

Quick Reference Guide For Operators

Spot2Nite Help Desk

- (877) 778-2683
- Option 1 for Reservations and Cancellations
- Option 2 for Campground Support to Park Operators

Email Assistance

- General Support: support@spot2nite.com
- Cancellations: cancellations@spot2nite.com

Tip: To ensure you can quickly find emailed reservation confirmations from Spot2Nite, we suggest creating a rule within your email provider that routes emails from support@spot2nite.com to a specific folder, or provide Spot2Nite with a unique email address for reservation confirmations.

Receiving a Reservation

- You will receive a detailed email from Spot2Nite for each reservation providing the traveler information, equipment profile, KOA membership number if available, spot type, and length of stay.
- Upon reservation receipt, you will transfer the detailed traveler information into the designated fields of K2.
- Our Traveler Support Team is available 24/7/365 to relay messages to/from each traveler for your needs.

Rates

- The reservation rate will be the "Rack Rate" as set in K2.

Payment

- Do not charge the traveler.
- All reservation payments are sent via Stripe directly to the park bank account.

Discounts

- Travelers can pre-load their membership numbers. If they match your pre-approved discounts, they will receive the correct discount at the time of booking through Spot2Nite.
- Travelers will be provided only one discount.
- The traveler's KOA membership number will be provided for your use.
- You may request travelers show their membership cards for verification at check-in.
- Discounts will appear on your email receipt and in the notes section of the reservation.

Cancellations

- Kindly direct the traveler to Spot2Nite via telephone or email.
- Spot2Nite will process and coordinate the cancellation with you.
- Do not refund the traveler. All refunds to the traveler are made by Spot2Nite.

Date Changes

- If travelers want to change the dates, Spot2Nite will contact the park directly for a possible shift of dates.

Should you have any questions, please reach out to the Spot2Nite team. We look forward to providing a streamlined booking experience for both campground operators and travelers!