

— HOSPITALITY —



TRATOK

SERVICE PROVIDER GUIDE

SERVICE PROVIDER DOCUMENTATION

Everything you need to grow on Tratok

A complete, plain-language walkthrough of the provider portal — from creating your account to running your business day to day. Written for the person who has to do the work, not the person who built the technology.

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SERVICE PROVIDER DOCUMENTATION

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An eighteen-chapter operator's handbook for service providers on hospitality.tratok.net.

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SECTION 1

01

Welcome to Tratok

Tratok is an online marketplace where travelers around the world find places to stay, things to do, and places to eat. As a **service provider**, you list what you offer, travelers find you, book you, and pay you through the platform.

This guide is written for the person who has to do the work, not the person who built the technology. You do not need to know what HTML, a URL, or a server is. You need a computer or phone with an internet connection, an email address, and about an hour of patience for your first listing. After that, day-to-day operation takes minutes.

— What you can list

- **Accommodations** — hotels, guesthouses, apartments, villas, cottages, hostels, glamping sites. Anywhere a guest sleeps.
- **Activities** — tours, classes, experiences, day trips, workshops, sport sessions, water sports. Anything a guest does for a few hours or a full day.
- **Restaurants** — restaurants, cafes, bars, food experiences. Anywhere a guest eats or drinks.

You can list one of these, all three, or any combination. Many providers start with one and add the others later. Every listing type uses the same account, the same dashboard, and the same payment system.

— How the money works (in plain English)

A guest books and pays Tratok. Tratok holds the money safely. After the stay or experience is complete, Tratok takes a small commission and the rest becomes your **available balance**. You then request a payout to your bank or payment service. We process payouts to anywhere in the world.

— What you'll need before starting

- A working email address (you'll be asked to confirm it).
- A phone number where guests or our support team can reach you.



- Photos of what you're listing — at minimum one good photo, ideally five to ten.
- A government-issued ID (passport, national ID, or driving license) for identity verification.
- Bank or payment account details for receiving your earnings.



TIP

You can start without all of these

You can register, create a listing, and upload photos before you verify your identity or add payment details. Identity verification is required before guests will trust your listing; payment details are only needed when you want to withdraw money.

— How to read this guide

Every section walks you through one part of the platform from beginning to end. Sections are short and self-contained, so you can skip to the one you need. The first sections (2 through 4) cover **setup once**. The middle sections (5 through 8) cover **building your listings**. The later sections cover **running your business** day to day.

Throughout the guide you will see boxes like the one above. **Tip** boxes give helpful suggestions. **Note** boxes explain something in the background that's useful to know. **Important** boxes warn about things that can cause problems if ignored.



SECTION 2

02

Create Your Account

Creating an account takes about two minutes. You will go through four steps and then receive a confirmation email.

— Step-by-step

- 01** | Open a web browser (Chrome, Edge, Firefox, or Safari all work) and go to **hospitality.tratok.net**.
- 02** | Click the **Create Account** button. If you see a sign-in screen, click the “Create one” link beneath the form.
- 03** | **Personal Details:** Enter your first name, last name, and email address. Use your real name — this is how guests will address you. Click **Continue**.
- 04** | **Security:** Create a password (at least 8 characters with one capital letter, one small letter, and one number). Re-type it to confirm. Add your phone number — this is optional but strongly recommended. Click **Continue**.
- 05** | **Business Details:** Fill in your company or business name (if you have one — it can be your own name if you are an individual host), and your country and city. As you type, suggestions will appear; click the right one. Click **Continue**.
- 06** | **Review & Confirm:** Check that everything looks correct. Tick the box to agree to the Terms of Service and Privacy Policy. Click **Create Account**.
- 07** | You're in! You'll see your empty dashboard. A confirmation email will arrive within a few minutes — open it and click the link inside to verify your email address.

**IMPORTANT****Use a real email you can access**

If you mistype your email address, you will not receive booking notifications, password resets, or payment updates. If you realize the email is wrong, log in, go to **My Profile**, and contact support to change it — you cannot change your account email from the dashboard.

— What is a strong password?

A strong password is one that nobody can guess and that no automated tool can find by trying every word in the dictionary. Tratok requires:

- At least **8 characters** total.
- At least **one capital letter** (A through Z).
- At least **one small letter** (a through z).
- At least **one number** (0 through 9).

A good password looks like **BlueRiver42!** or **Coffee&Sunset9**. A bad password looks like **password123** or **yourname2024**. Do not reuse a password you use anywhere else.

— Verifying your email address

After registering, look in your email inbox for a message from Tratok. If you don't see it within a few minutes, check your spam or junk folder. Click the verification link inside. You will be taken back to the platform and shown a green confirmation message.

If you never receive the email, log in, click your profile picture in the top right, and use the **Resend Verification** option. Make sure the email address shown is exactly the one you intended.

— Signing in next time

01 | Go to **hospitality.tratok.net**.

02 | If you are not already on the sign-in screen, click **Sign In**.

03 | Enter the email address you registered with, and your password. Click the small eye icon if you want to see the password as you type it.



04 | Click **Sign In**. You'll land on your dashboard.



NOTE

Forgot your password?

On the sign-in screen click **Forgot your password?**. Enter your email address and we'll send you a reset link. If five sign-in attempts fail in a row, the system pauses for a few minutes to protect against guessing — wait, then try again.



SECTION 3

03

Set Up Your Profile

Your profile is what guests see when they look at your listings, and it's how you build trust. Filling it out properly should be your first step after creating the account.

— Open your profile

- 01** | From the dashboard, click your **initials circle** (or your photo, once you've added one) in the top right corner.
- 02** | From the menu that drops down, click **My Profile**.
- 03** | You'll see your details on the left and a form to update them on the right.

— Add your profile photo

A clear photo of your face — not a logo, not a building, not your dog — gives guests the confidence to book. Even if you list under a company name, a human face is what people connect with.

- 01** | On the profile page, click the large round avatar (your initials in a gold circle).
- 02** | A pop-up window opens. Click **Choose Photo**.
- 03** | Select a photo from your computer or phone. JPG, PNG, or WebP are all fine. The photo should be clear and recent.
- 04** | The system automatically crops and resizes it. Click **Save**.



- 05** | Your new photo appears immediately. To change it later, repeat these steps. To remove it, click **Remove Photo** in the same pop-up.

**TIP****What makes a good profile photo**

Good lighting, a plain background, looking at the camera, smiling. Avoid sunglasses, group photos, or photos with text. If you list a restaurant or activity, a friendly portrait in your venue or uniform is excellent.

— Update your personal information

Fill in or correct each field, then click **Save Changes**. The fields are:

FIELD	WHAT TO ENTER
First name	Your given name — used in guest emails.
Last name	Your family name — used in guest emails.
Phone	International format if possible (e.g. +44 20 7946 0000). Guests and support staff may need to call you.
Company name	Your business or trading name. Leave blank if you host under your own name.
Country	The country your business is based in — type and pick from the suggestions.
City	Your business city — type and pick from the suggestions.

— Change your password

Scroll to the **Change Password** section on the profile page.

- 01** | Enter your **current password**.

- 02** | Enter the **new password** you want to use.

- 03** | Re-type the new password in the confirmation field.



04 | Click **Update Password**. Your next sign-in will use the new password.

— Verify your identity

Identity verification is the most important trust signal on the platform. Verified hosts get more bookings and are eligible for achievement badges like Superhost. The process is simple and usually takes 1 to 2 working days for our team to review.

01 | From the dashboard, click **Verification** (in the side menu or in the Quick Access grid).

02 | Scroll to the **Identity Verification** section.

03 | Click the upload area and select a clear photo or PDF of your government-issued ID — passport, national ID card, or driving license. All four corners should be visible.

04 | Click **Submit for Review**. You'll see a confirmation that your document was received.

05 | We review documents within 1 to 2 working days. You'll see the **Verified** badge appear on your profile when approved.



IMPORTANT

What we accept and what we don't

Accept: clear photos or scans of passports, national ID cards, and government-issued driving licenses. **Don't accept:** expired IDs, photos with corners cut off, screenshots of digital IDs that look edited, library cards, student IDs, or workplace badges.

— Understand your badges

Badges are awards that appear on your listings. Each badge has a different requirement.

BADGE	HOW TO EARN IT
Identity Verified	Awarded automatically once your government ID is approved by our team.
Property Verified	Awarded after we inspect or independently confirm your property. Request this from the verification page.



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BADGE	HOW TO EARN IT
Superhost	Awarded automatically when you have 50 or more bookings, 10 or more reviews, and an average rating of 4.8 or higher.
Fast Responder	Awarded when your average response time to guest messages is under one hour.
Top Rated	Awarded with 5 or more reviews and an average rating of 4.5 or higher.
Veteran Host	Awarded after 100 completed bookings.



SECTION 4

04

Choose What to List

Before you create your first listing, decide which of the three types matches what you offer. You can always add more later — this is just to get oriented.

— Quick comparison

LISTING TYPE	WHAT IT'S FOR
Accommodation	A place where a guest sleeps overnight. Priced per night per room. Has multiple rooms with their own prices and capacities. Can offer special packages (Staycation, Festive, etc.).
Activity	An experience that lasts a few hours or a full day. Priced per person. Has a maximum number of participants, a duration, and a category.
Restaurant	A place where a guest eats. Has a cuisine type, a price range, opening hours, and a maximum dining capacity. Can offer set menus, brunch packages, and seasonal offers.

— Common questions before you start

I HAVE A HOTEL WITH A RESTAURANT. TWO LISTINGS OR ONE?

Two listings, one account. List the hotel as an **Accommodation** and the restaurant as a **Restaurant**. Guests can book either independently, and you manage both from the same dashboard.

I RUN GUIDED TOURS FROM MY GUESTHOUSE. HOW DO I LIST?

Two listings: the guesthouse as an **Accommodation** and each tour you offer as an **Activity**. If you offer many tours, create an activity for each distinct one — “Half-day city walk” and “Full-day mountain hike” should be separate.



SHOULD I LIST EACH ROOM SEPARATELY?

No. Create **one accommodation listing** for the property, then add each room as a sub-item inside it. Rooms share the property's address, photos, description, and policies, but each has its own price and capacity.

MY BUSINESS IS SEASONAL. CAN I CLOSE LISTINGS?

Yes. You don't need to delete a listing to take it offline. Every listing has a **Deactivate** button — toggling it hides the listing from search results until you reactivate it. Existing bookings are not affected.



SECTION 5

05

List an Accommodation

This is the longest section in the guide because accommodation listings have the most parts — basic details, photos, rooms, and packages. Take it one piece at a time.

— Open the property manager

01 | From the dashboard, click **Properties** in the side menu (or the Properties card on the dashboard home).

02 | You'll see a list of any existing properties. If this is your first listing, the list is empty.

03 | Click **Add Property** in the top right.

— Fill in the basic details

Every field marked as required must be filled. Below is what each field means in plain English.

FIELD	WHAT TO ENTER
Property name	The name guests will see — e.g. "Seaview Villa Marbella". Make it descriptive but not too long.
Address	Full street address, including any building or unit number.
City	The city. Type to see suggestions — pick the matching one if available.
Country	Type to see suggestions.
Phone number	International format if possible — for urgent guest contact.



FIELD	WHAT TO ENTER
Reservations email	Where new booking notifications are sent. Often the front desk or owner.
Revenue email	Where revenue and payout notifications are sent. Often the finance team or owner — can be the same as above.
Description	A friendly, accurate paragraph describing the property. See the tips below.
Latitude / Longitude	Optional but very helpful. See “Setting your location” below.
Main image	One large hero photo. Don't worry — you can add more in the Photos tab.



NOTE

Reservations email vs revenue email

These are two different fields because in many businesses two different people handle bookings and money. If you do everything yourself, use the same email in both. Each address receives a separate verification email — click the links to verify them, otherwise guests' booking emails may not arrive.

— Writing a great description

Description writing is the single biggest difference between listings that fill up and listings that sit empty. Aim for three short paragraphs:

- **What the property is** — type, size, style, view. “A four-bedroom stone farmhouse with a private pool, set in two acres of olive grove, ten minutes' drive from the beach.”
- **Who it suits** — families, couples, business travelers. “Sleeps eight comfortably. Ideal for two families traveling together or one large family with children.”
- **What's nearby** — restaurants, transport, sights. “A fifteen-minute walk to the harbor, with three excellent seafood restaurants on the way. The bus to the city center stops just outside the gate.”



TIP

Translate later, write well first

Write your description in your strongest language. Tratok's built-in **Tara** translator can turn it into every supported language with one click. A great description in one language beats a mediocre description in fifteen.



— Setting your location on the map

Latitude and longitude are two numbers that pinpoint your property on a world map. You don't need to know what they mean — you just need to copy them from a maps website.

01 | Open **Google Maps** in another browser tab.

02 | Find your property on the map.

03 | **Right-click** on the exact spot of your property (on a phone, press and hold).

04 | The first item that appears is two numbers separated by a comma — that's your latitude and longitude.

05 | Click those numbers to copy them.

06 | Back on the Tratok form, paste the first number (before the comma) into **Latitude** and the second (after the comma) into **Longitude**.

07 | A small map preview will appear, confirming the spot is correct.

— Add rooms

Every accommodation has at least one room. If you run a hotel, you'll have many; if you list a private villa, you might have one “Entire Villa” room.

01 | On the property edit page, click the **Rooms** tab.

02 | Click **Add Room**.

03 | Enter the room's **name** (e.g. “Deluxe Sea-View Double” or “Whole Villa”).

04 | Enter a short **description** — what makes this room different from the others.

05 | Set the **price per night** and pick the **currency**.



06 | Set **number of rooms** — how many of this exact room type you have available to sell. A villa typically has 1; a hotel with twelve identical sea-view doubles has 12.

07 | Set **maximum capacity** — how many people can sleep in this room (including children).

08 | Click **Save Room**. Repeat for each different room type.

**TIP****Don't list every individual room**

Group identical rooms together. If you have fifteen rooms that are all the same "Standard Twin", create **one** room entry with number-of-rooms set to 15. Creating fifteen separate entries makes the calendar unmanageable.

— Set room prices by date (calendar)

By default each room has one price that applies every night. To charge more during high season, weekends, or holidays:

01 | From the property edit page, click **Pricing & Inventory**.

02 | Pick the room you want to adjust.

03 | You'll see a month-view calendar. Click a date to change just that night's price.

04 | Or use the **date range** form at the top to apply a price across many nights at once — for example, "June 1 to August 31, weekends only".

05 | Inventory works the same way: if you've shut some rooms for maintenance, reduce the available number on those dates.

— Add property packages (optional)

Packages are special offers that go beyond just a room — Staycation deals, Half-board (includes breakfast and dinner), Festive Christmas packages, Honeymoon packages, etc. Packages have a **flat price for the whole stay**, not per night.



- 01 | On the property edit page, click the **Packages** tab.
- 02 | Click **Add Package**.
- 03 | Give the package a clear name (e.g. "Summer Half-Board, 3 Nights").
- 04 | Write a description listing exactly what's included.
- 05 | Pick a **type** (Staycation, Half-board, Full-board, Festive, Honeymoon, Other).
- 06 | Set the **flat price** for the whole package and the **currency**.
- 07 | Set **minimum nights** — the shortest stay this package covers. The package can be booked for that many nights or longer; the flat price still applies.
- 08 | Set **maximum guests**.
- 09 | List the **inclusions** (breakfast, transfers, welcome drink, etc.) — be specific.
- 10 | Set **available days** (e.g. "Friday, Saturday, Sunday" for a weekend package) and optional valid-from and valid-until dates.
- 11 | Click **Save Package**.



NOTE

Packages and rooms work together

When a guest books a package, they still pick a room from your property. The package replaces the per-night room price with the flat package price, but the room's capacity still applies.

— Upload photos

Photos sell rooms. Take this seriously.



- 01 | On the property edit page, click the **Photos** tab.
- 02 | **Main image** is the hero photo guests see first — pick your single best shot.
- 03 | Use the **Gallery** area to add more photos. Aim for at least 5 and ideally 15 to 25.
- 04 | For each room you created, you can also add an individual room photo and a gallery — go to the **Rooms** tab and click the camera icon next to each room.

— Reorder and caption photos

- 01 | From the dashboard, open **Photos** (in the Quick Access grid or side menu).
- 02 | Select the listing.
- 03 | **Drag and drop** photos into the order you want guests to see them.
- 04 | Click any photo to add a caption ("The pool at sunset", "Master bedroom from the balcony").
- 05 | Click the star icon on a photo to make it the new featured image. Click the trash icon to delete one.



TIP

Photo basics for non-photographers

Daylight only — avoid evening shots unless they show something special. Tidy up before shooting. Open curtains, turn on lights, make the beds. Hold the camera or phone level (not tilted). Take photos from a corner of each room, not the doorway. One wide shot of each room is worth more than ten close-ups of details.



SECTION 6

06

List an Activity

Activities are easier to list than accommodations because they have fewer moving parts: no rooms, no nightly pricing. You set a price per person, a duration, and a maximum group size.

— Open the activity manager

01 | From the dashboard, click **Activities** in the side menu.

02 | Click **Add Activity**.

— Fill in the activity details

FIELD	WHAT TO ENTER
Activity name	"Sunset Catamaran Cruise", "Old Town Walking Tour", etc.
Category	Pick the closest match: Adventure, Cultural, Food & Drink, Nature, Relaxation, Sports, Water Sports, City Tour, Workshop, Nightlife, Other.
Description	Three paragraphs: what happens, what's included (food, gear, transport), and what to bring or wear.
Duration (hours)	How long the experience lasts. Half-day is 4, full day is 8. Use decimals for shorter (1.5 = ninety minutes).
Price	Per person , not per group.
Currency	Pick the currency you want to be paid in.



FIELD	WHAT TO ENTER
Max participants	The most people you can take in one session. The system will not let guests over-book.
Address	The meeting point — where guests should show up.
City, Country	Use the suggestions.
Latitude / Longitude	See the accommodation section for how to find these on Google Maps. Highly recommended — guests find you faster.
Contact email	Where booking notifications arrive. Gets a verification email after you save.
Contact phone	For urgent contact, especially weather cancellations.
Main image	One hero photo. More photos go in the Photos tab after saving.

— Save and add photos

01 | Click **Add Activity**. You'll land on the activity edit page.

02 | Switch to the **Photos** tab.

03 | Upload your gallery photos. For activities, action shots beat static shots — people doing the thing, not the gear sitting on a table.



TIP

Activity description checklist

Strong activity descriptions answer: What will I do? How physical is it? Is it suitable for children, elderly, non-swimmers? What do I bring? What do you provide? Where and when do we meet? What happens if it rains? Front-loading these answers cuts down on guest questions.

— Pause or remove an activity

01 | From the activities list, click the activity you want to manage.



02 | To pause: click **Deactivate** in the top right. Existing bookings stay; the activity disappears from search.

03 | To bring it back: click **Activate** in the same spot.

04 | To delete permanently: scroll to the bottom and click **Delete Activity**. Existing bookings are kept in your records but the listing is gone.



SECTION 7

07

List a Restaurant

Restaurant listings cover restaurants, cafes, bars, and food experiences. You can take reservations through Tratok and optionally offer prepaid set menus and packages.

— Open the restaurant manager

01 | From the dashboard, click **Restaurants** in the side menu.

02 | Click **Add Restaurant**.

— Fill in the basics

FIELD	WHAT TO ENTER
Restaurant name	The name on the door.
Description	Three paragraphs: the food story, the atmosphere, the location.
Cuisine type	Pick the closest match (Italian, Lebanese, Japanese, Vegan, etc.).
Price range	\$ Budget, \$\$ Mid-range, \$\$\$ Upscale, \$\$\$\$ Fine Dining. Pick honestly — guests filter on this.
Address	Full street address.
City, Country	Use the suggestions.
Latitude / Longitude	Very useful for hungry guests trying to find you. See the accommodation section.



FIELD	WHAT TO ENTER
Phone	Reservations line.
Email	Booking notifications. Gets a verification email after saving.
Website	Optional — your own site if you have one.
Opening hours	Free text. Be specific: "Mon-Fri 12:00-15:00 and 19:00-23:00; Sat-Sun 12:00-23:00; closed Tuesdays".
Max capacity	Total covers — the maximum number of diners you can seat at once.
Main image	Best food shot or interior.

— Upload your menu (PDF)

Most restaurants already have a PDF menu. You can upload it so guests can read it before booking.

01 | On the restaurant edit page, click the **Menu PDF** tab.

02 | Click **Upload Menu PDF** and pick the file from your computer.

03 | Only PDF files are accepted. The menu appears in the public listing for guests to download.

04 | To replace it, upload a new one — it overwrites the old one. To remove it, click **Remove Menu PDF**.

— Add restaurant packages

Packages are prepaid offerings — guests pay when they book, not at the restaurant. Examples: a five-course tasting menu, a bottomless brunch, a Valentine's set menu.

01 | On the restaurant edit page, click the **Packages** tab.

02 | Click **Add Package**.



- 03 | Name it clearly ("Sunday Bottomless Brunch").
- 04 | Describe what's included — courses, drinks, anything extra.
- 05 | Pick a type (Set Menu, Tasting, Brunch, Special Occasion, Other).
- 06 | Set the **price per person** and currency.
- 07 | Set **maximum guests** — the largest group this package supports.
- 08 | Set **available days** (e.g. "Saturday, Sunday" for a weekend brunch).
- 09 | Set **start time** and **end time** if the package only runs at certain hours ("11:00 to 15:00").
- 10 | Set **valid from** and **valid until** for limited-time offers (e.g. Christmas menu).
- 11 | Click **Save Package**.

— Add photos

- 01 | On the restaurant edit page, switch to the **Photos** tab.
- 02 | Upload food shots, interior, exterior, and any standout dishes or drinks.
- 03 | Add captions to identify dishes — guests appreciate knowing what they're looking at.



TIP

Food photography on a phone

Natural light from a window beats overhead restaurant lighting every time. Shoot from above for flat dishes (pizza, salad) and from a 45-degree angle for stacked or tall dishes (burgers, cocktails). Wipe smudges off the plate before shooting.



SECTION 8

08

Translate Your Listings

Tratok supports 16 languages. By default, what you wrote is shown to guests in the language they're browsing in — but only if a translation exists. You have two ways to provide translations: **Tara** (one-click automatic) and the **Manual editor**.

— Use Tara to translate automatically

Tara is the built-in translator. It uses an advanced language model trained for hospitality content, so it understands that “balcony with sea view” is hospitality language, not a literal sentence. Translation usually takes under a minute.

01 | Open any listing for editing.

02 | Near the top of the form you'll see a **Translate with Tara** button.

03 | Click it. A panel opens letting you pick which languages to translate into. By default it picks all 15 non-English languages.

04 | Click **Start Translation**. A progress bar shows each language as it completes.

05 | When it's done, close the panel. Translations are stored and shown to guests immediately.

**NOTE****Translate once, edit once**

If you change your description later, click Tara again to re-translate. Tara is idempotent — running it twice does not produce different results unless the source text has changed.



— Edit translations by hand

If you want to refine a specific translation — for example, polish the Arabic version with a native speaker's voice — use the manual editor.

01 | From the dashboard, open **Translations** (in the side menu).

02 | Pick the listing on the left.

03 | Pick the field you want to translate (Name, Description, etc.).

04 | Pick the target language.

05 | Type your translation in the right-hand panel, then click **Save**.

06 | Your manual translation overrides any previous Tara translation for that exact field + language combination.



TIP

What gets translated

Tara and the manual editor handle: listing names, descriptions, room names and descriptions, package names and descriptions, and package inclusions. They do not translate fixed data like addresses, phone numbers, prices, or your opening hours text.



SECTION 9

09

Manage Bookings

As soon as your listings are live, guests can book. This section covers everything that happens between “a guest tapped Book” and “the guest leaves a review”.

— Find the booking calendar

01 | From the dashboard, click **Booking Calendar** (under the Bookings This Month stat, or in the side menu).

02 | You see the current month. Each colored bar represents a booking. Hover or tap any day to see details for that day.

03 | Use the arrows at the top to move forward and back through months.

— Understand the colors

COLOR	MEANING
Blue bar	An accommodation (property) booking.
Green bar	An activity booking.
Pink bar	A restaurant booking.
Amber bar	Pending — the guest has booked but the reservation is awaiting your action or system confirmation.
Gray bar	Completed — the stay or experience is done.



— Filter the calendar

Use the filter pills above the calendar to show only one listing type at a time — useful if you have many activities and want to see only accommodation bookings, for instance.

— Booking statuses, end to end

STATUS	MEANING
Pending	Newly created. May need your confirmation, or may be waiting for guest payment to clear.
Confirmed	Active and locked in. The guest is coming.
Completed	The stay or experience is over.
Cancelled	Either the guest cancelled, or you did. See below for cancellation handling.

— Respond to pending bookings quickly

The Dashboard home shows a **Pending Bookings** stat card. Click it to see the bookings that need your attention. Aim to respond within an hour — that earns the **Fast Responder** badge and reassures the guest.

— Message a guest

01 | From the booking calendar or the notifications page, click a booking to open it.

02 | Use the **Send Message** form to write to the guest. They receive it by email and inside the platform.

03 | Or open **Notifications** → **Guest Messages** tab for a full conversation history with every guest.

— Cancellations and changes

If a guest needs to cancel or change dates, they typically do it themselves and you simply get a notification. If you need to cancel from your side — for example, a flood damaged the room — open the booking and click **Cancel Booking**. The guest receives an automated email and is refunded according to the platform's policies.



IMPORTANT

Cancelling from your side affects your record

Provider-initiated cancellations damage your performance score and may disqualify you from the Superhost badge. Only cancel when you truly cannot honor the booking. If the issue is a date conflict caused by an out-of-sync external channel, fix the channel sync first — see Section 13.



SECTION 10

10

Reviews

Reviews are how guests tell other guests what your listing is like. They also feed your badges and your search ranking. Reply to every review, especially the bad ones.

— Open your reviews

01 | From the dashboard, click **Reviews**.

02 | You see your overall score, total review count, and rating distribution at the top.

03 | Below that is the list of recent reviews. Use the filter pills to focus on unanswered reviews or low-rated ones.

— Reply to a review

01 | Click **Reply** on any review.

02 | Type a short, polite, professional response. Thank the guest, address any complaint specifically, and explain what you've done about it.

03 | Click **Post Reply**. Your reply appears beneath the review on your public listing.



TIP

How to handle bad reviews

1. Read it twice before replying — let the sting fade.
2. Thank them for the feedback genuinely.
3. Address the specific issue without excuses.
4. Explain what you've changed (if you've changed something).
5. Invite them back, or invite future guests to contact you with concerns.

Future guests read your replies as much as the reviews themselves. A graceful reply to a bad review can win you more bookings than a perfect score.

— Hide a review

Hiding a review is reserved for clear policy violations — language, personal attacks, content unrelated to the stay. Do not hide reviews just because they're negative — the platform monitors this and your account can be penalized for it.

01 | Open the review.

02 | Click **Report & Hide**.

03 | Tell us why. Our team will review the report.



SECTION 11

11

Get Paid

This is the section everyone wants to know about. Earnings, balances, payouts, taxes — all from one screen.

— How earnings show up

Every confirmed booking adds to your **Total Earned**. After the stay or experience completes, the platform deducts its commission, and the net amount becomes part of your **Available Balance**.

**BOX ON THE PAYMENTS
PAGE****WHAT IT MEANS**

Total Earned	Lifetime gross from all bookings.
Available Balance	Money you can request a payout against, right now.
Pending Requests	Payouts you've asked for that are still being processed.
Total Paid Out	Money already in your bank or wallet.

— Look at your revenue

01 | From the dashboard click **Revenue**.

02 | Use the date-range selector at the top — last 7 days, 30 days, 90 days, last year, or custom.

03 | The page shows revenue per day in a bar chart, broken down by listing type and by individual listing.



- 04** | Below the chart, the daily table shows gross, commission, and net amounts. Hover any row for details.

— Request a payout

- 01** | From the dashboard, click **Payments**.

- 02** | Confirm your **Available Balance** at the top is greater than zero.

- 03** | In the **Request Payment** form, enter the amount you want to withdraw and the currency.

- 04** | Pick a payment method:

- **Bank Transfer** — fill in bank name, account number or IBAN, routing number or SWIFT/BIC. The form asks for whichever of these your bank uses.
- **PayPal** — fill in your PayPal email address.
- **Wise (TransferWise)** — fill in your Wise account email.
- **Cryptocurrency** — fill in your wallet address and the asset (BTC, ETH, USDC, etc.).

- 01** | Add any notes for our finance team in the Notes box.

- 02** | Click **Submit Request**.

- 03** | The request appears in your history below. You'll see it progress through **Pending** → **Processing** → **Completed** as our team handles it.



NOTE

How long do payouts take?

Bank transfers usually arrive within 3 to 5 working days after we mark them **Processing**. PayPal and Wise are often same-day. Crypto is usually within an hour of Processing. International bank transfers occasionally take longer because of intermediary banks.



— Download reports for tax and accounting

- 01 | From the dashboard, click **Reports**.
- 02 | Pick a preset — Current Month, Last Month, Current Quarter, Year to Date, Last Year — or set a custom date range.
- 03 | Optionally filter by listing type.
- 04 | Click **Download CSV**. The file includes date, listing name, type, booking count, gross revenue, commission, and net revenue, plus a totals row.
- 05 | Open the CSV in Excel, Google Sheets, or any accounting software.



SECTION 12

12

Promotions & Email Templates

Two tools to grow your business: discount codes that bring in more bookings, and email templates that keep guests engaged.

— Create a promotion (discount code)

01 | From the dashboard, click **Promotions**.

02 | Click **Create Promotion**.

03 | Fill in:

FIELD	WHAT TO ENTER
Code	Short word or phrase in CAPITALS (e.g. SUMMER25). This is what guests type at checkout.
Name	Internal label — what you'll call it on this page ("Summer 2026 launch").
Description	Free text — what the promotion is for.
Discount type	Percentage (e.g. 25% off) or Fixed amount (e.g. \$50 off).
Discount value	The number — 25 for 25%, or 50 for \$50.
Currency	For fixed-amount discounts.
Min booking value	The smallest order this code applies to. Leave 0 for no minimum.
Min nights	For accommodation — only valid for stays of this length or longer.



FIELD	WHAT TO ENTER
Max uses	How many times this code can be redeemed in total. Leave 0 for unlimited.
Applies to	All listings, only properties, only activities, or only restaurants.
Valid from / until	Optional date window.

01 | Click **Create Promotion**. The code appears in the list above.

02 | Share the code in your marketing — social media, email, signs in your venue.

— Pause or delete a promotion

On the Promotions list, each row has a toggle (active/inactive) and a trash icon. Pausing keeps the code in your records but stops it working at checkout. Deleting removes it permanently.

— Edit your email templates

Tratok automatically sends six emails to guests around their booking. You can customize the wording and timing of each, or leave the defaults — they are well-written.

TEMPLATE	WHEN IT'S SENT
Booking Confirmation	Sent immediately when a booking is made.
Pre-Arrival	Reminder sent 1 day before check-in.
Check-out Thank You	Sent on the check-out day.
Review Request	Sent 2 days after check-out.
Cancellation	Sent if a booking is cancelled.
Payment Received	Sent when payment clears.



— Customize one template

- 01 | From the dashboard, click **Templates** (in the Quick Access grid or side menu).
- 02 | Click the template you want to edit.
- 03 | Edit the subject line and the body. Use placeholders — words in double curly braces — that get replaced with the real value when the email is sent. The available placeholders are listed in a sidebar on the right.
- 04 | Change the timing if you want (e.g. send the review request 1 day after check-out instead of 2).
- 05 | Click **Save Template**.
- 06 | Click **Send Test Email** to send yourself a preview before going live.



TIP

Useful placeholders

`{{guest_name}}` — the guest's first name
`{{listing_name}}` — your listing's name
`{{check_in}}` / `{{check_out}}` — the dates
`{{guests}}` — number of guests
`{{total_price}}` — what they paid
`{{booking_id}}` — the booking reference
`{{provider_name}}` — your name

Type these exactly, with the double braces.



SECTION 13

13

Sync with Other Booking Sites

If you also list on Airbnb, Booking.com, Vrbo, Expedia, TripAdvisor, or Google, you risk **double bookings** — the same room booked on two sites for the same dates. Channel sync prevents this using a standard calendar format called iCal.

— How it works in plain English

Every booking site can publish a calendar URL — a link that shows when a room is booked. Tratok publishes one for your Tratok bookings, and Tratok can read the ones from other sites. By exchanging these URLs, every site knows when every other site has a booking, and they all block out those dates.

— Set up a channel sync

01 | From the dashboard, click **Channels** (in the Quick Access grid or side menu).

02 | Click **Add Channel**.

03 | Pick the channel (Airbnb, Booking.com, etc.).

04 | Pick which listing it applies to.

05 | For accommodations, pick the specific room.

06 | Paste the **iCal import URL** from the other site (see below for how to find it).

07 | Click **Save**. Tratok generates an **export URL** — copy that URL.



08

Go to the other site, find its “import calendar” or “sync calendar” setting, and paste in Tratok's export URL.

— Finding the iCal URL on each major site

SITE	WHERE TO FIND THE ICAL URL
Airbnb	Listing → Availability → Calendar sync → Export calendar
Booking.com	Property → Rates & Availability → Sync calendars → Export calendar URL
Vrbo	Calendar → Settings → iCal import/export
Expedia	Property dashboard → Calendars → Connect calendar
Google	Travel Partner Central → Availability → iCal feed



IMPORTANT

Synchronization is not instant

Most channels refresh calendars every 1 to 4 hours. If you get a booking on Airbnb at 10:00, Tratok may still allow a competing booking until the next sync (up to 4 hours later). The risk is small but real. If you also operate on fast-moving channels, consider closing dates manually after any booking.

— Pause or regenerate

On the Channels list:

- **Pause** — temporarily stop importing from a channel without deleting the sync.
- **Regenerate token** — if you ever share or expose your Tratok export URL, regenerate to issue a new one. Update the URL on the other side.
- **Delete** — remove the sync entirely.



SECTION 14

14

Add Team Members

If you run a business with staff — a hotel reception team, a tour operator with guides, a restaurant manager — you can give them their own logins with limited access.

Roles

ROLE	WHAT THEY CAN DO
Manager	Almost full access — sees and edits everything except billing and account-level settings.
Staff	Day-to-day operational access. Permissions are configurable (see below).
Viewer	Read-only — can see bookings and reports but cannot change anything.

Permissions (for Staff role)

For Staff members, you tick which areas they can access:

- **Bookings** — view and respond to bookings, send messages.
- **Listings** — edit listing details, photos, packages.
- **Revenue** — see revenue figures (often kept off for front-desk staff).
- **Messages** — read and reply to guest messages.
- **Reviews** — reply to and report reviews.

Invite someone

01 | From the dashboard click **Team**.



02 | Click **Invite Member**.

03 | Enter their first name, last name, and email address.

04 | Pick a role (Manager / Staff / Viewer).

05 | If you picked Staff, tick the permissions they need.

06 | Click **Send Invitation**.

07 | They receive an email with a link to set their own password. Once they accept, they appear in your team list with status **Active**.

— Suspend or remove a member

01 | On the Team page, find the person in the list.

02 | Click the pause icon to **suspend** — keeps the account but blocks sign-in (useful for staff on long leave).

03 | Click the trash icon to **remove** permanently. They can no longer sign in, and the account is deleted.



SECTION 15

15

Analytics

The Analytics page turns your bookings into charts and numbers. You don't need analytics to operate — but if you check it weekly, you'll spot problems and opportunities early.

— Open analytics

01 | From the dashboard, click **Analytics**.

02 | Pick a time range — 7, 30, 90, or 365 days.

03 | The page reloads with that range.

— What the top numbers mean

NUMBER	WHAT IT REPRESENTS
Revenue	Gross revenue from all confirmed bookings in the range.
Bookings	Total booking count, with the percent change vs the previous equivalent period.
Avg Booking Value	Revenue divided by booking count. Higher is better — your packages and upsells lift this.
Occupancy	For accommodations only — what percent of room-nights in the range were sold.



— Bottom of the page

- **Daily revenue chart** — spot trends, weekends, weekday patterns.
- **Revenue by type** — which of properties / activities / restaurants is pulling its weight.
- **Top listings** — your five best earners in the range. Consider promoting these harder and improving the laggards.
- **Cancellation rate** — bookings cancelled as a percent of total. High cancellation rates hurt your ranking; investigate if it climbs.



TIP

What to look at weekly

Set a Monday morning routine: open analytics, look at the last 7 days vs the previous 7. Are bookings up or down? Which listing is leading? Has any listing dropped to zero? Five minutes a week catches problems before they cost real money.



SECTION 16

16

Advanced: Use the API

This section is for businesses that want to plug Tratok into other software — a property-management system, a custom website, or a reporting dashboard. **If those words mean nothing to you, skip this section.** Everything in the dashboard can be done without ever touching the API.

— Get your API key

01 | From the dashboard, click **API Docs**.

02 | Click **Generate API Key**. The system creates a key and a secret.

03 | Copy both immediately — the secret is shown only once. Store them somewhere safe.

04 | If you ever leak or lose your secret, click **Regenerate** to issue new credentials. Old credentials stop working immediately.

05 | Use the toggle to **enable** or **disable** API access for your account at any time.

— What the API can do

- Read your bookings, listings, and revenue.
- Create, update, and delete listings programmatically.
- Push availability and pricing updates.
- Subscribe to webhooks (notifications pushed to your server when something happens).

Full technical reference is on the API Docs page — endpoints, parameters, example responses. Pass the documentation to your developer; they'll know what to do.



IMPORTANT

Treat your API secret like a password

Never paste it into emails, chats, screenshots, or public code repositories. Anyone with the secret can act as you. If in doubt, regenerate.



SECTION 17

17

Troubleshooting

If something isn't working, find the symptom below and try the first suggestion. Most issues are resolved in under a minute.

— I can't sign in

- Make sure you're at the correct address: **hospitality.tratok.net**, not **tratok.net**. The main site and the provider portal are different.
- Check that caps lock isn't on. Passwords are case-sensitive.
- Click the eye icon next to the password field to reveal what you've typed.
- If you see "Too many attempts", wait five minutes — the system pauses guessing.
- Click **Forgot your password?** and use the email reset.

— I'm not receiving emails

- Check your spam or junk folder.
- Add **no-reply@tratok.net** and **notifications@tratok.net** to your contacts or safe-senders list.
- Confirm the email address on file is correct — go to **My Profile**.
- For listing-specific emails (reservations email, revenue email, contact email), make sure that exact address was verified — look for a **Verified** badge next to the email field in the listing edit form. If not verified, click **Resend verification**.

— My listing isn't showing on the public site

- Confirm it's not deactivated — open the listing's edit page and check the top-right Activate/Deactivate toggle.
- Confirm the listing has a main image. Listings without photos are sometimes hidden from search.



- For accommodations, confirm at least one room exists and has a price greater than zero.
- New listings may take up to an hour to appear in search results due to caching.

— A guest got a date conflict / double booking

- Open the booking calendar and look for overlapping bookings on that date.
- If you use channel sync, check the Channels page for sync status. A paused or failed sync is the usual cause.
- Contact Tratok support — we can help you resolve the conflict and decide which booking takes priority.

— I made a typo in my listing

All listing details can be edited at any time. Open the listing and click **Save Changes** after editing. Existing bookings are not affected — guests see the latest description.

— I want to delete a listing forever

Open the listing's edit page, scroll to the bottom, click **Delete**. The listing is removed from search; your past bookings and revenue history are preserved.

— Where do I get more help?

- **Notifications** → **Support tab** — opens a ticket directly to our team.
- Email: **support@tratok.net**
- Most pages have small help icons in the corners — hover over them for inline tips.

— Security checklist

- Never share your password.
- Never paste your API secret outside of code that you control.
- If you suspect your account is compromised, change your password immediately and email support.
- When you give a team member access, use the lowest role and fewest permissions they need.
- Sign out from shared computers when you're done.



SECTION 18

18

Final Notes

That's everything you need to operate as a Tratok service provider. If this guide has done its job, you've gone from "I have a place to list" to "I have a place to list, photos uploaded, prices set, channels synced, and a payout method on file."

Tratok evolves continuously. New features arrive every few weeks — promotions, badges, translations, packages, channels — each designed to bring you more bookings with less work. Keep an eye on your **Notifications** page for product updates.

Most of all: reply to your guests, photograph your spaces well, and price honestly. The platform handles the rest.

**NOTE****Welcome aboard**

If anything in this guide is unclear, write to **support@tratok.net** with the section number and we'll improve it. Real questions from real providers shape this guide more than anything else.