

## Automatic emails

Communicate with your customers by setting up automatic emails: the day of the reservation, x day before the arrival date, the day of arrival, x day before the departure date or x day after the departure date.

- Click on [Add automatic mail](#).
- Enter the title of the email: The title will allow you to differentiate the configured emails. It will not be visible to your customers.  
Ex: Mail 1 day before the arrival date
- Determine when the automatic email will be sent :

Day of booking    Before the arrival date    After the arrival date    Before the departure date    After the departure date

- Enter the number of days

If you want to send an email on arrival day or on departure day, select "After the arrival date" or "After the departure date" and enter 0 as "Number of days".

- Activate or deactivate the time for sending mail. If you do not set a specific sending time, by default the email will be sent at 00:00.

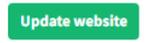
Determine the time to send your email  
(time zone of your location)

- Select the language by clicking on . Translate at least in French and English. The email will be sent in the language chosen by the customer when booking. If a language is not set, the email will be sent by default in English.
- Enter the subject of the email
- Enter the body of the mail.
- View your email by clicking on [View your email](#).



- Activate or deactivate the sending of the email  Activate  Deactivate .

- Click on  .

Do not forget to validate your changes by clicking on  .

You can "Modify" or "Delete" an automatic e-mail at any time.  
Sending is suspended when a reservation is cancelled.

|  |   |   |
|--|---|---|
| <b>Day of booking</b><br>Day of booking<br>Status :                                   | <b>Mail 1 day before arrival</b><br>0 Day(s) before the arrival date<br>Status :       | <b>Mail day of arrival</b><br>0 Day(s) After the arrival date<br>Status :            |
|      |     |   |
| <b>Mail 1 Day before Departure</b><br>1 Day(s) Before the departure date<br>Status :  | <b>Mail 1day after Departure</b><br>1 Day(s) After the departure date<br>Status :      |   |
|    |   |   |

