

## About South Combe Waters

South Combe Waters is home to four holiday lodges in Rural Devon, each with its own character and charm, enjoying an enviable setting in the Blackdown Hills.

These superb Lodges boast fantastic views and offer a paradise to lovers of the great outdoors wonderful walks unfold from the doorstep revealing beautiful forestry, pretty streams, and gentle hills, woodlands with carpets of fragrant wild flowers and villages with idyllic wisteria clad cottages and with five pubs and village amenities within 4 miles.

It is a place to explore at low speed, to enjoy the peace and quiet of the countryside, to spend time sitting in a local pub. A haven you would never expect to find just a stone's throw from so many amenities, local villages, and Honiton for the twice weekly street market.

Website link: [www.southcombewaters.co.uk](http://www.southcombewaters.co.uk)



South Combe Waters Website & Availability Page

## Q&A

**Q. What made you consider an online booking system?**

A. It seemed a natural progression to move forward after the introduction of a new web site and the upgrading of the Lodges. The only upgrade left to explore was an online booking system, and being aware of us losing bookings particularly the phone call bookings due to customers not wanting to leave a message on the answer phone, made us more aware that customers just want fast and accurate information on availability, and prices or they will just go elsewhere!!!

**Q. How has the day-to-day running of your business changed?**

A. The booking system works 24/7 - not like humans, which allows us to complete other tasks in the day with out about being in the office waiting for the phone to ring.

**Q. Has the system helped increase business?**

A. Yes!!! We have guests booking at hours when the office would not normally be open and I am convinced that this has helped increase our bookings. Add to this the feedback from many of our guests who have commented on how easy and effective the booking system is to use. If it is only a small percentage increase in booking it is worthwhile because it has made our lives less stressful!!!



*The system is brilliant! Waking up in the morning to find new bookings, deposit payment sitting in your PayPal Account, completed booking form, and an invoice that has been raised is a real bonus,*

*Rex Plumridge*



*We have found the Solutionise service to be dependable and friendly over the years. Their attention to detail and willingness to listen to our needs is extremely important to our business.*

*Anne Plumridge*



*For the customer it means that they can now check our availability and book their holiday at any time of the day or night that suits them, and pay securely online.*

*Rex Plumridge*

# Solutionise Objectives

Our objectives were to integrate the online booking system with existing South Combe Waters website, to support Rex and Anne with creating their own business PayPal account and to provide training on the new system.

## Full Testimonial

We have been using Online Availability and Payment facility by Solutionise for four years at our Fishing holiday letting business in Devon. Prior to us moving over to Solutionise we were using a booking system that was not internet based that lacked the functions that was most important to us. 1/ Instant update of website when a booking was made. 2/On line payment facility. 3/ Integration of the availability page into our web site.

We approached our move over with more than a little trepidation at first, but were reassured by the Solutionise team, and now we can honestly say that we would be lost without it, and rely on it 100%!

The system is brilliant! Waking up in the morning to find new bookings, deposit payment sitting in your PayPal Account, completed booking form, and an invoice that has been raised is a real bonus, and the thought of not having to make a round journey of 20 miles to our nearest bank to deposit a cheque payment is another plus point.

For the customer it means that they can now check our availability and book their holiday at any time of the day or night that suits them, and pay securely online, meaning we can generate bookings 24/7 and knowing that any new bookings made are instantly reflected on our website.

As well as a booking system, it provides us with a complete administrative system. It lets us know when payments are due, which guests are coming in each week, emails customers when a payment becomes overdue and also provides a database which stores all our customer details securely, and returning customers are immediately recognised by the system.

It is a boom for late bookings where payment can be taken immediately the holiday is booked and the system also ensures that we can never make a double booking.

Rex Plumridge, South Combe Waters