

GO Reserve - How To Create A New Experience?

This guide is also available as a video. Click the link below to watch:

[scribehov.com/embed-preview/GO Reserve How To ...](https://scribehov.com/embed-preview/GO%20Reserve%20How%20To%20...)

This guide walks you through creating a new experience on your property platform, covering all steps from setup to configuration. Following it ensures your bookings are complete and guest-ready.



If you already use GO Communications, before creating a new Experience, we recommend reviewing your Event Libraries first, to avoid creating duplicate events.

- If it does exist, follow the steps in this [How to add an Experience to an Existing Event?](#) guide.
- If it does not exist, you may proceed with the steps below.

1 Navigate to your URL and click on the Ticket icon.

The screenshot shows a web application interface. At the top, there is a navigation bar with several icons. One icon, representing a ticket, is highlighted with an orange circle. Below the navigation bar, there is a 'Settings' section. The main content area contains a table with the following columns: ARRIVAL, DEPARTURE, TEMPLATES, and MARKERS. The table has seven rows of data. Each row in the TEMPLATES column contains four buttons labeled E, VD, C, and P. The MARKERS column contains a 'No markers' button and four icons (grid, list, edit, lock).

ARRIVAL	DEPARTURE	TEMPLATES	MARKERS
--	04:00pm	<input type="checkbox"/> E <input type="checkbox"/> VD <input type="checkbox"/> C <input type="checkbox"/> P	No markers
--	--	<input type="checkbox"/> E <input type="checkbox"/> VD <input type="checkbox"/> C <input type="checkbox"/> P	No markers
12:00pm	06:00pm	<input type="checkbox"/> E <input type="checkbox"/> VD <input type="checkbox"/> C <input type="checkbox"/> P	No markers
08:00am	06:00pm	<input type="checkbox"/> E <input type="checkbox"/> VD <input type="checkbox"/> C <input type="checkbox"/> P	No markers
07:00am	06:00pm	<input type="checkbox"/> E <input type="checkbox"/> VD <input type="checkbox"/> C <input type="checkbox"/> P	No markers
--	--	<input type="checkbox"/> E <input type="checkbox"/> VD <input type="checkbox"/> C <input type="checkbox"/> P	No markers
--	--	<input type="checkbox"/> E <input type="checkbox"/> VD <input type="checkbox"/> C <input type="checkbox"/> P	No markers

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Click "Create Experience"

The screenshot displays a web application interface. On the left, there is a sidebar with a logo at the top, the text 'The Avenir', and a green button labeled 'Create Experience' which is circled in orange. Below this is a 'Filters' section. The main content area has a top navigation bar with 'Reserve', 'Analyze', and 'Settings' tabs. Below that is a sub-navigation bar with 'Experiences', 'Calendar', and 'Reservations' tabs. A search bar is present with the placeholder text 'Search by experience...'. The main content is a table with two columns: 'EXPERIENCE' and 'SUMMARY'. The table lists four experiences: 'Cabana Rental', 'Dj Beats by the Pool', 'Fishing Excursion', and 'Welcome onboard with Captain \$CAPTAINNAME\$ reserve'. Each row includes a small image, a title, a subtitle, and a set of colored icons representing various metrics or actions.

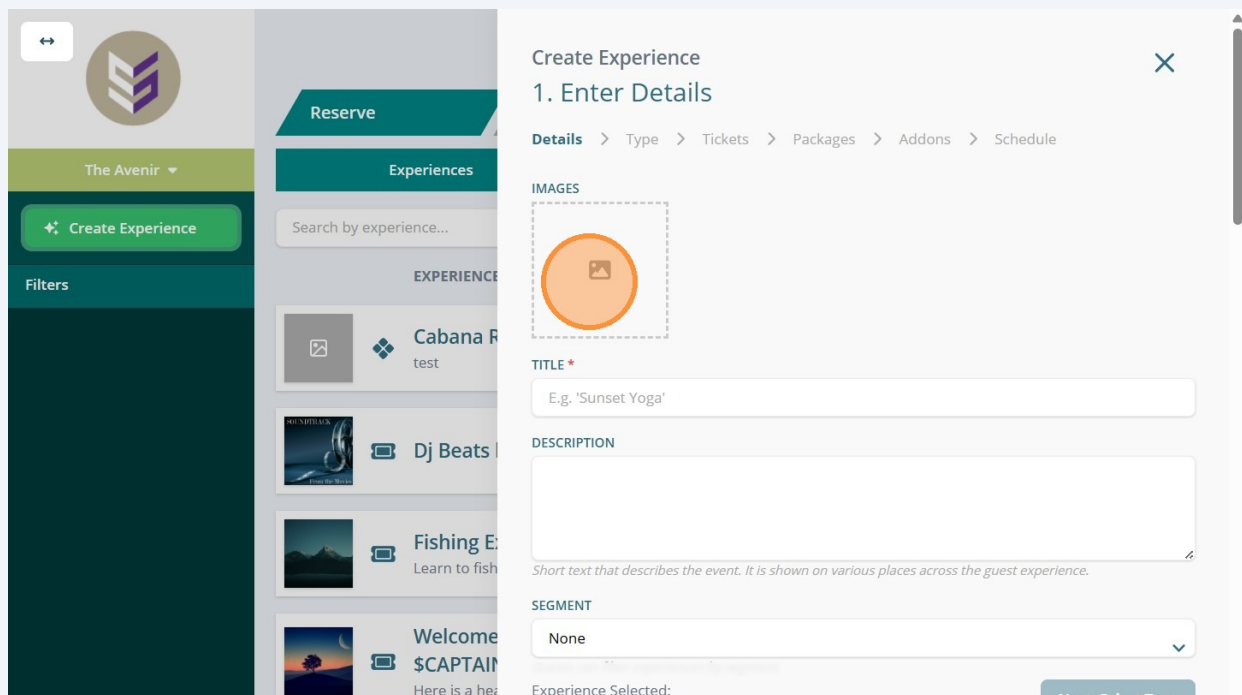
EXPERIENCE	SUMMARY
Cabana Rental test	
Dj Beats by the Pool	
Fishing Excursion Learn to fish	
Welcome onboard with Captain \$CAPTAINNAME\$ reserve Here is a headline of description.	

3 Enter Details

To begin, all fields up to **"Duration"** relate to the Event itself. These fields are the same as when creating an Event in the Event Library.

The only required field is the **Title**, but we recommend adding as much detail as possible. You can include:

- Image
- Title (mandatory)
- Description
- Segment
- Levels
- Attributes
- Call to Actions
- Endpoints
- Audience (when applicable)



The screenshot shows a mobile application interface for creating an experience. The main screen is titled 'Create Experience' and is in the '1. Enter Details' step. The breadcrumb trail is: Details > Type > Tickets > Packages > Addons > Schedule. The form fields are:

- IMAGES:** A dashed box containing an orange circle with a camera icon, indicating where to upload an image.
- TITLE *:** A text input field with the placeholder text 'E.g. 'Sunset Yoga''.
- DESCRIPTION:** A large text area with a placeholder text: 'Short text that describes the event. It is shown on various places across the guest experience.'
- SEGMENT:** A dropdown menu currently set to 'None'.

At the bottom, there is a 'Next: Select Type' button and a label 'Experience Selected:'.

4 Enter Experience Details

Once the Event details are complete, proceed to enter the Experience details. You can:

- Add the **Duration** and **Capacity** for the experience
- Add any details under the **Experience Details** section. You may use the available formatting tools (bold, italic, bullet points, etc.) to customize the text

The screenshot shows a user interface for entering experience details. On the left is a sidebar with a search bar and a list of experience cards: 'Cabana R test', 'Dj Beats', 'Fishing E Learn to fish', and 'Welcome \$CAPTAIN Here is a hea'. The main area contains several input fields and sections:

- ENDPOINTS**: A list of options with radio buttons: 'All', 'Mobile', 'Web View', and 'Print Program'. An orange circle highlights the 'Print Program' option.
- AUDIENCE**: A list of options with radio buttons: 'All' and 'Testing'.
- DURATION**: A text input field with the placeholder 'E.g. '1 hour', '30 minutes', etc.'
- CAPACITY**: A text input field with the placeholder 'E.g. 'Up to 10 people', 'Varies', etc.'
- EXPERIENCE DETAILS**: A rich text editor with formatting icons (bold, italic, underline, list, link) and a large text area.

At the bottom, it says 'Experience Selected: test' and has a 'Next: Select Type' button.

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- Add **“What’s Included”** and **“What’s Not Included”**

- Add the **Meeting Point** and **Activity Location** — these are especially important if they differ

The screenshot shows a user interface for creating an experience. On the left, there is a sidebar with a logo, a 'Reserve' button, a 'Create Experience' button, and a list of experiences including 'Cabana R test', 'Dj Beats', 'Fishing E', and 'Welcome \$CAPTAIN'. The main area on the right is titled 'EXPERIENCE DETAILS' and contains several text input fields with rich text editors. The 'EXPERIENCE DETAILS' field is at the top. Below it is a 'WHAT'S INCLUDED' field with an orange circle around the text 'E.g. 'Guided tour', 'Equipment rental', 'Free'. To its right is a 'WHAT'S NOT INCLUDED' field with the text 'E.g. 'Transportation', 'Meals', 'Gratuity', etc.'. Below these are 'MEETING POINT' and 'ACTIVITY LOCATION' fields. At the bottom, there is a 'Next: Select Type' button and a note: 'Collect additional information from guests to understand who is attending.'

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- Include any **questions** you need to ask the guest
- Add **gratuity fees** (as % or \$)
- Enter **Host Revenue** and **Tax Code**

The screenshot displays a mobile application interface for managing experiences. On the left, a sidebar lists several experience options: 'Cabana R test', 'Dj Beats', 'Fishing E', and 'Welcome \$CAPTAIN'. The main content area is a form for configuring an experience. It includes two empty boxes for location information, a 'RESERVATION QUESTIONS' section with a '+ Add Question' button, and four input fields for financial settings: 'GRATUITY FEE (%)' (set to 0%), 'GRATUITY FEE (\$)' (set to \$0.00), 'HOST REVENUE SPLIT (%)' (set to 0%), and 'TAX CODE' (with a search field). A 'Next: Select Type' button is located at the bottom right. An orange circle highlights the 'RESERVATION QUESTIONS' section.

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- Add a **Disclaimer** with any additional information (e.g., cancellation policies)

Once completed, click **“Next: Select Type”** at the bottom.

The screenshot shows a user interface for creating an experience. On the left, there's a sidebar with a logo, a dropdown menu for 'The Avenir', a 'Create Experience' button, and a 'Filters' section. The main area is titled 'Reserve' and 'Experiences', with a search bar and a list of experience cards including 'Cabana R test', 'Dj Beats', 'Fishing E', and 'Welcome SCAPTAIN'. On the right, there's a form for 'Collect additional information from guests to understand who is attending.' with fields for 'GRATUITY FEE (%)', 'GRATUITY FEE (\$)', 'HOST REVENUE SPLIT (%)', and 'TAX CODE'. A 'DISCLAIMER' field is highlighted with an orange circle, containing a rich text editor with bold, italic, underline, list, and link icons. Below the disclaimer field, it says 'Experience Selected: test' and a 'Next: Select Type' button.

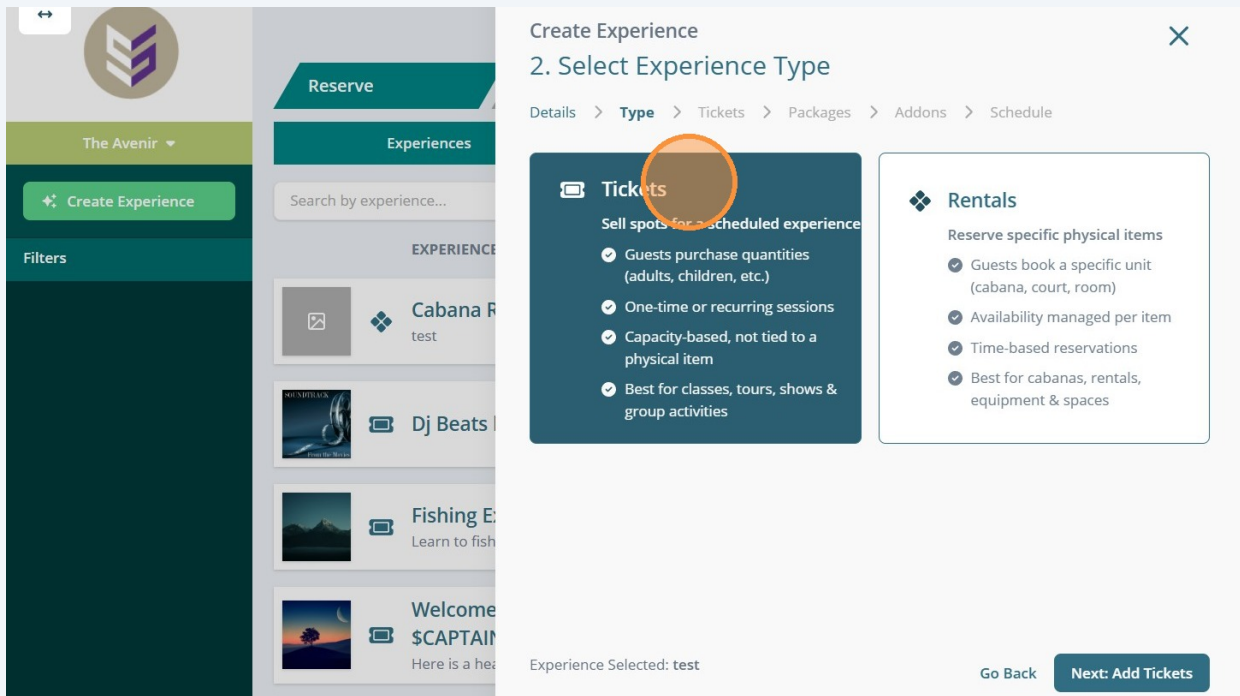


Note: The only required field is the **Title**. Any fields left blank will simply not appear on the guest-facing view. You may skip any fields that are not relevant to the experience.

8 Select Experience Type

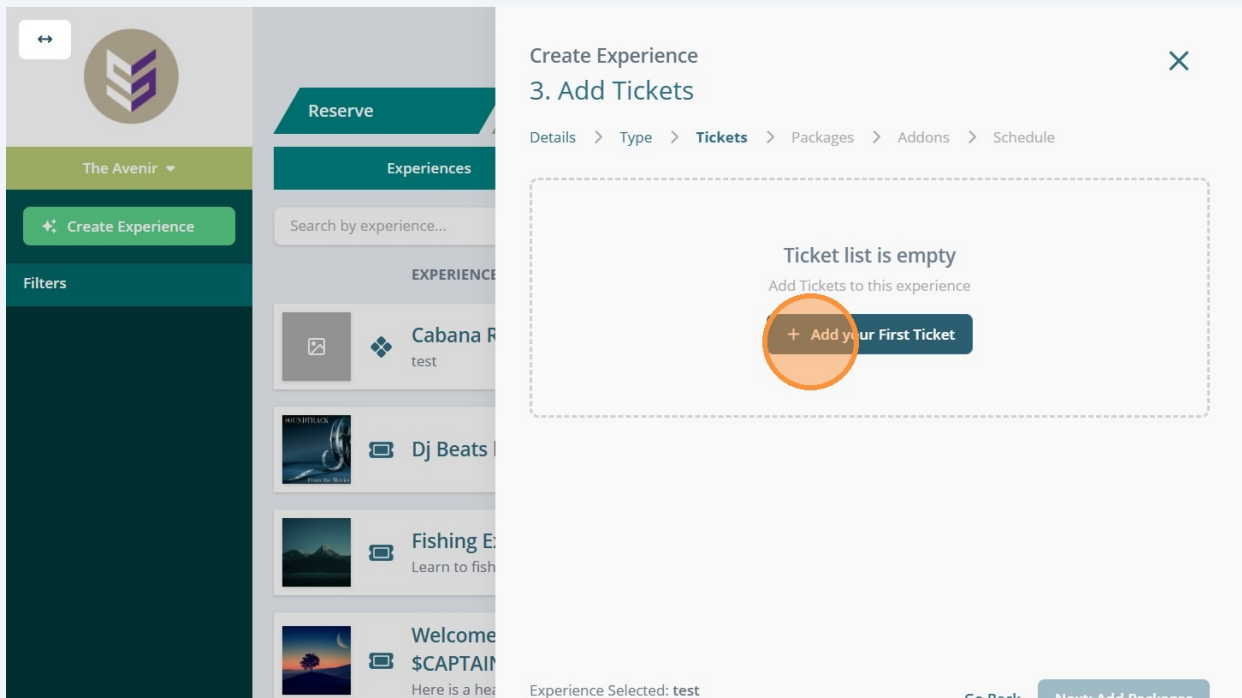
- **Tickets:** For all bookable experiences
or
- **Rentals:** For anything that can be rented

The fill out process for both is very similar. For this example, we'll select **Tickets**, then click "**Next: Add Tickets**" at the bottom.



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Click "Add your First Ticket"



10 Add Tickets

You can add multiple tickets to an experience. For each ticket, the required fields are **Name** (e.g., *Adult, Child*) and **Price**.

You may also include additional details such as:

- Image
- Ticket questions to collect attendee information

To add more tickets, click **“+ Add Another Ticket.”**

Once all tickets are added, click **“Next: Add Packages”** at the bottom.

The screenshot displays the 'Add Tickets' interface. On the left, a sidebar shows the 'Reserve' section with 'Experiences' and a search bar. Below this, there are filters and a list of experiences including 'Cabana R test', 'Dj Beats', 'Fishing E Learn to fish', and 'Welcome \$CAPTAIN Here is a he'. The main area shows a form for adding a ticket. The ticket is titled 'Adult 1' with a price of '\$100.00' and '1 Question(s)'. There is an 'IMAGES' section with a dashed box and an image icon. Below that, the 'NAME' field is highlighted with an orange circle and contains 'Adult 1'. The 'PRICE' field contains '\$100.00'. The 'TICKET QUESTIONS' section has a sub-header 'Collect additional information from guests to understand who is attending.' and a question 'Full Name' with 'Text' and 'Mandatory' options. There is a '+ Add Question' button. At the bottom, there is a '+ Add Another Ticket' button and a 'Next: Add Packages' button. The text 'Experience Selected: test' is visible at the bottom left.

11 Add Packages

You can create packages to bundle experiences together. For example, a group deal or a special promotion. If you don't need this, you can skip this step.

The screenshot displays the 'Create Experience' workflow. On the left, a sidebar contains a logo, a 'Reserve' button, a 'Create Experience' button, and a 'Filters' section. The main area shows a list of experiences under the heading 'Experiences'. A modal window titled 'Create Experience' is open, showing the progress: '4. Add Packages'. The modal includes a breadcrumb trail: 'Details > Type > Tickets > Packages > Addons > Schedule'. The main content of the modal shows a dashed box with the text 'Package list is empty' and 'Add packages to this experience'. A button '+ Add your first Package' is highlighted with an orange circle. Below this, there is a link 'Or, Skip This Step'. At the bottom of the modal, it says 'Experience Selected: test' and has 'Go Back' and 'Next Add Addons' buttons.

12 Package Details

For each package, the required fields are **Name** (e.g., VIP) and **Price**.

You may also include:

- Image
- Description of what is physically bundled in this package to help guests to understand what they are purchasing, you may use the available formatting tools.

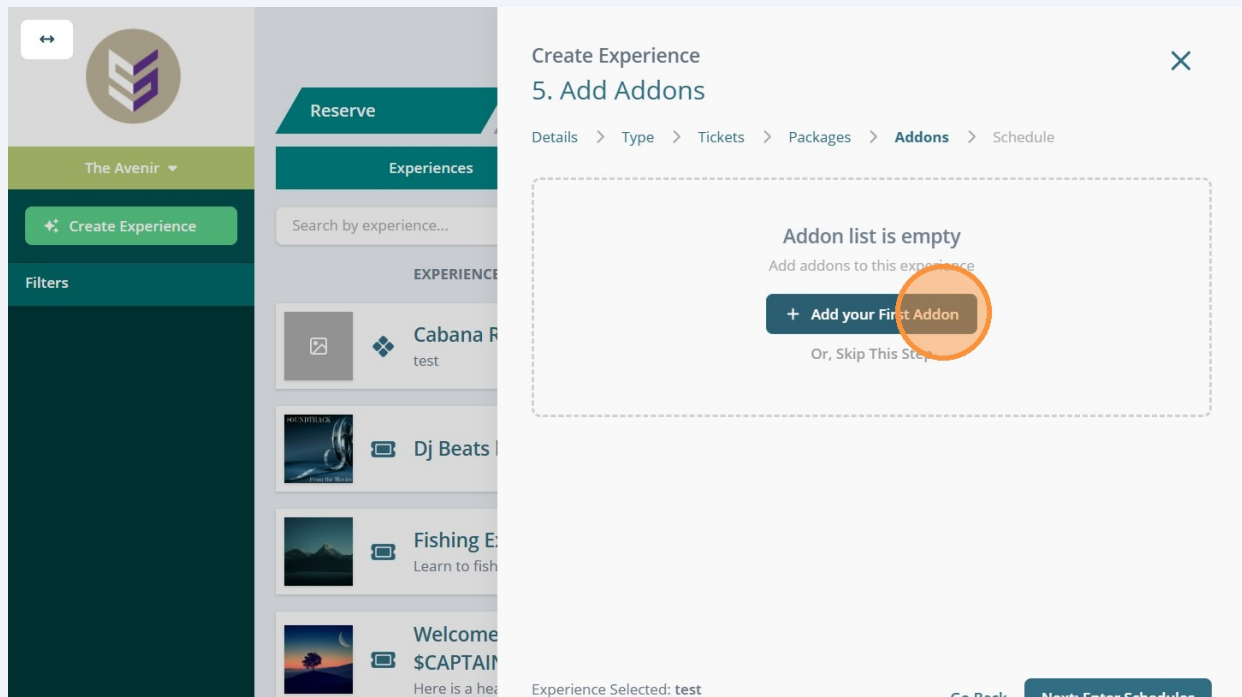
To add more packages, click "+ **Add Another Package**".

Once all packages are added, click "**Next: Add Addons**" at the bottom.

The screenshot shows a mobile application interface for creating a package. On the left, there is a sidebar with a logo, a 'Reserve' button, a dropdown menu for 'The Avenir', a 'Create Experience' button, and a 'Filters' section. The main content area is titled 'Experiences' and features a search bar and a list of experience cards: 'Cabana R test', 'Dj Beats', 'Fishing E Learn to fish', and 'Welcome \$CAPTAIN Here is a hea'. The 'Package Details' form is overlaid on the right, with an orange circle highlighting the 'NAME *' field. The form includes a 'PRICE *' field with '\$100.00', a 'Price is Per Ticket' checkbox, a 'DESCRIPTION' text area with rich text formatting tools, and a '+ Add Another Package' button. At the bottom, there are 'Go Back' and 'Next: Add Addons' buttons. The text 'Experience Selected: test' is visible at the bottom left of the form area.

13 Add Addons

You can add Addons, which are extras like water bottles or snacks. If you don't have extras, simply skip this step.



The screenshot shows a mobile application interface for creating an experience. On the left, a sidebar contains a logo, a 'Reserve' button, a 'Create Experience' button, and a 'Filters' section. The main content area is titled 'Reserve Experiences' and features a search bar and a list of experience cards: 'Cabana R test', 'Dj Beats', 'Fishing E Learn to fish', and 'Welcome \$CAPTAIN Here is a he'. A modal window titled 'Create Experience 5. Add Addons' is open, showing a breadcrumb trail: 'Details > Type > Tickets > Packages > Addons > Schedule'. The modal content states 'Addon list is empty' and 'Add addons to this experience', with a prominent '+ Add your First Addon' button circled in orange. Below this, it says 'Or, Skip This Step'. At the bottom of the modal, it shows 'Experience Selected: test' and navigation buttons for 'Go Back' and 'Next: Enter Schedule'.

14 Addons Details

For each Addons, the required field is the **Name** (e.g., Bottle of Water).

You may also include:

- Image
- Price (if it has an additional cost, otherwise leave it blank)
- Description of what is physically included to help guests to understand what they are adding, you may use the available formatting tools.

To add more add-ons, click "**+ Add Another Addon**".

Once all add-ons are added, click "**Next: Enter Schedules**" at the bottom.

The screenshot shows the 'Addons Details' form. On the left, there's a sidebar with a 'Reserve' button and a list of experiences. The main form area has the following fields:

- NAME ***: Input field containing 'Addon 1'.
- PRICE**: Input field containing '\$10.00'.
- Price is Per Ticket**: A checkbox with the subtext 'Check this if the price should be multiplied by the quantity of tickets being purchased.'
- DESCRIPTION**: A rich text editor with formatting options (B, I, U, list, link) and a large text area.

Below the description is a '+ Add Another Addon' button. At the bottom of the form, there are 'Go Back' and 'Next: Enter Schedules' buttons. An orange circle highlights the 'Next: Enter Schedules' button.

15 Finally, set your **Schedule**.

Here you can define the dates, times, and availability. To do that, use the fields available:

- **"Repeats"**: Select from the dropdown and the week days.
- Add **"Starts on"** and **"Ends on"**
- Add a **Host**
- Add one or multiple **Time Slots**
- Add **Communications** to automatically schedule it on the Daily Schedule (Canvas)

Once the scheduling is done, click **"Finish: Create Experience*"** at the bottom.

The screenshot displays the scheduling configuration for an experience. The title is "Every week on Monday" with "0 Slots | No Host" below it. The "REPEATS" section is set to "Weekly" every "1" week(s). The "STARTS ON" date is "03/26/2026" and the "ENDS ON" is set to "Never". The "HOST" field contains the text "test". Below the host field is a note: "Optional. All revenue goes to the property if no host is assigned." The "TIME SLOTS" section has a placeholder text "Define the time slots available for reservations. Each slot can have its own capacity." and a button to "Add Time Slots". The "COMMUNICATIONS" section is currently empty. At the bottom, there is a "Go Back" button and a "Finish: Create Experience*" button. A blue circle highlights the "HOST" field. A footer note states: "*This operation may take a long time (up to a minute)".