



Automated Payment Allocations within Helio

The Helio Payment Allocation Process document provides an overview of how Helio's automated system efficiently allocates payments across various components to minimise liabilities and comply with specific cancellation policies. Below is a detailed overview of Helio's system, designed to manage minimum liability efficiently and effectively when payments are made.

Note: While the examples in this document are presented in New Zealand Dollars (NZD), the Helio payment allocation process remains consistent across all currencies.

Cancellation policies

Moana Sands Lagoon Resort Adults Only

- If cancelled on or after 21 Aug 2025, a cancellation charge of **NZD 263.25** will apply.
- If cancelled on or after 6 Sept 2025, a cancellation charge of **NZD 526.50** will apply.
- If cancelled on or after 13 Sept 2025, a cancellation charge of **NZD 789.75** will apply.
- If cancelled on or after 19 Sept 2025, a cancellation charge of **NZD 1,053.00** will apply.

Pacific Resort Aitutaki

- If cancelled on or after 23 Sept 2025, a cancellation charge of **NZD 4,087.20** will apply.

Crown Beach Resort & Spa

- If cancelled on or after 8 Jul 2025, a cancellation charge of **NZD 343.48** will apply.

Understanding Cancellation Policies

- **Crown Beach Resort & Spa:** Immediate payment is required from July 8, 2025, due to instant purchase conditions.
- **Moana Sands Lagoon Resort Adults Only:** Cancellation fees escalate starting August 21, 2025.
- **Pacific Resort Aitutaki:** Full liability applies commencing September 23, 2025.

Helio's Automatic Payment Allocation Process

Immediate Payment Requirement

- Upon booking the Crown Beach Resort & Spa, Helio's system ensures payment is allocated as required by its instant purchase policy.

Dashboard > Select > Cart > Guests > 5 Payment

Make a payment

Select option to make a payment

⚠ Payment due on 9 Jul 2025 of NZD 343.48

☒ Pay now

Payment is required to secure

SELECT PAYMENT TYPE

☒ Net pay ☐ Gross pay

Payment schedule

ⓘ Please note: This payment schedule will reflect allocation payments once it has been converted to a booking.

Total paid NZD 0.00

Balance NZD 5,483.68

9 Jul343.48

21 Aug263.25

5 Sept4,876.95

SELECT PAYMENT OPTION

☒ Deposit amountNZD 343.48

☐ Next payment due ⓘNZD 343.48

☐ Full paymentNZD 5,483.68

Pay now

ⓘ Will redirected to the payment gateway

Quote summary

✓ 2 Travellers

Hotel AV

Moana Sands Lagoon ResortNZD 1,053.00

Adults Only ⓘ

Avarua, Rarotonga Island, Cook Islands

Check-in20 Sept 2025Check-out23 Sept 2025

1 x Deluxe studio room with garden view (2,0,0)

Hotel AV

Pacific Resort Aitutaki ⓘNZD 4,087.20

PO Box 90, Aitutaki Island, Cook Islands

Check-in23 Sept 2025Check-out27 Sept 2025

1 x Beachfront premium plus bungalow (2,0,0)

Hotel AV

Crown Beach Resort & Spa ⓘNZD 343.48

Rarotonga Ring Road Arorangi, Rarotonga Island,...

Check-in27 Sept 2025Check-out28 Sept 2025

1 x 1 bedroom garden villa (2,0,0)

Sub totalNZD 5,483.68

Total ⓘNZD 5,483.68

Payment summary

Initial Allocation




- Helio automatically applies payment to Crown Beach Resort & Spa to achieve minimum liability.

Image below: Payment allocation performed by Helio to meet Crown Beach Resort & Spa liabilities.

Payment Allocation

X

Total price of booking	NZD 5,483.68
Customer payments	NZD 343.48
Payment surcharges	NZD 0.00
Customer payments - Payment surcharges	NZD 343.48

Component	Price	Net	Allocation	Balance
 Moana Sands Lagoon Resort ...	1,053.00	1,053.00	<input type="text" value="0.00"/>	1,053.00
 Pacific Resort Aitutaki	4,087.20	4,087.20	<input type="text" value="0.00"/>	4,087.20
 Crown Beach Resort & Spa	343.48	343.48	<input type="text" value="343.48"/>	0.00
Total	5,483.68	5,483.68	343.48	5,140.20

Strategic Subsequent Payments




- A follow-up payment of \$1500 is automatically divided by Helio. With the Moana Sands Lagoon Resort nearing its liability period, payment is allocated there first, with remaining funds directed to Pacific Resort Aitutaki.

Image below: Automates the split of payment between Moana Sands Lagoon Resort and Pacific Resort Aitutaki. The image indicates the status of payments against each component. The balance due reflects the residual amount after the payment allocations. It provides an immediate understanding of how much more is required to satisfy total liabilities for all components within the booking.

Payment Allocation

X

Total price of booking	NZD 5,483.68
Customer payments	NZD 1,843.48
Payment surcharges	NZD 0.00
Customer payments - Payment surcharges	NZD 1,843.48

Component	Price	Net	Allocation	Balance
 Moana Sands Lagoon Resort ...	1,053.00	1,053.00	<input type="text" value="1053.00"/>	0.00
 Pacific Resort Aitutaki	4,087.20	4,087.20	<input type="text" value="447.00"/>	3,640.20
 Crown Beach Resort & Spa	343.48	343.48	<input type="text" value="343.48"/>	0.00
Total	5,483.68	5,483.68	1,843.48	3,640.20

Final Payment Completion:

- Helio ensures all components are covered in the final payment stage, fully meeting liabilities.

Payment Allocation



Total price of booking

NZD 5,483.68

Customer payments




NZD 5,483.68

Payment surcharges

NZD 0.00

Customer payments - Payment surcharges

NZD 5,483.68

Component	Price	Net	Allocation	Balance
 Moana Sands Lagoon Resort ...	1,053.00	1,053.00	<input type="text" value="1053.00"/>	0.00
 Pacific Resort Aitutaki	4,087.20	4,087.20	<input type="text" value="4087.20"/>	0.00
 Crown Beach Resort & Spa	343.48	343.48	<input type="text" value="343.48"/>	0.00
Total	5,483.68	5,483.68	5,483.68	0.00

Flexibility in Payment Allocation

You have the flexibility to make partial payments and assign those funds to different booking components, as long as the components aren't yet within their minimum liability period. This approach lets agents strategically manage funds and prioritise components based on their booking strategies. If you need assistance with optimising your payment allocations or have any other queries, please get in touch with Infinity Support. Our team is here to help ensure your payment processes run smoothly and effectively.

If you have any questions about the automated payment process with Helio, please reach out to our expert team, and they will be able to help.

