News Flash

Guidelines for Handling Hotel Bookings on Amadeus

As a continuous endeavor to provide you with best services at all times, we present few guidelines to handle hotel bookings on Amadeus more efficiently.

Booking:

➢ Do not cancel and Rebook a hotel segment if a confirmation number is pending. Contact your local 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 should not be modified.

➢ 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, advice agent to call the property and ensure that reservation has reached them.

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 make sure a cancellation number is returned to your PNR in remarks **(RM)** or PNR history **(RHH)**, if no cancellation is returned please contact your local 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. In case the cancellation command (XE) is repeated, Amadeus cancels the Hotel Segment, however, no cancellation number is returned. In such cases, penalties may apply.

Guarantee / Deposit

> ➤ Before selling the room, please refer to the Guarantee Policy by checking the Pricing terms and Conditions, using the HP entry on the Single Property Display.

> ➤ When giving the guarantee at the time of Hotel Sell (**HS Entry**), please 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.

> ➤ 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.

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