

How do I cancel my Myallocator account?

In order to cancel your Myallocator account properly, several steps must be performed. If any of these steps are not taken properly, it may result in overbookings, improper rates or other undesired results on your channels.

Step 1: Turn off "Download Bookings"

The screenshot displays the 'Manage - General' interface for a Myallocator account. The top navigation bar includes 'OVERVIEW', 'AVAILABILITY', 'BOOKINGS', 'MANAGE' (highlighted with a red circle 1), and 'SUPPORT'. The left sidebar is divided into sections: 'PROPERTY' (with 'General Details' highlighted by a red circle 2), 'ROOMS', 'CHANNELS', and 'USERS'. The main content area, titled 'General Details', contains several form fields: 'Property Name' (text input), 'Country' (dropdown menu set to 'United States'), 'Timezone' (dropdown menu set to 'UTC'), and 'Breakfast' (dropdown menu set to 'Not available'). Below these fields is a note: 'This is important for channels like BudgetPlaces and HRS, which need to know whether rates that you send to them have breakfast included.' The 'Private Rooms' section has two radio buttons: 'Priced by room' (selected) and 'Priced by person'. Below this are 'Default Minimum Stay' (dropdown set to '1 day') and 'Default Maximum Stay' (dropdown set to 'No limit'). The 'Download new bookings from channels' section has two radio buttons: 'On' and 'Off' (selected, highlighted with a red circle 3). At the bottom of the form is an 'UPDATE' button (highlighted with a red circle 4).

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Step 2: Turn off Automatic Adjustments

myallocator

OVERVIEW AVAILABILITY BOOKINGS **MANAGE** SUPPORT

1

PROPERTY

- Status
- General Details
- Automatic Adjustments** (2)
- Email Addresses
- Credit Card Password
- Currency
- Payment
- Backups
- Remove

ROOMS

- Setup Rooms

CHANNELS

- Setup Channels
- Rules
- BookNow
- Import Availability/Rates

USERS

- Your User

Automatic Adjustments

Info With this feature enabled all incoming bookings will be reduced from all the channels you have setup. This way you don't need to manually keep your availability up-to-date, you only need to adjust for bookings that don't come in via booking websites (like walk-ins).

Warning! There can be delays in receiving new bookings as there are limits set by the booking channels as to how often we're allowed to query for new bookings. For some channels this can be up to 50 minutes, although it's faster for most. While this system greatly reduces the risk of overbookings, in rare cases it can happen that two customers book the same room on two different channels at the same time, thus creating an overbooking.

Enable On Off (3)

How to treat cancellations Add availability on all channels Keep room/beds blocked

UPDATE (4)

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Step 3: Disable ALL Channels in Myallocator

Perform this step for each of the channels that show "Setup completed" on the Setup Channels screen.

Channels

Recommended - Hostel-specific

Channel Name	Status
Hostelworld v2	Awaiting Activation
Hostelbookers v2	Not Setup
Gomio	Not Setup
Hostelsclub	Not Setup
Ir	Not Setup
Recommended	
Agoda	Not Setup
BudgetPlaces	Not Setup
Expedia	Not Setup
HotelBeds	Not Setup
HRS	Not Setup
Laterooms	Setup completed
Orbitz	Not Setup
Ostrovok	Not Setup
TravelRepublic	Not Setup

Click on each channel that says "Setup completed" in green, like the one here:

Channel Credentials - Laterooms

Group Reference Number: 109824
Password:

Disable Channel (2) NEXT

The page at <https://inbox.myallocator.com> says: x

Do you really want to remove Laterooms? This means that NO availability, rates, etc. will be updated to this channel any more, and that no new bookings will be imported. This will not make the channel unbookable! Existing bookings will not be deleted.

OK (3) Cancel

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Step 4: Turn off Automatic Payments in Paypal

If you have turned on Automatic Payments in Paypal for your Myallocator account, you must login to www.paypal.com to terminate them. Myallocator does not have the ability to manage your PayPal payments, so you must perform this step to ensure payments are no longer made to Myallocator.

The screenshot shows the PayPal account settings page. At the top, there is a navigation bar with 'PayPal', 'Summary', 'Activity', 'Send & Request', 'Wallet', 'Shop', and 'Log Out'. Below this, a user profile is shown with the name 'Hi again, Your profile is at 100%'. The main content area is divided into sections: 'Address', 'Email', 'Phone', 'Account options', and 'Payment settings'. The 'Payment settings' section is highlighted with a red box and a red circle containing the number 3. A red arrow points to the gear icon in the top right corner of the account settings area, labeled with a red circle containing the number 2. Below the 'Payment settings' section, there is a 'Billing Details' section. The 'Billing Details' section shows a table of billing information:

Billing ID	Status	Description
0-89143098920444339	Active	eBay LaSalle Postage Payment

The 'Billing Details' section also includes a 'Merchant' section with the following information:

Business Name	Customer Service Email
eBay Inc Shipping	sci-ebay-shipping@ebay.com

The 'Billing Term' section shows the following information:

Initiated Date	Total Billed Amount
Oct 8, 2014	\$10.61 USD

The 'Funding Source' section shows the following information:

Primary Funding Source	Backup Funding Source
PayPal Balance 333433362	Not Specified 333433362

At the bottom of the page, there is a footer with 'Help', 'Contact', 'Security', and 'Feedback' links.

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Step 5: Contact all of your channels (OTA's) and inform them that you have deactivated Myallocator as your Channel Manager

This is the most crucial step of all! If you do not perform this step, you will be unable to manage your rates and inventory on your channel sites.

If you do not inform all of your channels that you have cancelled Myallocator, your availability and rates will still be available from your most recent Myallocator update on your Extranet sites (such as booking.com, Hostelworld.com, Expedia.com, etc).

You must cancel the connection to Myallocator directly on your channels before you can manage your rates and availability on the channel again.

Myallocator cannot disable the connection on the channel side for you. Only you (as the property owner) can contact the channels to disable Myallocator from their side.

If you have questions on how to disable Myallocator on the **CHANNEL** side - please contact your channel's support directly. For your convenience, here are the support contacts for each channel to ensure your connection to Myallocator is terminated on the Channel side:

9flats

<http://www.9flats.com/places/new>

Agoda (recommended)

<https://ycs.agoda.com/en-us/default.aspx?asq=>

Airbnb

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<https://www.airbnb.com/rooms/new>

BBPlanet

http://www.bbplanet.it/partner_struttura.asp

Booking.com

<http://www.booking.com/general.en-gb.html?dcid=1&tmpl=docs%2Fhotels>

BudgetPlaces

<http://www.budgetplaces.com/add-your-establishment>

CityBreak

<http://visit.com/contact/>

Cultuzz

<https://albatros.cultuzz.de/login/register.php>

EasyBookings

<https://www.easy-bookings-ssl.co.uk/cp/register.aspx>

Ebab

<http://www.ebab.com/GASTGEBERREGISTRIERUNG>

Escapio

<http://en.escapio.com/corp/for-hotels/contact/?lang=en>

EasyToBook

<http://hotelpartner.easytobook.com/>

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Expedia

<http://www.joinexpedia.com/>

FlipKey

<https://secure.flipkey.com/freelisting/>

Gomio

<http://www.gomio.com/b2b/Register.aspx>

Hostelbookers v2

<https://secure.hostelbookers.com/join/>

HotelBeds (recommended)

Best for: Hotels

<http://suppliers.hotelbeds.com/altaPaso.jsp?languageld=ING>

Hostelsclub (recommended)

Best for: Hostels

https://www.hostelsclub.com/hostel_join.php?lang=en

Hotel.de

<http://www.hotel.de/Hotel/RegisterNew.aspx?CPN=824>

HIHostels

<http://www.hihostels.com/web/contact.en.htm>

HRS

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<http://www.hrs.com/web3/showCmsPage.do?cid=53-3&pageld=partner>

HostelTimes

http://www.hosteltimes.com/En/Member/En_AddHostel.asp

HouseTrip

<http://www.housetrip.com/en/free-listing-on-housetrip>

Hostelworld v2

<http://www.hostelworld.com/hostelsignup/intro>

InItalia

http://www.initalia.it/info/en/area_albergatori.htm

InstantWorldBooking

http://www.instantworldbooking.com/listings/add_listing.php

LateRooms

<http://www.laterooms.com/en/static/AddYourHotel.mvc>

MalaPronta

<http://www.malapronta.com.br/cadastrar-hotel>

Open Travel Exchange

<http://www.opentravelexchange.net/signup>

Orbitz

<http://corp.orbitz.com/supplier/contact-us>

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Ostrovok

<http://ostrovok.ru/partners/add-hotel/?lang=en>

Reconline

<http://www.reconline.com/e/hotels.html>

TravelRepublic

<https://hotels.travelrepublic.co.uk/SignUpWelcome.aspx>

MaxBooking

<https://signup.maxbooking.com/>

Wimdu

<https://www.wimdu.com/offers/new>

YourSpainHostel

http://www.yourspainhostel.com/alo/app/index.php?accion=Formulario_Aloj

Step 6: If you have a PMS, you must have them remove the connection to Myallocator

Myallocator is unable to terminate the connection to your PMS from our system.

You must contact your PMS directly if you need help to deactivate the link from your PMS to Myallocator.

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For your convenience, here is a list of PMS partner contacts:

1. Arawak: www.didasoftdecolombia.com
2. BananaDesk: www.bananadesk.com
3. BnB Manager: www.bnbmanager.com
4. Cloudbeds: www.cloudbeds.com
5. Centrum: centruminnovations.com
6. Dashbell: www.dashbell.com
7. DormProject/HostelOffice: www.dormproject.ch / www.hosteloffice.com
8. FuturWeb: futurhot.com.ar
9. Happybooking: www.happybooking.se
10. Hostelsystem: www.hostelsystem.com
11. Loventis: www.loventis.com
12. Inngenius: www.inngeniuspms.com
13. Mancloud: www.mancloud.eu
14. Reservation Key: www.reservationkey.com