



HostHub User Manual

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1. Introduction

HostHub is a cloud-based Software as a Service (SaaS) Property Management System (PMS) tailored for guesthouses and small to medium-sized accommodation providers. HostHub aims to empower guesthouse owners by providing a comprehensive, affordable, and easy-to-use PMS that integrates real-time booking, availability, calendar synchronisation and analytics. The system supports business objectives such as improving customer satisfaction, preventing double bookings, and enabling digital transformation in hospitality management. These align with the broader business strategy of enabling independent accommodations to compete effectively through digital transformation.

1.2. Purpose of the manual

This manual provides detailed guidance on the current features and functionality of the Property Management System (PMS). It is designed to help future developers, administrators, and contributors understand how the system operates, how its core modules interact, and how to extend the application particularly for integrating external booking APIs to allow internal booking management from different booking websites

The document will be periodically updated to include the Booking Management module once external API integration is completed. The current system makes use of iCalendar link to show blocked out dates. The user interface is build to cater for future intergartion of booking details from different booking sites.

1.3. Target audience

This manual is intended for:

Developers – who will maintain or extend the system’s functionality, especially for booking synchronisation and calendar management.

System users – future clients to use the system.

System owner – the stakeholders of the system.

1.4. Overview of the software

The **Property Management System (PMS)** is a web-based platform designed to manage and monitor property-related tasks, staff, and analytics in one central system.

Current functional modules include:

- **Authentication:** Login, Sign-up, Forgot Password, and Reset Password
- **Navigation Interface:** Main Navigation Bar and Sidebar for quick access to modules
- **Calendar View:** Displays system activities and, in future, booking data synced via iCalendar link.

- **Property Setup:** Add and configure property details and room information
- **Staff Setup:** Register and manage staff roles and permissions
- **Task Management:** Assign and monitor staff tasks and deadlines
- **Analytics:** View system performance metrics and activity summaries
- **AI - chatbot :** Allows for quick system navigation using the AI assistant chatbot.

Future updates will include a **Booking Management** feature integrated with external APIs to synchronise availability and reservations across multiple platforms. The Calendar module will then display live booking updates and statuses using rich data received from the external APIs.

1.5. System requirements

Hardware Requirements:

- Processor: Dual-Core 2.0 GHz or higher
- RAM: Minimum 4 GB
- Storage: 1 GB free space

Software Requirements:

- OS: Windows 10+ / macOS 11+
- Browser: Latest version of Google Chrome, Edge, or Firefox
- Backend: .NET 7 or higher
- Frontend: React + Vite environment with Node.js 18+

Network:

- Stable internet connection for API access and data synchronisation

2. Installation and Setup

2.1 Step-by-step installation guide

Recommended Development Environment

- **IDE:** Visual Studio Code (VS Code)
- **Frontend Framework:** React (Vite)
- **Backend Framework:** Node.js with Express.js
- **Database:** PostgreSQL (using pgAdmin for management)
- **Runtime Requirements:**

- Node.js v18 or higher
- npm v9 or higher
- PostgreSQL v15+

Frontend Setup

1. Open **VS Code**.
2. Clone the project repository: `git clone <repository-url>`
3. Open the **frontend root folder** in VS Code.
4. Install dependencies: `npm install`

Backend Setup

For the backend:

1. Make sure **Node.js** and **npm** are installed (Express.js requires Node).
2. Open the backend project folder in VS Code.
3. Run: `npm install`
4. Start the backend server: `npm start`

or, for live reloading during development: `npm run dev`

Confirm that the server runs correctly by checking the console or visiting the local API URL

Database Setup (pgAdmin / PostgreSQL)

To load the provided **hosthub-db.sql** file into your local PostgreSQL database:

1. Open **pgAdmin** and connect to your PostgreSQL server.
2. Create a new database (e.g. `hosthub_db`).
3. Right-click the database → **Query Tool**.
4. Run the following command to import the SQL dump: `\i 'C:/path/to/hosthub-db.sql'`

Once the import completes, refresh the database in pgAdmin to verify that all tables

2.2 How to run the software

Frontend

1. Open a new terminal in VS Code → navigate to the frontend folder.
2. Run: `npm run dev`
3. Click on the URL in the terminal the app will

Backend

1. Open another terminal → navigate to the backend folder.
2. Run: npm start
3. Ensure your .env file points to the correct PostgreSQL connection string

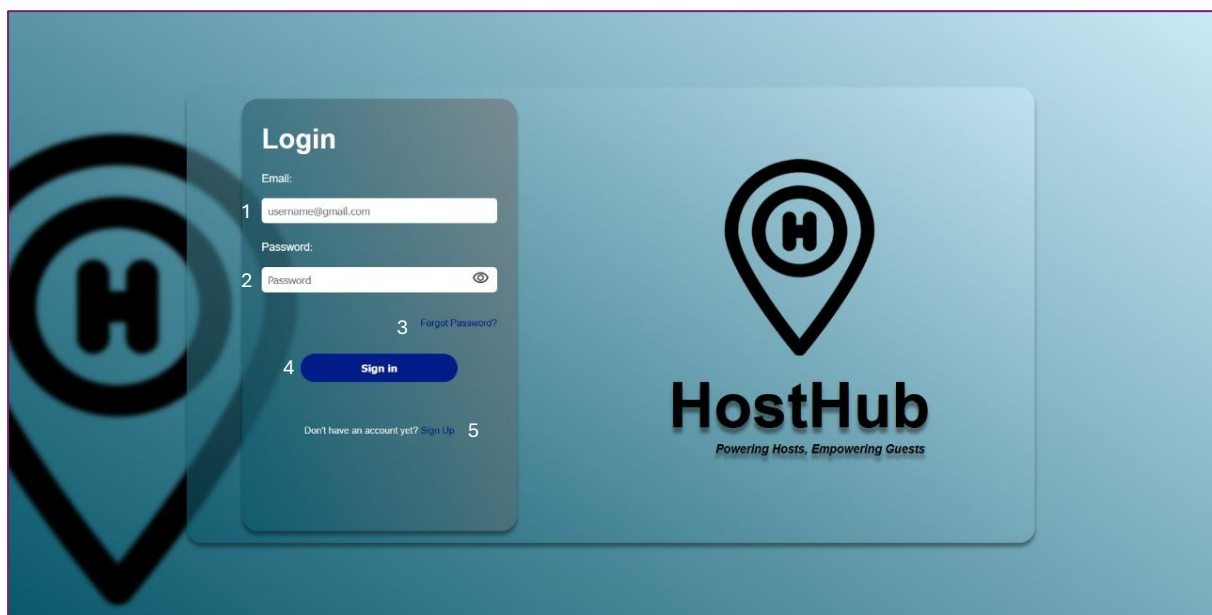
Additional Notes

- If dependency installation fails, delete node_modules and run npm install again.
- Verify that the PostgreSQL service is running before starting the backend.
- Use **Git** for version control to manage future updates and API integrations.
- When adding booking API sync later, update .env with the external API URL and credentials.

3. Using the software

3.1 Login

Purpose: Provides secure access for registered users.



- (1) Enter your registered **email address** in field.
- (2) Type your **password** in field.
- (3) Click on the **Forgot password** link
- (4) Click the **Sign in** button to have access to the system.
- (5) Click on **Sign up** to register if you are new user.

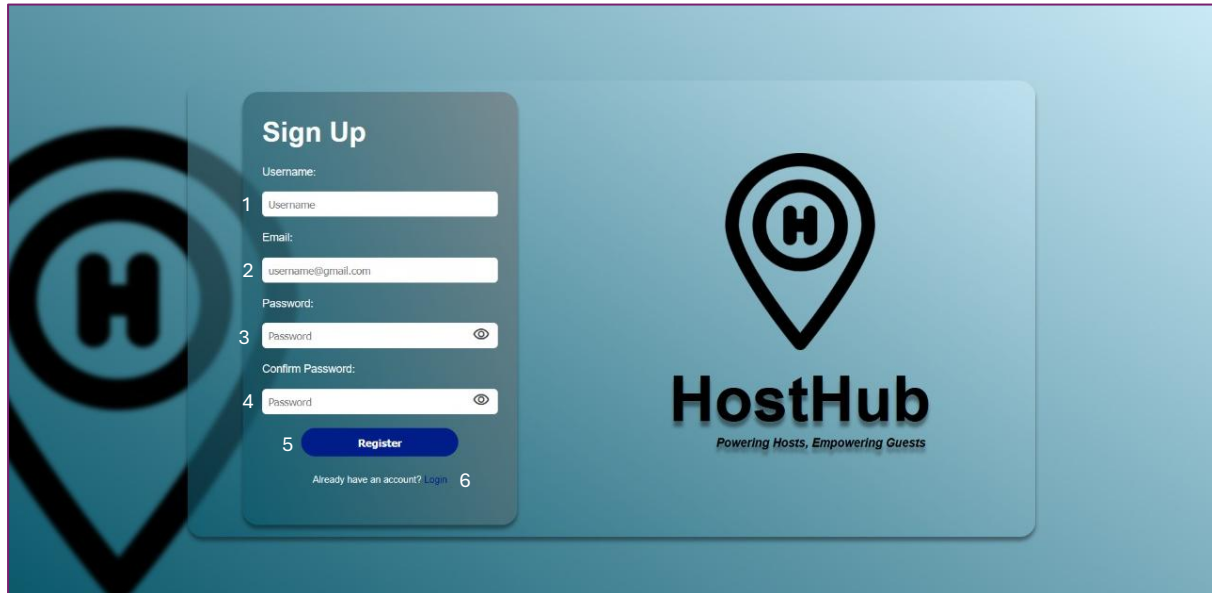
Expected Result:

The system verifies your credentials and redirects you to the dashboard.

If you enter incorrect details, an error message appears.

3.2 Sign up

Purpose: Allows new users to create an account.

A screenshot of the HostHub Sign Up form. The form is titled "Sign Up" and is set against a blue background with a large, faint HostHub logo. The form fields are numbered 1 through 6: 1. Username (text input), 2. Email (text input with placeholder "username@gmail.com"), 3. Password (password input with an eye icon), 4. Confirm Password (password input with an eye icon), 5. A blue "Register" button, and 6. A link "Already have an account? Login". The HostHub logo and tagline "Powering Hosts, Empowering Guests" are visible on the right side of the form.

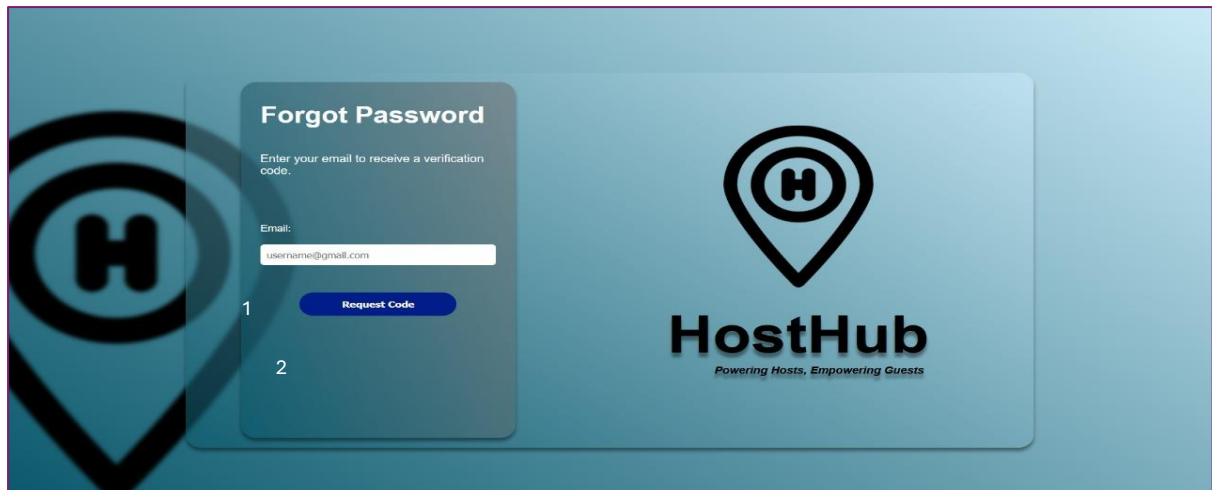
- (1) Enter your **full name**.
- (2) Enter your **email address**.
- (3) Set a **secure password**.
- (4) Confirm the password.
- (5) Click **Register**.
- (6) Click **Login link** to go back to the login page.

Expected Result:

Your account is created successfully, and you're redirected to the login page.

3.3 Forgot Password

Purpose: Verify email to send code to email to reset your password if forgotten.



After clicking **Forgot Password** on the login screen.

(1) Enter your **registered email**.

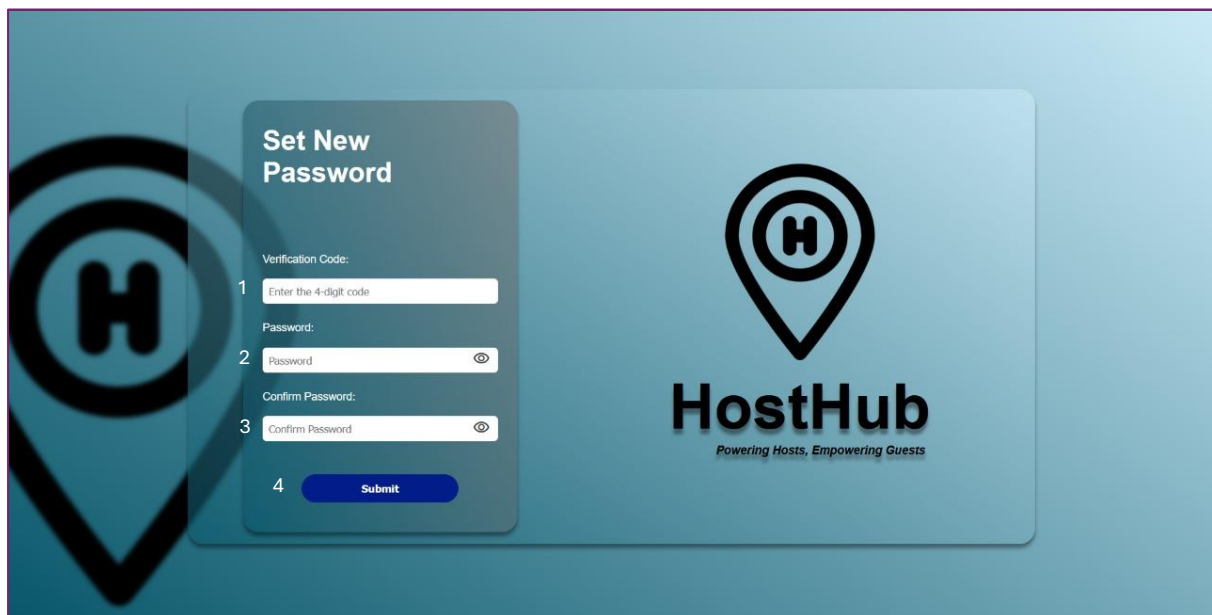
(2) Click **Submit** .

Expected Result:

You'll receive an email with a code, the code is used to reset the password.

3.4 Set New Password

Purpose: Allow user to rest password, making use of the verification code.



After copying t the link from your email.

(1) Enter the **verification code**.

(2) Enter your **new password**.

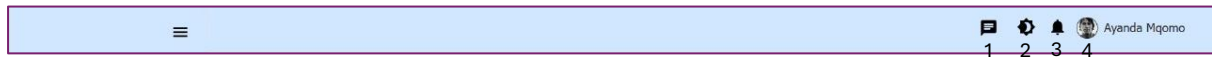
(3) Confirm the password.

(4) Click **Submit**.

Expected Result:

Your password is updated successfully, and you can now log in.

3.5 Navigation bar



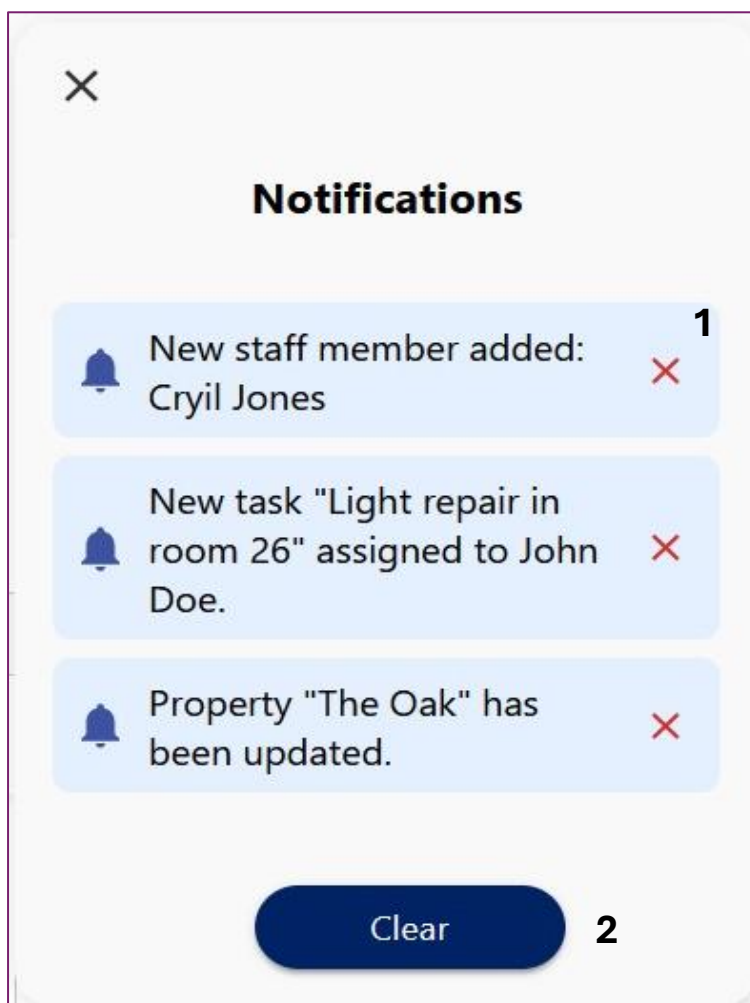
Purpose: The top navigation bar provides access to extra features.

Features:

1. **AI chatbot** - the system's virtual assistant designed to provide quick help and guidance
2. **Theme Toggle** - Switch between light and dark mode instantly.
3. **Notifications** - Displays system alerts such as new bookings or updates.
4. **Profile Menu** - Manage user info or log out.

3.5.1 Notifications

Purpose: Allows the user to view system alerts such new staff member added, updated property or task added.



- (1) Delete Icon: Allow the user to delete an individual notification.
- (2) Clear button: Allows the user to clear all notifications.

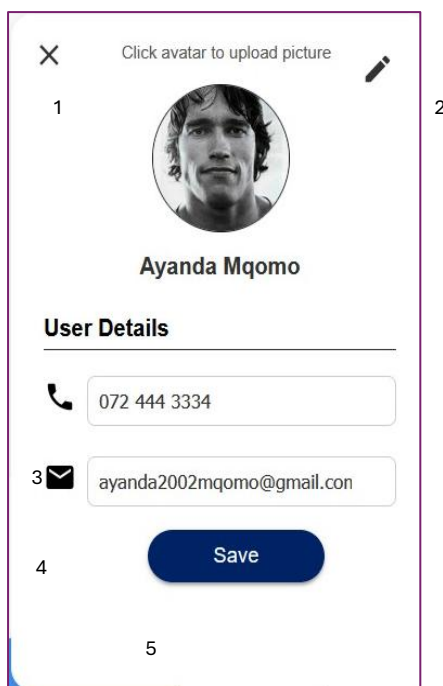
3.5.2 Dark/Light Mode

Purpose: The **mode toggle** allows you to switch between dark and light themes for better visibility and personal preference.

- (2) Click the theme icon to switch between display modes.

3.5.3 Profile

Purpose: Allows the user to view account information. From here, they can update their profile picture, number or email.



- (1) The profile **Close Icon**.
- (2) **Edit Icon** -The profile.
- (3) Update **cell phone number**.
- (4) Update **email address**
- (5) Click **save button** to save changes.

3.5 Side bar

Purpose: Provides navigation to major modules in the system. By clicking any menu item to navigate directly to the corresponding page.

Links include:

- (1) **Hamburger Icon** :Expands or collapses the sidebar menu.

(2) **Search Bar:** Allows users to quickly find modules or specific records such as properties or staff members.

(3) **Calendar :** By default opens the grid view, the bookings view, where you can view bookings, and room availability.

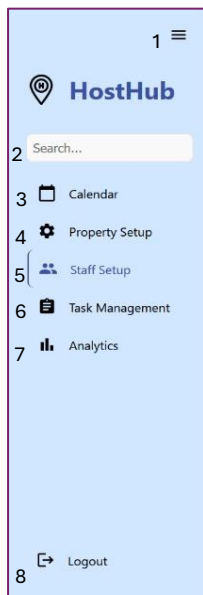
(4) **Property Setup:** Allows for property management where users can add, edit, or delete property and room details.

(5) **Staff Setup :**Opens the staff management module used to add new employees, assign roles, and manage contact information.

(6) **Task Management:** Displays the task dashboard where administrators can assign, track, and staff tasks can be marked as completed or in progress.

(7) **Analytics:** Opens the analytics dashboard showing system performance data such as occupancy rates, and revenue insights.

(8) **Logout:** Safely logs the current user out of the system and returns to the login screen.



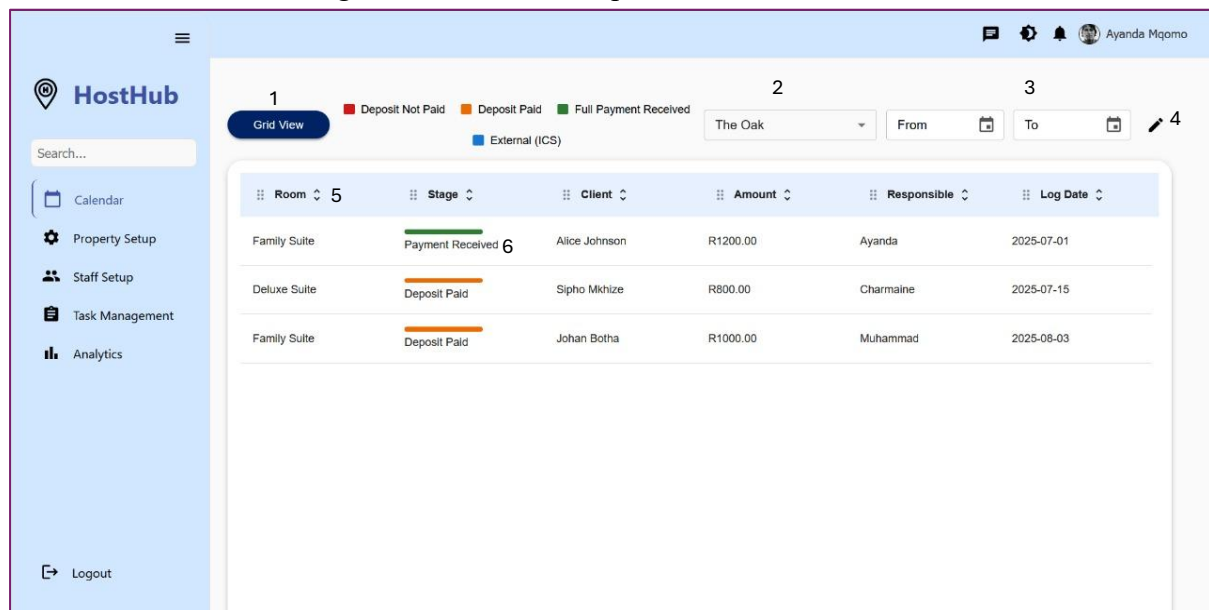
3.6 Calendar

Purpose: Displays all bookings based on icalendar link - for future development external APIs will be integrated . The Calendar has 2 views, the List view and the Grid view (default)

3.6.1 List view

Displays bookings in a list format. This view is best for quickly scanning multiple bookings and their details.

List View- Shows bookings as text entries for quick review.



(1) **View Toggle:** Switch between "List View" and "Grid View" for calendar display options.

(2) **Property Selector:** Dropdown to filter the calendar by property (e.g., "The Oak"); limits view to rooms and bookings for the selected property.

(3) **Month Selector:** Dropdown and calendar picker to filter the bookings based on the selected start and end date.

(4) **Edit icon:** Table field customisation.

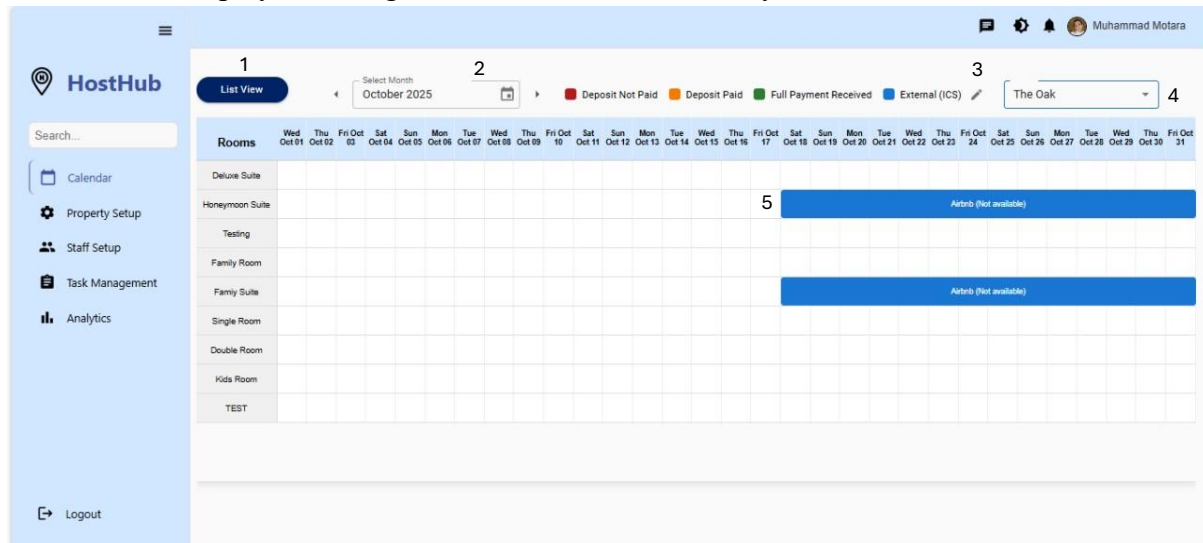
(5) **Filter arrows:** Allow users to filter the table based on the column.

(6) **Payment Stage Legend:** Shows Colour codes for bookings: Red (Not Paid), Orange (Deposit Paid), Green (Full Received), Blue (External).

3.6.2 Grid View

Displays bookings in a calendar grid format, organised by months. This view helps visualise room availability and scheduling.

Grid View - Displays bookings on a traditional calendar layout



(1) **View Toggle:** Click "List View" to switch to a tabular calendar layout (alternative to Grid View).

(2) **Month Selector:** Dropdown menu with calendar picker (e.g., "< October 2025 >") to navigate to previous/next months.

(3) **Edit icon:** Allow to update and/or add payment Stage Legend: Color-coded indicators for booking statuses: Default is Red (Deposit Not Paid), Orange (Deposit Paid), Green (Full Payment Received), Blue (External/ICS - synced from external calendars like Airbnb).

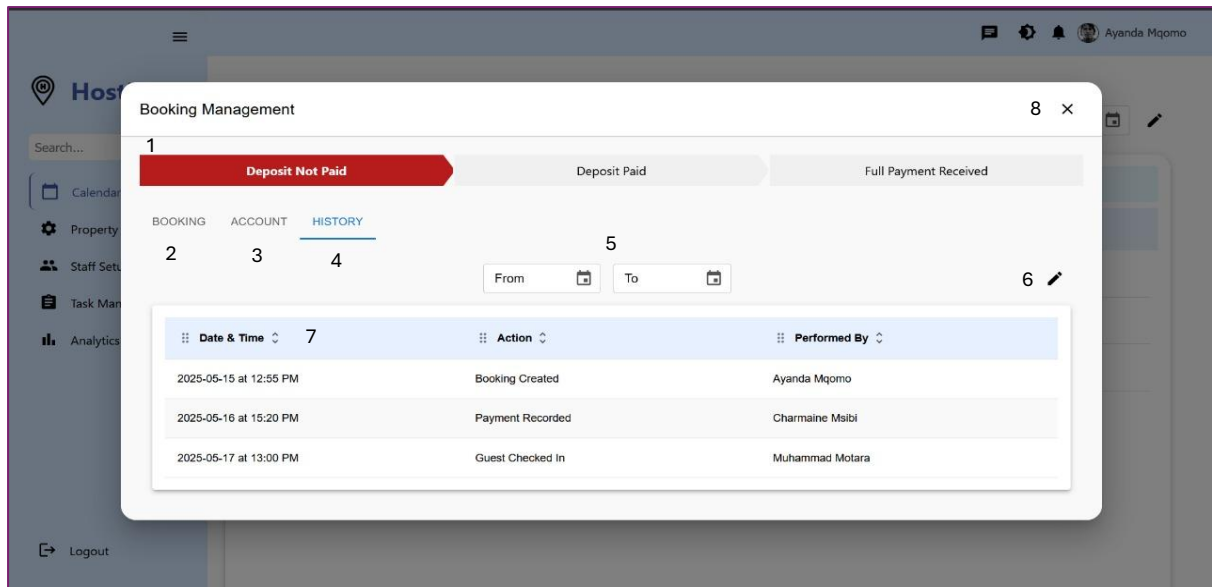
(4) **Property Selector:** Dropdown to filter the calendar by property (e.g., "The Oak"); limits view to rooms and bookings for the selected property.

(5) **Availability/Booking Indicators:** Blue-shaded cells denote "Not Available" dates (e.g., fully booked periods); empty cells indicate open slots. Click a cell to, view booking details. Green/orange/red fills show confirmed bookings by status.

3.6.3 Booking management

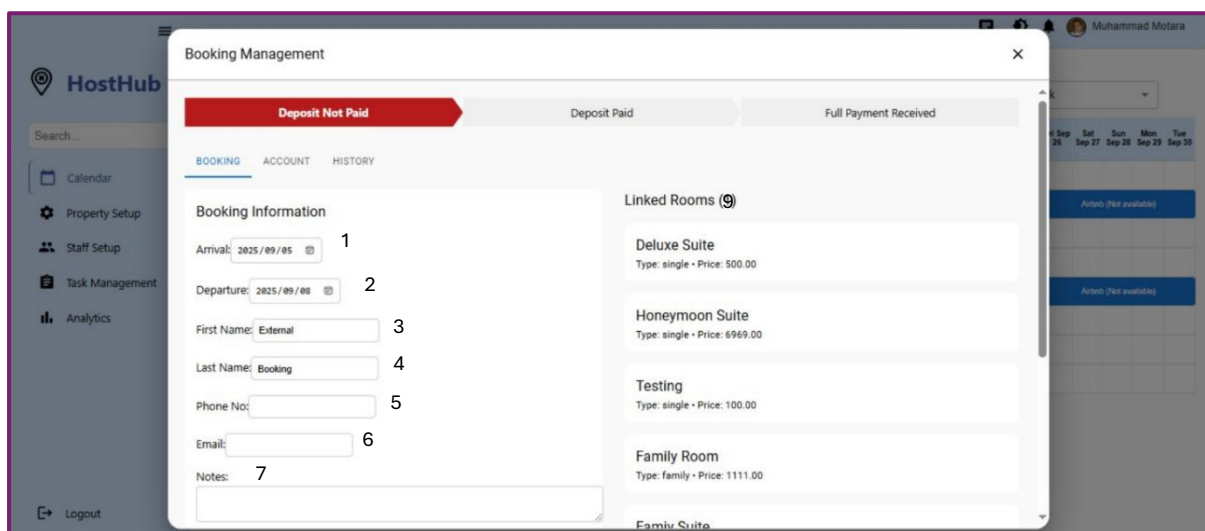
Purpose: Allow the user to click on any booking to view, edit booking details.

Future updates will include real-time details from external APIs from the different booking sites, allowing booking synchronisation for automatic booking updates.



After clicking a booking.

- (1) **Payment Stage Progress:** Horizontal stepper with tabs for "Deposit Not Paid" (red), "Deposit Paid", and "Full Payment Received" to track booking status.
- (2) **Booking Tab:** Overview of the selected booking details, including room and client info.
- (3) **Account Tab:** Financial summary of payments in/out for the booking.
- (4) **History Tab:** Chronological log of actions (e.g., "Booking Created", "Payment Recorded", "Guest Checked In").
- (5) **Data picker:** "From" and "To" pickers specific to the history log, plus a search icon for quick filtering.
- (6) **Edit Icon:** Allows the user to filter the number of column they want the table to have.
- (7) **Filter arrows:** Allow users to filter the table based on the column.
- (8) **Close Icon:** Allows the user to close the pop up after viewing or updating booking details.



- (1) **Arrival:** The date on which the guest is expected to check in. Selected using a calendar date picker.
- (2) **Departure:** The date on which the guest is expected to check out. Also chosen using a date picker to ensure accurate stay duration.
- (3) **First Name:** Captures the guest's first name. Used to identify and personalise the booking record.
- (4) **Last Name:** Captures the guest's surname. Helps differentiate guests with similar first names.
- (5) **Phone No.:** Field for entering the guest's contact number. Useful for confirmations or direct communication.
- (6) **Email:** Stores the guest's email address. Required for sending booking confirmations, payment links, or receipts.
- (7) **Notes:** A text area for adding any special requests, remarks, or internal notes related to the booking. Example: "Guest requested late checkout."
- (8) **Save Button:** Located at the bottom of the booking form (visible upon scrolling down). Used to **save any updates or changes** made to the booking information.
- (9) **Linked Rooms Section:** Displays all rooms linked to this particular booking. Each room card includes: **Room Name:** (e.g., *Deluxe Suite, Honeymoon Suite*). **Type:** Specifies the room category (e.g., *single, family*). **Price:** Shows the room rate associated with the booking.

3.7 Property Setup

Purpose: This module allows you to configure and manage your property details. Enter general property details such as property name, address, property policies, contact details, and description.

3.7.1 Basic property setup

The screenshot shows a web browser window with the URL `http://localhost:5173/main-layout/property-setup`. The page is titled "HostHub" and has a sidebar with navigation links: Calendar, Property Setup (active), Staff Setup, Task Management, and Analytics. The main content area is titled "Property Setup" and contains several sections:

- Property Details 1**: Includes fields for Property Name (The Oak), BBID (13345), Property Type (Guest House), Street Address (123 Oak Street), Address 2 (optional), Suburb (Greenville), and a Logout button.
- Property Grading 2**: Includes fields for Tourism Grading Council (3 Star), Self-grade (in your opinion) (4 Star), and Directions (Turn left at the main road, property is on the right).
- Terms and Conditions 3**: A section for setting terms and conditions.
- Owner Contact Details 4**: Includes fields for First Name (John), Last Name (Doe), Contact No. (082 123 4567), and Email Address (john.doe@example.com).
- Property Contact Details 5**: Includes fields for First Name (Property Manager) (Jane), Last Name (Property Manager) (Smith), Contact No. (083 987 6543), and Email Address (jane.smith@example.com).
- Account Details 6**: Includes fields for Company Name (Oak Properties Ltd), Company Address (456 Business Park), Registration Number (REG123456), and VAT Registered (Yes/No).

An "Edit" button is located at the bottom right of the form, next to the number 7.

After selecting the Edit button you will have options to edit an existing property details or enter a new property into the system.

Basic Property Setup Sections

- (1) **Property Details:** Enter property specific details.
- (2) **Property Grading:** Give the property a personal grading.
- (3) **Terms and Conditions:** Set the property policies, terms and conditions.
- (4) **Owner Contact Details:** Enter owner and manager contact details.
- (5) **Property Contact Details:** Enter manager contact details.
- (6) **Account Details:** Enter manager contact details.

Result: The property is saved and ready for room configuration.

HostHub

Property Setup

Search...

Calendar

Property Setup

Staff Setup

Task Management

Analytics

Logout

Property Details

Property Name: Select a property 1

BBID: [Field]

Street Address: [Field] Address 2 (optional): [Field]

Suburb: [Field]

Property Grading

Tourism Grading Council: Select Self-grade (in your opinion): Select

Directions: [Field]

Terms and Conditions

Owner Contact Details

First Name: [Field] Last Name: [Field]

Contact No.: 082 123 4567 Email Address: [Field]

Property Contact Details

First Name (Property Manager): [Field] Last Name (Property Manager): [Field]

Contact No.: 082 123 4567 Email Address: [Field]

Account Details

Company Name: [Field] Company Address: [Field]

Registration Number: [Field] VAT Registered: ☐ Yes ☒ No

2 Save Changes Cancel 3

After clicking **Edit** button.

(1) **Property Name/Selection:** Dropdown to select or add a property (e.g., "The Oak"); includes BBID field for unique identifier. This feature allows you to select an existing property or add an new property.

(2) **Save Changes button:** Allows the user to save changes after making edits or adding a new property.

3.7.2 Room Setup

Purpose: Set up rooms under your property by defining room type, capacity, and features. Allows user to click **Add Room** to create a new room entry, **Update Room** details and View Rates.

HostHub

Room Setup

Search...

Calendar

Property Setup

Staff Setup

Task Management

Analytics

Logout

Rooms

Select Property: The Oak 5

Deluxe Suite R500.00 per night pp 1 Edit Room Deactivate 2

Honeymoon Suite R6969.00 per night pp View Room Reactivate

Testing R100.00 per night pp Edit Room Deactivate

Family Room 3 Add Room View Rates 4

After clicking **Room Setup**.

(1) **Edit Room:** After clicking the button the user will see a pop up to edit exiting room details.

- (2) **Deactivate:** Allows the user to deactivate a room if it is not in use.
- (3) **Add Room:** After clicking the button the user will see a pop up to add a room.
- (4) **View rates:** Dropdown to filter the calendar by property (e.g., "The Oak"); limits view to rooms and bookings for the selected property.
- (5) **Property Selector:** Dropdown to filter the calendar by property (e.g., "The Oak"); limits view to rooms for the selected property.

3.7.3 Add room

After clicking **Add Room**.

- (1) **Property Content Section:** Form fields for core room details like "Room Name" (e.g., "The Oak Suite") and "Update Price (R)" for nightly rates.
- (2) **iCal Link Field:** Input for calendar synchronization URL (e.g., Airbnb iCal) to avoid double-bookings, with "+ Add Link" for additional calendars. Max 5 links.
- (3) **Upload Images:** Button and preview area to add or replace up to 5 room photos (click "Browse" to select files; "X" to remove).
- (4) **Amenities Checkbox List:** Selectable options like "24-hour front desk", "Bar/Lounge", "Children's play area", etc., to define available facilities.
- (5) **FAQ Toggles:** Yes/No switches for guest queries such as "WiFi Available", "Parking", "Smoking Allowed", and "Pet Friendly".
- (6) **Add Room Button:** Allows the user to add a room under the selected property.

3.7.4 Edit room

Purpose: Select a room from the list and click **Edit Room** to modify the room details. This feature is similar to the Add Room, here the room details are just updated

The 'Edit Room' modal form is displayed over the HostHub interface. It contains the following sections:

- Property Content:**
 - Property: The Oak
 - Room Name: The Oak Suite
 - Update Room Type: Deluxe Room
 - Update Price (R): 1500.00
 - Calendar links: <https://www.airbnb.co.za/calendar/ical/5306>
 - Upload pictures (max 5): Browse... No files selected.
 - Existing images (click X to remove): [Image of a house]
- Frequently Asked Guest Questions:**
 - WiFi Available: ☐ Yes ☒ No
 - Parking: ☐ Yes ☒ No
 - Smoking Allowed: ☐ Yes ☒ No
 - Pet Friendly: ☐ Yes ☒ No
- Amenities Available:**
 - 24-hour front desk: ☐
 - BBQ / picnic area: ☐
 - Bar / Lounge: ☐
 - Business Centre: ☐
 - Children's play area: ☒
 - Conference facilities: ☐
 - Free parking: ☒
 - Outdoor Pool: ☒
 - Secured parking: ☐
 - Wheelchair access: ☐
 - WIFI: ☐
 - Gym: ☒
 - Elevator: ☐

At the bottom right, there is a 'Save Changes' button and a page indicator '1'.

(1) **Save Changes button:** Allows the user to save changes after edit the room details.

3.7.5 View rates

Purpose: Allow users to view and download room pricing details. The data can be exported to PDF or Excel sheet.

The 'Standard Rates Setup — The Oak' modal form is displayed over the HostHub interface. It contains the following sections:

- Rooms:**
 - The Oak Suite: R15000.00
 - The Oak Twin: R850.00
 - The Oak Double: R790.00

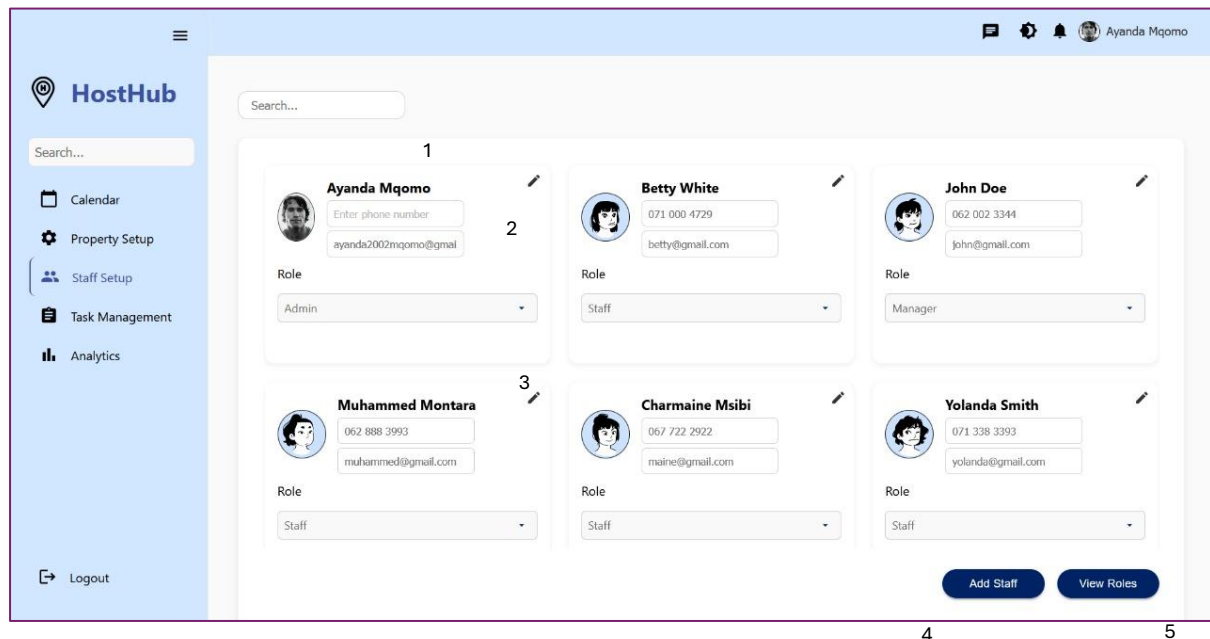
At the bottom, there are two buttons: 'EXPORT TO PDF' and 'EXPORT TO EXCEL'. There is also a page indicator '1' and '2'.

(1) **Export to PDF:** Allows the user to export the rates onto a PDF.

(2) **Export to Excel:** Allows the user to export the rates onto an Excel sheet.

3.8 Staff Setup

Purpose: This module is used to add and manage staff members.



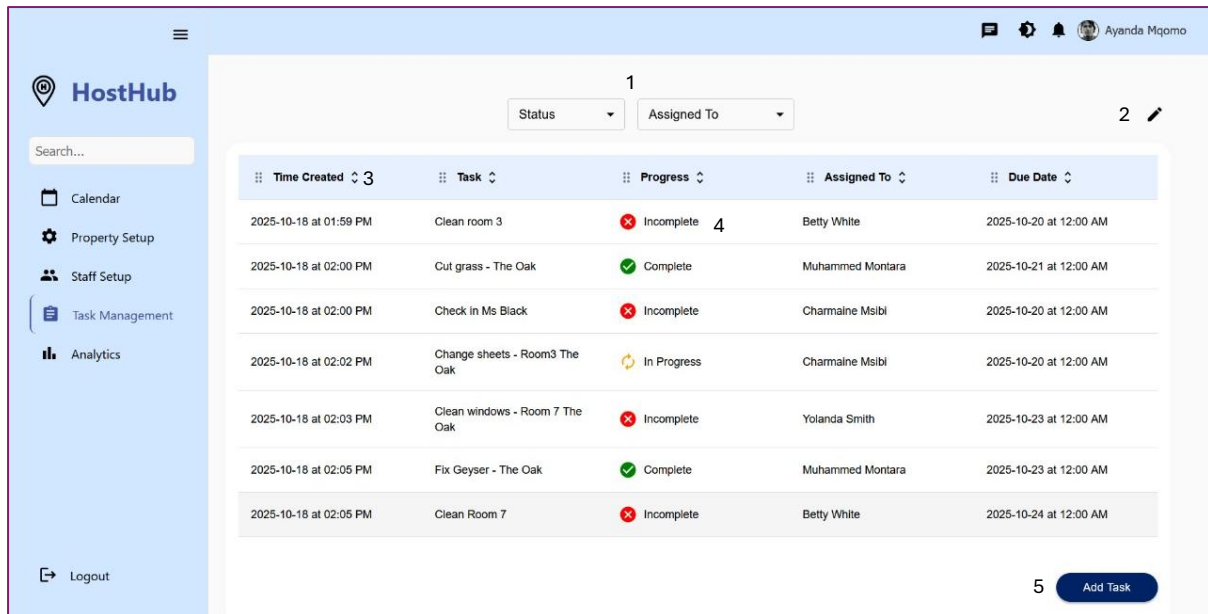
After clicking **Staff Setup**.

- (1) **Search:** Allows the user to search for a staff member.
- (2) **Edit Icon:** When click allows staff details to be updated.
- (3) **Update Role:** Allows the selected staff role to be updated.
- (4) **Add Staff:** Allows a new staff member to be added to the system.
- (5) **View Roles:** This feature allows the user to have a quick view of access limits of different roles.

Result: After a staff is added, the staff appear in the staff list and can be edited or removed as needed. The staff member receives an automatic email with login details.

3.9 Task Management

Purpose: The Task Management module allows you to assign, track, and monitor daily operational tasks.

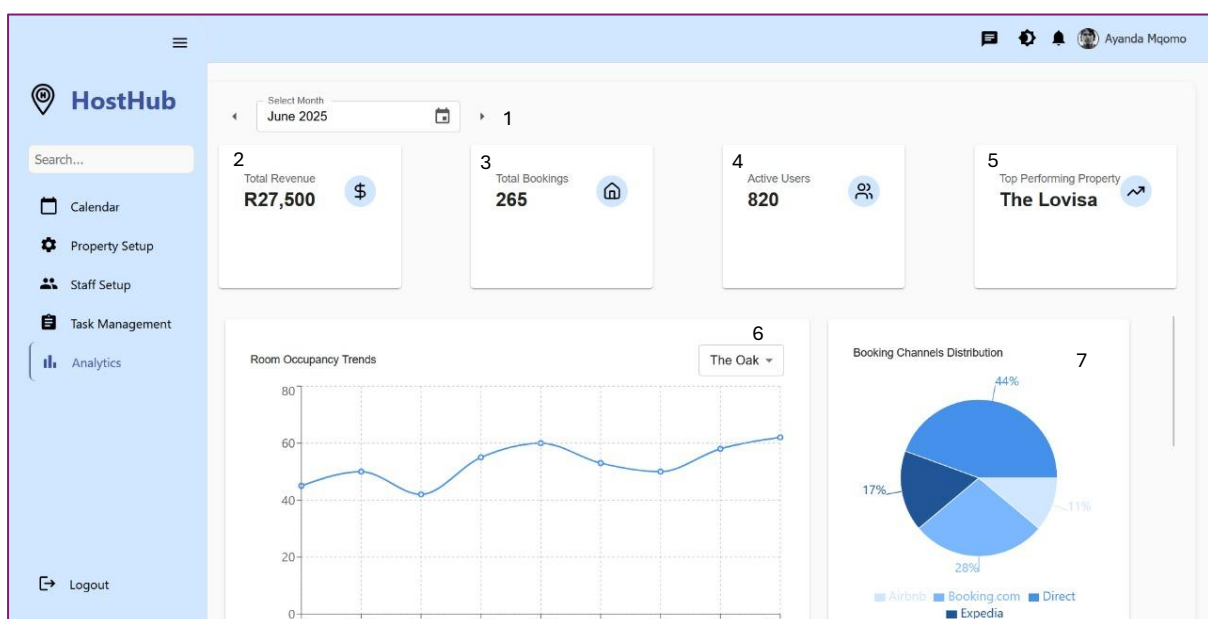


After clicking **Task Management**.

- (1) **Filter dropdown:** Filter based on the status or/and assigned person.
- (2) **Edit Icon:** Select **Add Task**. Enter task name, staff member and the due date of the task.
- (3) **Filter arrows:** Allow users to filter the table based on the column.
- (4) **Progress Update:** Allow the user to update the status of the task.
- (5) **Add Task:** Allow users to add a new task, assign it to a staff member and the date.

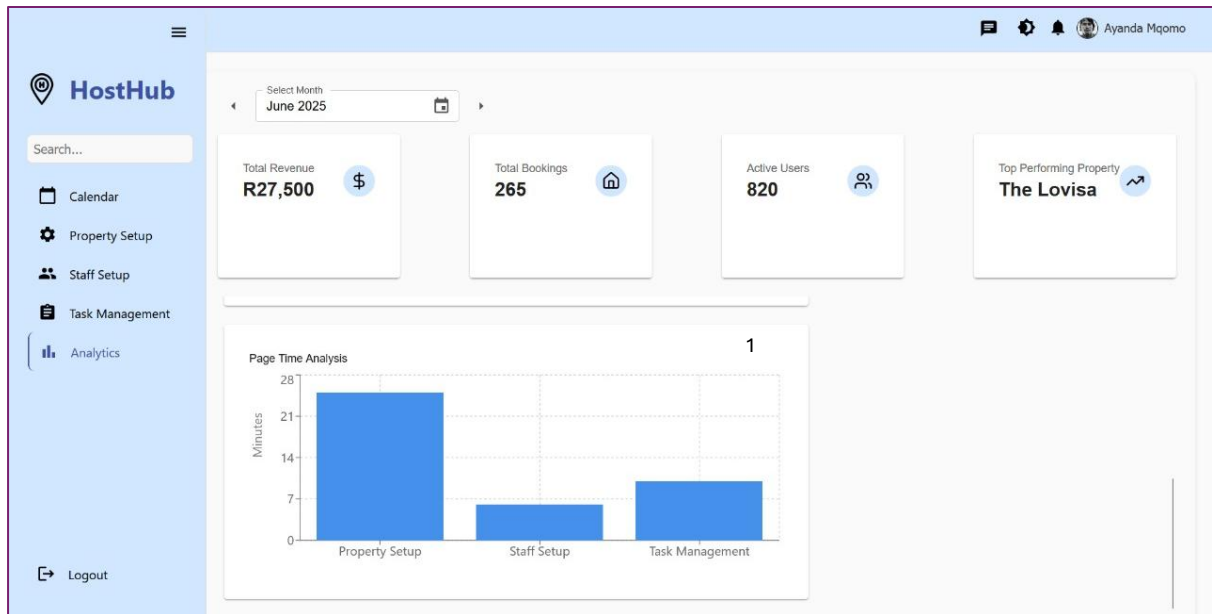
3.10 Analytics

Purpose: The Analytics module displays visual reports on key metrics such as occupancy rate, revenue, and staff performance.



Features:

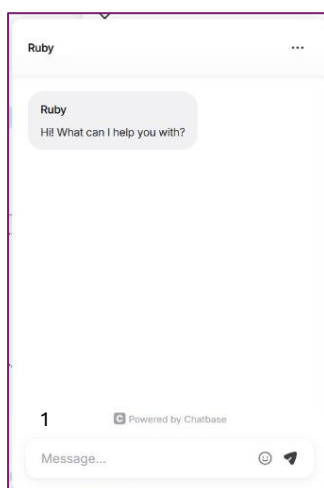
- Graphs showing **occupancy, revenue, and staff activity**.
- Filters for **date ranges** and **property selection**.
- Data visualisation to monitor productivity and trends.



3.11 AI Chatbot – Ruby

Purpose: Ruby is the system’s virtual assistant designed to provide quick help and guidance.

You can ask Ruby questions about using the system. Open by clicking the chat icon on the header bar. The bot can assist by providing instructions on how to navigate through certain features of the app, such as how to **add a new staff member** or how to **add a new task**.



(1) **Search bar:** Type your question in the chat window, and Ruby will respond instantly with relevant information or links to the right module.

4. Maintenance and Support

4.1 Logging and error handling

General App Not Working: If the app fails to load or respond: (1) **Check Network Connection:** Ensure a stable internet connection (minimum 5 Mbps recommended). Test by loading a simple site like google.com. Unstable networks can cause API timeouts or sync failures. (2) **Verify Frontend and Backend Are Running Simultaneously:**

- Frontend: In VS Code terminal (frontend folder), run `npm run dev`. Confirm the local URL (e.g., <http://localhost:5173>) opens without errors.
- Backend: In a separate terminal (backend folder), run `npm start` or `npm run dev`. Check console for "Server running on port 3000" and no error logs.
- Both must be active at the same time; if one crashes, restart it. (3) **Confirm Database Connection:**
- Open pgAdmin and verify the PostgreSQL server is running.
- Test connection: In Query Tool, run `SELECT 1;`. If it fails, check `.env` file for correct connection string. Restart backend after edits. (4) Refresh the browser (Ctrl+F5) and clear cache if UI glitches persist. (5) Review logs (see 5.1) for clues..

Login/Sign Up Issues:

- "Invalid Credentials" or blank screen: Double-check validation rules (4.1/4.2). Ensure email/password aren't auto-filled incorrectly. Try incognito mode to rule out browser extensions.
- Email not received: Check spam folder; verify email in 4.3 is exact match.

4.2 Known issues or limitations

The HostHub system currently utilises iCalendar (ICS) feeds for booking synchronization, integrated via the Room Setup module. This lightweight method supports up to 5 ICS links per room and refreshes periodically to block dates in the Calendar view. While effective for basic operations, it imposes the following limitations:

- **Lack of Granular Data:** No access to guest details, payment statuses, or special requests, forcing manual entry in the Booking Tab or Account Tab. This increases administrative overhead and error risk.
- **Delayed Updates:** Syncs occur every 15–60 minutes not real-time, potentially leading to short-term overbookings during high-demand periods.
- **Incomplete Event Handling:** Cancellations or modifications only reflect as date changes; no timestamps, reasons, or refund details are captured, limiting the History Tab's utility.
- **No Communication Integration:** Guest messages or notes from OTAs are unavailable, requiring separate channels (e.g., email) outside the system.

- **Scalability Constraints:** As properties grow, managing multiple ICS feeds becomes cumbersome without unified oversight. Analytics metrics like occupancy rates rely on incomplete data, underrepresenting revenue or trends.
- **Dependency on OTA Exports:** Relies on accurate ICS exports from platforms like Airbnb; inconsistencies can cause sync failures.

Recommendations for Mitigation

- **Short-Term Workarounds:**
 - Manually verify ICS feeds daily in Room Setup and cross-reference with OTA dashboards.
 - Use the Task Management module to assign follow-ups for bookings lacking details.
 - Export Calendar data to Excel for custom tracking.
- **Long-Term Roadmap:** Transition to Channel Manager APIs for balanced scalability and cost. This will enable full data sync, real-time webhooks, and enhanced features in the Booking Management module. Estimated effort: Medium, with Q1 2026 rollout.

5. Conclusion

In summary, HostHub's current reliance on iCalendar (ICS) synchronisation provides a solid, low-barrier foundation for preventing double bookings and maintaining basic availability visibility - essential for small to medium-sized guesthouses navigating digital transformation on a budget. This implementation excels in speed and simplicity, enabling rapid deployment without the complexities of API approvals or subscriptions. However, as highlighted in the comparative analysis, ICS falls short in delivering the rich, real-time data (e.g., guest details, payments, and modifications) that modern OTAs demand, potentially hindering scalability and operational efficiency as properties expand.

By prioritizing a transition to Channel Manager APIs in Version 1.1.0 (targeted for Q1 2026), HostHub will bridge these gaps, unlocking full-spectrum synchronisation that enhances analytics accuracy, reduces manual interventions, and boosts competitiveness. Stakeholders are encouraged to leverage the system's existing workarounds while contributing feedback through Ruby or support channels to shape these enhancements. Ultimately, this evolution positions HostHub not just as a PMS, but as a strategic ally in the hospitality industry's dynamic landscape, driving sustainable growth through seamless integration and data-driven insights.