LS Central for hotels: Not just a PMS!
Webinar Q&A November 26, 2025

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Q: **When a guest books an activity (tour, spa, dining) from POS, is there any standard function that allows the comment/notes added in the Activity on POS to be updated back to the Hotel Reservation in LS Central for hotels? Is there any standard configuration or extension in LS Central 27.x / 28.x that can sync POS Activity comments back to Reservation Notes? Or is customization required?**

A: It goes to related comments, so it's already there. And the same goes for Activity. When you open the Activity, it will show the related comments on the hotel.
So, if this activity booking is a part of a hotel reservation and there are comments on the hotel reservation not on the booking card itself, then the booking card will show those as well.

Q: **I am from partner company; can I get some material through my LS Retail Academy access?**

A: The LS Retail Academy pages on the portal provide information on access, courses, price and more: https://portal.lsretail.com/ls-retail-academy/

All our documentation on the hotels module is available in the Online Help.

Check out our playlists on YouTube for helpful material.

Q: **We have seen the Activity Show & the Comment Show in the Hotel FO POS from the demo, any specific functionality that allows you to view the same in LS POS of Restaurant & LS POS of Booking modules? By default, can we see them in the sample data such as Store S0005 (for Restaurant) and S0016 (for SPA POS)?**

A: The related comments are shown in the restaurant POS (P0011 in our demo data). The related comments are not yet available in the Bookings host POS (P0092 in our demo data) but they will be in our next release v28.

Q: **Is it possible to download a demo version?**

A: We have an LS Central Virtual Machine that includes the hotels module. This VM is available to partners on the LS Retail Portal.
If you are a customer, you need to try to get a demo from either LS Retail Consulting and we will be happy to provide a deeper demo, or you need to engage with an LS Retail partner to get more information

Q: **As part of the Reservation and Room Rates, are you able to now have different rates codes per night, like night one on accommodation only vs. 2nd and 3rd night on a spa package?**

A: Unfortunately, no, you cannot have a different rate code per night yet. We are looking into this, and I didn't want to put it on the roadmap because I cannot guarantee it, but we know about this request and that it has high priority with many of our partners.

Q: **Is it possible to add extra beds/guests directly from the POS tape chart at the Hotel Front Desk Role Center?**

A: Not exactly. If you're on the tape chart, you can always open the reservation and add extra beds and guests on the Reservation card. You can open the Reservation Card from the tape chart, or from the POS, and add this information there too. This is a quite easy task.

Q: **Can we do the CANCEL for all the Group Bookings & the individual Booking be cancelled as well in both Hotel Reservation Back Office, and the POS?**

A: Yes, you can do that. If you're managing a group booking, you have Actions on the Hotel Group Reservation card where you can check in, check out and cancel one or multiple reservations within a list that you select. So, if you select more, you can, for example, select one or more reservation lines and cancel the reservations that are selected. You can also go to Actions and Cancel all.

Q: **How about canceling reservations on the POS?**

A: To cancel a group reservation on the POS, I would open the Group card on the POS, which is quite easy. Then you get the Hotel Group Reservation card, and you can cancel them there. The same process for individual reservations.