Kinetic

KxB&B

Adding Guest Names to the KxB&B Booking Confirmation Email

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Adding Guest Names to the KxB&B Booking Confirmation Email

You asked whether guest names can be shown on the booking confirmation email, as at the moment it only shows the booker's details. This is confusing when someone books several rooms for other people. The good news is that this can be done using a setting you already have - no development is needed.

The short answer

> **Yes.** KxB&B has a merge tag called **{Room.GuestNames}** which adds the guest names for each room to the confirmation email. It is not currently included in your email template, which is why the names are not showing. Adding it is a quick change in the KxB&B Admin area.

Why the guest names are missing

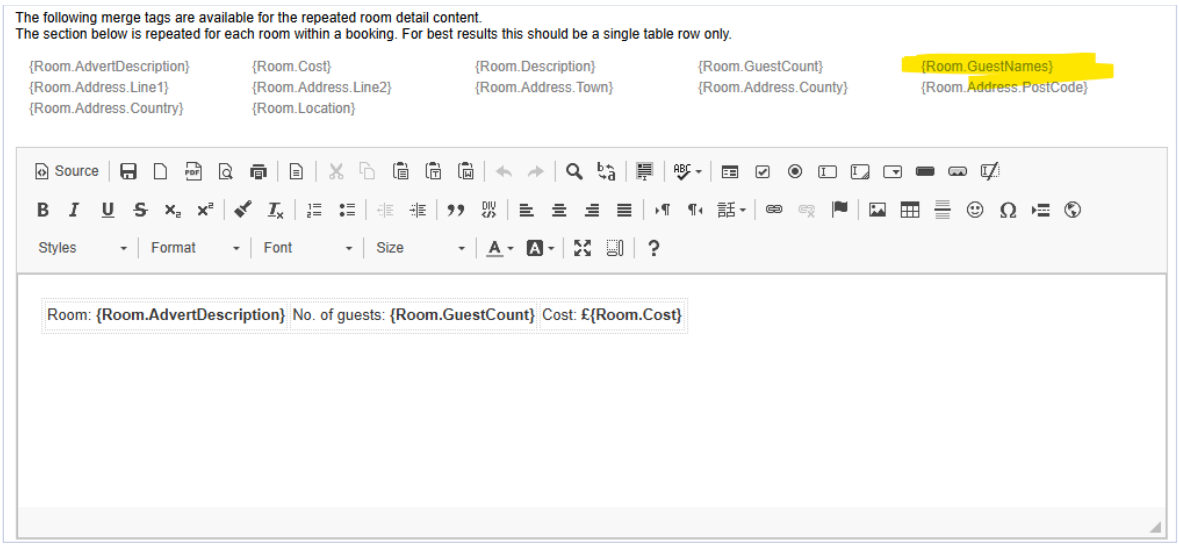
The confirmation email has two parts:

- **Main body** - the overall email, which includes the booker's details.
- **Room detail** - a section that is repeated once for each room in the booking. It is added into the main body using the **{Rooms}** tag.

Your room detail section currently contains:

> Room: {Room.AdvertDescription} No. of guests: {Room.GuestCount} Cost: £{Room.Cost}

This shows the room type, the number of guests and the cost, but not who the guests are. The **{Room.GuestNames}** tag is available in the list of room merge tags but has not been added.



Your current Confirmation Email settings. The {Room.GuestNames} tag (highlighted) is available but is not in the room detail section below it.

How to add the guest names

1. Log in to the KxB&B Admin area (add **/admin** to the end of your KxB&B website address).

2. Go to **Site Settings > Email > Confirmation Email**.
3. Find the **room detail** section. This is the box under the room merge tags, which says it is repeated for each room in a booking.
4. Click where you want the names to appear and add a label and the merge tag, for example: **Guests: {Room.GuestNames}**
5. Click **Save Settings**.
6. If you use more than one language, choose each language from the language drop-down and repeat these steps.

For example, your room detail section could become:

> Room: {Room.AdvertDescription} Guests: {Room.GuestNames} No. of guests: {Room.GuestCount} Cost: £{Room.Cost}

The room detail section is shown as a single table row, so it is best to keep any additions on that same row.

Check it with a test booking

Before relying on the change, we recommend making a test booking with **two rooms and different guest names in each room**. When the confirmation email arrives, check that:

- Each room shows the correct guest names
- The names are laid out in a way that is easy to read
- The layout still looks right in the email clients your guests are likely to use

Will our own copy update too?

Your team's copy of the confirmation email is usually sent using the **CC to** or **BCC to** address in **Site Settings > Email > SMTP Settings**. If that is how you receive it, it is the same email the booker gets, so the guest names will appear on your copy as well.

Summary

The guest names are not missing because of a fault. The **{Room.GuestNames}** merge tag just has not been added to the room detail section of your confirmation email. Adding it in **Site Settings > Email > Confirmation Email** will show the guest names for each room on both the booker's email and your copy. If you would like any help making the change, please let us know.

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