

SKYDREL

How booking works

A guide for guests and hotel owners

This guide explains the whole thing from both sides. The first part is for anyone booking a room. The second is for hotels listing theirs. Read the part that applies to you; each stands on its own.

WHAT IS INSIDE

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Emails

What arrives, when it arrives, and what to do with each one

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The things guests and owners ask most often

Nothing is charged online. You pay the hotel at their counter after you arrive.

Part one: booking a room

How the whole thing works

You search for a hotel, pick a room, fill in your details and send the request. The hotel checks the dates and confirms it. Nothing is charged online: you pay at their counter when you arrive. Once the hotel confirms, your e-Hotel Confirmation Form is emailed to you, and that form is what you show at check-in.

1 Search

Choose a Dzongkhag, your dates and how many people are coming. Leave the fields blank to see everything that is available.

2 Pick a hotel

Open a hotel to see its photos, what it offers and every room it has. Featured hotels appear at the top of the list.

3 Pick a room

Each room shows its nightly rate, how many people it sleeps and how many are still free. Press Book this room.

4 Fill in your details

Dates, number of rooms, guests, your name and contact details, and airport pickup if the hotel offers it.

5 Send the request

The total is shown above the button before you commit to anything.

6 Wait for the hotel

They check the dates and confirm, usually within a few hours. You get an email either way.

7 Save your form

Once confirmed, your e-Hotel Confirmation Form arrives as a PDF. Keep it on your phone.

Choosing your room

Rooms are grouped by type, such as single, double, deluxe or family. Use the row of type buttons to narrow the list. Swipe or scroll the photo strip on any room to see more pictures, and tap a photo to open it full size.

On the search bar, More filters opens a panel for guest rating, a price range, the amenities you cannot do without, and the order results come in. The search box next to it looks through hotel names, descriptions, areas, amenities and room names, so typing something like "hot stone bath Paro" or "dormitory" works.

Where a room has a longer description, press Read full description to open it out. Look for the line under each room telling you how many of that room are still vacant.

- A crossed out price means the hotel is running a discount, and the lower price is what you pay.
- The rate shown is per room, per night.

- If a room says Fully booked, either the hotel has taken it out of service or every one of them is taken.
- Some hotels set booking hours. Outside them you can still book, but a note tells you the hotel may not confirm until they are back at the desk.

Filling in the booking form

Everything on the booking screen belongs to one of four groups.

1 Your stay

Check-in and check-out dates, how many rooms you want, your expected arrival time, and how many adults and children are coming. The expected arrival time helps the hotel keep someone at the desk for you.

2 Lead guest

The name, nationality, identity document number, phone number and email of whoever is responsible for the booking. The confirmation goes to this email address.

3 Airport pickup

Only shown when the hotel offers it. Tick it and give your pickup date, flight number, arrival time and terminal. The charge is added to your total.

4 Anything we should know

Late arrival, an extra bed, food you cannot eat, or anything about access. The hotel reads this before you arrive.

The running total updates as you change dates, rooms or pickup, so you always see the figure before you press Confirm booking.

Your e-Hotel Confirmation Form

When you send a request, the hotel is notified and you get an acknowledgement with your reference. Nothing else is needed from you at that point.

Once the hotel confirms, a second email arrives with your e-Hotel Confirmation Form attached as a PDF. It carries the hotel's logo and contact details, your booking reference, your dates, your room and the amount payable. Keep it. You can download it again from the screen shown right after booking.

EMAIL	WHEN IT ARRIVES	WHAT TO DO
Request received	Within a few minutes of sending	Nothing. Check the dates and the spelling of your name.
Booking confirmed	When the hotel accepts, usually a few hours	Save the attached form to your phone. That is what you show at the counter.
Could not be taken	If the hotel cannot take those dates	Try different dates or another hotel. Nothing has been charged.

EMAIL	WHEN IT ARRIVES	WHAT TO DO
Checked in	When you arrive and the hotel marks you as arrived	Nothing. It is your record that check-in went through.
Checked out	After you leave	Nothing. Your stay is closed.
Cancellation requested	After you send a cancellation	Wait for the hotel to respond. It usually takes a day or less.
Cancellation approved or declined	When the hotel responds	If approved, your booking is closed. If declined, the booking still stands.
Review published	After your review has been checked	Nothing. Your review is now on the hotel page.

If nothing has arrived after ten minutes, look in your spam or promotions folder before contacting anyone. Adding skydrel@nattoint.com to your contacts stops that happening again.

Arriving at the hotel

Show your e-Hotel Confirmation Form at the counter, on your phone or printed. The hotel checks the reference against their list and marks you as arrived, and you will get a short email confirming check-in.

Check-in and check-out times, along with any house rules, are on the hotel page under Good to know, and the times are printed on your form.

You pay at that point, in the way the hotel prefers. The amount is the total printed on your PDF, plus anything extra you order during your stay.

Bring the identity document whose number you gave when booking. Hotels are required to see it.

Changing or cancelling

The manage booking page handles everything after you have booked: moving your dates, changing the number of rooms or guests, asking for something else, or cancelling. You do not need an account.

1 Enter your reference

Type the reference from your form and press Find my booking.

2 Prove it is yours

We email a six digit code to the address on the booking. Type it in and the booking opens. Nobody who only knows your reference can see your details.

3 Choose what you need

Change my dates, change rooms or guests, something else, or cancel.

4 Say why

Write what changed. Attach a changed ticket or a note if you have one.

5 Send it

The hotel is emailed straight away and replies to you by email either way.

Nothing on your booking changes until the hotel agrees. If they do agree a change, a replacement confirmation form is emailed to you: use that one and discard the earlier copy.

Each hotel sets its own cancellation window, shown under Good to know on their page and printed on your form. Cancel before it closes and there is nothing to pay. Inside it, a fee applies: the page tells you the amount, shows the hotel's bank details, and asks for your transaction ID and a screenshot so they can match the payment.

You can only have one request open at a time, so wait for a reply before sending another. For anything urgent, ring the hotel: their number is on their page and printed on your form.

Writing a review

Reviews sit at the bottom of every hotel page. Anyone who has stayed can write one.

1 Give your name and email

Your name appears with the review. Your email does not, and is only used if we need to check something with you.

2 Score the stay

Pick one to five stars.

3 Write it

A headline and a few sentences. Say what the room was like, how the staff were, and whether it matched the photos.

4 Add photos

Up to three pictures from your stay.

5 Add your booking reference

Optional. It puts a verified stay mark on your review, which readers trust more.

Your review goes on the page as soon as you post it. The hotel can reply, and their reply shows underneath.

- Write about your own stay, not what you heard from others.
- Keep it about the hotel and the service rather than other guests.
- One review per hotel per email address.

Questions guests ask

Do I pay when I book?

No. Nothing is taken online. You pay the hotel at the counter after you arrive.

Can I book for someone else?

Yes. Put their details as the lead guest, or your own if you are travelling with them. The confirmation goes to whichever email you enter.

I did not get my form.

The form is only issued once the hotel confirms. If they have confirmed and it still has not arrived, check spam and promotions, then ring their reception number.

How do I ask the hotel something?

Their page has a phone number, an email address, and a WhatsApp button when they have given us a number. Tap the phone or email to reveal it, then use the copy button.

Can I book several room types at once?

Book them one at a time. Each booking gets its own reference.

What if I arrive late at night?

Put it in the remarks box and give a realistic expected arrival time. Most hotels can keep a key out for you.

Is my identity number safe?

It is only shown to the hotel you booked with, so they can complete their register.

Part two: listing your hotel

Setting up your account

Listing takes one form and one payment. Once your account is verified, everything else happens in your dashboard.

1 Your details

Full name, nationality, identity document number, phone number and email, and your permanent address by Dzongkhag, Gewog and Chiwog.

2 Your hotel

The hotel name, which Dzongkhag it is in, and a Google Maps link. Open your hotel in Google Maps, press Share, and paste what it gives you.

3 Identity documents

A photo of the front of your document, and the back as well if you are using a citizenship card.

4 Choose a plan

One month, six months, one year, or lifetime. The prices are shown on the form.

5 Pay and attach the receipt

Transfer the amount to the account shown on the form, or scan the QR code, then upload your screenshot.

6 Create a PIN

Six digits. This is what you sign in with, so pick something you will remember and do not share it.

You will get an email confirming we have the application. Verification usually takes a working day or two. A second email tells you when your account is live, and from that point your dashboard opens up.

Signing in

Your email address is remembered on the device you use, so most days you only type your PIN. If you are on a shared computer, use the link next to the address to clear it.

Forgotten your PIN? Press Forgot your PIN on the sign-in page. Enter your email, we send a six digit code, you type the code in, and then you choose a new PIN. The code is only good for a few minutes, so do it while you have your inbox open.

Adding your hotel and rooms

A hotel holds your address, photos and the things you offer. Rooms sit underneath it. Add the hotel first, then add a room for each type you sell.

FIELD	WHY IT MATTERS	ADVICE
Cover and gallery photos	The cover photo is what guests see in search	Use daylight photos, landscape shape, and lead with the room rather than the sign outside.

FIELD	WHY IT MATTERS	ADVICE
Description	Guests can open it out to read the whole thing	Say what is nearby, what breakfast is like, and anything unusual about getting there.
Amenities	Shown as tags on your hotel and each room	Only tick what you actually provide. Wrong tags produce complaints at the counter.
Hotel logo	Printed at the top of every confirmation form	A wide logo on a plain background reproduces best.
WhatsApp and hotel email	Guests get a chat button and an address to write to	Use a number someone actually watches during the day.
Booking Time Manager	Sets the hours you take bookings	Outside them guests are warned you may not confirm straight away. They can still book.
Airport pickup	Adds a pickup section to the booking form	Set a price that covers the round trip from the airport you serve.
Actual and discounted price	The discounted figure is what guests pay	Leave the discount blank when you are not running one.
How many rooms of this type	Controls what can be booked	Count the physical rooms, not the beds.
Maximum adults and children	Filters your rooms out of unsuitable searches	Be honest. An overfull room is a bad review waiting to happen.

Rooms free themselves up automatically as bookings finish. The vacant and occupied switch is for taking a room out of service yourself, for maintenance or a long stay booked elsewhere.

Bookings as they arrive

Every request sends you an email with the guest's details, and the booking waits in the Bookings tab of your dashboard. Open it to see everything the guest told us, including their identity number, flight details, expected arrival time and remarks.

1 Approve or decline

Check you have the room for those dates. Approving issues the guest's e-Hotel Confirmation Form and emails it to them. Declining tells them politely and releases the room. Leave it more than two hours and we will remind you by email.

2 The guest arrives

Press Check-in at the top of your dashboard and type the reference from their form. If the booking is yours and approved, they are checked in immediately and their details appear so you can take payment.

3 Or from the booking

Press Guest arrived on the booking itself. Either way does the same thing.

4 When they leave

Press Guest checked out. That closes the stay and puts the room back on sale.

Approve quickly. A guest holding an unconfirmed request cannot plan around it, and requests left sitting are the most common reason people book somewhere else.

Marking bookings properly is what keeps your availability correct. A booking left sitting as approved keeps holding a room that you could be selling.

Requests and cancellations

Guests ask for changes from the manage booking page, and everything lands in your Requests tab: new dates, more or fewer rooms, other questions, and cancellations. You will see what they asked for, their reason, and anything they attached.

A booking can only be edited while a request is open against it. That is deliberate: confirmed bookings cannot drift without the guest having asked. Open the request, adjust the dates or numbers if you can accommodate them, and save. The total is worked out again from your room rate and a replacement confirmation form goes to the guest automatically. Then agree or decline to close the request.

Cancellations work the same way. Approving releases the room immediately and tells the guest; declining leaves the booking standing.

Set your cancellation window and fee on the hotel edit screen. A request inside your window is flagged, and the guest is asked to pay the fee to your bank details and send you the transaction ID and screenshot before you approve.

Letting staff help

The Workers tab gives a manager their own sign-in. Enter their name, employee or ID card number and phone, choose which of your hotels they look after, tick what they may do, then set a username and password. Give an email as well and we send them their details.

Staff sign in on the staff page rather than the owner page, and see only the hotels and sections you allowed. Payments, subscriptions, promotions and your own details are never handed over, whatever else you tick.

Everything they do is written to Workers Record with their name, the time and what changed, so you can see who approved a booking or altered a room. Records stay even after someone leaves, and removing a worker takes away their access without touching the history.

Coupons

If you were given a coupon code, type it into the coupon box on the listing form, on a renewal, or when featuring a hotel, then press Apply before uploading your receipt. The screen shows exactly what you owe, and that is the amount to transfer.

Reports and statements

The Reports tab shows what you have taken over the last week, month or year, as a chart plus totals for bookings, confirmed value, room nights and guests. It also shows how bookings ended up and which of your rooms sell best. Download statement gives you the same period as a spreadsheet file for your records or your accountant.

Bookings taken at your counter

When someone books by phone or walks in, hold those rooms so the website stops selling them. Open the Rooms tab, expand Hold rooms for an offline booking, choose the room, how many, and the dates. Put the full count in to close a room type completely. Release the hold when the guest leaves.

Tidying your records

Finished bookings can be cleared from the bottom of the Bookings tab, either all at once or one at a time. Only checked out, cancelled and declined bookings can go; anything still live stays put. Download a statement first if you may need the figures later.

Reviews

Guests review your hotel from your hotel page, and reviews appear straight away. You will see them in your Reviews tab, with your average score per hotel at the top.

You can reply to any review, and your reply appears underneath it. A short, courteous reply to a poor review does more for your bookings than the review itself costs you.

- Thank people who took the trouble to write.
- Answer the specific complaint rather than the tone.
- Say what you have changed, if you have changed anything.
- Never publish a guest's private details in a reply.

Featuring your hotel

A featured hotel sits above every other listing in search, carries a gold badge, and appears in the featured row on the front page. Open the Feature tab, choose your hotel, choose how long you want it, transfer the amount and upload the screenshot.

LENGTH	BEST FOR	NOTE
1 day	A one-off event or a quiet Tuesday	Cheapest way to test whether it works for you.
3 days	A long weekend	Start it two days before the weekend, not on the Friday.
1 week	A festival or a school holiday	The most common choice.
1 month	A full season	Considerably cheaper than buying the days one at a time.
3 months	A whole tourist season	The lowest daily cost of the five.

If you buy again while a promotion is still running, the new days are added on the end rather than replacing what is left.

Keeping your listing live

Your subscription keeps your hotels visible. When it runs out, your hotels stop appearing in search and your dashboard opens on the renewal screen until it is sorted.

1 Open Subscription

Your current plan and the date it ends are at the top.

2 Choose a plan

The same four choices as when you joined.

3 Pay and upload the receipt

Same account details, same QR code.

4 Wait for the confirmation email

Your hotels come back the moment the payment is verified. Days left on your old plan are not lost.

Renew a few days before the end date. Bookings you would have taken while your listing is hidden are bookings that went to someone else.

Messages

The Messages tab carries announcements from the Skydrel team, such as changes to the site or notice of anything that affects your listing. Unread items are marked. Important announcements are emailed as well.

Emails you will receive

EMAIL	WHEN IT ARRIVES	WHAT TO DO
Application received	After you submit your listing form	Nothing. Verification follows.
Account verified	When your listing is approved	Sign in and add your hotel and rooms.
Booking to approve	Every time a guest sends a request	Open your dashboard and approve or decline it. The guest is waiting on you.
Booking change requested	When a guest asks for anything	Open the Requests tab, adjust the booking if you can, then agree or decline.
Promotion received	After you pay to feature a hotel	Nothing. A second email confirms when it goes live.
Renewal received	After you pay to renew	Nothing. A second email confirms when your listing is back.
Booking reminder	Two hours after a request you have not answered	Approve or decline it. The guest is still waiting.
Announcement	When the team sends one	Read it. Some announcements need action.

Questions owners ask

My hotel is not showing in search.

Check three things in order: your subscription is current, the room has stock and is set to vacant, and the hotel has at least one room saved.

A guest booked outside my hours.

Booking hours are a warning to guests, not a lock. Approve it if you can take it, decline it if you cannot.

Where does my logo appear?

At the top of every confirmation form for that hotel, next to your address, phone and email.

A guest never turned up.

Leave the booking as it is until the dates pass, then mark it checked out to release the room.

Can I have more than one hotel?

Yes. Add as many as you run under the same account, each with its own rooms.

The wrong price is showing.

The discounted price wins whenever it is lower than the actual price. Clear the discount field to go back to the normal rate.

Can I change my email address?

Contact us. Your email is tied to your verified identity, so we change it for you.

How do I close my account?

Contact us and we will handle it. Your past bookings stay on record.

Getting help

For anything this guide does not cover, email skydrel@nattoint.com. Quote your booking reference if you are a guest, or your hotel name if you are an owner, and you will get a faster answer.

Prices in this guide are shown in Nu. and can change. What you see on the site at the moment you book or renew is what applies.