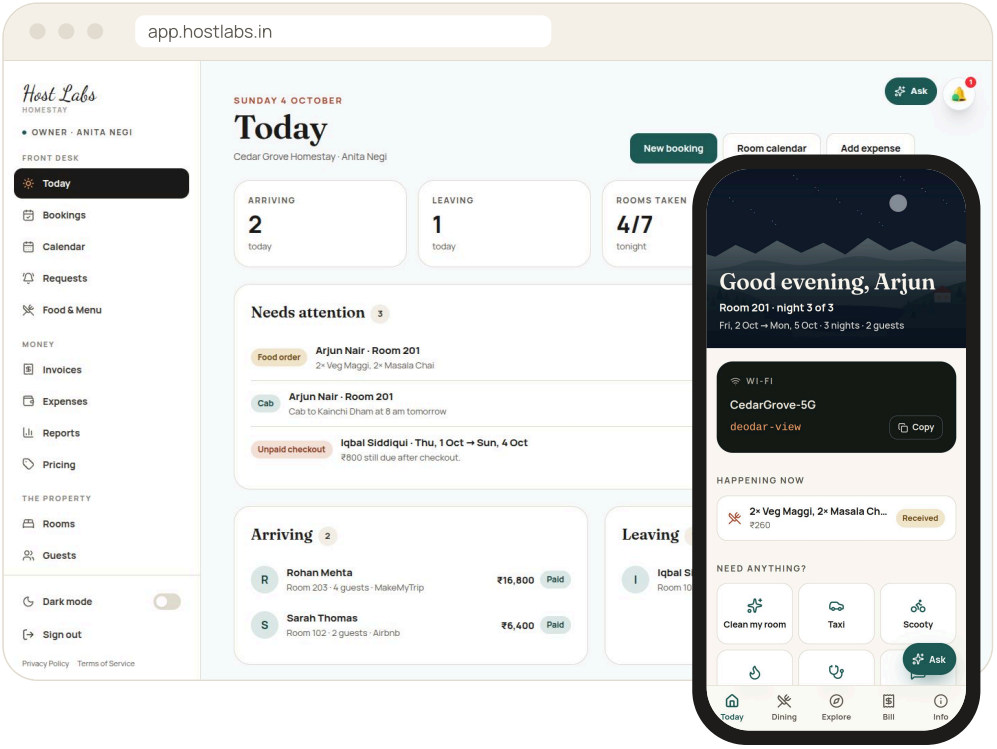
THE PRODUCT GUIDE

Host Labs PMS, in one guide.

Everything the system does, screen by screen, with how a day runs on it and the three steps to go live. Read it here, or keep the PDF.

Host Labs PMS is made by Host Labs of Bhimtal, Uttarakhand, which runs its own homestay on it. pms.hostlabs.in



72
capabilities live today

16+
channels, one calendar

14
days free to try it

1
monthly plan, every feature in

IN THIS GUIDE

A day on Host Labs
Rooms and calendar
Booking engine and website
Billing and payments
Team, roles and security
More screens
The plans
Every module, in full
Channel manager
Guest app
Guests and communication
AI assistant
One calendar, every channel
What hoteliers ask us
Front desk and reservations
Rates and revenue
Kitchen and food
Reports and expenses
Platform
Live in three steps

A DAY ON HOST LABS

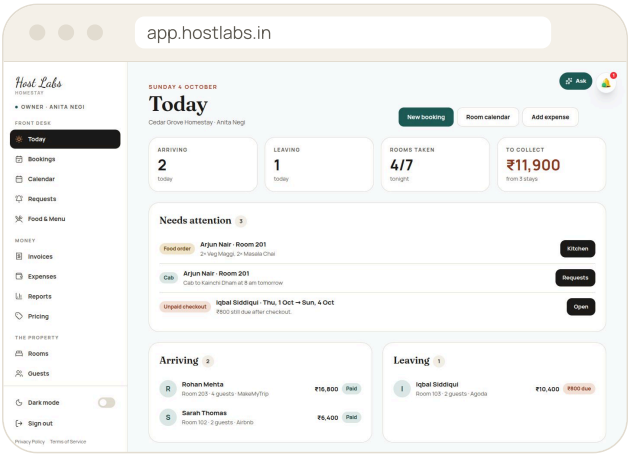
From the morning's arrivals to the evening's invoice

What the system does for a small property on an ordinary day, screen by screen.

1 8 AM

The day on one screen

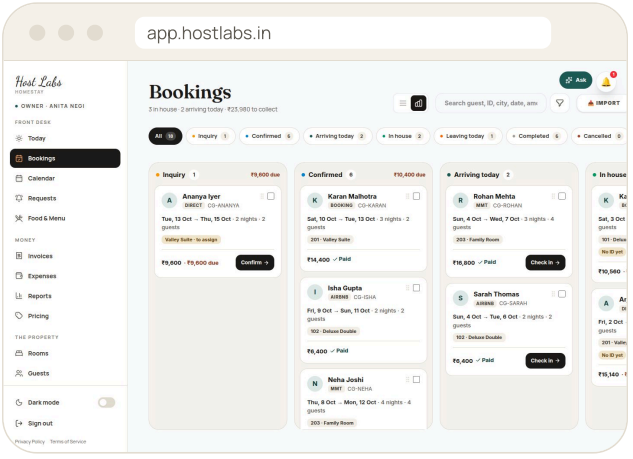
Today shows who arrives, who leaves, who is in house and what needs attention: a stay without a room, a payment due, a request waiting.



2 9.30 AM

An OTA booking arrives

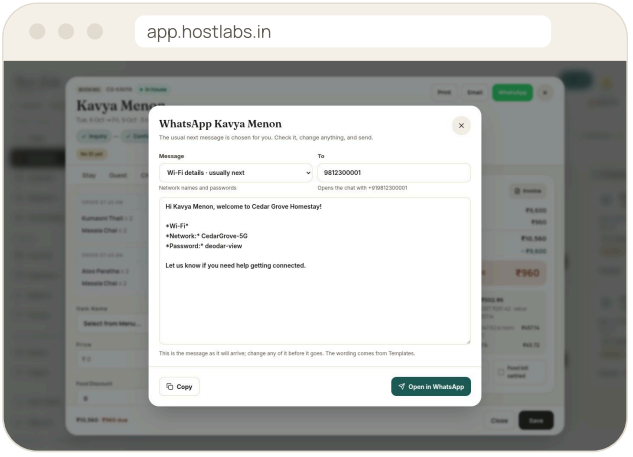
It lands with a room assigned, rooms left go back to every channel, and the desk gets an alert. Nothing to copy from an email.



3 1 PM

The guest checks in

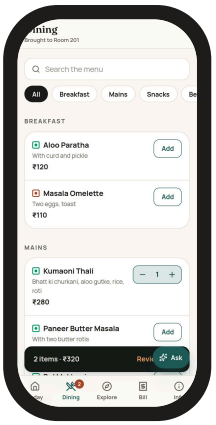
ID captured, the room lit on the house, Wi-Fi and the guest app shared with one message from the booking window.



4 4 PM

An order from the room

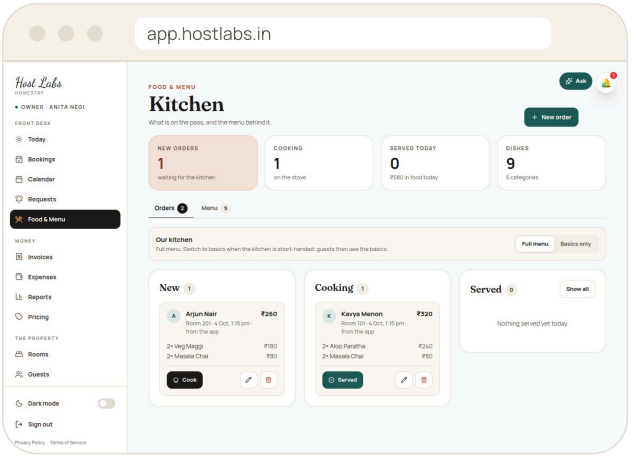
The guest orders from the app at your prices; it reaches the kitchen queue and the bill at once. Or they ask the assistant, which checks and places it.



5 6 PM

The kitchen cooks, the desk sees

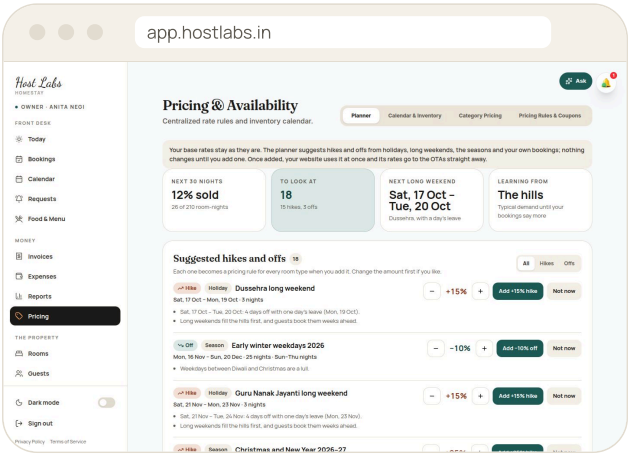
New, cooking, served. Partner restaurants deliver through the house; the desk knows what each one is owed.



6 7 PM

Rates for the weekend

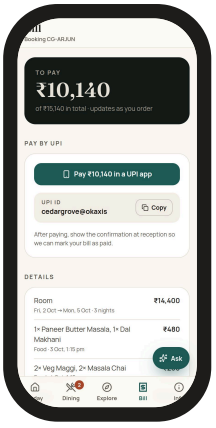
The planner suggests a hike for the long weekend ahead and an off for the slow Tuesday. Accepted rates go to every channel.



7 CHECKOUT

The bill, paid by UPI

Rooms, food and extras on one bill; the guest pays from the app; the GST invoice has the right slab per night.



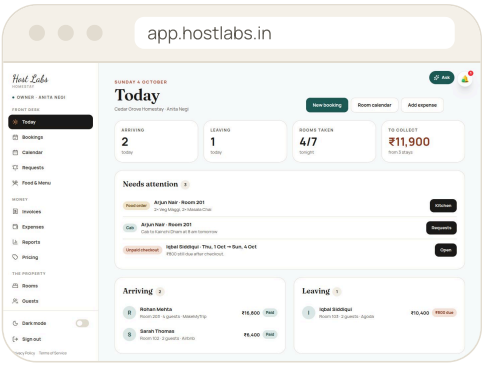
72 CAPABILITIES LIVE TODAY

Every module, in full

Made for properties with a handful to a few dozen rooms and a small team. Everything below is in the one plan.

Front desk and reservations

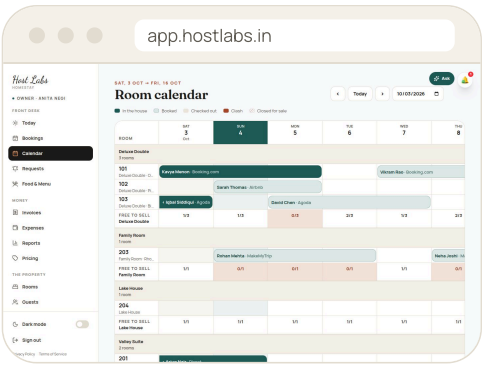
Every stay from enquiry to checkout, with the day laid out for your team.



- **Today dashboard**
  Arrivals, departures, guests in house, tonight's rooms and everything that needs attention, on one screen.
- **Automatic status updates**
  Stays move to arriving, staying and leaving on their own. Missed arrivals and unpaid checkouts are flagged, never silently closed.
- **Group and multi-room stays**
  Several rooms on one booking, and a different room on different nights of the same stay.
- **Confirmation slips**
  A clean booking confirmation to share with the guest.
- **Online check-in** ON REQUEST
  Guests fill in their details and upload ID before they arrive.
- **Bookings board**
  Every booking by status: enquiry, confirmed, arriving today, staying, leaving today, completed or cancelled.
- **Direct, phone and walk-in bookings**
  Create a booking in seconds, with the rooms that are actually free for those dates.
- **Guest identity details**
  ID type and photos captured at check-in, visible only to your staff.
- **Alerts**
  New OTA bookings, guest food orders and requests, stays that need a room, and payments due, in the app and as browser notifications.

Rooms and calendar

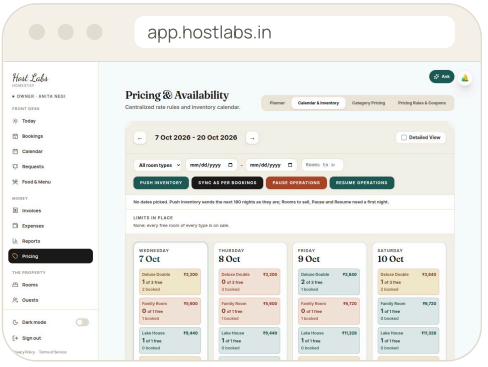
Your rooms, room types and every night of availability in one view.



- **Room calendar**
  Each room by night, showing who is in it, who arrives next and stays still waiting for a room.
- **Availability you can trust**
  One availability count per room type and night, shared by the calendar, the booking page and every channel.
- **Drag-and-drop tape chart** ON REQUEST
  Move, extend or swap stays by dragging them on the calendar.
- **Room types and rooms**
  Room types with photos, occupancy and prices; individual rooms with their own number and name.
- **The house tonight, in 3D**
  A 3D model of your rooms, lit where guests are in and red where two stays clash. Click a room to open the stay.
- **Housekeeping board** ON REQUEST
  Rooms to clean, in progress and ready, updated from the caretaker's phone.

Channel manager

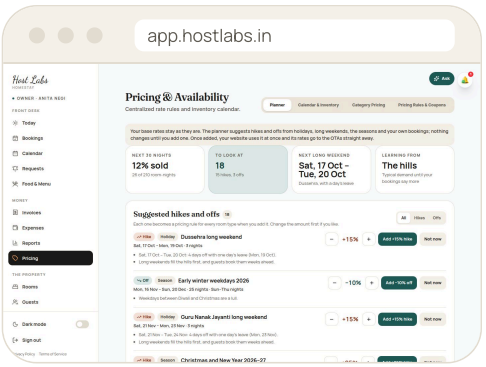
Our own channel manager: OTA reservations in, availability and rates out, without typing anything twice.



- **OTA reservations in**
  New, modified and cancelled reservations arrive on their own, with a room assigned when one is free.
- **Rates out**
  Rates by room type and rate plan, sent to the channels for any date range.
- **Safe handling of OTA changes**
  Payments, food and ID details your team recorded are never overwritten by an OTA update, and a cancellation for a guest already in house is flagged, not applied.
- **Your existing channel manager** ON REQUEST
  Already use one and want to keep it? We help you connect it to Host Labs PMS.
- **Availability out**
  Rooms left for each night are sent to the channels after every change, worked out from your bookings.
- **Close or reopen dates**
  Pause selling on every channel for a range of dates, and resume in one step.
- **Channel activity log**
  Every reservation received and every update sent, with its result.

Rates and revenue

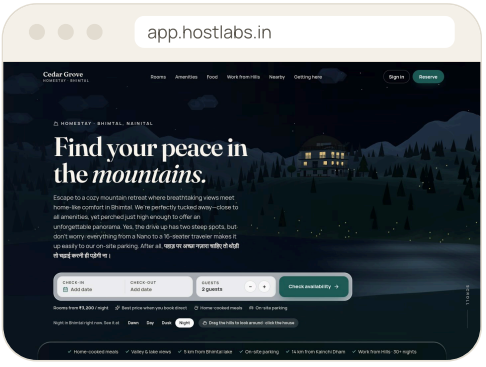
Prices that follow demand, managed from one calendar.



- **Room-type pricing**
  A base rate per room type, with extra-guest charges above the base occupancy.
- **Pricing rules**
  Percentage or fixed adjustments by date range, day of the week and room type, for weekends and seasons.
- **Rate and inventory calendar**
  See and set rates and rooms on sale for any night.
- **RevPAR and nightly occupancy** ON REQUEST
  Revenue per available room, and occupancy counted night by night for each room type.

Booking engine and website

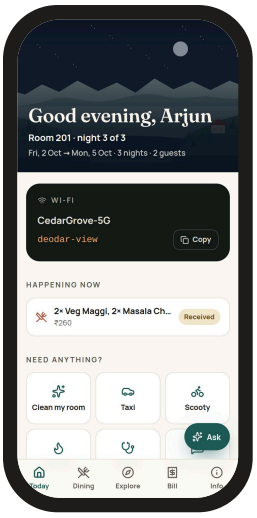
Your own website and booking page, so direct guests book you without an OTA commission.



- **Property website**
  A fast, mobile-first website with your rooms, photos, food, nearby places and reviews, edited from the PMS.
- **Booking page with live availability**
  Guests pick dates and rooms that are actually free, at your prices. Requests arrive in the PMS for you to confirm.
- **Search-friendly pages**
  Structured data, a sitemap and pages search engines can read.
- **Your own domain** ON REQUEST
  Your website and booking page on your own web address.

Guest app

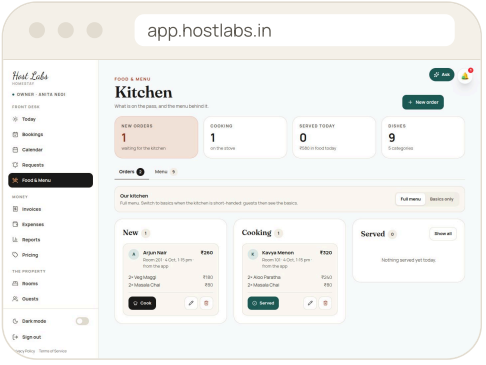
Everything a guest needs during the stay, on their phone. Nothing to download.



- **Phone number sign-in**
  Guests sign in with the phone number on their booking and see only their own stay.
- **Service requests**
  Housekeeping, towels, a cab or anything else, with live status.
- **Wi-Fi and house information**
  Wi-Fi details during the stay, house rules and contacts.
- **Past trips and rebooking**
  Previous stays in one place, and a quick way to book again.
- **Food ordering**
  Your menu on the guest's phone; orders reach the kitchen at your prices.
- **Live bill and UPI payment**
  The running bill, and a pay button that opens any UPI app with the amount filled in.
- **Explore nearby**
  Places to visit and trusted local partners for cabs and tours.
- **Automated WhatsApp messages** ON REQUEST
  Booking confirmations, arrival details and payment reminders, sent automatically.

Kitchen and food

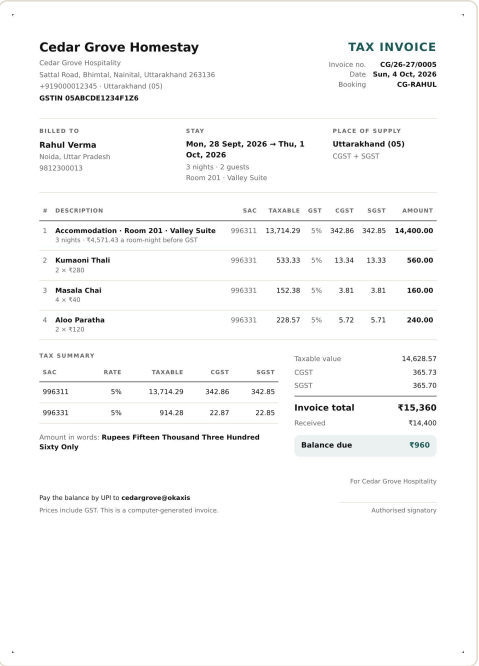
Orders from guests and staff in one queue, billed to the right stay.



- **Menu management**
  Dishes with categories, prices, photos and veg marking.
- **Billed to the stay**
  Orders land on the guest's bill automatically. Complimentary items stay free and cancelled orders are never charged.
- **Kitchen order queue**
  Orders from guests and staff, from received to preparing to delivered.

Billing and payments

One bill per stay, and payments your team can verify.



Cedar Grove Homestay
Cedar Grove Hospitality
Sattal Road, Bhimtal, Nainital, Uttarakhand 263136
+919000012345 · Uttarakhand (05)
GSTIN 05ABCDE1234F1Z6

TAX INVOICE
Invoice no. **CG/26-27/0005**
Date **Sun, 4 Oct, 2026**
Booking **CG-RAHUL**

BILLED TO
Rahul Verma
Noida, Uttar Pradesh
9812300013

STAY
Mon, 28 Sept, 2026 → Thu, 1 Oct, 2026
3 nights · 2 guests
Room 201 · Valley Suite

PLACE OF SUPPLY
Uttarakhand (05)
CGST + SGST

#	DESCRIPTION	SAC	TAXABLE	GST	CGST	SGST	AMOUNT
1	**Accommodation · Room 201 · Valley Suite** 3 nights · ₹4,571.43 a room-night before GST	996311	13,714.29	5%	342.86	342.85	**14,400.00**
2	**Kumaoni Thali** 2 × ₹280	996331	533.33	5%	13.34	13.33	**560.00**
3	**Masala Chai** 4 × ₹40	996331	152.38	5%	3.81	3.81	**160.00**
4	**Aloo Paratha** 2 × ₹120	996331	228.57	5%	5.72	5.71	**240.00**

TAX SUMMARY

SAC	RATE	TAXABLE	CGST	SGST
996311	5%	13,714.29	342.86	342.85
996331	5%	914.28	22.87	22.85

Taxable value	14,628.57
CGST	365.73
SGST	365.70
Invoice total	**₹15,360**
Received	₹14,400
Balance due	**₹960**

Amount in words: **Rupees Fifteen Thousand Three Hundred Sixty Only**

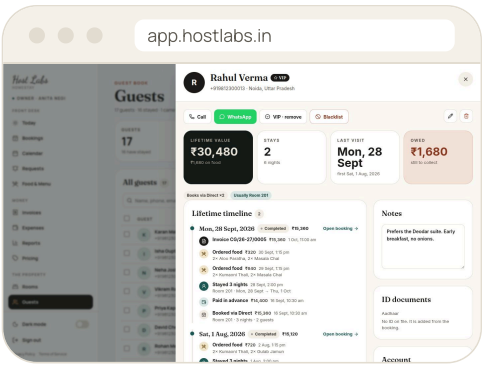
Pay the balance by UPI to **cedargrove@okaxis**
Prices include GST. This is a computer-generated invoice.

For Cedar Grove Hospitality
Authorised signatory

- **One bill per stay**
  Rooms, food, extras and discounts together, with advance and balance always up to date.
- **Receivables**
  Every stay with money still due, including guests who have checked out.
- **GST invoices**
  Tax invoices with your GSTIN, SAC codes, CGST and SGST, the total in words and a financial-year number series.
- **OTA tax shown in detail**
  For bookings from the channels, the OTA's price before tax and the GST it added are kept and shown on the bill and the invoice.
- **Payment gateway** ON REQUEST
  Card, UPI and net-banking payments and payment links through the gateway you choose.
- **UPI payments**
  Your UPI QR and ID on the bill, payment screenshots attached to the stay, and staff confirmation.
- **Printable bill**
  A clear, itemised bill to print or share.
- **GST worked out per room-night**
  The 5% or 18% slab is picked from the value of one room for one night, never the booking total. Food and other services carry their own rates.
- **Invoices register**
  Every invoice in one list: search, filter by period, status and business guests, stays still waiting for an invoice, a GST summary by rate, and exports for your accountant.

Guests and communication

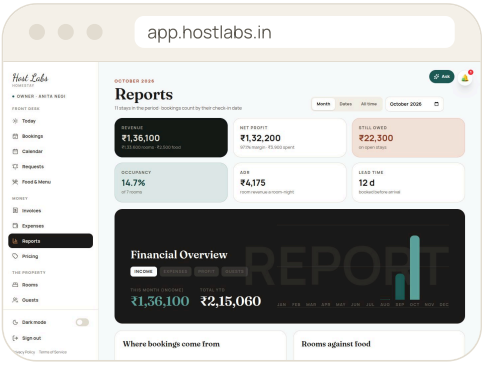
Know your guests and talk to them consistently.



- **Guest book**
  Every guest with live figures from their bookings: stays, nights, lifetime value, what they owe and where they come from.
- **VIP, blacklist and notes**
  Mark repeat favourites and guests you will not host again, with private notes for your team.
- **Booking invites**
  A secure link that lets a co-traveller join the stay in the guest app.
- **Lifetime timeline**
  Each guest's history stay by stay: booked, paid, checked in, food ordered, requests, invoice and checkout.
- **Message templates**
  Ready-made WhatsApp messages for confirmations, directions and follow-ups.
- **Access requests**
  A guest who cannot sign in can ask for access; your team approves it.

Reports and expenses

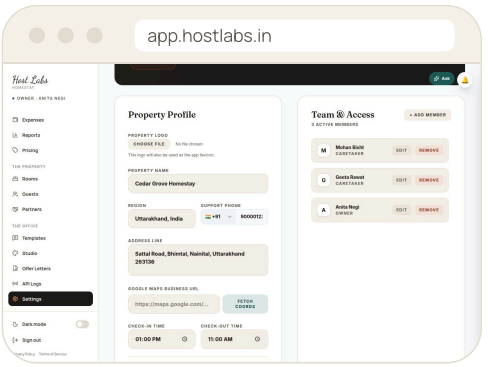
Know how the property is doing without a spreadsheet.



- **Revenue and profit**
  Revenue, expenses and net profit for any month or date range, with what is still due.
- **Expenses**
  Day-to-day spending recorded by the team, by category.
- **Occupancy and average rate**
  Occupancy, average daily rate, booking lead time and where your bookings come from.
- **Import past bookings**
  Bring your booking history in from an Excel sheet.

Team, roles and security

The right access for each person, and your data kept safe.

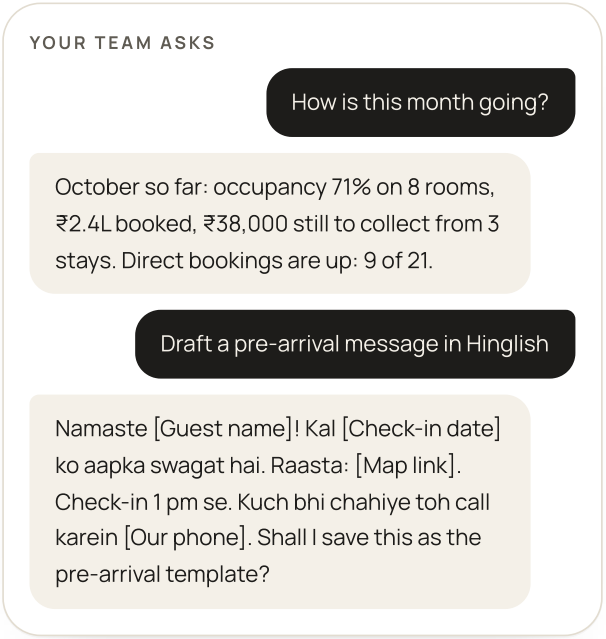


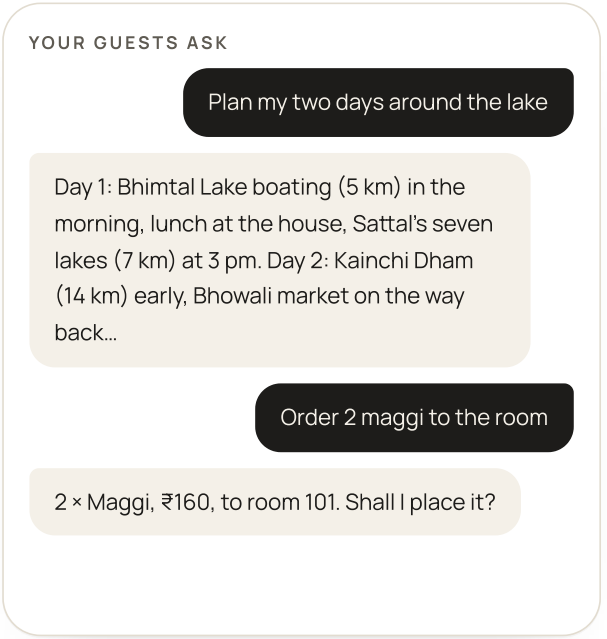
- **Roles**
  Owners see everything. Caretakers run the day without seeing the money. Guests see only their own stay.
- **Each property's data kept separate**
  Staff only ever see their own property.
- **Backups**
  Daily backups with point-in-time recovery.
- **Staff offer letters**
  Prepare and share offer letters for new staff.
- **Phone or Google sign-in**
  Staff sign in with a one-time code or their Google account. Access is granted and revoked centrally.
- **Credentials kept on the server**
  Channel manager passwords and API keys are never sent to a browser.
- **Activity records**
  Administrative changes are recorded with who made them and when.

AI assistant

Built into the PMS and the guest app: your team asks about the property, your guests ask about their stay. It answers from your own data and acts only on a yes.

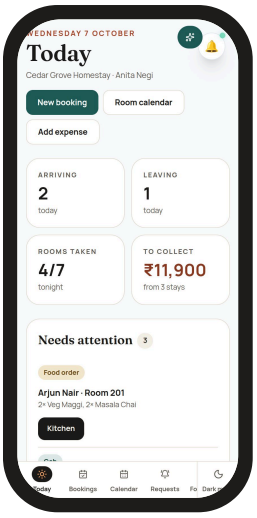
- **Ask about your property**
  How is this month going, who arrives today and what do they owe, which rooms are free this weekend: answered from your own bookings, with the period named.
- **Rate suggestions**
  Hikes for holidays, long weekends and seasons, offs for slow nights, from the pricing planner, night by night, with the reasons.
- **Guests order and ask**
  Food from your kitchen or a partner restaurant, housekeeping, a cab or a scooty: checked with the guest, placed only on yes, through the same server code as the app's own buttons.
- **Only your data, by role**
  A caretaker never sees money through it, a guest sees only their own stay, and a partner's phone number never reaches a guest.
- **Messages and templates in your voice**
  Drafts a pre-arrival note, a confirmation or a review request in plain Indian English, Hindi or Hinglish, and saves it as a template when you say yes.
- **Guests plan their stay**
  In the guest app, the assistant plans the days around your property from the places you list, the distances and the stay's dates.
- **In the guest's language**
  English, Hindi or Hinglish, as the guest writes.
- **Every conversation logged**
  Who asked, which tools ran and what it cost, kept for the owner.





Platform

Runs anywhere, stays up to date.

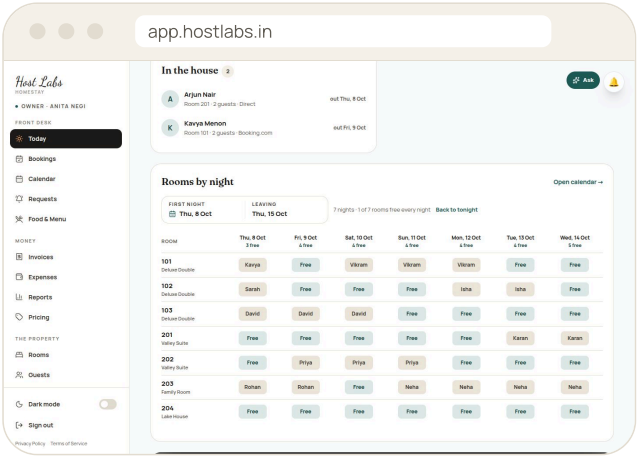


- **Any device**
  Runs in the browser on any phone, tablet or laptop, and installs on the home screen like an app.
- **A link for every screen**
  Every screen, booking, invoice and guest has its own address, so a reload or a shared link opens exactly that page.
- **Local partners**
  Add cab drivers, guides and tour operators from a Google Maps link and offer them to guests.
- **Always up to date**
  New versions arrive on their own; the app offers to reload when one is ready.
- **Built not to break**
  A damaged record is repaired as it loads and a problem stays inside the one card it affects, so the rest of the screen keeps working.
- **More than one property** ON REQUEST
  Run several properties from one account, each with its own team and data.

MORE SCREENS

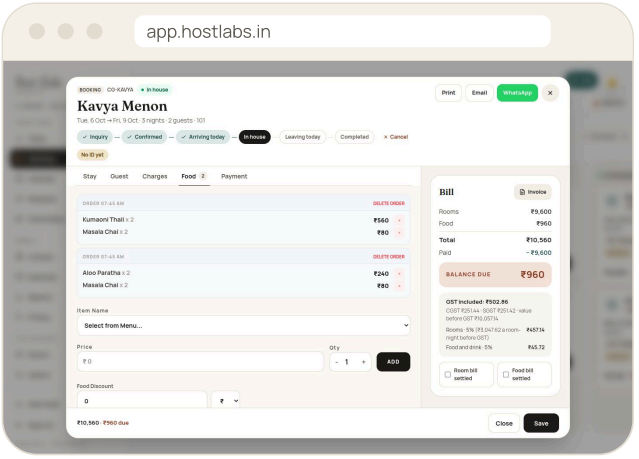
More of the system

The rest of what your team and your guests see, from a sample property with fictional guests.



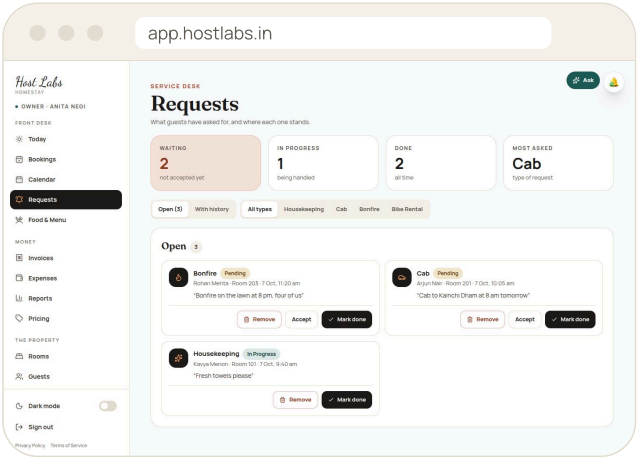
Free rooms, night by night

Pick any dates on Today and see every room, night by night.



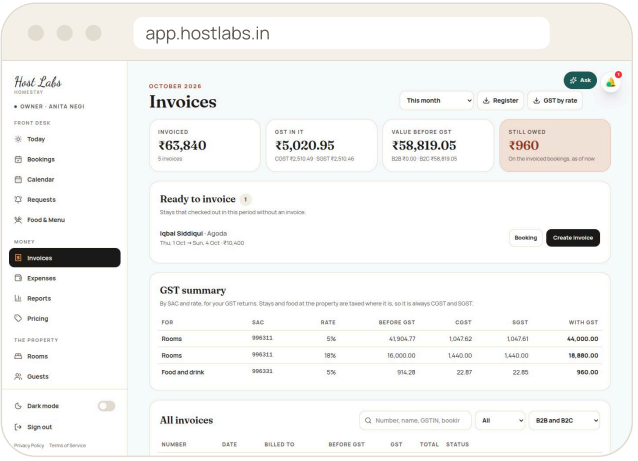
The booking window

Everything about one stay, with its bill beside it.



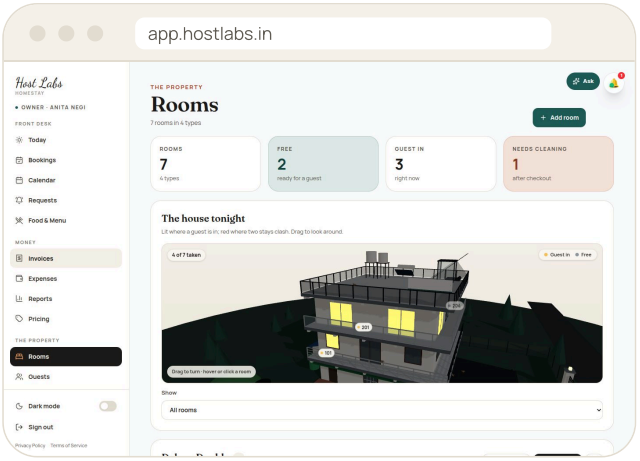
Guest requests

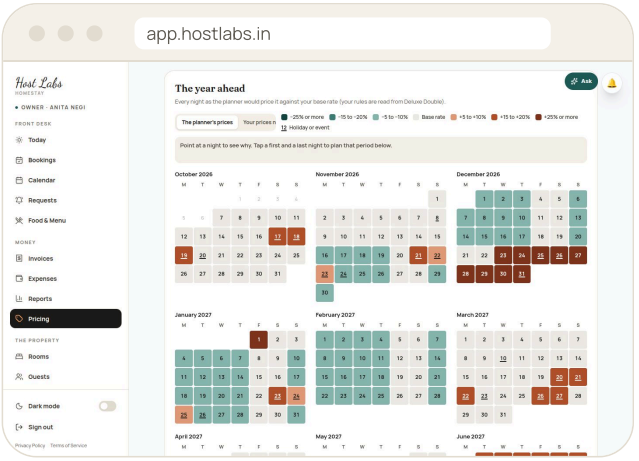
Towels, a cab or a bonfire: what guests asked for and where each one stands.

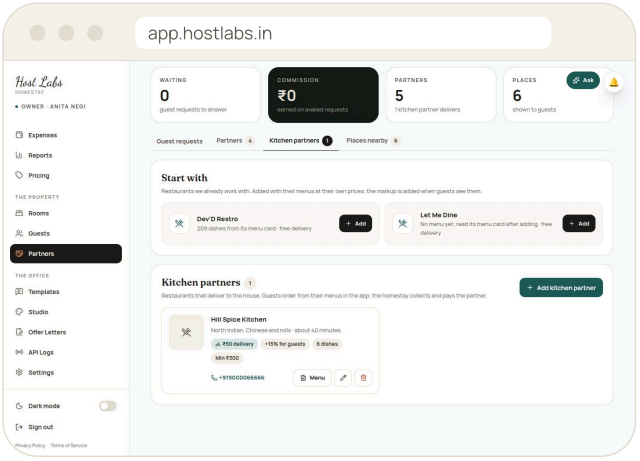


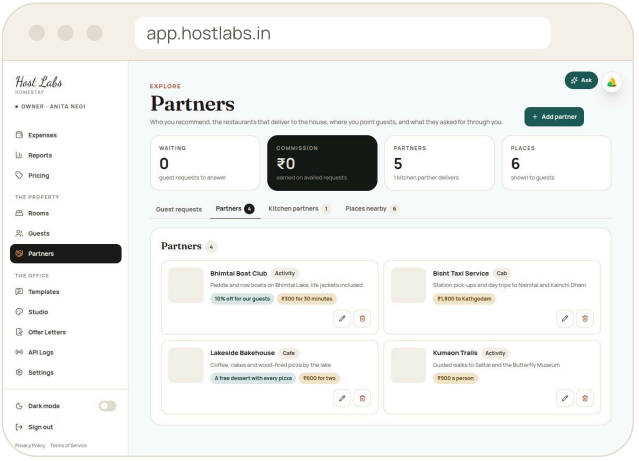
Invoices

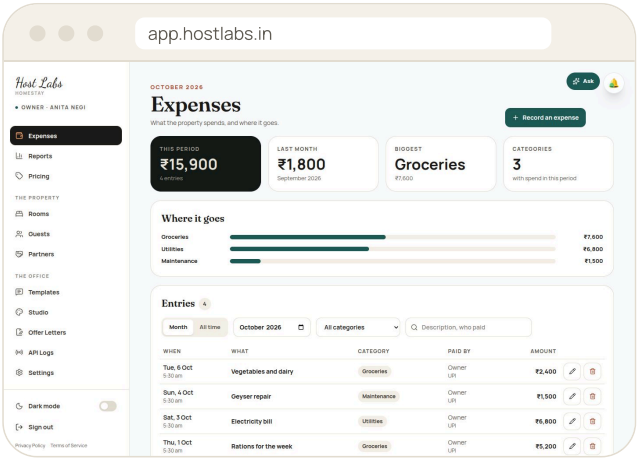
Every invoice, and the GST in it.

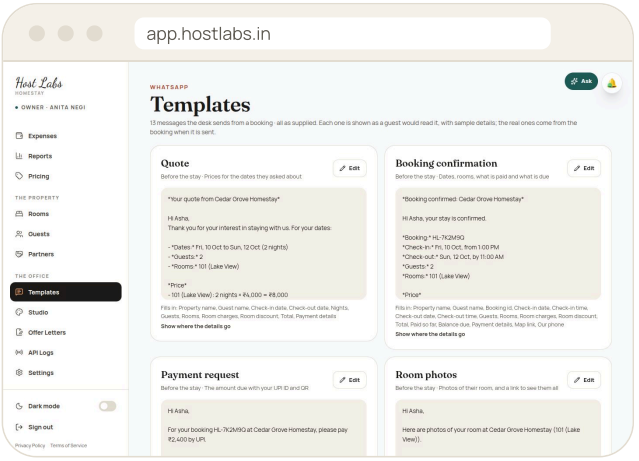

app.hostlabs.in
Host Labs
THE PROPERTY
Rooms
7 rooms in 4 types
+ Add room
ROOMS
7
4 types
FREE
2
ready for a guest
GUEST IN
3
right now
NEEDS CLEANING
1
after checkout
The house tonight
Lit where a guest is in; red where two stays clash. Drag to look around.
Rooms
The house tonight, in 3D.

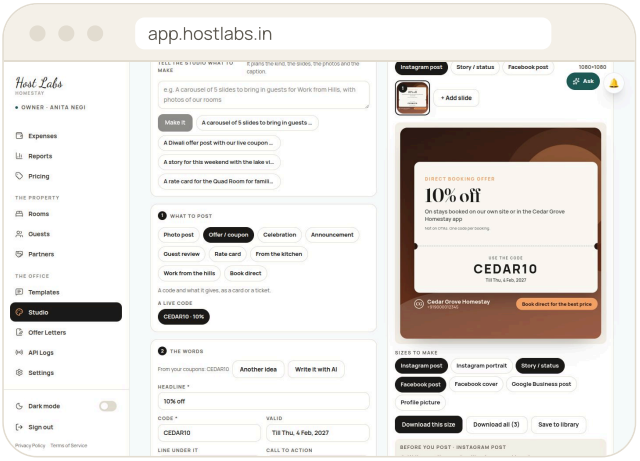

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Host Labs
The year ahead
Every night as the planner would price it against your base rate (your rules are read from Deluxe Double).
The planner's prices
Your prices n
Point at a night to see why. Tap a first and a last night to plan that period below.
October 2026
November 2026
December 2026
January 2027
February 2027
March 2027
April 2027
May 2027
June 2027
The year ahead
Every night of the year, coloured by the price the planner would set.


app.hostlabs.in
Host Labs
WAITING
0
guest requests to answer
COMMISSION
₹0
earned on availed requests
PARTNERS
5
1 kitchen partner delivers
PLACES
6
shown to guests
Guest requests
Partners 4
Kitchen partners 1
Places nearby 6
Start with
Restaurants we already work with. Added with their menus at their own prices; the markup is added when guests see them.
Dev'D Restro
209 dishes from its menu card · free delivery
Add
Let Me Dine
No menu yet; need its menu card after adding · free delivery
Add
Kitchen partners 1
Restaurants that deliver to the house. Guests order from their menus in the app; the homestay collects and pays the partner.
+ Add kitchen partner
Hill Spice Kitchen
North Indian, Chinese and rolls · about 40 minutes
₹50 delivery
+15% for guests
6 dishes
Min ₹300
+919000066666
Menu
Kitchen partners
Restaurants that deliver to the house, on your guests' menu.


app.hostlabs.in
Host Labs
EXPLORE
Partners
Who you recommend, the restaurants that deliver to the house, where you point guests, and what they asked for through you.
+ Add partner
WAITING
0
guest requests to answer
COMMISSION
₹0
earned on availed requests
PARTNERS
5
1 kitchen partner delivers
PLACES
6
shown to guests
Guest requests
Partners 4
Kitchen partners 1
Places nearby 6
Partners 4
Bhimtal Boat Club
Activity
Paddle and row boats on Bhimtal Lake. life jackets included
10% off for our guests
₹300 for 30 minutes
Bisht Taxi Service
Cab
Station pick-ups and day trips to Nainital and Kainchi Dham
₹1,800 to Kathgodam
Lakeside Bakehouse
Cafe
Coffee, cakes and wood-fired pizza by the lake
A free dessert with every pizza
₹600 for two
Kumaon Trails
Activity
Guided walks to Sattal and the Butterfly Museum
₹900 a person
Local partners
The cabs, boats, cafés and guides you recommend.

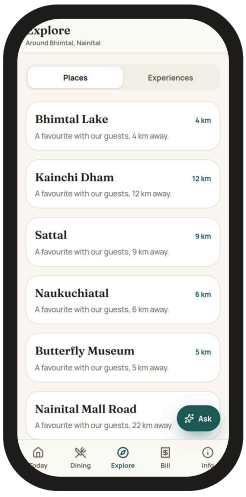

app.hostlabs.in
Host Labs
OCTOBER 2026
Expenses
What the property spends, and where it goes.
+ Record an expense
THIS PERIOD
₹15,900
4 entries
LAST MONTH
₹1,800
September 2026
BIGGEST
Groceries
₹7,600
CATEGORIES
3
with spend in this period
Where it goes
Groceries
Utilities
Maintenance
₹7,600
₹6,800
₹1,500
Entries 4
Month
All time
October 2026
All categories
Description, who paid
WHEN
WHAT
CATEGORY
PAID BY
AMOUNT
Tue, 6 Oct
Vegetables and dairy
Groceries
Owner
UPI
₹2,400
Sun, 4 Oct
Geyser repair
Maintenance
Owner
UPI
₹1,500
Sat, 3 Oct
Electricity bill
Utilities
Owner
UPI
₹6,800
Thu, 1 Oct
Rations for the week
Groceries
Owner
UPI
₹5,200
Expenses
What the property spends, and where it goes.


app.hostlabs.in
Host Labs
WHATSAPP
Templates
13 messages the desk sends from a booking · all as supplied. Each one is shown as a guest would read it, with sample details; the real ones come from the booking when it is sent.
Quote
Edit
Before the stay · Prices for the dates they asked about
Your quote from Cedar Grove Homestay
Hi Asha,
Thank you for your interest in staying with us. For your dates:
- *Dates:* Fri, 10 Oct to Sun, 12 Oct (2 nights)
- *Guests:* 2
- *Rooms:* 101 (Lake View)
Price
- 101 (Lake View): 2 nights × ₹4,000 = ₹8,000
Fills in: Property name, Guest name, Check-in date, Check-out date, Nights, Guests, Rooms, Room charges, Room discount, Total, Payment details
Show where the details go
Booking confirmation
Edit
Before the stay · Dates, rooms, what is paid and what is due
Booking confirmed: Cedar Grove Homestay
Hi Asha, your stay is confirmed.
Booking: HL-7K2M9Q
Check-in: Fri, 10 Oct, from 1:00 PM
Check-out: Sun, 12 Oct, by 11:00 AM
Guests: 2
Rooms: 101 (Lake View)
Price
Fills in: Property name, Guest name, Booking id, Check-in date, Check-in time, Check-out date, Check-out time, Guests, Rooms, Room charges, Room discount, Total, Paid so far, Balance due, Payment details, Map link, Our phone
Show where the details go
Payment request
Edit
Before the stay · The amount due with your UPI ID and QR
Hi Asha,
For your booking HL-7K2M9Q at Cedar Grove Homestay, please pay ₹2,400 by UPI.
Room photos
Edit
Before the stay · Photos of their room, and a link to see them all
Hi Asha,
Here are photos of your room at Cedar Grove Homestay (101 (Lake View)).
Message templates
The messages your desk sends, in your words.



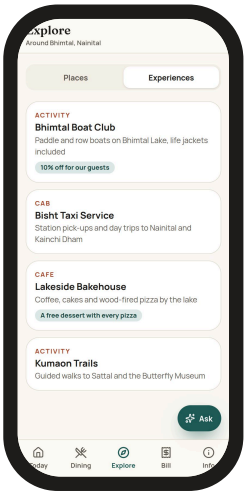
Studio: social posts

Posts and carousels for Instagram, Facebook, Google and WhatsApp, from your own photos.



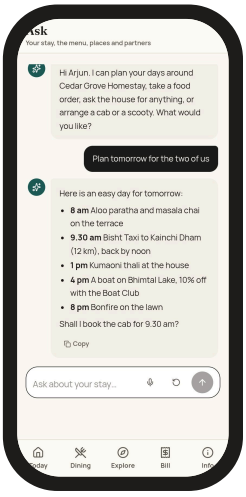
Guest app: places nearby

Your favourite places around the property.



Guest app: experiences

Your partners, with offers for your guests.



Guest app: the assistant

A day planned for the guest from your menu, places and partners.

CHANNELS

One calendar, every channel

Reservations come in with a room; rooms left and rates go out after every change. Our own channel manager, set up and mapped to your rooms by us.

Booking.com · airbnb · makemytrip · goibibo · agoda · Expedia · Google · Trip.com · Tripadvisor · Hotels.com · cleartrip · yatra · EaseMyTrip · trivago · travelguru · hostelworld

GETTING STARTED

Live in three steps

1

Tell us about your property

Rooms, room types, rates and the channels you sell on.

2

We set it up with you

Your rooms, prices, website content and the channel mapping, ready before you switch over.

3

Your team goes live

Owner and caretaker logins on their phones, and the guest app for every stay. Your 14 free days start here.

THE PLANS

Two plans, priced per property

Not per room, per user or per booking. Core runs the property; Plus adds AI for your team and your guests.

Core

₹1,800 a month billed yearly · ₹2,160 a month billed quarterly or half-yearly · plus GST

INTRODUCTORY PRICE: 40% OFF THE LIST PRICE (₹3,600 LIST)

The PMS and our own channel manager in one subscription: everything to run the property, with a booking page on our site.

Plus

₹3,499 a month billed yearly · ₹3,999 a month billed quarterly or half-yearly · plus GST

Everything in Core, with AI for your team and your guests, Studio for your social media, and guest messages that send themselves.

Add-on: your own website

+₹1,500 a month · a 12-month term, on core or plus · plus GST

A website designed and built for your property, under your brand and your own domain, with Host Labs PMS behind it.

- The PMS and our own channel manager, in one subscription
- Front desk, room calendar, rates and pricing rules
- Logins for your owners and caretakers
- The guest app for every stay: orders, requests, the bill and UPI
- Kitchen, GST invoices, receivables, expenses and reports
- A booking page for your property on our site
- Setup of rooms, rates and channel mapping
- Import of your existing bookings from Excel
- Training for your team, and new versions as they ship

ON REQUEST

Your existing channel manager

Keep the one you use today; we help you connect it.

Payment gateway integration

Online payments through the gateway you choose, on your merchant account.

Your own domain

Your website and booking page on your own web address.

More than one property

Several properties under one account.

QUESTIONS

What hoteliers ask us

What is Host Labs PMS?

Host Labs PMS is a cloud property management system with a built-in channel manager, made for homestays, B&Bs, guest houses and boutique hotels in India. It runs reservations, a live room calendar, OTA sync, a guest app, food orders, UPI payments, GST invoices, guest profiles and reports. It is made by Host Labs of Bhimtal, Uttarakhand, which runs its own homestay on it.

Is the channel manager a separate subscription?

No. Most PMS software sells the channel manager as a second subscription. Host Labs PMS has its own channel manager built in, so the PMS and the channel manager come in one subscription, with the booking engine, the guest app and GST invoices.

Can I try it before paying?

Yes. Every property gets 14 days free, with every feature and the channel manager. We set it up with you on your own rooms and channels, and your 14 days start the day you go live. No card and nothing to pay upfront; at the end, pick a billing term or stop.

Who is Host Labs PMS for?

Homestays, B&Bs, boutique hotels and guest houses: properties with a handful to a few dozen rooms and a small team.

Does it work on a phone?

Yes. It runs in the browser on any phone, tablet or laptop, and can be installed on the home screen like an app.

Do I need a channel manager?

No. Host Labs PMS comes with its own channel manager for Booking.com, Airbnb, MakeMyTrip, Agoda and more, and we map your rooms for you. If you already use a channel manager and want to keep it, we help you connect it.

Can my caretaker use it without seeing the money?

Yes. Caretakers handle check-ins, rooms, food and requests; revenue, receivables and reports stay with the owner.

How do guests get the app?

They sign in with the phone number on their booking, or open a link you send them. There is nothing to download.

NEXT STEP

See it with your own rooms.

A demo takes half an hour. Book one at pms.hostlabs.in/book-a-demo, or reply to the message this guide came with.