



## Boost Cancellation/Termination FAQ

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### I am ready to discontinue my use of Boost, how do I cancel the service?

We're sorry to see you go and if there is anything we can do to retain your business please let us know by reaching out to your account success representative. If you'd still like to cancel you can do so by filling out the form available [here](#). Submitting the cancellation form notifies us you do not want to extend your contract beyond the agreed upon term. Cessation of service prior to contract end dates are subject to early termination fees as described in your signed Boost order form/contract.

Cancelling Boost customers can expect the following to occur at the conclusion of the contract:

- 1) User access to Boost will be blocked
- 2) Channel disconnection process is completed for all connected channels
  - a) Booking.com properties are disconnected individually
  - b) Airbnb access token is revoked, disconnecting all listings in bulk
- 3) Software API connections will be disabled

### Will I lose my future reservations?

No, your reservations will continue to exist in both your OTA accounts and your property management software. Reservations scheduled to occur following the contract end date should still be honored consistent with the terms they were booked under with the guest.



## How are departures that occur after cancellation billed?

Reservations scheduled to occur following the contract end date should still be honored consistent with the terms they were booked under with the guest. All commissions related to future reservations are due at the conclusion of your Boost contract. We understand some reservations are likely to be cancelled or modified so the amount due will be discounted by 10%.

## What happens to my OTA accounts?

For the most part, nothing. Boost provides property data to your accounts, but the management and ownership of your accounts remains your responsibility. We recommend customers log in to their respective OTA accounts following cancellation to confirm property data is as desired. Once disconnected Boost cannot make any changes whatsoever to listing status or details. Boost is unable to close or cancel any OTA accounts, follow up with your OTA contact if you wish to discontinue using that channel.

## How can I ensure my listings are accurate following cancellation?

Once disconnected your listings can be manually managed within the OTA dashboards or can be connected to another channel manager. When a Boost contract is cancelled all associated properties and accounts will be disconnected from the platform and user access will cease. Listings on 3rd party channels will be left in their last known state at the time of disconnection, including their visibility and availability. Once the disconnection process has been completed no further updates are possible to, or from formerly connected channels from Boost. We recommend closing listings or blacking out future arrivals prior to your cancellation date for users wishing to avoid having any live listings without an active connection to accurate rates and availability.

## How do I disconnect my property management software from Boost?

Software connectivity to Boost is managed in your software and can be revoked there, though the process varies by software provider. Please contact your software company for instructions on revoking access to property data. Once connectivity has been revoked Boost can no longer make any changes to property data going out to OTAs, including publishing status and ability to book. Do not disconnect your software until you are prepared to manage listings manually or with another channel manager. Bluetent is not responsible for OTA activity or bookings when the property data is not available to Boost from your PMS.



## Can I access reporting or accounting details of past or future reservations after I have cancelled?

Access to Boost will cease after your cancellation date. Please ensure you have retrieved all the data and information you need prior to your contract end date. User access cannot be granted without a current contract.

## I am connected to more than one channel and want to pause or discontinue using one of the channels, do I need to notify Bluetent?

Our support team is happy to assist in blacking out dates or unpublishing listings on any of your channels at any time. As long as you retain connectivity to at least 1 channel you are within the terms of your contract. As a Boost user, you have the ability to pause, unpublish or blackout dates for your listings at any time by logging in and using the tools available to you.