

## News Flash

## Guidelines for Handling Hotel Bookings on Amadeus

In our continuous endeavor to provide you with the best services at all times, we present the guidelines to handle hotel bookings more efficiently on Amadeus.

### Name Field:

- Do not book more than one room under the same name for the same property/arrival date as the chain may merge them as dupe into one request. Refer to **GGHTLXX**, where XX is the Hotel Chain code, for accurate details on the Name Policy.
- Do not perform name changes in the PNR as some hotel chains do not allow or cannot handle a change of name.
- If necessary, always check with the chain beforehand to gain authorization and check again to ensure they have processed the change. If name changes are not allowed it may be necessary to cancel the reservation and make a new booking in the new name.

### Segments:

- Do not cancel and rebook a hotel segment if the confirmation number is pending. Contact your Amadeus helpdesk to chase the confirmation response.
- Supplementary information **(SI)** to be added at the time of PNR Creation as it may not reflect at the hotel's end if added after End of Transaction **(EOT)**.
- Do not ignore a reservation or change before End of Transaction, as it is still a valid transaction in the hotel system. Even though the Amadeus PNR may not get created, the Room at the Hotel's end still gets blocked and the confirmation number and the Credit card guarantee (if applicable) is still sent to the Property.
- Always EOT first and then cancel or modify if necessary.
- In case there is a need to modify an existing Hotel Segment, please check HEHTLXX, under Critical Options. The fields mentioned here are the ones which are sensitive for the Chain and

## News Flash

should not be modified. Rest, may be informed property by using the 2/SI-FREE FLOW entry 2 is the element on which the Hotel is booked and SI-Free flow is the change that is required to be done on an existing Hotel PNR.

- In case the Check-in is within 24 hours, we recommend you to also check with the property directly. This is so since the Confirmation Number in the PNR comes from the Hotel server that may be located in another city/country. The server sends a message to the property using its own mode of communication, hence, in case of different time zones and check-in within 24 hours, there may be possibility that the reservation does not reach the Front Office of the Hotel by the time the passenger is due to Check-in. Hence, advise agent to call the property and ensure that reservation has reached them.
- Currently there is no option to search/sell Hotel Segments with Non-Guarantee Option. However, we have observed that some of IBIS Hotels have rooms/rates that do not require Guarantee while selling. Hence, advise the agents accordingly.

### **Cancellations:**

- Before canceling a segment always check the cancellation policy of the property. The most accurate cancellation policy is returned by doing **RTSVCHx**, where x is the Hotel Segment Number in the PNR and the Hotel Policy entry **HPSx**, where x is the hotel segment in the PNR.
- After cancellation, the cancellation number should be returned to your PNR in remarks **(RM)** or PNR history **(RHH)**, if no cancellation is returned, contact your Amadeus help desk.
- In case the cancellation date is already within the cancellation policy of the Hotel, Amadeus will prompt the User informing the same. And, if cancellation command (XE) is repeated, Amadeus cancels the Hotel Segment, however, no cancellation number is returned. In such cases, and penalty may apply.

### **Guarantee / Deposit:**

- Before selling the room, do refer to Guarantee Policy by checking the Pricing terms and Conditions, using **HP** entry on the Single Property Display.

## News Flash

- Check the property's guarantee policy against arrival time of your passenger to ensure the room is not released back for sale before they arrive, which may also result in a no-show fee.
- Once the PNR is created, the guarantee policy etc. can be viewed by doing **RTSVCH3**, where 3 is the hotel segment number in the PNR.
- When giving guarantee at the time of Hotel Sell (**HS Entry**), ensure that the card number given is a Credit Card and not a Debit Card. Even though the system may not generate any warning, there can be a problem in the Card Company releasing the amount to the Hotel as the Card issuing Bank may not be able to locate the Debit Card number/approval code in its records.
- Certain Hotels may ask for Deposit for some of the room rates. Before selling the rate with Deposit, see **HPx** (where "x" is the line number of the room rate" to see the hotel policy.
- In case of Guarantee, hotel debits the guest at the time of check-in or check-out.
- Like Guarantee, Deposit is also mentioned with the Credit Card number. In case of Deposit, hotel may charge one-night or complete stay charge at the time of segment sell itself as per the hotel's policy.
- In case the cancellation date is already within the cancellation policy of the Hotel, Amadeus will prompt the User informing the same. In case the cancellation command (XE) is repeated, Amadeus cancels the Hotel Segment, however, no CX number is returned. In such cases, the penalties may apply. See, Hotel Features as well as Policies for the specific Rate.

### Group Bookings:

- Some chains consider multiple bookings for the same property/dates as a group booking and will limit the number of confirmations they will send back.
- Check the group booking policy of a chain in **GGHTLxx** before making multiple bookings for the same property/date.

**For more information, refer to HE HOTELS, or contact your Amadeus Helpdesk**