## amadeus

# Hotel Reservation in Graphic Mode





### Hotel Reservation in Graphic Mode

Amadeus Hotels is a graphic module that enables you to search for and book hotels from a large variety of hotel providers.

#### Workflow: Booking a Hotel

The graphical user interface guides you through the complete booking flow.

Each step in the flow is presented on a separate page. A highlighted arrow at the top of the screen shows which step you are at in the booking process.

Search	Hotels	Booking	Confirmation
		~	

Table: Hotel Booking Flow

Ste	p	Description
1.	Search for a hotel.	Use the <b>Search</b> page to specify the search criteria, including location and dates of stay.
2.	Select and book a hotel room.	The <b>Hotels</b> page displays a list of hotels that match the search criteria and have rooms available for the dates that you requested.
		room.
3.	Enter the traveller and payment details.	When you have selected a hotel room, the <b>Booking</b> page is displayed automatically, allowing you to enter the traveller and payment details.
4.	Confirm the booking.	After you have completed the booking and it has been confirmed by the hotel, the <b>Confirmation</b> page is displayed.
		The <b>Confirmation</b> page shows all the details of the hotel booking, including traveller information, hotel reservation number, hotel details, rate information, and hotel preferences.
		From this page, you can print or email the booking details or book another hotel for the same traveller (in the same Booking File).
		To confirm the hotel booking, you should complete the Booking File by entering all the required Booking File elements (for example, Contact, Received From) and then save the Booking File.

### Step 1: Search for a hotel.

1.1 Go to the menu File > New Booking File > Hotel

6	File	Go To	Settings	Scripts	Help	Service Hub			
U		New Book	ing File			•		Create new Booking File starting with	<b>Profile</b>
Detrieur		New Profil	le			•	$\mathbf{L}$	Air	
Retrieve		New Com	mand Page			$\Box$	Â	Hotel	
📑 Book	×	Close					Å	Passenger Name	
New		Close All						Retrieve Traveller Profile	

**1.2** In the **New Booking** tab of the **Search** page, enter the destination, select the dates, select the number of guests. > Click on **Search**.

New booking						🖘 Switc	h to customer mode
E Aggregators	Search		Hotels		Booking		Confirmation
Aggregators	Search  Your Hotel Search C  No last search  Destination  SIN  Check in  Fri, 26Jul19  Adults  Room 1: 1	pptions	Hotels Check out Sun, 28Jul19 Children 0 ▼	Age o	Booking	V Ib of nights 2	Confirmation
	+ Add room Aggregators only Advanced search criteria Hotel preferences Categories: Hotel name: Facilities: Sources:	☐ ★ & ★ ↑       Jacuzzi >       Please sele	★	★ ♥ wimming Poc otel chains o	★★★★ M X Please s r aggregators.		★ •e facilities. 📋
	Hotel rates Meal plan: Negotiated Rates: Published Rates: Geographical prefere Maximum radius:	Breakfast	▼ km ▼	N	fin-Max price:	-	ТНВ 📋
							Resel Search

The Hotels page displays the results of your search.

ew booking	Bookin	g list					Switch	to customer mo
Aggregators		S	earch >	Hotels	<u> </u>	Booking		Confirmation
Saved hot Selected ho	els 😻	Singapore (	SIN)		ri, 26Jul19	Sun, 28Jul	19	Search
Filters	*	Results found	d for: Singapore (SI	N), Singapore, 26 J	ul - 28 Jul, 1 ro	om(s)		
Cancellation	policy	243 hotels fou	ind.					Search comple
<ul> <li>Exclude non re</li> <li>Hotel Categor</li> <li>* &amp; * *</li> <li>* * * (&gt; 545</li> </ul>	ofundable y THB)		-		how hotels on	map	為	
<pre>     ***** (&gt; 1     *****</pre>	286 THB)					ł	Sort hotels by:	Distance 🗘 Pric
<ul> <li>Distance</li> <li>27.0 km</li> <li>Location</li> </ul>	•	-	Somerset Ben	coolen Singapore SINGAPORE entre	<b>≈ *</b> 3 more Multiple	P 🖀 🦞		From <b>214 SGD</b> (4935 THB) per night
City  Hotel Chain Select or enter ho	otel chail 📜		V Hotel Benco	olen ) SINGAPORE entre		P		From <b>168 SGD</b> (3874 THB) per night
<ul> <li>Hotel Name</li> <li>Type hotel name</li> <li>Facilities</li> </ul>	here		Hotel Mi *****	SINGAPORE	Image: more and multiple	P 💒		From <b>173 SGD</b> (3989 THB) per night
More facilities Budget NEGO		No. of the second se	Hotel G Singar First Class 9 9 0.2 km from city ce	DOFE INGAPORE entre	S more Multiple	P P sources		From <b>132 SGD</b> (3053 THB) per night
271376.9 THB p	ernight ▼	sulta.	30 Bencoolen *****	SINGAPORE entre	5 more Multiple	sources		From <b>210 SGD</b> (4845 THB) per night

### Step 2: Select and book a hotel room.

**2.1** On the Hotels page, click on the button that displays the room rate.

	Fairmont Singapore Luxury SINGAPORE 0.6 km from city centre +Add to comparison		중 ✿ ₽ ▲ 말 8 more Multiple sources		From <b>447</b> . (10238.9 per ni	26 SGD 1 THB) ☆ ght
Showing 5 out o	f 8 rates					
	Room	Meal plan	Estimated earnings <sup>(1)</sup>	Rate	Estimated F	Price
Best Available I Free cance DELUXE KING, 4 PRIVATE BALCO Fairmont Hotels	Rate Ilation until 24 Jul, 2019 15SQM/484SQF, FREE WIFI INY, CITY OR POOL VIEW S	-	1562.48 THB (10.00%)	RAC	682.66 SGD (15624.75 THB) Taxes incl.	Book Guarantee
Best Available I Free cance DELUXE TWIN, 4 PRIVATE BALCO Fairmont Hotels	Rate Ilation until 24 Jul, 2019 45SQM/484SQF, FREE WIFI NY, CITY OR POOL VIEW 5	-	1562.48 THB (10.00%)	RAC	682.66 SGD (15624.75 THB) Taxes incl.	Book Guarantee
Best Available I Free cance FAIRMONT PREI WIFI LUXE PERANAK BALCONY Fairmont Hotels	Rate Ilation until 24 Jul, 2019 MIER KING, 45SQM, FREE AN-INSPIRED DECOR, S		1589.44 THB (10.00%)	RAC	694.44 SGD (15894.37 THB) Taxes incl.	Book Guarantee

2.2 Click on the room name to open the **Conditions** pop-up window.

hotel conditions				
Fairmont Singapore Fairmont Hotels 80 BRAS BASAH ROAD SINGAPORE, Singapore				Book
Rate summary				
Rate information Price for stay from Fri 26 Jul 2019 to Sun 28 Ju	ul 2019:			
Base price 580.00 SGE Taxes and Charges + 102.66 SGE	0 (13275.07 THE 0 (2349.69 THE	3) 3)		
Total price 682.66 SGE	0 (15624.75 THE	3)		
Taxes, fees and surcharges <ul> <li>Not included in base price:</li> <li>Service charge</li> <li>Federal tax</li> </ul>	58.00 SGD 44.66 SGD	(1327.51 THB) (1022.18 THB)	per room per stay per room per stay	
		DOENT.	,,,,	
Room occupancy • Adult: 1		KOLINI		
Rate inclusions/ extras • Not Included: Extra adult charge for 80.00	) SGD (1831.04 TH	IB) taxes excluded	per night	
Cancellation policy <ul> <li>No cancellation charge applies if the book</li> </ul>	king is cancelled be	efore Wednesday, J	uly 24, 2019 15:00 local	hotel time
Booking conditions Accepted booking methods: • Guarantee • Denosit				
Guarantee policy GUAR IS MANDATORY,AX,CA,DC,JC,VI				

**2.3** Hover the mouse over the policy link under the **Book** button, for example, **Deposit**, **Prepaid**, or **Guarantee**.

Fairmont Singapore Luxury ♀ SINGAPORE 0.6 km from city centre Showing 5 out of 8 rates		☆ ☆ ℙ ▲ ♥ 8 more Multiple sources		From <b>447.2</b> (10236.91 per nig	6 SGD THB) ✿	mouse over
Room	Meal plan	Estimated earnings <sup>(1)</sup>	Rate	Estimated Pi	rice	~
Best Available Rate Free cancellation until 24 Jul, 2019 DELUXE KING, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels +Add to comparison Best Available Rate	-	1562.48 THB (10.00%)	RAC	682.66 SGD (15624.75 THB) Taxes incl.	Book Guarantee	
◆ Free cancellation until 24 Jul, 2019 DELUXE TWIN, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels	-	If a Credit Card is used credit card number need reserve the room. The c. advance. Only if the gue hotel, the hotel may cha	as Guar Is to be p ard will n st does r irge the c	antee, a valid provided to ot be charged in not show up at the credit card for at	Book Guarantee	
Best Available Rate Free cancellation until 24 Jul, 2019 FAIRMONT PREMIER KING, 45SQM, FREE WIFI LUXE PERANAKAN-INSPIRED DECOR, BALCONY Fairmont Hotels	-	least the first night. You should check the more information (10.00%)	hotel co	Taves isc	Book Guarantee	

**2.4** Click on **Book** next to the room and rate that you want to book.

Fairmont Singapore Luxury ♀ SINGAPORE 0.8 km from city centre	🗢 🛠 Р ( 8 more Multiple soun	nes	From (10	1 <b>447.26 SGD</b> 1238.91 THB) <b>↑</b> per night
Room	Meal plan	Rate	Estimated	Price
Best Available Rate	incer pierr	112112	22000000	
◆ Free cancellation until 24 Jul, 2019 DELUXE KING, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels		RAC	682.66 SGD (15624.75 THB) Taxes incl.	Book Guarantee
Best Available Rate Free cancellation until 24 Jul, 2019 DELUXE TWIN, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels	-	RAC	682.66 SGD (15624.75 THB) Taxes incl.	Book Guarantee
Best Available Rate Free cancellation until 24 Jul, 2019 FAIRMONT PREMIER KING, 45SQM, FREE WIFI LUXE PERANAKAN-INSPIRED DECOR, BALCONY Fairmont Hotels	-	RAC	694.44 SGD (15894.37 THB) Taxes incl.	Book Guarantee
Best Available Rate Free cancellation until 24 Jul, 2019 FAIRMONT PREMIER DBL/DBL, 45SQM, FREE WIFI LUXE PERANAKAN-INSPIRED DECOR, BALCONY Fairmont Hotels	-	RAC	694.44 SGD (15894.37 THB) Taxes incl.	Book Guarantee
Best Available Rate Free cancellation until 24 Jul, 2019 FAIRMONT GOLD KING, NS, EXEC LOUNGE COMP BFASTICANAPES/WIFI, 45SQM/484SQF Fairmont Hotels	-	RAC	894.52 SGD (20473.81 THB) Taxes incl.	Book Gitarantee
				View all 8 rates

### Step 3: Enter the traveler and payment details.

3.1 In the Traveller Information section of the Booking page, Enter Traveller Details

Booking summa	ry	S	earch	Hotels	Booking	c	onfirmation
Fairmont Singap	ore	< Back To Ho	tels				
L <b>uxury</b> 30 Bras Basah Road 189560 Singapore, S	d Singapore	👫 Travel	ler Informati	on			
) nighta		Room 1					
Check-in Fri.	26Jul19		Title:	First name:	Last name:		
Check-out Sur	n, 28Jul19	Main gue	st Mr 🔻	PHONMAT	THAYADA		
1 room(s) (1 ad	lult(s))		PTC	E-Mail:	Phone number:		
R1 🛔	D1K		ADT 📋	THAYADA@THAIAMADEUS.	Thailar ▼ +66	804402043	
-		H Traveller	preferences				
otal price	682.66 \$GD	<del>G</del> Paymo	ent informati	on			
otal price	682.66 SGD (15624.75 THB) Guarantee	Method of	ent informati payment	on	A		
fotal price	682.66 SGD (15624.75 THB) Guarantee	Method of Credit Car	ent informati payment d	on T	A valid credit card provided to reserv	I number needs to be ve the room. The card	will
otal price	682.66 SGD (15624.75 THB) Guarantee	Method of Credit Carr Card type:	ent informati payment d	on ard number:	A valid credit card provided to resen not be charged in quest does not si	l number needs to be re the room. The card advance. Only if the ow up at the hotel th	' will
otal price	682.66 SGD (15624.75 THB) Guarantee	Method of Credit Carr Card type: VI	ent information payment d T 4	on ard number: 444333322221111	A valid credit card provided to resen not be charged in guest does not sh hotel may charge	I number needs to be re the room. The card advance. Only if the ow up at the hotel, th the credit card for at i	will e least
Total price	682.66 SGD (15624.75 THB) Guarantee	Method of Credit Carr Card type: VI Expiration c 07 ¥ 2	ent information payment d T late: 022 T	▼ ard number: 444333322221111	A valid credit carc provided to resen not be charged in guest does not sh hotel may charge the first night	i number needs to be re the room. The card advance. Only if the ow up at the hotel, th the credit card for at i	will e least
Total price	682.66 SGD (15524.75 THB) <i>Guarantee</i>	Card type: VI Expiration c 07 ▼ 2 Name of ca	ent informati payment d v late: 022 v rdholder:	on v ard number: 444333322221111	A valid credit card provided to resen not be charged in guest does not st hotel may charge the first night	I number needs to be te the room. The card advance. Only if the ow up at the hotel, th the credit card for at I	will e least
Total price	682.66 SGD (15624.75 THB) <i>Guarantee</i>	Arr Payme Method of Credit Car Card type: VI Expiration c 07 ▼ 2 Name of ca PHONMAT	ent informati payment d v late: 022 v rdholder: THAYADA	on v ard number: 444333322221111	A valid credit carc provided to resen not be charged in guest does not st hotel may charge the first night	I number needs to be te the room. The card advance. Only if the ow up at the hotel, th the credit card for at i	will e east
fotal price	682.66 SGD (15624.75 THB) Guarantee	A Payme Method of Credit Car Card type: VI Expiration c 07 ▼ 2 Name of ca PHONMAT (name as it a	ent informati payment d v tale: 022 v rdholder: THAYADA ppears exactly or	on ard number: 444333322221111	A valid credit carc provided to reserv not be charged in guest does not st hotel may charge the first night	I number needs to be te the room. The card advance. Only if the ow up at the hotel, th the credit card for at i the credit card for at i	will e east
iotal price	682.66 SGD (15624.75 THB) Guarantee	Method of Credit Car Card type: VI Expiration c 07 ▼ 2 Name of ca PHONMAT (name as it a	ent informati payment d v v late: 022 v rdholder: THAYADA ppears exactly on	on ard number: 444333322221111 E credit card)	A valid credit caro provided to resern not be charged in guest does not si hotel may charge the first night	I number needs to be re the room. The card advance. Only if the ow up at the hotel, th the credit card for at i the credit card for at i	will e east

**3.2** In the **Payment Information** section, select the method of payment from the drop-down menu. The method of payment for hotel chains is predefined.

New booking	Booking	g list									
Booking summary		5	earch		Hotels		Bool	king		Confirmation	
Fairmont Singapor	e	< Back To Ho	tels								
Luxury 80 Bras Basah Road 189560 Singapore, Sin	gapore	👫 Trave	ller Informa	ation							
2 nights		Room 1									
Check-in Fri, 26	Jul19		Title:	First nar	me:	l	Last name:				
Check-out Sun, 2	28Jul19	Main gue	st Mr 🔹	PHONN	1AT		THAYADA				
= 1 room(s) (1 adul	t(s))		PTC	E-Mail:		F	Phone numbe	r:			
R1 🛔	D1K		ADT	THAYAI	DA@THAIAMADEU	JS.	Thailar 🔻	+66	804402043		
Pricing details		III Travelle	r preference	8							
Fotal price 6	82.66 SGD 15624.75 THB) Guarantee	Method of Credit Car Card type: VI Expiration ( 07 ▼ 2 Name of ca PHONMAT (name as it a	d d date: 0022 V irdholder: THAYADA pipears exactly	Card number: 44443333222 y on credit card)	▼ 21111		A valid cred provided to not be char guest does hotel may c the first nigh	lit card reserv ged in not sh harge nt	number needs to e the room. The c advance. Only if t ow up at the hote the credit card for	n be .ard will the I, the r at least	
									Send De	servation Deque	st

### 3.3 Click on Send reservation request

Search Hotels	Booking	Confirmation
Your trip reservation Confirmation number: 136078431	📑 Pri	int Send
<ul> <li>Please note that your booking will only be conf or Command Page. We recommend you make a</li> </ul>	irmed after a manual Save and note of the booking reservation	Confirm (ER) in the Booking File number or print this page.
Fairmont Singapore 80 Bras Basah Road 189560 Singapore Singapore	Tel: 65-6339-7777 Fax: 65-6337-1554	
Stay details	Traveller information	
1 room, 2 nights	Room 1: Mr Phonmat	: Thayada (ADT)
Check in: 26Jul19     Check out: 28Jul19	Contact Information Emergency contact: Mr. NAD	ECH KUGIMIYA - 022079101
Payment	Total price: 580.00 SGD (:	13275.07 THB)
Credit Card *************1111		
E Room 1		
Room and rate description Deluxe king, 45sqm/484sqf, free wifi private balc ,Best available rate • Other information Check-in: 15:00 .Check-out: 12:00	ony, city or pool view large worl	k desk, lcd tv, raindrop shower
Booking Requirements:     Guarantee required Accepted forms of guarantee		
Rate inclusion and extra     Total tax - 102.66		
Cancellation policies     Cxl by 07/24/19 3pm		
Preferences and special requests		
Non Smoking		
Please note that preferences will be passed on to Special services may be subject to additional cha	the hotel. They are <b>not guara</b> ı ges.	nteed and may not be available.
Hotel Notes		
<ul> <li>Additional taxes may apply.</li> </ul>		
Start a new hotel booking		Go To Booking File

Save & Confirm (ER)

### Step 4: Confirm the booking.

- 4.1 Go to the **Booking File** module. Click
- 4.2 Complete the Booking File with any remaining mandatory elements
  - Contact
  - Received From
  - Ticketing Arrangement
- **4.3** End transact the Booking File to confirm the hotel booking. Click

🗾 Booking File - THAYADA PHONMAT MR (1) - 26JUL - SIN - UAAR9Y	Owned by BKKOK219W 🗙
Booking File Flags: No flags to display	🔒 Go To 💦 👌
∧ Booking File Information	Show in Command Page
Booking File History TST History Cryptic Display View TSM History Delay Booking File Place On Queue Copy Booking File (RRN) Copy Booking File with AXR link (RRA) Copy Passenger data only (RRP) Copy Itinerary elements only (RRI)	> Show Booking File
Request Received From (RF): PAX TK TL01JUL19	
Responsible Agent TMAS Responsible Office BKKOK219W Ticketing Office: BKKOK219W	
Created on 18JUN19 04:20 by 0182TM Last saved 18JUN19 04:20 Record Locator: UAAR9Y	
<ul> <li>Passenger and Contact Details</li> </ul>	
Add/Update Split Booking File Retrieve Profile Export file from booking file Import from file Copy Agency Contact	
Passenger PTC Contact	
THAYADA PHONMAT MR     ADT     Business Phone (APB)     +66804402043     Delete       Email (APE)     THAYADA GTHAIANADEUS.COM     General Phone Number (AP)     022079101	
General contact (example: Assistant, Travel Agency)	
•	
Itinerary Details (1)	
Air Pricing Manual Booking Pricing Add Manual Booking + Modify Cancel Issue Itinerary Rebook (SB)	
Display by  O Chronological order  O Product	
1.         Hotel         FAIRMONT SINGAPORE         26JUL19         Singapore (SG)         28JUL19         2 nights         HK1         ₩ Details         290 SGD/night	
Associated to: P1. THAYADA PHONMAT MR × Edit	
∧ Sales	Save & Confirm (ER)
Booking Folder Title: UAAR9Y	Saved at 18JUN19 04:20 (GMT)

### How to Retrieve a Booking Confirmation Using a General Search

1. On the Search page, click on the Booking list tab to display Your booking search options.

The office in which you are logged into is displayed by default in the **Office ID** field. The search is based on this office.

📑 Booking	File 1				
New booking	Booking list				
👿 Your booki	ing search options				
Office ID BKK1A0980	Agent	Status All	Provider		Hotel
Deadline All	¥	Guest	PNR	Check-in	Booking date
■ Quick retrieve	3				Reset Search

- **Note:** You cannot update the **Office ID** field for a search. To search for bookings made by a different office, you must sign into that office and search from there.
- 2. Enter the search criteria and click on Search.

New booking	Booking list									t.	•
📑 Your bool	ing search optior	15									*
Office ID BKKOK219W Deadline All & Quick retriev	Agent	¥	Status All Guest	V	Provider PNR UAAR9Y		heck-in	Boo	el king date Rese	Sear	rch
Status	Conf #	PNR	Deadline 🗘	Guest	Check-in	Check-out	Hotel	Provider	Booking date	gent	\$
Confirmed	136078431	UAAR9Y	24 JUL 15:00 Local	Phonmat Thayada	26 JUL 19	28 JUL 19	FAIRMONT SING Singapore, Singapore	Fairmont Hotels	18 JUN 19 04:13 TI	РНОММА	π

To retrieve a booking using the confirmation number and provider, even if the booking was made by a different office.

All active bookings that match the search criteria are displayed, up to a maximum of 200.

**3.** To display the details of a booking and access the print and cancel follow-up actions, click on the booking in the search results list.

New b	ooking Booking li	st								£	•
Office II	D: <b>BKKOK219W</b> PNR:	UAAR9Y									*
Status	≎ Conf #	PNR	Deadline 🗘	Guest	Check-in	Check-out	Hotel	Provider	Booking date	Agent	٥
Confirm	ed 136078431	UAAR9Y	24 JUL 15:00 Local	Phonmat Thayada	26 JUL 19	28 JUL 19	FAIRMONT SING Singapore, Singapore	Fairmont Hotels	18 JUN 19 04:13	TPHONM#	AT

PNR number: UAAR9Y Confirmation number: 136078431		Print Cancel
Fairmont Singapore 80 Bras Basah Road 189560 Singapore Singapore	Tel: 65-6339-7777 Fax: 65-6337-1554	
Stay details	Traveller information	
1 room, 2 nights	Room 1: Mr Phonmat Thayada (ADT)	
Check in: 26Jul19     Check out: 28Jul19	Contact Information Emergency contact: 022079101	
Payment	Total price: 580.00 SGD	
Credit Card XXXXXXXXXXXX1111	🔀 Rate details	
E Room 1		
Room and rate description Deluxe king, 45sqm/484sqf, free wifi private balcony, city or poo	l view large work desk, lcd tv, raindrop shower ,Best available rate	
Koom and rate description Deluxe king, 45sqm/484sqf, free wifi private balcony, city or poc • Other information • Check-in: 15:00 .Check-out: 12:00	l view large work desk, lcd tv, raindrop shower ,Best available rate	
Koom and rate description Deluxe king, 45sqm/484sqf, free wifi private balcony, city or pool Other information Check-in: 15:00 ,Check-out: 12:00 Booking Requirements: Guarantee required ,Accepted forms of guarantee:	l view large work desk, lcd tv, raindrop shower ,Best available rate	
Koom and rate description Deluxe king, 45sqm/484sqf, free wifi private balcony, city or poo • Other information Check-in: 15:00 ,Check-out: 12:00 • Booking Requirements: Guarantee required ,Accepted forms of guarantee: • Rate inclusion and extra Total tax - 102.66	l view large work desk, lcd tv, raindrop shower ,Best available rate	
Koom and rate description Deluxe king, 45sqm/484sqf, free wifi private balcony, city or poo • Other information Check-in: 15:00 ,Check-out: 12:00 • Booking Requirements: Guarantee required ,Accepted forms of guarantee: • Rate inclusion and extra Total tax - 102.66 • Cancellation policies Cxl by 07/24/19 3pm	l view large work desk, lcd tv, raindrop shower ,Best available rate	
Koom and rate description Deluxe king, 45sqm/484sqf, free wifi private balcony, city or poo Other information Check-in: 15:00 ,Check-out: 12:00 Booking Requirements: Guarantee required ,Accepted forms of guarantee: Rate inclusion and extra Total tax - 102.66 Cancellation policies Cxl by 07/24/19 3pm Hotel Notes	l view large work desk, lcd tν, raindrop shower ,Best available rate	

### Modifying and Cancelling a Hotel Booking

You can still modify or cancel the booking after it has been confirmed. However, it is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.

**Note:** The cancellation policy is shown under Policy in the Conditions and Price Variation section of the Rooms and Rates section.

### How to Modify a Confirmed Hotel Booking in the Command Page

You can modify or cancel a hotel segment provided that

- the guest has not already checked in (for example, you cannot add extra nights to an existing booking after the guest has arrived)
- The segment is not a past date segment

You can modify hotel details, such as check-in or check-out dates, and room type or rates, as well as traveller information.

To change this information	Use this option
Accounting data (freeform text)	5/**-CHEQUE
Amount override	5/AO-USD90.00
Booking source	5/BS-87654321
Check-in date (check-out date not changed)	5/DT-9MAY
Check-in and check-out-date	5/DT-1MAY-15MAY
Check-in date and number of nights	5/DT-1MAY-15
Check-out date (check-in date not changed)	5/DD-15JUN
Check-out as number of nights	5/DD-9
Corporate id for corporate rate	5/CD-10111213
Customer id for hotel chain	5/ID-336677
Deposit	5/DP-CHECK
Extra person rate	5/EX-DKK150.00-2
Guarantee of payment	5/G-(NUMBER)
Example:	5/G-CCAX3714496353110004EXP1208
Infant bed, cot or cradle, with cost	5/CR-EUR7.62
Roll-away bed for adult, with cost	5/RA-USD20.00-1
Roll-away bed for child, with cost	5/RC-USD10.00-1
Room Occupancy	5/RT-2
Room Override (Not for CA+)	5/RO-W1K
Room-Type/Rate (Not for CA+)	5/RT-A1DCOR
Room Occupancy and Room-Type/Rate	5/RT-2A1DCOR
Supplementary information (freeform)	5/SI-SEA VIEW
Add extra text to supplementary info.	5/SI-*EXTRA TEXT
Special Rates (Not for CA+)	5/SR-PRO

**1.** Retrieve the Booking File.

### **2.** Go to the Command Page.

🛃 Booking File - PHONMAT THAYADA MS (1) - 20AUG - SYD - UD8IOM Owned by BKKOK219W 🗙										
∧ Booking File Information										
Booking File History TST History Cry Copy Booking File with AXR link (RRA)	ptic Display View TSM Histor Copy Passenger data only (RR	y Delay Booking Fil P) Copy Itinerary el	e Place On lements only	Queue Copy Boo (RRI)	oking File (R	RN)				Show in Command Page
Request Received From (RF):	TK TL19JU	JN19							3	Show Booking File
Responsible Agent TMAS	Responsib	le Office BKKOK219W	Tic	keting Office: BKK0	0K219W					
Created on 19JUN19 04:49 by 0182TM	Last saved	19JUN1905:01	Re	cord Locator: UD8I	MC				Ŀ.	
<ul> <li>Passenger and Contact Deta</li> </ul>	ails									
Add/Update Split Booking File Retrie	eve Profile Export file from b	ooking file Import f	rom file Cop	by Agency Contact	t				ь.	
Passenger			PTC	Contact						
1 PHONMAT THAYADA MS			ADT	Business Phon Email (APE) THAYADA@TH/	e (APB) AIAMADEUS.(	+6680440: COM	2043	Delete		
General contact (example: Assistant, Travel	Agency)									
<ul> <li>Itinerary Details (1)</li> </ul>										
Air Pricing Manual Booking Pricing	Add Manual Booking + Mo	dify Cancel Issu	ue Itinerary	Rebook (SB)						
Display by  Ochronological order  P	roduct									
1. Hotel CHECKERS RESOR	RT-TERR 20AUG19	Sydney (AU)	25AUG19			5 nights Price details	HK1	🖩 Details		
Associated to: P1. PHONMAT THAYADA M	1S × Edit									Save & Confirm (ER)
										()
RP/BKKOK219W	BKKOK219	N		TM/	AS	19JJ	JN19	/050	)1z	UD8IOM
<b>1</b> . PHONMAT/	THAYADA M	S (ADT)								
2 HHL ON H	K1 SYD IN	20AUG C	DUT2	5AUG 1	B20	BAR A	UD1	55.0	)0*	DLY CHE
CHECKERS	RESORT-TI	FRRV HI	P.T.T.S	BC-B2	OBA	R/BG-	-353	0335	34	
/CF-AMA3.	/CF-AMA316487776/G-CCVIXXXXXXXXXXX1111EXP0722 *ON+									
SEE RTSV	СН									
3 APB +6680	04402043									
4 APE THAY	ADA@THAIA	MADEUS .	COM							
5 ТК TL19Л	JN/BKKOK2	19W								

**Note:** Before you modify a confirmed hotel reservation, read the hotel's conditions to check if any penalties apply.

For example: To change the check-in date to 21AUG instead of 20AUG and change the check-out date to 27AUG instead of 25AUG, enter:

#### 2/DT-21AUG-27AUG

Explanation:	2/	Segment number of the hotel segment to modify
	DT-	Option code to determine the modification element
	21AUG-27AUG	The new check-in and check-out date

>	2,	2/DT-21AUG-27AUG				
R	P/1	/BKKOK219W/BKKOK219W TM	I/AS	19JUN19	9/0501z	UD8IOM
	1	1. PHONMAT/THAYAD <u>A MS (ADT)</u>				
	2	2 HHL ON HK1 SYD IN21AUG OUT27AUG	1B20	BAR AUD	155.00*	DLY CHE
		CHECKERS RESORT-TERRY HILLS/BC-H	32QBZ	AR/BS-353	303354	
		/CF-AMA316487776/G-CCVIXXXXXXXX	XXX1	L111EXP0	722/IM	*ON+
		**** RECONLINE RESERVATION SYSTE	M **	***		
		ATTENTION - RATE CHANGES DURING	STAY	C C		
		THANKS FOR BOOKING RECONLINE HO	ELS	A GOOD	CHOICE	
		FOR LEISURE AND BUSINESS TRIPS.				
		FOR HOTEL COMPLETE RESERVATIONS	DET	AILS SEE	> RTSV	СН
	3	3 APB +66804402043				
	4	4 APE THAYADA@THAIAMADEUS.COM				
	5	5 TK TL19JUN/BKKOK219W				

- **3.** Complete the Booking File with any remaining mandatory elements:
  - RF Received From
- **4.** Use either the **ET** or **ER** transaction entry to save (end transact) the Booking File and confirm the booking.

		l			
>	RFPAX;ER				
R	P/BKKOK219W/	BKKOK219W	TM/AS	19JUN19/0834Z	UD8IOM
	1. PHONMAT/T	HAYADA MS (ADT)	)		
	2 HHL ON HK	1 SYD IN21AUG	OUT27AUG 1B2Q	BAR AUD155.00*	DLY CHE
	CHECKERS	RESORT-TERRY H	HILLS/BC-B2QBA	R/BS-35303354	
	/CF-AMA31	6487776/G-CCV	IXXXXXXXXXXXXXI	111EXP0722/IM	*ON+
	SEE RTSVC	H			
	3 APB +6680	4402043			
	4 APE THAYA	DA@THAIAMADEUS	S.COM		
	5 TK TL19JU	N/BKKOK219W			

### Note: You cannot modify Hotel in Graphic Mode

• Itiner	You can not modify an Air, Insurance, Hotel GDS or Auxiliary segment									
Air Pricing	Manual Booking Pricing	Add Manual Booking 🗸	Modify	Cancel	Issue Itinerary	Rebook (SB)				
Display by (	Chronological order OP	roduct								
1. Hotel	CHECKERS RESO	RT-TERRY21AUG19	Sydn	ey (AU)	27AUG19		6 i Pr	nights rice details	HK1	🗄 Details
Associated t	O: P1. PHONMAT THAYADA M	IS × Edit								

### How to Cancel a Confirmed Hotel Booking

Before you cancel a confirmed hotel reservation, read the hotel's cancellation policies to check if any penalties apply.

**Note:** The cancellation policy is shown under Conditions and Price Variation in the Rooms and Rates tab.

1. Retrieve and display the booking that you want to cancel.

New booking Booking list								
PNR number: UAAR9Y Confirmation number: 136078431	Print Cancel							
Fairmont Singapore 80 Bras Basah Road 189560 Singapore Singapore	Tel: 65-6339-7777 Fax: 65-6337-1554							
Stay details	Traveller information							
1 room, 2 nights	Room 1: Mr Phonmat Thayada (ADT)							
Check in: 26Jul19     Check out: 28Jul19	Contact Information Emergency contact: 022079101							
Payment	Total price: 580.00 SGD							
Credit Card XXXXXXXXXXXXX1111	# Rate details							
■ Room 1								
Room and rate description								
<ul> <li>Deluxe king, 45sqm/484sqt, tree with private balcony, city or pool view large work</li> <li>Other information</li> <li>Check-in: 15:00 ,Check-out: 12:00</li> </ul>	desk, icd tv, raindrop shower "Best available rate							
<ul> <li>Booking Requirements:</li> <li>Guarantee required ,Accepted forms of guarantee:</li> </ul>								
<ul> <li>Rate inclusion and extra</li> <li>Total tax - 102.66</li> </ul>								
Cancellation policies Cxl by 07/24/19 3pm								
Hotel Notes								
<ul> <li>Additional taxes may apply.</li> </ul>								
Back to booking list								

#### 2. Click on Cancel.

The cancellation policy is displayed in the **Cancel Booking** pop-up window so that you can review the policy details before completing the cancellation.

Cancel Booking			×
Cancellation policies			
<ul> <li>Cxl by 07/24/19 3pm</li> </ul>			
Are you sure you want to cancel the booking?			
	No	Yes	

**3.** To confirm the cancellation, click on **Yes**.

The **Booking** File is updated to reflect the cancellation.

New booking Booking list	
Reservation cancelled -136079937 PNR number: UAAR9Y Confirmation number: 136078431	Print
Fairmont Singapore 80 Bras Basah Road 189560 Singapore Singapore	Tel: 65-6339-7777 Fax: 65-6337-1554
Stay details	Traveller information
1 room, 2 nights	Room 1: Mr Phonmat Thayada (ADT)
Check in: 26Jul19     Check out: 28Jul19	Contact Information Emergency contact: 022079101
Payment	Total price: 580.00 SGD
Credit Card XXXXXXXXXXXX1111	Rate details
E Room 1	
Room and rate description Deluxe king, 45sqm/484sqf, free wifi private balcony, city or pool view large work	: desk, lcd tv, raindrop shower ,Best available rate
Other information     Check-in: 15:00 .Check-out: 12:00	
Booking Requirements:	
Guarantee required ,Accepted forms of guarantee:  Rate inclusion and extra Total tax - 102.66	
Cancellation policies     Cxl by 07/24/19 3pm	
Hotel Notes	
Additional taxes may apply.	
Back to booking list	

### On the Booking list tab Status showing Cancelled

New book	king Booking list									£	•
Office ID: BI	ккок219W										×
Status	≎ Conf #	PNR	Deadline 🗘	Guest	Check-in	Check-out	Hotel	Provider	Booking	Agent	¢
Cancelled	136078431 136079937	UAAR9Y	Cancelled	Phonmat Thayada	26 JUL 19	28 JUL 19	FAIRMONT SING Singapore, Singapore	Fairmont Hotels	18 JUN 19 04:13	TPHONMA	AT
Confirmed	3104781137	U7TLN6	19 AUG 23:59 Local	Nadech Kudimiya	20 AUG 19	25 AUG 19	HILTON TOKYO Tokyo, Japan	Hilton Hotels	17 JUN 19 10:02	трнолма	AT
Confirmed	5993TLH504	S43FLR	Unknown	Toyomi Yamaura	18 DEC 19	22 DEC 19	NOVOTEL SINGA Singapore, Singapore	Accor Hotels	23 MAY 19 03:02	PPETCHS	UWA
Cancelled	5993TLH500 0016	RZ7GUO	Cancelled	Keiko Yamaura	18 DEC 19	22 DEC 19	NOVOTEL SINGA Singapore, Singapore	Accor Hotels	22 MAY 19 03:10	PPETCHS	UWA

### How to Cancel a Confirmed Hotel Booking in the Booking File Module

- **1.** Before you cancel a confirmed hotel booking, read the hotel's cancellation policies to check if any penalties apply.
- 2. Retrieve the Booking File and select the hotel segment you want to cancel.

^	Itinerary Details (3)													
Air F	ricing	Manual Booking Pricing	Add Manual Booking	Modify	Cancel	Issue Itinerary	Rebook (SB)							
Disp	Display by  O Chronological order  Product													
1.	Air	TG 676	м	20AUG19	07:35	ВКК		20AUG19	15:45	NRT 1		) stop	HK2	🖩 Details
2.	Hote		KYO NARITA AIRPORT	20AUG19		Tokyo (JP)		25AUG19			1	5 nights 13000 JPY/night	HK1	🖩 Details
Ass	Associated to: P1. KUDIMIYA NADECH MR X Edit													
3.	Air	TG 641	м	25AUG19	10:50	NRT 1		25AUG19	15:20	вкк	(	0 stop	HK2	🖩 Details

- 3. Click on Cancel to open the Cancel window.
  - To cancel the selected hotel segment only, select the Cancel Segment(s) XE option.
  - To cancel the whole itinerary, select the Cancel Itinerary XI option.

Cancel segmer	nt(s)	×							
Do you want to cancel the segment(s)?									
All the segments with the same booking reference will be cancelled.									
Cancel segment(s) Do not cancel segment(s)									

**Note:** You can click directly on **Cancel All** to cancel the whole itinerary without opening the **Cancel** window.

	Hotel b	booking c	ance	ellat	ion nu	×							
			Но	tel bo	oking car								
			154	41863	847								
						ok							
nera	<u>ry Details (3)</u>												
ng	Manual Booking Pricing	Add Manual Booking +	Modify	Cancel	Issue Itinerary	Rebook (SB)							
y 💿	) Chronological order ( P	roduct											
Air	то	676	М	20AUG1	9 07:35	ВКК	20AU	G19	15:45	NRT 1	0 stop	НК2	🖷 Details
Hote			RT	20AUG1	9	Tokyo (J	IP) 25AU	IG19			5 nights 13000 JPY/night	HX1 Canceller	🖩 Detays
Air		641	м	25AUG1	9 10:50	NRT 1	25AU	G19	15:20	ВКК	0 stop	HK2	🖩 Details

∧ <u>Iti</u> Air Prici Display b

Associa