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.

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.

- ✓ **Do not create hotel reservation for visa purpose**. Many embassy/consulates do verify with the hotel & if the reservation stands cancelled, it may risk rejection of visa to your client

Segments:

- ✓ Do not **cancel and Rebook** a hotel segment if a **confirmation number** is pending. Contact your local Amadeus help desk 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.

Amadeus Helpdesk	Live Chat Function in Amadeus Selling Platform	Mail to Helpdesk	Know more about Amadeus	Amadeus Learning City
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	help@amadeus.in	www.amadeus.in	Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com

- ✓ 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 suggest 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.

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, **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:

- ✓ 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.

- ✓ Check the property's guarantee policy against the 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.

For more information please refer to HE HOTELS, or contact your nearest Amadeus Help Desk.

Amadeus Helpdesk	Live Chat Function in Amadeus Selling Platform	Mail to Helpdesk	Know more about Amadeus	Amadeus Learning City
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	help@amadeus.in	www.amadeus.in	Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com