For concierges and activity desks

One itinerary for the guest’s day

Build the plan with your guest, give them a way to book and keep the details together if their day changes.

01 A shared plan guests return to

Put confirmed bookings, suggested activities, meeting points and guest notes in one private, shareable plan. A recommendation stays planned until booked.

02 Two ways to finish a sale

Help a guest choose and hold an approved departure at the desk, then share a payment link where supported. For an eligible handoff, the guest can finish on their phone.

03 Agreed terms and visible sales credit

Operators offer selling access, and desk managers accept the terms. Eligible sales can credit the desk and the agent. Reconcile what’s owed using commission statements.

The morning walk is booked



The paddle is planned



Musa itinerary with representative data

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When the guest’s plans change

04 Rescue a canceled outing across shifts

If an operator cancels, check who handles the original refund. Look for a new departure that fits the guest’s party and schedule. Assign an open confirmation to a teammate and record the answer for the next shift.

05 Ask Assist about this guest’s plan

With Musa Assist enabled, ask about the selected itinerary or prepare a guest note from the details your role can access. Review the answer and any note before sharing.

Say the operator cancels the 9 AM paddle

Keep the booked morning walk. Compare alternatives for two guests and check the original refund terms separately. Use Musa Assist to draft a note once you have confirmed the new details.

Request desk access

Bring one guest request and a few operator relationships. Choose “Ask us for a desk account” on the activity-desk page.

bookmusa.com/activity-desks