

Capacity and resources

How Unitlify counts places: time slots, resources with shared capacity, capacity groups for reporting, persons per ticket, exclusive ticket, weekday rules and closures, and which of these apply in which channel.

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The three levels

Unitlify limits bookings on two levels and reports on a third:

Level	What it does	Where to set it
Time slot of an offer	Every time slot has a capacity in places. Once it is reached, the date is fully booked.	Offer → Tickets and Validity, time slot overview
Resource	A capacity in persons at the same time , shared by several offers. Limits live across all channels.	Booking system → Resources
Capacity group	Combines offers (also from Regiondo, SumUp, Zettle) for reporting: utilisation per day, participant list, TET report. Does not limit bookings.	Booking system → Capacities

If you really want to limit something, you need a time slot or a resource. A capacity group alone does not prevent overbooking.

Time slots: places, quantity and participants

The capacity of a time slot counts in **places**. For each ticket category you define how many places a ticket occupies and how many persons it includes:

- **Quantity:** places that a ticket occupies in the time slot.
- **Participants:** persons who come with the ticket. Empty means: as many as "Quantity".

Example couples run: Quantity 1, Participants 2. The ticket occupies one place but brings two persons. For time slots the place counts, for resources, participant lists and utilisation the persons count.

On cancellation or rebooking, the places the ticket occupied are returned.

Exclusive ticket

An exclusive ticket occupies the **whole time slot**, for example for a private group or a company event. The guest states the number of persons within the range you define on the ticket (minimum and maximum; empty means 1 to capacity).

- The exclusive ticket can only be in the basket on its own, once per order.
- The number of persons can be changed later as long as no participants have been checked in.
- If you increase the capacity of the time slot afterwards, an exclusively booked time slot stays full.
- Applies to shop, widget and administration. GetYourGuide continues to work with "Quantity" and "Participants".

Resources: shared capacity

A resource describes what your offers physically share: the ice rink, the climbing hall, the course, the track. It has a capacity in **persons at the same time**. All attached offers whose time slots overlap count together.

Example: resource "Ice rink" with 120 persons. Offer "Ice skating" 2 pm to 4 pm with 90 bookings and offer "Curling" 3 pm to 5 pm with 40 bookings overlap from 3 pm to 4 pm with 130 persons. The 121st person gets "fully booked" in the shop, although both time slots would still have places on their own.

- What counts is the highest simultaneous number of persons, not the sum of the day.
- If an offer is attached to several resources, the scarcer one applies.
- Inactive resources do not limit anything.
- The check runs in the shop, in the widget, in the administration and at GetYourGuide. Ongoing reservations from the shop and GetYourGuide count as well. Jochen Schweizer does not check in advance, an overbooking is reported to your team by push.

Tabs of a resource

- **Calendar:** utilisation over time.
- **Offers:** which offers share the resource.
- **Rules:** create validities (periods, weekdays, times) for several offers at once. They are passed on to GetYourGuide and Jochen Schweizer just like with the offer.
- **Categories:** weekday rules for several offers at once.
- **Closures:** block times or change the capacity temporarily, see below.

Occupancy calendar

Under **Booking system** → **Capacities** → **Occupancy calendar** you see the occupancy of all offers in the month: per day, booked places against capacity as a bar (green to red), plus places in the cart and sold-out time slots. Clicking on the day lists all time slots with offer, booked (of which unpaid), in cart, free, capacity and status; clicking on the offer opens the time slot for editing. Filter by location and offer.

"In cart" are active reservations from the shop (during the checkout) and from GetYourGuide (up to 60 minutes). They block places temporarily and disappear again if no booking is made.

Capacity groups: reporting per day

A capacity group has a name, a "Max. capacity per day" and any number of entries: Unitlify offers as well as products from Regiondo, SumUp or Zettle. For each entry you specify "Persons per unit", a multiplier for the counted bookings, and whether the entry counts in the participant report.

The group calculates the daily utilisation as the sum of all entries and shows it in charts, in the participant list and in the TET report. It **does not block any booking**.

What to watch out for:

- **Leave "Persons per unit" at 1 for Unitlify offers.** Unitlify bookings are already counted in persons. A higher value doubles the figures.
- **Do not put the same experience in a group twice.** If you still sell an experience through Regiondo and additionally through Unitlify (for instance because Jochen Schweizer bookings end up in both systems), the group adds up both sources. Only include the source that is complete.
- **GetYourGuide and Jochen Schweizer** do not need their own entry. Their bookings are contained in the respective Unitlify offer.
- An offer can be in several groups and then counts in each of them.

Weekday rules

For each ticket category you can create rules for weekdays, in the offer or collectively via the resource:

Rule	Effect
Bookable on these days only	The category can only be booked on the selected weekdays, otherwise it is hidden.
Hide on these days	The category is missing on the selected weekdays.

Rule	Effect
Different price or name	On the selected weekdays a special price and/or a different name applies, for example "Weekend ticket".

- A weekday may only appear in one rule per category.
- A rule for a single date (exception day) takes precedence.
- Weekday rules apply **only in your own shop and widget**. GetYourGuide, Jochen Schweizer and the administration see the category unchanged. For partner channels with different prices on different days, create a separate price list.

Blocking times

There are four ways, and they affect the channels differently:

Way	Shop and widget	GetYourGuide	Jochen Schweizer
Resource closure "Closed" (whole day, time window or single slots)	blocked	blocked	blocked
Resource closure "Reduced capacity"	limited live	limited live	not transferred
Day capacity 0 for a date (Offer → Exceptions)	blocked	blocked	blocked
Single time slot set to "Blocked" in the time slot overview	blocked	blocked	stays bookable
Exception days and holidays in the validity	no dates	no dates	no dates

When Jochen Schweizer is involved, use the resource closure "Closed" or the day capacity 0. Manually blocking a single time slot does not reach the portal.

For resource closures you choose the time mode: whole day, time window (every affected date) or single slots (only dates that start exactly at this time). Without selecting offers, the closure applies to all offers of the resource.

Partner channels and your places

- **GetYourGuide** occupies the same places as the shop and respects time slots, resources and "Maximum per time slot". Reservations from the GYG basket block places for up to 60 minutes.
- **Jochen Schweizer** receives the total capacity of the time slots and manages it itself. Bookings from other channels do not reduce anything there. A redemption occupies one place in the time slot on your side and its number of persons in the resource. Details in [Connecting Jochen Schweizer](#).

Troubleshooting checklist

- **Shop shows "fully booked" although the time slot has places:** a resource is full at this time, or "Maximum per time slot" of a category has been reached.
- **Utilisation in the capacity group is twice as high as expected:** "Persons per unit" greater than 1 for a Unitlify offer, or the same experience via two sources in the group.
- **Group does not limit:** intended, groups only report. Create a resource.
- **Blocked date was booked through Jochen Schweizer:** the time slot block does not reach the portal. Use day capacity 0 or a resource closure.
- **Weekend price does not apply at GetYourGuide:** weekday rules apply only in your own shop. Create a separate price list for the channel.
- **Places blocked without a booking:** ongoing reservation from the shop (reservation duration of the offer) or GetYourGuide (up to 60 minutes).