — Booking #BK-1001 — Sunrise Apartments

"Dear Priya, please find your final receipt attached. Booking: BK-1001 | Standard Room | 15–18 Mar 2025 | 3 nights | Total paid: ₹7,500. We look forward to hosting you!"

Receive your pre-arrival reminder

The day before (or a set number of hours before) your check-in, you automatically receive a reminder email with check-in time, property address, and contact details.

STEP
6

6. Guest — Complete Email Sequence

These are the emails you receive at each stage of the booking process.

#	When	Email subject & content	Status after
1	Right after you submit the form	Subject: We received your booking request Content: Booking summary, room, dates, total amount. Tells you the owner will respond within 24 hours.	Request received — waiting for owner
2	Owner approves your request	Subject: Your booking is confirmed — #BK-XXXX Content: Full booking details, payment instructions (bank/UPI), advance amount, due date. PDF pro-forma receipt attached.	Confirmed — payment required
3	Owner rejects your request	Subject: Update on your booking request Content: The rejection reason, invitation to try alternative dates.	Request declined
4	Payment not received by due date	Subject: Payment reminder — Booking #BK-XXXX Content: Reminder of the amount due, payment details, due date.	Still waiting for payment
5	Owner confirms your payment	Subject: Your receipt — Booking #BK-XXXX Content: Final confirmation. PAID PDF receipt attached with green stamp.	Booking complete — fully paid
6	Day before (or X hours before) check-in	Subject: Your check-in is tomorrow — [Property Name] Content: Check-in time, address, contact number, booking reference.	Arriving soon

Guest FAQ

Question	Answer
I submitted a request but got no email.	Check your spam/junk folder. If nothing there, the owner may have a Gmail sending issue — contact them directly using the phone number on the booking form.
I accidentally entered the wrong email address.	Contact the property directly using the phone number shown on the booking form. The owner can cancel the incorrect booking and you can submit a new one.
Can I change my dates after submitting?	The system does not support date changes. Contact the property owner directly — they can cancel your booking and you can submit a new request with the correct dates.
I paid but have not received a receipt.	The owner needs to mark the booking as Paid in their sheet first. Contact them to confirm and ask them to update the status.

Can I book the same room again for different dates?	Yes — simply open the booking form URL again and submit a new request. Each booking is independent.
What happens if the owner does not respond?	Most owners respond within 24 hours. If you do not hear back, contact them directly using the contact details shown on the booking form.