

# Booking rooms vs beds

Manage your visitor's expectations. In some countries, it's common to pay per room.

Some guests, particularly those from Asia, may expect to use a room for as many people as they like. For example, by bringing 3-4 people into a double room.



These people are not being purposefully dishonest – it's just what they're accustomed to.

1. Watch the Cultural Insights video [China](#) where Faye explains how Chinese guests may book your rooms.



2. If this has been an issue for your accommodation business, describe how you've responded so far.

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3. Review your booking procedure in light of your new cultural awareness. Ensure there's enough information to make your room policies clear.

4. Use icons and/or translations to improve clarity.

## English



Infant: aged 0 - 3  
Cot provided no charge



Children that require additional bedding will be charged \$XX upon arrival per room per night.



or



This room sleeps two guests.  
Additional people will be charged \$XX upon arrival per room, per night.

## Mandarin

婴儿: 年龄0 - 3岁之间  
免费

需要额外寝具的儿童  
需在抵达时支付每间  
客房每晚的XX费用

这间客房可供2位客人  
入住。

额外的客人将在抵达  
时每间客房每晚收取  
\$XX的费用。

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