

USER GUIDE

Booking Page, Enquiries & Quote Links

Take enquiries online, answer them with a quote in one tap, and let guests accept on their phone.

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APPLIES TO	WStation web application at wstation.app (browser, installed desktop app and phone)
AUDIENCE	Owners, admins and front-desk staff
CLASSIFICATION	Public

Document control

Version	Date	Author	Change
1.0	6 October 2026	Outdoors Commerce cc	First issue.

Related document	Number
WStation User Manual — Getting Started & Daily Operations	WS-UM-001
Booking.com & Airbnb Calendar Sync — Configuration Guide	WS-CG-002
Quick Reference Card	WS-QR-004

Conventions used in this manual

Button	A button, tab or field label, exactly as it appears on screen.
Menu → Screen	Where to go: open the menu on the left (on a phone, tap More), then the screen named.
text	Something you type or copy exactly, such as a web address.
Note / Tip	Extra information that helps but is not required.
Caution / Important	Something that can cause lost work, double bookings or wrong figures if missed.

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01 Overview

Three features bring guests to you and bring their answers back into WStation. All three need an account, and all three land in one place: **Desk → Enquiries**.

Feature	Address	What the guest does
Booking page	<code>wstation.app/stay/your-name</code>	Picks dates and party size and sends an enquiry.
Quote link	<code>wstation.app/q/...</code>	Reads the quotation on a phone and taps Accept, or asks a question.
Calendar feed	<code>wstation.app/cal/...ics</code>	— (for you) Shows every booking in Google Calendar or on your phone.

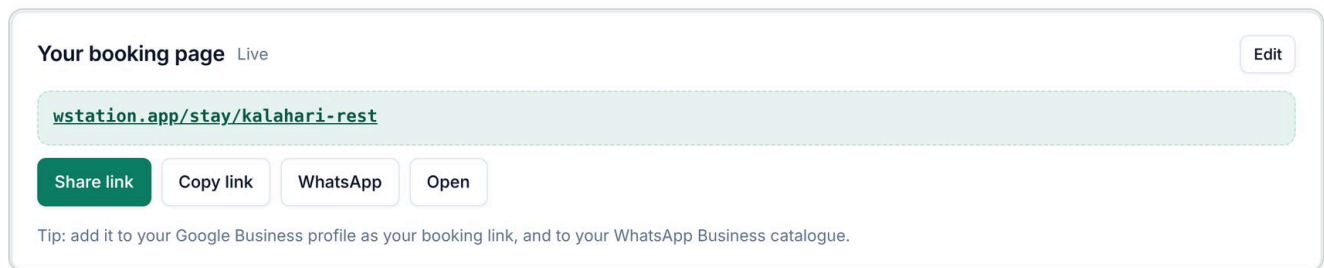
Table 1.1 — The three features

A count of new enquiries appears beside **Enquiries** in the menu, in the browser tab title, on the installed app's icon, and as a banner on the Today screen. WStation checks every two minutes while it is open.

02 Your booking page

2.1 Switching it on

- 1 Go to **Desk → Enquiries**.
- 2 Under **Your booking page**, check the suggested address (letters, numbers and dashes) and change it if you like.
- 3 Optionally add a few words for guests — what the place is, check-in time, what is included.
- 4 Press **Switch on my booking page**.

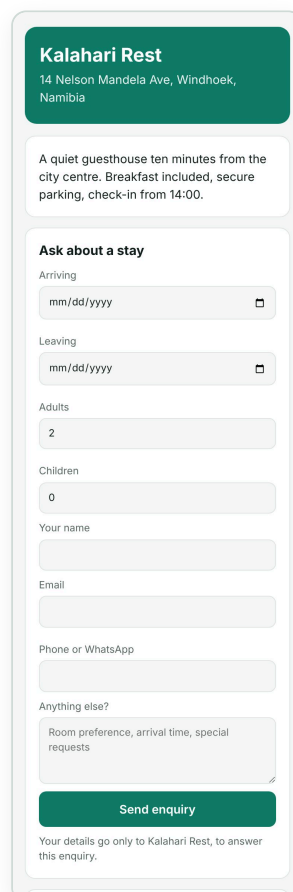


The screenshot shows a panel titled "Your booking page" with a "Live" status indicator and an "Edit" button. Below the title is a text input field containing the URL "wstation.app/stay/kalahari-rest". Underneath the input field are four buttons: "Share link", "Copy link", "WhatsApp", and "Open". At the bottom of the panel, a tip reads: "Tip: add it to your Google Business profile as your booking link, and to your WhatsApp Business catalogue."

Figure 2.1 — The booking page panel once it is live

2.2 What guests see

The page shows your name, logo and colour, your words, the rooms with what they sleep and their rate from, and buttons to call, WhatsApp or email you. The enquiry form asks for arrival and departure dates, adults, children, name, and an email or phone number.



The screenshot shows a mobile view of the booking page for "Kalahari Rest". The header includes the business name and address: "14 Nelson Mandela Ave, Windhoek, Namibia". Below this is a short description: "A quiet guesthouse ten minutes from the city centre. Breakfast included, secure parking, check-in from 14:00." The main section is titled "Ask about a stay" and contains a form with the following fields: "Arriving" (mm/dd/yyyy), "Leaving" (mm/dd/yyyy), "Adults" (2), "Children" (0), "Your name", "Email", "Phone or WhatsApp", and "Anything else?" (a text area for room preferences, arrival time, and special requests). A "Send enquiry" button is at the bottom of the form. A footer note states: "Your details go only to Kalahari Rest, to answer this enquiry."

Figure 2.2 — The booking page on a guest's phone

2.3 Sharing it

- **Share link** , **Copy link** and **WhatsApp** send the address wherever you like.
- Put it on your Google Business profile as the booking link, on Facebook and Instagram, in your WhatsApp Business catalogue and your email signature.
- To pause the page, press **Edit** and clear **Page is switched on** .

NOTE

Booking pages are listed for search engines, so a guest searching for your business name can find it. The page carries a small line at the foot saying it is made with WStation.

03 Answering enquiries

3.1 The inbox

Each enquiry shows where it came from, the guest's name, dates, nights and party, and their message. Opening the screen marks new enquiries as seen.

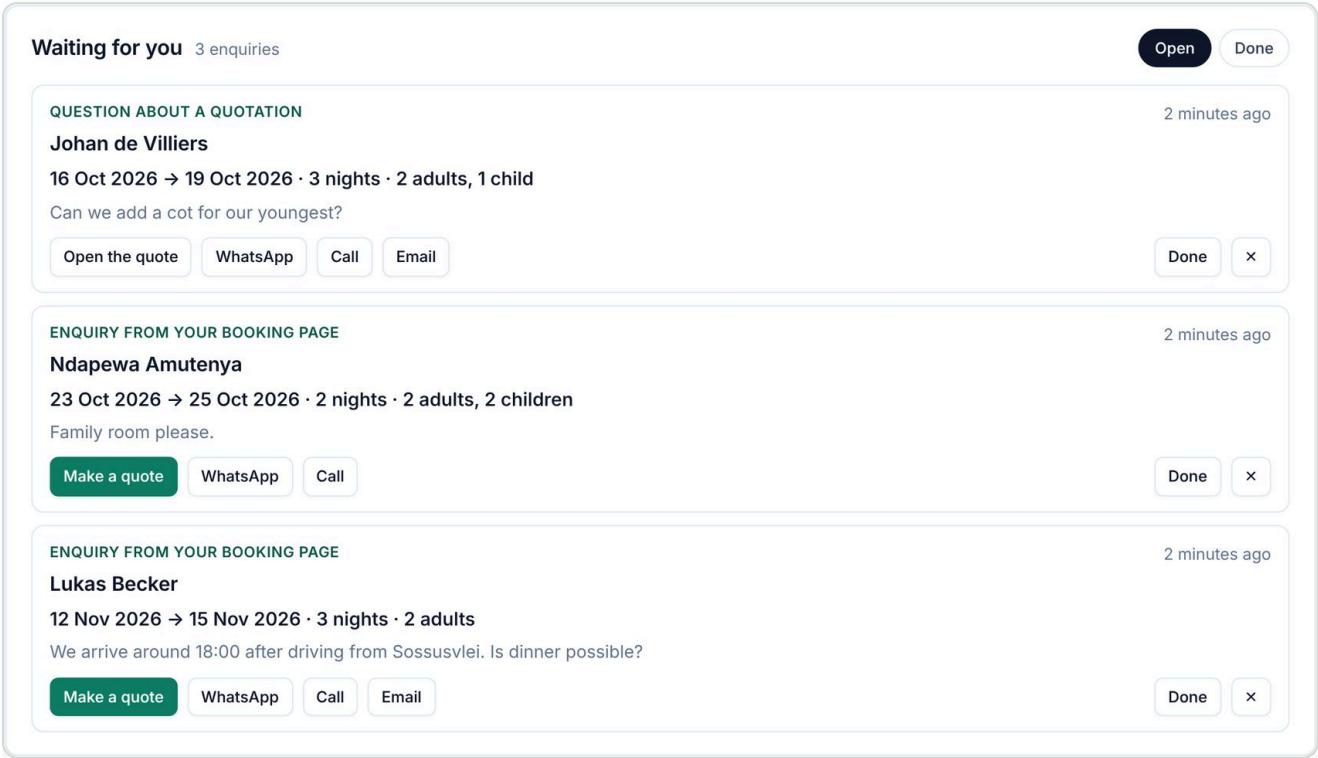


Figure 3.1 — The Enquiries inbox

Button	What it does
Make a quote	Opens a new quotation already filled in with the guest's name, phone, email, dates and party size; the free-room search opens on those dates. Saving it marks the enquiry done.
Open the quote / Open and book it	For answers to a quote link: opens that stay so you can book it.
WhatsApp, Call, Email	Contacts the guest directly.
Done / Reopen	Moves the enquiry between the Open and Done lists.
x	Deletes the enquiry.

Table 3.1 — Enquiry actions

New quotationClose

Customer

+ Someone new...

Who it is for

Customer name

Lukas Becker

Company (optional)

Phone

+49 151 2345 6789

Email

lukas.becker@example.de

They are saved to Customers, so the next document for them is two clicks.

The staySet check-in and check-out on each line

Each line is a room, with its own dates and guests. Its nights follow its dates, and a per-person rate charges for everyone in it.

Hide free rooms

Find a free room6 free for 3 nights

Figure 3.2 — A quotation started from an enquiry

TIP

Guests tend to book with whoever answers first. Keep WStation open on the front-desk computer, or install it on your phone, so the count reaches you.

04 Quotations guests accept online

4.1 Sending a quote as a link

- 1 Open the stay (from Stays, Quotations, or the calendar) while it is a quotation.
- 2 Press **Send as link**. The quote gets its own address; a draft is marked as sent.
- 3 Press **Send on WhatsApp** (it goes to the guest's number if it is saved with the country code), **Email it**, or **Copy**.

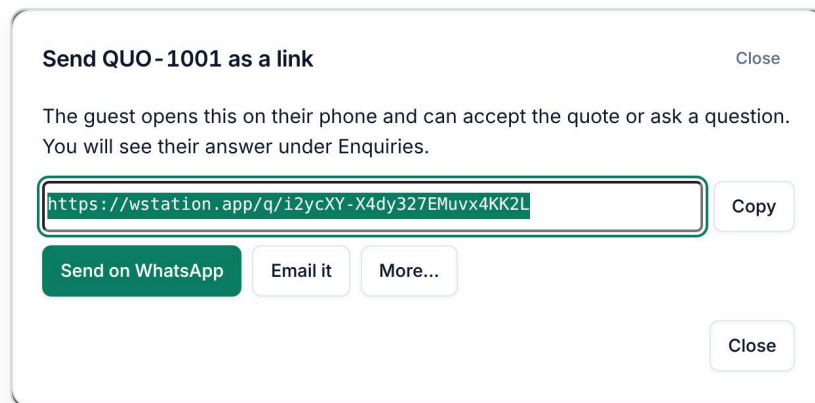


Figure 4.1 — Sending a quotation as a link

4.2 What the guest sees and does

The guest sees the quotation with your branding, every line, the tax, the total and the deposit. They can:

- **Accept this quotation** — the quote is marked accepted and an *Accepted your quotation* item appears in Enquiries, with **Open and book it**.
- **Ask a question** — the question appears in Enquiries against that quote.

Kalahari Rest
Quotation QUO-1001 for Johan de Villiers

Fri, 16 Oct 2026 → Mon, 19 Oct 2026 · 3 nights · 2 adults · 1 child

Family chalet	× 3	N\$ 5,400.00
Breakfast	× 3	N\$ 1,080.00
VAT 15%, Tourism levy 2%		N\$ 1,080.00
Total		N\$ 7,560.00
Deposit to secure the booking (50%)		N\$ 3,780.00

Issued Mon, 5 Oct 2026 · valid until Mon, 19 Oct 2026

Happy with this?
Your name
Johan de Villiers
A note for Kalahari Rest (optional)
Arrival time, dietary needs...
Accept this quotation

► Ask a question

Booking records by [WStation](#) — free quotations, bookings and invoices for guesthouses. [Make your own booking page →](#)

Figure 4.2 — A quote link on the guest's phone**IMPORTANT**

Accepting online does not book the room by itself. You still press **Turn into a booking**, so you stay in control of which room the guest gets. An expired quote cannot be accepted; the guest is asked to request a new one.

05 Bookings on your phone's calendar

At the foot of the Enquiries screen, **Make my calendar link** creates a calendar of every booking (arrival to departure, all-day). Then:

- **Add to Google Calendar** subscribes your Google calendar to it.
- **iPhone, Mac or Outlook** opens it in the calendar app on that device.
- The calendar updates itself; each event links back to the Bookings diary.

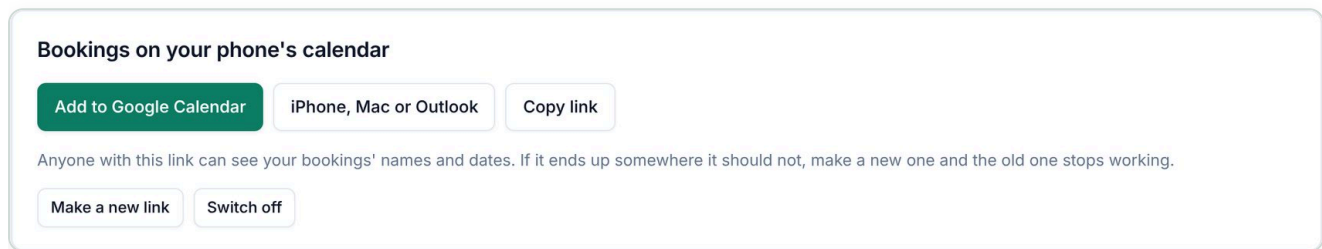


Figure 5.1 — The calendar feed panel

CAUTION

This link shows guests' names and dates to anyone who has it. Keep it to yourself. **Make a new link** stops the old one working; **Switch off** removes it.

06 Limits and safeguards

- Each address can send a limited number of enquiries and answers per hour, and automated form-fillers are filtered out.
- Guests' details go only to the business they wrote to.
- WStation does not yet email or text you when an enquiry arrives; the count in the app is the alert.
- Quote links and calendar links are hidden from search engines; booking pages are listed.