

Issue covered in this manual:

- *Why reservations created in the KWHotel Mobile app or KWHotel Web panel are not instantly displayed in the KWHotel Pro? Moreover, I am unable to delete such reservations. To make them disappear from the calendar, I need to restart the program!*

Table of contents:

1. Delays in refreshing reservations in the KWHotel Pro2



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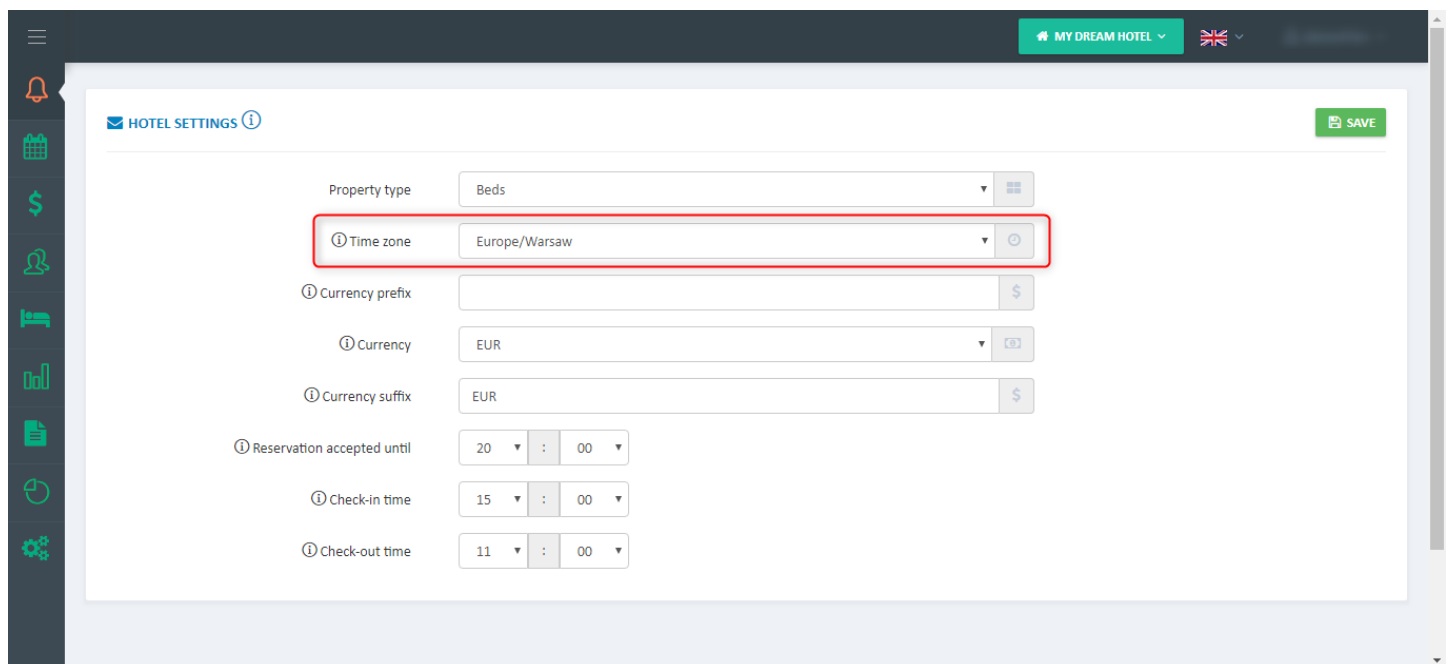
Question:

Why reservations created in the KWHotel Mobile app or KWHotel Web panel are not instantly displayed in the KWHotel Pro? Moreover, I am unable to delete such reservations. To make them disappear from the calendar, I need to restart the program!

Solution:

To solve this problem, please log in to the administrator's section of the Web panel. Proceed to **Configuration > Hotel**. There you need to set up the time zone correctly, as well as configure the remaining options.

When no time zone is configured, the system takes KWHotel Web's server time into account, causing delays in displaying reservations in the KWHotel Pro.



The screenshot displays the 'HOTEL SETTINGS' configuration page in the KWHotel Pro administrator interface. The page is titled 'HOTEL SETTINGS' and includes a 'SAVE' button in the top right corner. The settings are organized into several rows, each with a label and a corresponding input field or dropdown menu. The 'Time zone' setting is highlighted with a red rectangular box. The current values for the settings are: Property type: Beds; Time zone: Europe/Warsaw; Currency prefix: (empty); Currency: EUR; Currency suffix: EUR; Reservation accepted until: 20 : 00; Check-in time: 15 : 00; Check-out time: 11 : 00.

Setting	Value
Property type	Beds
Time zone	Europe/Warsaw
Currency prefix	
Currency	EUR
Currency suffix	EUR
Reservation accepted until	20 : 00
Check-in time	15 : 00
Check-out time	11 : 00