

## Guidelines for Handling Hotel Bookings on Amadeus

We wish to present guidelines for efficient handling of Hotel bookings on Amadeus.

### Booking:

- Please do not cancel and rebook a hotel segment if the confirmation number is pending. Contact your Amadeus helpdesk to follow-up for the confirmation response.
- Supplementary information **(SI)** to be added at the time of Hotel Segment Sell (HS), as it may not reflect at hotel's end if added after the segment is sold.
- Hotel segment is considered as booked even before End of Transaction (EOT), and is also considered a valid transaction in the hotel system. Accordingly, the Credit Card Guarantee added at the time of segment sell will also be valid along with the applicable penalty, even without EOT.

Therefore, please do not ignore **(IG)** the segment once already sold with HS entry, prior to EOT.

- 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 on Amadeus and have to be taken up directly with the hotel.
- In case the Check-in is within 24 hours, we recommend 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 instantaneously. Hence, please call the property to ensure that reservation has reached them.

### Modifications:

- As stated above, changes to the specific information like Check-in Date (DT)/Check-out Date (DD), to be verified under the "Critical Options" in HEHTLxx page.

Amadeus Helpdesk	Live Chat Function in Amadeus selling Platform	Mail to Helpdesk	Know more about Amadeus	Amadeus Learning Universe
24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200	Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform	<a href="mailto:help@amadeus.in">help@amadeus.in</a>	<a href="http://www.amadeus.in">www.amadeus.in</a>	Learn Amadeus using Self-paced learning solution - Amadeus Learning Universe <a href="https://servicehub.amadeus.com/group/lms-central-learning">https://servicehub.amadeus.com/group/lms-central-learning</a>

Even if DD/DT are not mentioned under Critical Options, it is recommended to verify with the Hotel after changes are made on Amadeus.

- We recommend that the changes to check-out date to be made directly with the hotel in-case the guest has already checked-in.
- Depending upon their policy, Hotel may charge for the complete stay that was booked originally.

### Cancellations:

- Before canceling a hotel segment on Amadeus, please ensure to 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, please verify that the cancellation number is returned into your Amadeus PNR against reference code **CX** in PNR History or in Remark (**RM**) element on the face of PNR.  
If no cancellation number is returned, please 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.  
To confirm the cancelation, command (XE) is repeated, and Amadeus cancels the Hotel Segment,

Please note, no cancellation number is returned when the segment is cancelled within the cancellation policy period. In such cases, penalties may apply.

### Guarantee / Deposit

- Before selling hotel segment, please refer to the Guarantee Policy by checking Pricing terms and Conditions by using the **HP** entry on Single Property Display.
- When giving 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.

Amadeus  
Helpdesk

24 X 7 Access to  
Amadeus Helpdesk at  
Nationwide Toll free  
1800-111-200

Live Chat Function in  
Amadeus selling Platform

Connect to Amadeus  
Helpdesk through  
Live Chat Function in  
Amadeus Selling  
Platform

Mail to  
Helpdesk

[help@amadeus.in](mailto:help@amadeus.in)

Know more  
about Amadeus

[www.amadeus.in](http://www.amadeus.in)

Amadeus Learning  
Universe

Learn Amadeus using  
Self-paced learning  
solution  
- Amadeus Learning Universe  
<https://servicehub.amadeus.com/group/lms-central-learning>

## News Flash

Even though system may not generate any warning, there may be an issue in releasing amount to Hotel by the Card Company or the Issuing Bank.

- Certain Hotels may ask for Deposit for some of the room rates. Before selling the segment with Deposit, please see the associated hotel policy **HPx** (where, "x" is the line number of the room rate).
- Like Guarantee, Deposit is also mentioned with the Credit Card number. In case of Deposit, as per their policy, hotel may charge one-night or complete stay charge at the time of segment sell itself.

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

Amadeus  
Helpdesk

24 X 7 Access to  
Amadeus Helpdesk at  
Nationwide Toll free  
1800-111-200

Live Chat Function in  
Amadeus selling Platform

Connect to Amadeus  
Helpdesk through  
Live Chat Function in  
Amadeus Selling  
Platform

Mail to  
Helpdesk

[help@amadeus.in](mailto:help@amadeus.in)

Know more  
about Amadeus

[www.amadeus.in](http://www.amadeus.in)

Amadeus Learning  
Universe

Learn Amadeus using  
Self-paced learning  
solution  
- Amadeus Learning Universe  
<https://servicehub.amadeus.com/group/lms-central-learning>