Hotel Cancellation Guidelines

We wish to present the Guidelines for Hotel Cancellation to manage smooth flow of transactions for your valued clients.

To cancel a hotel segment, please perform **XEn** entry, where **"n"** is the line number of the hotel segment in PNR.

The System response depends on the cancellation type, that can be:

- Interactive
- Non-interactive

Interactive cancellation

Scenario 1

Interactive Cancellation outside Cancellation Policy

This applies for Hotel providers that offer information directly from their own database and have the opportunity to return the cancellation policy at booking time. This information is stored in the PNR and can be displayed by entering **RTSVCH**.

Upon cancellation (XEn), cancellation number is returned by the Hotel Provider (against CX) as a remark in the PNR. For example:

```
RP/MUC1A1234/MUC1A1234            BM/PR   29JAN19/1029Z     Y2I5XM
   1.SMITH/JONATHAN MR
   2 HHL RD HX1 XXX IN25MAR OUT26MAR 1ROHSPC USD99.00 DLY 800
     TEST HOTEL/BS-12345675/CF-0F18MYB/CX-X345678
     G-BS12345675 *RD/
     CXL-CANCELLATIONS MUST BE DONE BY 6P DAY OF ARRIVAL
     SEE RTSVCH
   3 RM HHL HX1 XXX 25MAR 800/CF-0F18MYB/CX-X345678
```

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Scenario 2

Interactive Cancellation, within Cancellation Policy

This is a seamless situation like scenario 1, except that the cancellation may incur penalties because it is within the cancellation policy period.

In this case the Hotel Provider returns the cancellation number as in scenario 1, but also returns warning message "ATTENTION – CANCELLATION POLICY APPLIES".

```
RP/MUC1A1234/MUC1A1234              BM/PR  29JAN19/1029Z   Y2I5XM
   1.SMITH/JONATHAN MR
   2 HHL RD HX1 XXX IN25MAR OUT26MAR 1ROHSPC USD99.00 DLY 800
     TEST HOTEL/BS-12345675/CF-0F18MYB/CX-X345678/G-BS12345675
     *RD/
     ATTENTION - CANCELLATION POLICY APPLIES
     CXL-CANCELLATIONS MUST BE DONE BY 6P DAY OF ARRIVAL
     SEE RTSVCH
   3 RM HHL RD HX1 XXX 25MAR 800/CF-0F18MYB/CX-X345678
     ATTENTION - CANCELLATION POLICY APPLIES
```

Non-Interactive cancellation

Scenario 1

Seamless connection is not supported by the Hotel Chain

In this case, cancellation number will be sent at the end of transaction (ER/ET). When hotel segment is cancelled by XE2, system returns the message "ITINERARY CANCELLED" and the hotel segment is removed from face of the PNR.

Cancellation number is appended in an RM element after end of transaction (ER or ET).

```
RP/NCE1A1234/NCE1A1234              /C/NX  23JAN19/1050Z   YFKCJZ
   1.JAMES/DAVID MR
   2 AP NC
   3 TK OK23JAN/NCE1A1234
   4 RM HHLRDHX1LONIN10MAR309/CX-D1527628
```

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Scenario 2

The seamless connection is supported but temporarily inactive

In this case, cancellation policy will be displayed in the PNR but the cancellation number (/CX-) will remain blank and a warning message is included in the hotel segment.

```
RP/MUC1A1234/MUC1A1234              BM/PR   29JAN19/1029Z    Y2I5XM
   1.SMITH/JONATHAN MR
   2 HHL RD HX1 XXX IN25MAR OUT26MAR 1ROHSPC USD99.00 DLY 800
     TEST HOTEL/BS-12345675/CF-0F18MYB/CX-............
     G-BS12345675 *RD/
     C/A NOT AVAILABLE - CX NUMBER RETURNED AFTER ET
     CXL-CANCELLATIONS MUST BE DONE BY 6P DAY OF ARRIVAL
     SEE RTSVCH
   3 RM HHL RD HX1 XXX 25MAR 800/CF-0F18MYB/CX-............
```

Scenario 3

Multiple PNR Element or complete Itinerary Cancellation (using XI or TKXL)

When attempting to cancel Hotel segments along with with other elements into a PNR, cancellation may not reach the Hotel and a warning message "HOTEL CANCELLATION POLICY MAY APPLY – USE IR AND CHECK RTSVCH".

To cancel the hotel segment, please re-retrieve PNR and perform XEn, where "n" is the line number of hotel segment to be cancelled.

Note: If the hotel **CX**-number is not returned into the PNR or the PNR history, please contact the Hotel to confirm cancellation.

The contact details can be found from the provider's info page **GGHTLxx**, where xx is the provider's two-letter chain code.

**For more information, please refer HEHTL, GP CHA,
or contact your Amadeus Helpdesk.**