Kinetic

KxB&B and KxResidential

Capturing Dietary Requirements on KxB&B Bookings

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Capturing Dietary Requirements on KxB&B Bookings

You asked whether a separate box can be added to the KxB&B online booking page, apart from Booking Notes, for things like dietary requirements, and whether that information can be sent to the right place in Kx. This document gives a short answer, explains what happens today, and sets out your options.

The short answer

> **Not as standard.** KxB&B does not currently have a setting that lets you add your own questions or extra boxes to the booking page. The **Booking Notes** box is the one free-text box guests can use, and whatever they type there is passed into KxResidential automatically.

A dedicated dietary requirements box, saved into a specific field in Kx, would need to be built as a development request. We would be happy to scope and quote this for you if it is something you would like to pursue.

What guests can fill in today

On the Booker & Guest Details page, guests complete a fixed set of fields. Some of these can be switched on, or made required, in the KxB&B Admin area, but new fields cannot be added.

Section	Fields available	Can you configure it?
Booker details	Title, name, email, address, telephone, postcode and similar contact fields	Yes - Town, County, Country, Postcode and Telephone can be made required
Where did you hear about us?	Drop-down list	Yes - the options come from your Enquiry Sources in KxConfiguration
Terms and conditions	Tick box with a link to your terms	Yes - shown when a terms URL is set
Guest details (per room)	Guest names, plus optional Gender and Email	Yes - Gender and Email can be switched on and made required
Booking Notes	One free-text box for the whole booking	Wording only - see Option 1 below

Where Booking Notes end up in Kx

When a guest types in the Booking Notes box, the text is carried into KxResidential with the booking, so your team can see it without going back to the website.

- **KxResidential** - the note is saved as the guest's **Check-In Notes**. Open the reservation, select the guest and open the Notes window to read it.
- **Check-In screen** - guests with a note show a **paperclip** icon, so your reception team can spot them at a glance.
- **KxB&B Admin** - the note is also shown on the booking in **Bookings > Booking details**.

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> **Bookings with more than one guest:** in current versions of KxB&B the note is copied to the Check-In Notes of every guest in the room. A change to hold it against the lead guest only has been completed and is planned for KxB&B **2026.3.0.0**. If you see the same note on every guest in the meantime, this is the reason.

Your options

Option 1 - Use the Booking Notes box for dietary requirements (no cost)

The wording on the booking website can be edited in the KxB&B Admin area (using the **Edit Page** toggle or **Multi-Lingual Resources**). You could add a short prompt near the Booking Notes box, for example: *"Please tell us about any dietary requirements or allergies."* The information will then arrive in KxResidential as Check-In Notes, as described above. If you would like help finding the right piece of wording to change, just let us know.

Option 2 - Request a dedicated dietary requirements box (chargeable)

If you need dietary requirements kept separate from general notes, or saved into a particular place in Kx, this would be new development. To scope it, it would help to know:

- Whether the box should be per booking or per guest
- Whether it should be a free-text box, a list of options (for example vegetarian, vegan, gluten free), or both
- Where in Kx you want the information to appear, and who needs to see it (for example reception, housekeeping or catering)
- Whether you need to report on it

Summary

KxB&B does not have custom fields as standard. Today, the simplest route is to prompt guests to use the Booking Notes box for dietary requirements, which feeds straight into the guest's Check-In Notes in KxResidential. If you need a separate box that goes to a specific place in Kx, let us know your requirements and we can provide a quote.

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