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Extra Service Guide

June 30, 2009



Extra Services Extranet administration

Quick start guide

This quick start will help you get started with BugHotel Reservation System Extra Services module and will walk you through the basic and daily steps of managing a service.



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Welcome to Bug Hotel Reservation System NextGen Edition Extra Services Module

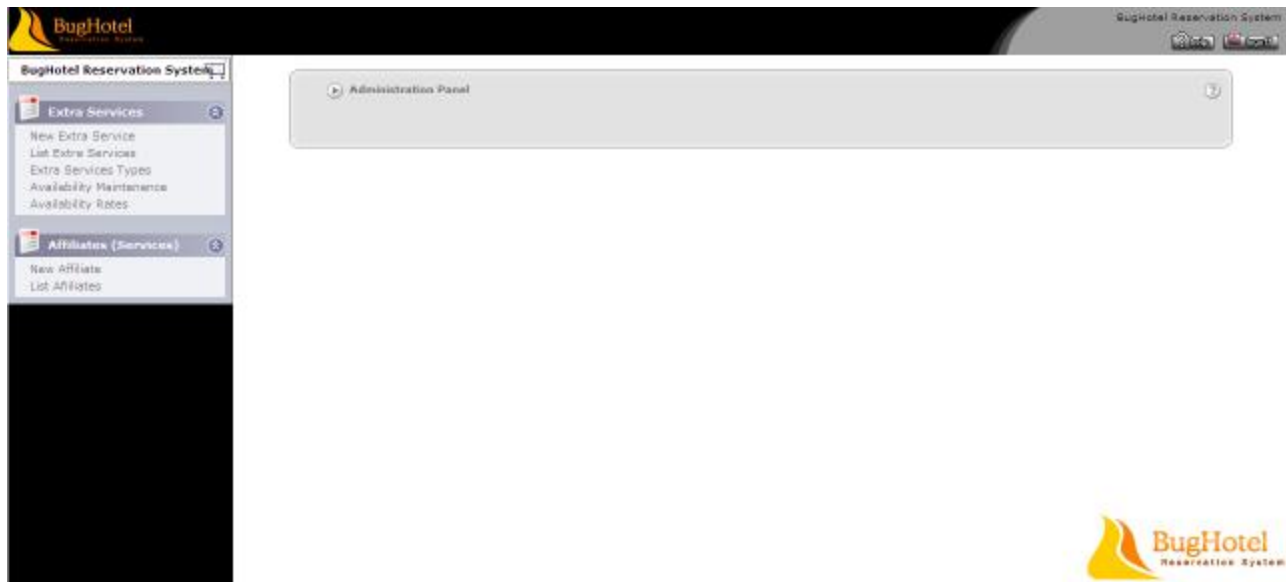
Once the log-in process is completed, the following screen is shown to user. All the options are available in the left navigation menu (Extra Services, Affiliates (Services), etc...).

An extra service is a product usually sold by an Hotel that consists of multiple components. Some of these components may be breakfast, champagne on arrival, limousine from the airport, chocolates and dinner in the restaurant.

There is an unlimited number of extra service that can be created. Each extra service can consist of a different costing structure, which means that it can be free, normal rate, per day rate or per person rate. Extra services can be set up in the system for specific periods in the year and /or for a particular duration and may also be combined with a normal rates resulting in additional flexibility.

BugHotel Reservation System NextGen Edition Extra Services Module allows each hotel or travel portal operator to setup these components.

Usually the extra services interface/module is integrated within the hotelier interface and/or within travel portal interface (even though as seen bellow it can be managed independently of any other module or interface). In order to integrate the extra services interface in the hotelier and/or travel portal interface the administrator needs to login to the setup interface, select the "Plugins Module" option and change the default path of the extra services to the correct relative path and immediately the extra services options will show up in the hotelier or travel portal interface (If Access Control List is correct and logged in user as access to all sections)





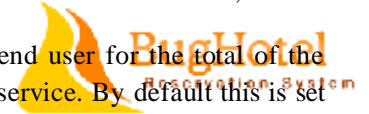
1. Create an extra service



To create a new extra service select the option “New Extra Service” from the extra services menu located in the left section of the extranet.

In the “Create Extra services” form you are prompted for the following fields:

- “*Name*” – input the name of the extra service
- “*Description*” – input a detailed description of the extra service
- “*Country*” – This is used for Geo Targeting purposes and it locks the extra service to a given Country (Please see Geo Targeting section for more details)
- “*State/Region/Zone*” – This is used for Geo Targeting purposes and it locks the extra service to a given State/Region/Zone (Please see Geo Targeting section for more details)
- “*City*” - This is used for Geo Targeting purposes and it locks the extra service to a given City (Please see Geo Targeting section for more details)
- “*Daily*” – This is an important field and if set to daily means that the price inputted in the Prices Tab (In the bottom of the “Create Extra services” form will be multiplied by the number of days. For example, if the price in the Service Price field in the bottom of the “Create Extra services” form is set to \$100 and in the front end, the customer selects 5 days, then the total price for the service will be \$500
- “*Allow Qty*” - If set to yes, it will allow end users to select multiple quantities for this extra service
- “*Allow Allotment*” - If set to yes, it will allow end users to control availability and allotment for this extra service. This is an important selection, by default the system set’s this to No, what this means is that the price used by the system will always be the one in the Prices form in the bottom of the “Create Extra services” form and no inventory control will be set, meaning end users customers will be able to book as many as they want without any inventory/allotment control. If set to Yes, the price in the “Create Extra services” form will no longer be used but instead you have to input availability and pricing information in the “Availability Maintenance” option
- “*Mandatory*” – When the field Mandatory is set to Yes, by default the extra services will be checked without the possibility of the customer to uncheck it and when making a reservation, this will always be attached to the hotel (With or without price)
- “*Affiliate*” – The affiliate drop down box allows you to assign/attach a Affiliate/Vendor/Supplier to a given extra service
- “*Type*” - The type drop down box allows you to “Catalog” the extra service to a given category
- “*Images 1 to 8*” – You can upload as many as 8 images for each extra service and you use the images field for that purpose
- “*Status*” – If set to yes the extra service will be visible, if not it will not be displayed in the front end
- “*Max Adults*” – The maximum number of adults allowed for this service
- “*Max Children*” – The maximum number of children allowed for this service



- *“Deposit”* - A percentage field that will be collected and informed to the end user for the total of the booking, usually the remaining will be collected when the customer uses the service. By default this is set to 100%, meaning the total of the extra services bill will be charged
- *“Per Person”* – When set to yes you will be able to input prices for each person, example you will be able to input the price for 1 person price, 2 person price, etc... where if set to No the price will be the same without any control of persons.

The screenshot shows the 'Extra Services' configuration form in the BugHotel system. The form is titled 'Extra Services' and contains the following fields and options:

- Name:** Text input field.
- Description:** Large text area.
- Country:** Dropdown menu (United States).
- State/Region/Zone:** Dropdown menu (Florida).
- Unit:** Dropdown menu (Extra service available in all rates).
- Daily:** Dropdown menu (No).
- Allow Qty:** Dropdown menu (No). (If set to yes, this allows users to select multiple quantities for this extra service)
- Allow Attachments:** Dropdown menu (No). (If set to yes, this allows users to control availability and attachment for this extra service)
- Mandatory:** Dropdown menu (No).
- Affiliate:** Dropdown menu (None).
- Type:** Dropdown menu (Fixed price).
- Images:** Seven empty text input fields, each with a 'Browse...' button to its right.
- Status:** Dropdown menu (Enabled).
- Max Adults:** Dropdown menu (1).
- Max Children:** Dropdown menu (0).
- Deposit:** Text input field (100) followed by a '%' sign.
- Per Person:** Dropdown menu (No).

At the bottom, there is a 'Prices' section with a table header 'Service Price' and a single empty cell. Below the table is a checkbox for 'Enable Form Support' (unchecked). At the very bottom are 'Submit' and 'Reset' buttons.

Create Extra Services form.



2. Forms support

Extra services forms are used primarily to request data/information from end users when making reservations, for example, let's imagine you are creating an "Airport Transfer" package and aside from the basic customer information (First name, last name, email, address, etc...) you want to ask specific questions, for example in the "Airport Transfer" example you would probably want to ask "Flight number", "Arrival time", "Number of adults arriving", etc...

The "Airport Transfer" package is just one example, and the use of forms is widely used. In the next pages we will explain you how to create forms and show you its behavior.

In order to add a form to an existing package, you will need to go to the Extra Services menu and click the List Extra Services option, and then locate the desired package you want to edit and click on it. In the image bellow we are editing the "Flamenco Workshop" package

Then you check the "Enable Forms Support" checkbox, the form expands and several new fields are presented.

Form name

8 field for question purposes (These are the questions that will be asked for this package to the users making the reservation/booking)

8 field for default values, these values if set will be the default values for each of the questions made.

There is also 8 field drop down boxes with type field, the available types are Text, Number, Date and Time, in this section you would set the type box with the correspondent type. For example, if we are to ask "Flight time", we would set the type to "Time", if we are to set the Date, for example "Arrival Date" we would set the type to "Date", for the first and last time, we would set the type to "Text".

The last column is a checkbox with the label "Required", if the user making the reservation needs to input the information or if that is not required.

The screenshot shows the "Enable Forms Support" configuration page. At the top, there is a checkbox labeled "Enable Forms Support:" which is checked. Below it is a text input field for "Form name:" containing the text "Petición de Reserva". The main part of the interface is a table with four columns: "Question", "Value", "Type", and "Required". The "Question" column contains five rows of text input fields with labels: "Telefono:", "Apellido:", "Numero de personas", "Nombre:", and "E-mail:". The "Value" column contains five empty text input fields. The "Type" column contains five dropdown menus with the following selected options: "Text", "Text", "Number", "Text", and "Text". The "Required" column contains five checkboxes, all of which are checked. At the bottom of the table, there are three buttons: "Submit", "Reset", and "Delete".

Detailed information for Forms support

3. Extra Services Geo Targeting

In the image bellow, the 8 Mile Whitewater Trip is available in United States for all cities within Wyoming State. So, if someone makes a reservation for a hotel within the Sate of Wyoming the 8 Mile Whitewater Trip will be available as an option. If the trip quote module is also available, the 8 Mile Whitewater Trip will be available as a stand alone reservation as

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well. In order to achieve that, from the country drop down box we select “United States”, from the State/Region/Zone drop down box we select “Wyoming” and from the City drop down box we select “Extra service available in all cities”.

A screenshot of the "Extra Services" form in the BugHotel Reservation System. The form is titled "Extra Services" and contains various fields for configuring a service. The "Country" field is set to "United States", "State/Region/Zone" is set to "Wyoming", and "City" is set to "Extra service available in all cities" (highlighted with a red circle). Other fields include "Name" (Asia Whitewater Trip), "Description" (Trips available at 8, 11, 1, 3 and 5:00. Includes wetsuit.), "Daily" (Yes), "Mandatory" (No), "Affiliate" (Baker Caving Whitewater), "Type" (Advised), "Images" (with a "Browse" button and a small image of a person in a boat), "Status" (Enabled), "Max Adults" (1), "Max Children" (3), "Deposit" (100 %), and "Per Person" (No). At the bottom, there is a "Prices" section with a "Service Price" field set to "70". The form also includes "Submit", "Reset", and "Delete" buttons.

In the next image, the service we are setting up is available in United States, for all cities and all states. In order to achieve this, in the State/Region/Zone drop down box we set the value to “Extra service available in all states” and in the City drop down box we set the value to “Extra service available in all cities”.

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A screenshot of the 'Extra Services' form in the BugHotel Reservation System. The form is titled 'Extra Services' and contains several fields for defining a service. The 'Country' field is set to 'United States'. The 'State/Region/Zone' and 'City' fields are both set to 'Extra service available in all states/zones', and these two fields are circled in red. Other fields include 'Daily' (No), 'Mandatory' (No), 'Affiliate' (None), 'Type' (Please select), 'Images' (multiple 'Browse' buttons), 'Status' (Enabled), 'Max Adults' (1), 'Max Children' (0), 'Deposit' (100 %), and 'Per Person' (No). At the bottom, there is a 'Prices' section with a 'Service Price' field, an 'Enable Form Support' checkbox, and 'Submit' and 'Reset' buttons.

In this scenario, when the end user is selecting an hotel that is located in the United states, this extra service will show up and the end user can select it.



4. Affiliates (Extra services)

Affiliates are extra services providers, also know as suppliers or vendors who provide/sell extra services (Activities, transfers, sight seeing, etc..). Basically they are the ones who provide the service to end user consumers (Persons who are making the reservation(s) and will actually use the service). Usually affiliates have some sort of contract with the travel portal owner or hotel owner and give a commission to the travel portal owner or hotel manager.

4.1 Create Affiliate

To create a new affiliate, click the “New Affiliate” option from the left “Affiliates (Extra services)” menu.

Once in the “Create Affiliate” form, input the contact details (First name, last name), the affiliate company name, phone number, special instructions, etc...

In order to save the affiliate information hit the “Submit” button in the bottom center of the “Create Affiliate” form.

4.2 List Affiliates

In the List Affiliates option located in the “Affiliates (Extra services)” menu you can see a list of existing affiliates you can manage and/or previously created.

The screenshot shows the 'List Affiliates' form in the BugHotel Reservation System. The form has a sidebar on the left with navigation options like 'Extra Services' and 'Affiliates [Services]'. The main content area displays a table of affiliates with the following columns: ID, Last Name, First Name, Company, and Email. The table contains 20 rows of data. At the bottom left of the table, there are buttons for 'Deleted selected', 'PDF', and 'Excel'.

ID	Last Name	First Name	Company	Email
1	Baird	Heather	Barker Boing Whitewater	ronely@bug-hotel.org
2	Palma	Steve	American National Park Adventures	ronely@bug-hotel.org
3	Bradshaw	Uma	Gray Wolf Dry & Outfit	ronely@bug-hotel.org
4	Thompson	Sally	Gascal Raft and Outdoor Center	ronely@bug-hotel.org
5	Turner	Ralf	Blau's Ice Bar Rentals	ronely@bug-hotel.org
6	Jen	Jim	Spirit of the North Red Dog Adventures	ronely@bug-hotel.org
7	Kobler	Jim	Gayser Whitewater	ronely@bug-hotel.org
8	Kim	Ken	Yosemite Adventures	ronely@bug-hotel.org
9	Robertson	Randy	Buffalo Bus Touring Company	ronely@bug-hotel.org
10	Wunder	Ann	H. Louisa's Whitewater	ronely@bug-hotel.org
11	Roberts	Phyllis	Range of Rip Rap	ronely@bug-hotel.org
12	Harker	Tamra	Natal Stage	ronely@bug-hotel.org
13	Harris	William	Blue Flag Resort	ronely@bug-hotel.org
14	Bradshaw	Uma	Flats Ice	ronely@bug-hotel.org
15	Roberts	Patricia	Bar T S 24 Refuge High Rise	ronely@bug-hotel.org
16	Lee	Mark	Over 2 Deer Ski Rentals	ronely@bug-hotel.org
17	Phillips	Taylor	Excuse Adventures	ronely@bug-hotel.org
18	Bain	Chet	Rail Deal Anglers	ronely@bug-hotel.org
19	Hargrove	Will	Upper Flats	ronely@bug-hotel.org
20	Horton	David	Hidden Basin Outfitters	ronely@bug-hotel.org

You can also export the existing affiliates to PDF and Excel format by clicking in the PDF or Excel button in the bottom left section of the List Affiliates form.

A couple of things to take in consideration. Each hotel login will only have access to his affiliates, what this means is that Suppliers for Hotel A will not be available for editing for Hotel B user.

Administrator with enough privileges will be able to see, edit and update all affiliates from all hotels. And even assign a provider to a different hotel user.

In some scenarios hotel owners will not even have access to the suppliers list's and only the travel portal will have access to it and manage every aspect of the extra services suppliers or a specific login/user for this particular task.



4.1 Markup and Discount

In each affiliate you can (Not mandatory) set a markup or a discount percentage fields.

Now, the markup and discount fields **can't be used together**, when setting up the affiliate you need to set one and this depends on how you get your rates from the provider or how the rates are setup.

If the providers send you the end user prices and you get a commission out of those, you are going to say that the affiliate is discount. If the affiliate sends you the netprices and you want to add your commission on top of the netprices you mark it up and you use markup.

4.1.1 Discount

Let's say for "Barker Ewing Whitewater" affiliate you get a 15% discount on their prices, this means that "Barker Ewing Whitewater" sends you the end user pricing information (that you input) and from that price you get 15% discount/commission.

A screenshot of the "Create Affiliate" form in the BugHotel system. The form is titled "Create Affiliate" and contains various input fields for affiliate information. The fields are: First name (Heather), Last name (Ewing), Company (Barker Ewing Whitewater), Company Phone Number (empty), Check In Time (Check In: 15 Minutes Prior to Trip Departure), Special Check In Instructions (empty), Thumbnail Picture (empty with a "Browse" button), Directions (empty), Address (945 West Broadway), Address (line 2) (PO Box 430), City (Jackson), Zip / Postal code (83001), Country (United States), State (Kansas), Phone (307-733-1093), Fax (empty), Website (empty), Email (noneply@bug-hotel (Email field is used as user login)), Password (*****), Discount (15 %), Markup (0 %), Tax (0 %), Payment (All), and Memo (empty text area). A red box highlights the "Discount" field, and a red note next to it says "This 15% discount is your commission/profit on end user selling prices." At the bottom of the form are "Submit", "Reset", and "Delete" buttons.

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Now, once the discount is setup for an affiliate you need to create the pricing information for that particular affiliate and it's extra services. You can do that by going to the "Availability Maintenance".

Once in the "Availability Maintenance" select the extra service this provider sends you prices for and input the end user prices.

In the image bellow we are going to input \$100 in the Daily prices tab, meaning the "8-Mile Whitewater Adventure: 14 Man Boat Adult (13 and older)" that belongs to "Barker Ewing Whitewater" will cost \$100

The screenshot shows the "Availability Maintenance" form. The "Extra Service" dropdown is set to "8-Mile Whitewater Adventure: 14 Man Boat Adult (13 and older)". The "Date from" and "Date to" are set to June 28, 2009 and June 29, 2009 respectively. The "Day-Of-Week Pattern" and "Day-Of-Week Exclusion Pattern" sections have checkboxes for each day of the week. The "Inventory Status" is set to "Available", "Minimum Stay" is "1 night", "Maximum Stay" is "99 nights", "Booking Lead Time" is "Same day checking allowed (0 days prior to arrival)", "Guarantee/Cancel Policy" is "1 day prior to the arrival date", and "Allocation" is "Please select".

The "Daily Price" tab is selected, and a red circle highlights the "1 Person" column in the "Prices" row. A red text annotation reads: "We input the end user prices in daily prices".

Adults	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons	9 Persons	10 Persons	11 Persons	12 Persons
Prices	100	0	0	0	0	0	0	0	0	0	0	0

Extra Adults	Extra Person
Prices	0

Children	1 Child	2 Children	Extra Child
Prices	0	0	0

Buttons: Submit, Reset

Now if you look closely the "Net Prices" will be automatically filled in according to the end user price – 15% discount.

Availability Maintenance

Extra Service: B-Mile Whitewater Adventure: 14 Man Boat Adult (13 and older)

Date from: June 28 2009

Date to: June 29 2009

Day-Of-Week Patterns: Mon Tue Wed Thu Fri Sat Sun
It's possible to register different prices for different weekdays (E.g. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special prices in the special price section. Usually this is left unchecked.

Day-Of-Week Exclusion Patterns: Mon Tue Wed Thu Fri Sat Sun
It's possible to register different prices for different weekdays (E.g. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special prices in the special price section. Usually this is left unchecked.

Inventory Status: Available

Minimum Stay: 1 night

Maximum Stay: 99 nights

Booking Lead Time: Same day checking allowed (0 days prior to arrival)

Guarantee/Cancel Policy: 1 day prior to the arrival date

Allotments: - Please select -

Daily Price | Weekly Price | 3 Week Price | Monthly Price | **Net Price**

Net Price *Net price is automatically filled*

Adults	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons	9 Persons	10 Persons	11 Persons	12 Persons
Prices	55	0	0	0	0	0	0	0	0	0	0	0

Extra Adults	Extra Person
Prices	0

Children	1 Child	2 Children	Extra Child
Prices	0	0	0

Submit Reset

4.1.2 Markup

For another provider, let's say "American National Park Adventures" you get the net prices and from those netprices you want to mark them up 20%, this means the following.

- When "American National Park Adventures" sends you the prices for their services
- The prices that they send to you are net prices (what they will charge you)
- On top of the net prices you want to make a commission of 20%
- In that case you set the markup field for 20%

Now, the extra service "JHMR - Adult 3 of 4 Day Lift Ticket - Ages 18-64" belongs to "American National Park Adventures", they will send you the rates as explained previously in net prices, so when we are inputting the rates, we will click the "Net Price" tab in the bottom of the "Availability Maintenance" tab and input the net prices provided by the affiliate.

In the image below we input 150 in the netprice:

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Availability Maintenance

Extra Service: JMKK - Adult 3 of 4 Day Lft Ticket - Ages 18-64

Date From: June 28 2009

Date to: June 29 2009

Day-Of-Week Pattern: Mon Tue Wed Thu Fri Sat Sun
It's possible to register different prices for different weekdays (Eg. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special price in the special price section. Usually this is left unchecked.

Day-Of-Week Exclusion Pattern: Mon Tue Wed Thu Fri Sat Sun
It's possible to register different prices for different weekdays (Eg. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special price in the special price section. Usually this is left unchecked.

Inventory Status: Available

Minimum Stay: 1 night

Maximum Stay: 99 nights

Booking Lead Time: Same day checking allowed (0 days prior to arrival)

Guarantee/Cancel Policy: 1 day prior to the arrival date

Allotment: Please select

Daily Price Weekly Price 3 Week Price Monthly Price Net Price

Net Price

Adults	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons	9 Persons	10 Persons	11 Persons	12 Persons
Prices	100	0	0	0	0	0	0	0	0	0	0	0

Extra Adults	Extra Person
Prices	0

Children	1 Child	2 Children	Extra Child
Prices	0	0	0

Submit Reset

When you look closely and hit the “Daily Prices” tab you will see that the Daily price is automatically filled according to previously markup percentage.

Availability Maintenance

Extra Service: JHR - Adult 2 of 4 Day Lift Ticket - Ages 18-64

Date from: June 28 2009

Date to: June 29 2009

Day-Of-Week Pattern: Mon Tue Wed Thu Fri Sat Sun
It's possible to register different prices for different weekdays (E.g. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special prices in the special price section. Usually this is left unchecked.

Day-Of-Week Exclusion Pattern: Mon Tue Wed Thu Fri Sat Sun
It's possible to register different prices for different weekdays (E.g. weekends have a higher price). Mark the weekdays where the different price is applicable. Once checked enter the special prices in the special price section. Usually this is left unchecked.

Inventory Status: Available

Minimum Stay: 1 night

Maximum Stay: 99 nights

Booking Lead Time: Same day checking allowed (0 days prior to arrival)

Guarantee/Cancel Policy: 1 day prior to the arrival date

Allocation: - Please select -

Daily Price Weekly Price 3 Week Price Monthly Price Net Price

Daily Price

Adults	1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons	9 Persons	10 Persons	11 Persons	12 Persons
Prices	187.5	0	0	0	0	0	0	0	0	0	0	0

Extra Adults	Extra Person
Prices	0

Children	1 Child	2 Children	Extra Child
Prices	0	0	0

submit Reset

5. Extra services display in the front

When the hotel is selected the extra services available will be displayed to end user and he will be able to select them as seen below:

Extra Services			
	Breakfast	\$5.00	<input type="checkbox"/>
	Champagne on arrival	\$10.00	<input type="checkbox"/>
	Limousine Airport Transfer	\$75.00	<input type="checkbox"/>
	Chocolates and dinner in the restaurant	\$50.00	<input type="checkbox"/>

You have selected a total of 0 units

Everything will be fully integrated with the units of each of the hotels as seen in the image below:

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Unit(s) Available (Prices per person)		
Unit Type	Mon Apr 28	Select Units
Double room/2 person(s) MORE >	x	0 ▾
Single room/1 person(s) MORE >	10 Unit(s) Available \$150.00	0 ▾
Triple room/3 person(s) MORE >	x	0 ▾

Extra Services			
	Breakfast	\$5.00	<input type="checkbox"/>
	Champagne on arrival	\$10.00	<input type="checkbox"/>
	Limousine Airport Transfer	\$75.00	<input type="checkbox"/>
	Chocolates and dinner in the restaurant	\$50.00	<input type="checkbox"/>

You have selected a total of units

6. Mandatory extra services

If the extra service is set to mandatory, it will by default display like this (Guest amenities and cleaning) :

Destin Network



Unit(s) Available (Prices per unit)

Unit Type	Fri May 02	Select Units
1 Bedroom – Sleeps 6 MORE >	5 Unit(s) Available \$75.00	1 <input type="text"/>
3 Bedroom – Sleeps 10 MORE >	x	0 <input type="text"/>
2 Bedroom – Sleeps 8 MORE >	x	0 <input type="text"/>

Extra Services

	Guest Amenities	\$10.00	<input checked="" type="checkbox"/>
	Limousine Airport Transfer	\$100.00	<input type="checkbox"/>
	Cleaning	\$50.00	<input checked="" type="checkbox"/>

You have selected a total of units [Book](#)



Pelican Beach Resort
West Destin
Destin , Florida 16137
United States



Located directly on the Gulf of Mexico and in the heart of Destin, Pelican Beach Resort is a fun-filled vacation getaway for the entire family. Offering amenities galore, you can indulge yourself in the lush tropical pool, appease your appetite at the poolside bar and grill, or rejuvenate in the fitness center. Your family will delight in time spent together by the outdoor/indoor swimming pools and kiddie pool, playing tennis, shuffleboard and video games. At Pelican Beach Resort, you can enjoy the best of both worlds.

Also remember that everything is 100% skinnable and template based.