Lodgify Booking Fee

The *Lodgify Booking fee* is a percentage fee applied on bookings entered in Lodgify. This fee is applied only on specific subscription plans (I.E Starter plan).
Find below all the information related to this fee.

Content Summary:
1. How to check for my Booking fee percentage?
2. What bookings are subject to the booking fee?
3. How is the Booking fee calculated?
4. When/how is the booking fee charged?
5. Booking fee VS Transaction fee

1. How to check my Booking fee percentage?
The Lodgify booking fee only applies for our Starter plan.
Simply go to the Billing section of your account and check the Booking Fee for your subscription, as shown below.
Note: If your booking fee does not appear, you can contact our support team by writing at help@lodgify.com

2. What bookings are subject to the booking fee?
The Booking Fee is charged on bookings in your Lodgify Reservation Inbox received via our Airbnb Pro, Booking.com, Expedia, and VRBO and any other additional channel we may add in the future to our channel manager.

Additionally, this fee is also applied on bookings that you received through your Lodgify booking engine as well as on bookings that you add manually into Lodgify if the booking has an active Policy & Quote Workflow.
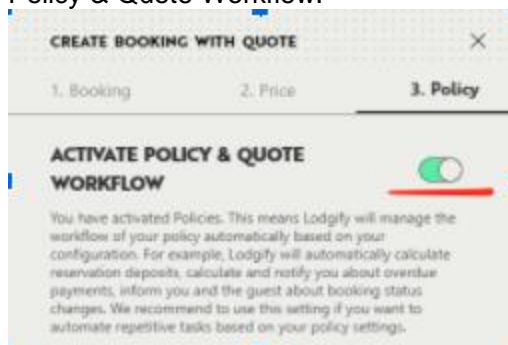
This fee is only due for bookings with status "Booked" and for cancelled bookings (see ''Cancelled bookings below).

3. How is the booking fee calculated?
For bookings with the status "Booked", the Booking Fee is calculated by multiplying the Booking Fee percentage over the total amount of the booking including promotions, Fees, taxes and add-ons.

Example:
Let's say you've subscribed to a Lodgify Starter plan with a 1.9% Booking Fee and receive a $100 booking from Booking.com with status "Booked". The $100 cost of this booking is

composed of $90 room rate, $7 in cleaning fees, and $3 in taxes. In this case, the Booking Fee due would be $1.9 (i.e. 1.9% of $100).

Cancelled Bookings:
For "Canceled" bookings, the Booking Fee is calculated by multiplying the Booking Fee percentage over the Total amount incl. Promotions, Fees, Taxes and Addons minus the Cancellation Adjustment.

For example, if a guest has already pre-paid $90 and you refund $30, then the Booking Fee is only due over the remaining $60. So if your Booking Fee is set to 1.9%, the Booking Fee due is $1.14.

Note: The Booking Fee will be due and charged even if you move a booking into the Trash folder.

4.When/how is the booking fee charged?
Each booking becomes eligible to be charged 1 day after the booking's check-out date.

The Booking Fee will be billed and charged on a monthly basis from the credit card used for your subscription payments.

If you cancel your subscription with Lodgify, you will be charged the Booking Fee at the time of canceling your subscription for all bookings even if the Departure date for the Booking is in the future.

Note: If the paythrough date of your subscription is in the future, any new reservation entered in Lodgify meeting the criteria for the booking fee to be applied will be charged on a monthly basis, until the end of the subscription period.

5. Booking Fee VS Transaction fee: What is the difference?
If you are using a payment gateway in Lodgify to accept credit card payments, You will be charged a **1% Application Fee** by Lodgify for each payment received via Stripe, Authorize.Net, and Braintree, Paypal Pro. This fee is not mandatory and is not applied on manual payments. This application fee is charged so we can continuously work on offering more value-adding payment-related features for you. **For Stripe only:** If you prefer to pay a monthly flat fee instead, you can sign up for Stripe Premium. You can find more information here

If you want to dispute an amount, you can do so during 14 days after receiving the invoice, by contacting our Support team at help@lodgify.com