SPOT2NITE

partners.spot2nite.com

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
- Receipts from Virtual Credit Cards: receipts@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.

Payment

- Do not charge the traveler.
- All reservation payments arrive with a virtual credit card from SpotTwoNite House Card for the site only.
- No incidentals are approved for the SpotTwoNite House Card.
- Please email receipts for the "SpotTwoNite House Card" to receipts@spot2nite.com.
- Address for processing the virtual credit card:
  SpotTwoNite House Card
  1 St Ann Drive, #8623
  Mandeville, LA 70470

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.
- Travelers must still show their membership cards for verification.
- 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!

v. 7/25 - Good Sam Campground Solutions, MYSites, Newbook, Premier Campground Management, ResNexus, ResortForward, and RMS Users