

amadeus

# Hotel Reservation in Graphic Mode

**HOTEL**



## 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

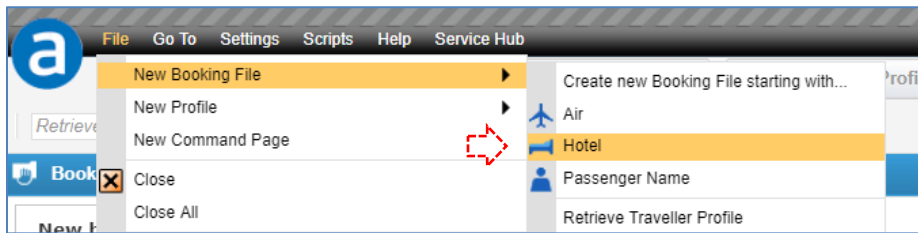
The graphical user interface guides you through the complete booking flow.

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.



Table: Hotel Booking Flow

Step	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. From this page, you can display hotel details, choose a hotel, and book a 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****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.**A screenshot of the Amadeus 'New booking' search page. The page is titled 'New booking' and has a 'Switch to customer mode' button. The 'Search' tab is active, showing 'Your Hotel Search Options'. The search criteria are: Destination: SIN; Check in: Fri, 26Jul19; Check out: Sun, 28Jul19; Nb of nights: 2; Room 1: 1 Adult, 0 Children. There are checkboxes for 'Aggregators only' and 'Advanced search criteria'. Below the search options are sections for 'Hotel preferences' (Categories, Hotel name, Facilities, Sources), 'Hotel rates' (Meal plan, Min-Max price, Negotiated Rates, Published Rates), and 'Geographical preferences' (Maximum radius: 25 km). A red dashed box highlights the 'Search' button at the bottom right.

The **Hotels** page displays the results of your search.

The screenshot displays the Amadeus Hotels search interface. At the top, there are tabs for 'New booking' and 'Booking list', with a 'Switch to customer mode' button. The search criteria are set to Singapore (SIN) for the dates Fri, 26 Jul 19 to Sun, 28 Jul 19. The results show 243 hotels found. A map is visible above the list of hotels. The list includes the following entries:

Hotel Name	Rating	Location	Facilities	Price
Somerset Bencoolen Singapore	4.5 stars	SINGAPORE, 0.2 km from city centre	Wi-Fi, Air Conditioning, Parking, Pool, Spa	From 214 SGD (4935 THB) per night
V Hotel Bencoolen	4.5 stars	SINGAPORE, 0.2 km from city centre	Wi-Fi, Air Conditioning, Parking	From 168 SGD (3874 THB) per night
Hotel Mi	4.5 stars	SINGAPORE, 0.2 km from city centre	Wi-Fi, Air Conditioning, Parking, Pool	From 173 SGD (3888 THB) per night
Hotel G Singapore	4.5 stars	SINGAPORE, 0.2 km from city centre	Wi-Fi, Air Conditioning, Parking, Pool	From 132 SGD (3053 THB) per night
30 Bencoolen	4.5 stars	SINGAPORE, 0.2 km from city centre	Air Conditioning, Parking	From 210 SGD (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

8 more...  
Multiple sources

From **447.26 SGD**  
(10236.81 THB)  
per night

Showing 5 out of 8 rates

Room	Meal plan	Estimated earnings <sup>(1)</sup>	Rate	Estimated Price
<b>Best Available Rate</b>				
<p>◆ Free cancellation until 24 Jul, 2019</p> <p>DELUXE KING, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels</p>	-	1562.48 THB (10.00%)	RAC	682.66 SGD (15624.75 THB) Taxes incl.
<b>Best Available Rate</b>				
<p>◆ Free cancellation until 24 Jul, 2019</p> <p>DELUXE TWIN, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels</p>	-	1562.48 THB (10.00%)	RAC	682.66 SGD (15624.75 THB) Taxes incl.
<b>Best Available Rate</b>				
<p>◆ Free cancellation until 24 Jul, 2019</p> <p>FAIRMONT PREMIER KING, 45SQM, FREE WIFI LUXE PERANAKAN-INSPIRED DECOR, BALCONY Fairmont Hotels</p>	-	1589.44 THB (10.00%)	RAC	694.44 SGD (15894.37 THB) Taxes incl.

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 Jul 2019:

Base price	580.00 SGD	(13275.07 THB)
Taxes and Charges	+ 102.66 SGD	(2349.69 THB)
<b>Total price</b>	<b>682.66 SGD</b>	<b>(15624.75 THB)</b>

**Taxes, fees and surcharges**

- Not included in base price:
 

Service charge	58.00 SGD	(1327.51 THB)	per room per stay
Federal tax	44.66 SGD	(1022.18 THB)	per room per stay

**Commission: 10 %**. TRAVEL AGENT COMMISSION IS 10 PERCENT

**Room occupancy**

- Adult: 1

**Rate inclusions/ extras**

- Not Included: Extra adult charge for 80.00 SGD (1831.04 THB) taxes excluded per night

**Cancellation policy**

- No cancellation charge applies if the booking is cancelled before Wednesday, July 24, 2019 15:00 local hotel time

**Booking conditions**  
Accepted booking methods:

- Guarantee
- Deposit

**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

From **447.26 SGD**  
(10236.91 THB)  
per night

Showing 5 out of 8 rates

Room	Meal plan	Estimated earnings <sup>(1)</sup>	Rate	Estimated Price
<b>Best Available Rate</b> ◆ Free cancellation until 24 Jul, 2019 DELUXE KING, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels +Add to comparison	-	1562.48 THB (10.00%)	RAC	682.66 SGD (15624.75 THB) Taxes incl.
<b>Best Available Rate</b> ◆ Free cancellation until 24 Jul, 2019 DELUXE TWIN, 45SQM/484SQF, FREE WIFI PRIVATE BALCONY, CITY OR POOL VIEW Fairmont Hotels	-			682.66 SGD (15624.75 THB) Taxes incl.
<b>Best Available Rate</b> ◆ Free cancellation until 24 Jul, 2019 FAIRMONT PREMIER KING, 45SQM, FREE WIFI LUXE PERANAKAN-INSPIRED DECOR, BALCONY Fairmont Hotels	-			894.44 SGD (15894.37 THB) Taxes incl.

**Guarantee required**  
If a Credit Card is used as Guarantee, a valid credit card number needs to be provided to reserve the room. The card will not be charged in advance. Only if the guest does not show up at the hotel, the hotel may charge the credit card for at least the first night.

**You should check the hotel conditions for more information**

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

**Fairmont Singapore**  
Luxury SINGAPORE  
0.6 km from city centre

From **447.26 SGD**  
(10236.91 THB)  
per night

Showing 5 out of 8 rates

Room	Meal plan	Rate	Estimated Price
<b>Best Available Rate</b> ◆ 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.
<b>Best Available Rate</b> ◆ 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.
<b>Best Available Rate</b> ◆ Free cancellation until 24 Jul, 2019 FAIRMONT PREMIER KING, 45SQM, FREE WIFI LUXE PERANAKAN-INSPIRED DECOR, BALCONY Fairmont Hotels	-	RAC	894.44 SGD (15894.37 THB) Taxes incl.
<b>Best Available Rate</b> ◆ Free cancellation until 24 Jul, 2019 FAIRMONT PREMIER DBL/DBL, 45SQM, FREE WIFI LUXE PERANAKAN-INSPIRED DECOR, BALCONY Fairmont Hotels	-	RAC	894.44 SGD (15894.37 THB) Taxes incl.
<b>Best Available Rate</b> ◆ Free cancellation until 24 Jul, 2019 FAIRMONT GOLD KING, NS, EXEC LOUNGE COMP BFAST/CANAPES/WIFI, 45SQM/484SQF Fairmont Hotels	-	RAC	894.52 SGD (20473.81 THB) Taxes incl.

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

**New booking** | **Booking list**

Booking summary | Search | Hotels | **Booking** | Confirmation

**Fairmont Singapore**  
Luxury  
80 Bras Basah Road  
189560 Singapore, Singapore

2 nights  
Check-in Fri, 26Jul19  
Check-out Sun, 28Jul19

1 room(s) (1 adult(s))  
R1 D1K

**Pricing details**  
Fairmont Hotels  
RAC - Standard  
Total price 682.66 SGD  
(15624.75 THB)  
Guarantee

< Back To Hotels

**Traveller Information**

Room 1

Main guest: Title: Mr, First name: PHONMAT, Last name: THAYADA  
PTC: ADT, E-Mail: THAYADA@THAIAMADEUS, Phone number: Thailar +66 804402043

**Payment information**

Method of payment: Credit Card  
Card type: VI, Card number: 4444333322221111  
Expiration date: 07 / 2022  
Name of cardholder: PHONMAT THAYADA  
(name as it appears exactly on credit card)

A valid credit card number needs to be provided to reserve the room. The card will not be charged in advance. Only if the guest does not show up at the hotel, the hotel may charge the credit card for at least the first night

**Send Reservation Request**

## 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 list**

Booking summary | Search | Hotels | **Booking** | Confirmation

**Fairmont Singapore**  
Luxury  
80 Bras Basah Road  
189560 Singapore, Singapore

2 nights  
Check-in Fri, 26Jul19  
Check-out Sun, 28Jul19

1 room(s) (1 adult(s))  
R1 D1K

**Pricing details**  
Fairmont Hotels  
RAC - Standard  
Total price 682.66 SGD  
(15624.75 THB)  
Guarantee

< Back To Hotels

**Traveller Information**

Room 1

Main guest: Title: Mr, First name: PHONMAT, Last name: THAYADA  
PTC: ADT, E-Mail: THAYADA@THAIAMADEUS, Phone number: Thailar +66 804402043

**Payment information**

Method of payment: Credit Card  
Card type: VI, Card number: 4444333322221111  
Expiration date: 07 / 2022  
Name of cardholder: PHONMAT THAYADA  
(name as it appears exactly on credit card)

A valid credit card number needs to be provided to reserve the room. The card will not be charged in advance. Only if the guest does not show up at the hotel, the hotel may charge the credit card for at least the first night

**Send Reservation Request**

## 3.3 Click on Send reservation request

Search
Hotels
Booking
Confirmation

**Your trip reservation**

Confirmation number: **136078431**

Print

Send

• Please note that your booking will only be confirmed after a manual Save and Confirm (ER) in the Booking File or Command Page. We recommend you make a note of the booking reservation number or print this page.

**Fairmont Singapore**

80 Bras Basah Road  
189560 Singapore  
Singapore

Tel: 65-6339-7777  
Fax: 65-6337-1554

**Stay details**

1 room, 2 nights

- Check in: **26Jul19**
- Check out: **28Jul19**

**Traveller information**

- Room 1: Mr Phonmat Thayada (ADT)

**Contact Information**

Emergency contact: Mr. NADECH KUGIMIYA - 022079101

---

**Payment**

Credit Card \*\*\*\*\*1111

Room 1

**Total price:** 580.00 SGD (13275.07 THB)

---

**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

---

**Preferences and special requests**

- Non Smoking

Please note that preferences will be passed on to the hotel. They are **not guaranteed** and may not be available. Special services may be subject to additional charges.

---

**Hotel Notes**


- Additional taxes may apply.

Start a new hotel booking

Go To Booking File




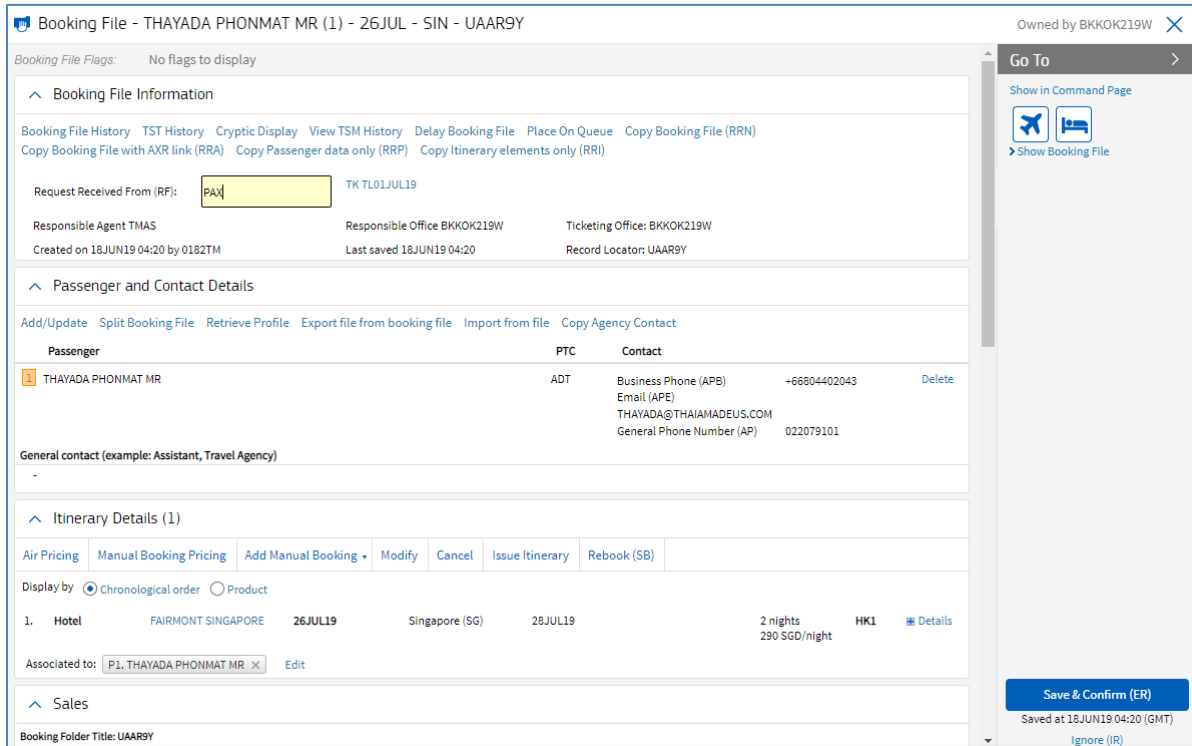
**Step 4: Confirm the booking.**

**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

**Booking File Information**

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)

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

**Passenger and Contact Details**

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 Email (APE) THAYADA@THAIAMADEUS.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  Chronological order  Product

1. Hotel	FAIRMONT SINGAPORE	26JUL19	Singapore (SG)	28JUL19	2 nights 290 SGD/night	HK1	Details
----------	--------------------	---------	----------------	---------	---------------------------	-----	---------

Associated to: P1. THAYADA PHONMAT MR Edit

**Sales**

Booking Folder Title: UAAR9Y

Save & Confirm (ER)  
 Saved at 18JUN19 04:20 (GMT)  
 Ignore (IR)

## 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.

**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**.

Status	Conf #	PNR	Deadline	Guest	Check-in	Check-out	Hotel	Provider	Booking date	Agent
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	TPHONMAT

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.

Status	Conf #	PNR	Deadline	Guest	Check-in	Check-out	Hotel	Provider	Booking date	Agent
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	TPHONMAT

New booking
Booking list

**Reservation confirmed**

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**

1 room, 2 nights

- Check in: **26Jul19**
- Check out: **28Jul19**

**Traveller information**

- Room 1: Mr Phonmat Thayada (ADT)

**Contact Information**

Emergency contact: 022079101

---

**Payment**

Credit Card XXXXXXXXXXXXXXX1111

[Room 1](#)

**Total price:** 580.00 SGD

[Rate details](#)

---

**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](#)

THAI-Amadeus Southeast Asia Training Centre

Page 10 of 16

## 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 Example:	5/G-(NUMBER) 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 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)

Request Received From (RF): [Redacted] TK TL19JUN19

Responsible Agent TMAS Responsible Office BKKOK219W Ticketing Office: BKKOK219W  
Created on 19JUN19 04:49 by 0182TM Last saved 19JUN19 05:01 Record Locator: UD8IOM

Passenger and Contact Details

Add/Update Split Booking File Retrieve Profile Export file from booking file Import from file Copy Agency Contact

Passenger	PTC	Contact
PHONMAT THAYADA MS	ADT	Business Phone (APB) +66804402043 Email (APE) THAYADA@THAIAMADEUS.COM

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  Chronological order  Product

1. Hotel	CHECKERS RESORT-TERR... 20AUG19	Sydney (AU)	25AUG19	5 nights	HK1	Details
----------	---------------------------------	-------------	---------	----------	-----	---------

Associated to: P1.PHONMAT THAYADA MS Edit

Save & Confirm (ER)

```

RP/BKKOK219W/BKKOK219W          TM/AS  19JUN19/0501Z  UD8IOM
1 .PHONMAT/THAYADA MS (ADT)
2 HHL ON HK1 SYD IN20AUG OUT25AUG 1B2QBAR AUD155.00* DLY CHE
  CHECKERS RESORT-TERRY HILLS/BC-B2QBAR/BS-35303354
  /CF-AMA316487776/G-CCVIXXXXXXXXXXXXXX1111EXP0722 *ON+
  SEE RTSVCH
3 APB +66804402043
4 APE THAYADA@THAIAMADEUS.COM
5 TK TL19JUN/BKKOK219W
    
```

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

```

> 2/DT-21AUG-27AUG
RP/BKKOK219W/BKKOK219W          TM/AS  19JUN19/0501Z  UD8IOM
1 .PHONMAT/THAYADA MS (ADT)
2 HHL ON HK1 SYD IN21AUG OUT27AUG 1B2QBAR AUD155.00* DLY CHE
CHECKERS RESORT-TERRY HILLS/BC-B2QBAR/BS-35303354
/CF-AMA316487776/G-CCVIXXXXXXXXXXXXXX1111EXP0722/IM *ON+
**** RECONLINE RESERVATION SYSTEM ****
ATTENTION - RATE CHANGES DURING STAY
THANKS FOR BOOKING RECONLINE HOTELS. A GOOD CHOICE
FOR LEISURE AND BUSINESS TRIPS.
FOR HOTEL COMPLETE RESERVATIONS DETAILS SEE > RTSVCH
3 APB +66804402043
4 APE THAYADA@THAIAMADEUS.COM
5 TK TL19JUN/BKKOK219W
    
```

3. Complete the Booking File with any remaining mandatory elements:

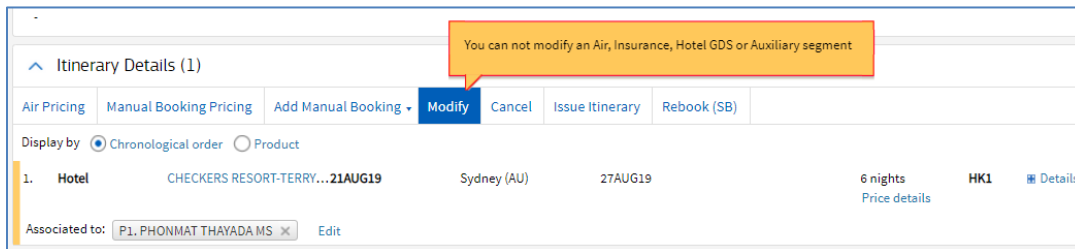
- RF - Received From

4. Use either the ET or ER transaction entry to save (end transact) the Booking File and confirm the booking.

```

> RFPAX;ER
RP/BKKOK219W/BKKOK219W          TM/AS  19JUN19/0834Z  UD8IOM
1 .PHONMAT/THAYADA MS (ADT)
2 HHL ON HK1 SYD IN21AUG OUT27AUG 1B2QBAR AUD155.00* DLY CHE
CHECKERS RESORT-TERRY HILLS/BC-B2QBAR/BS-35303354
/CF-AMA316487776/G-CCVIXXXXXXXXXXXXXX1111EXP0722/IM *ON+
SEE RTSVCH
3 APB +66804402043
4 APE THAYADA@THAIAMADEUS.COM
5 TK TL19JUN/BKKOK219W
    
```

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

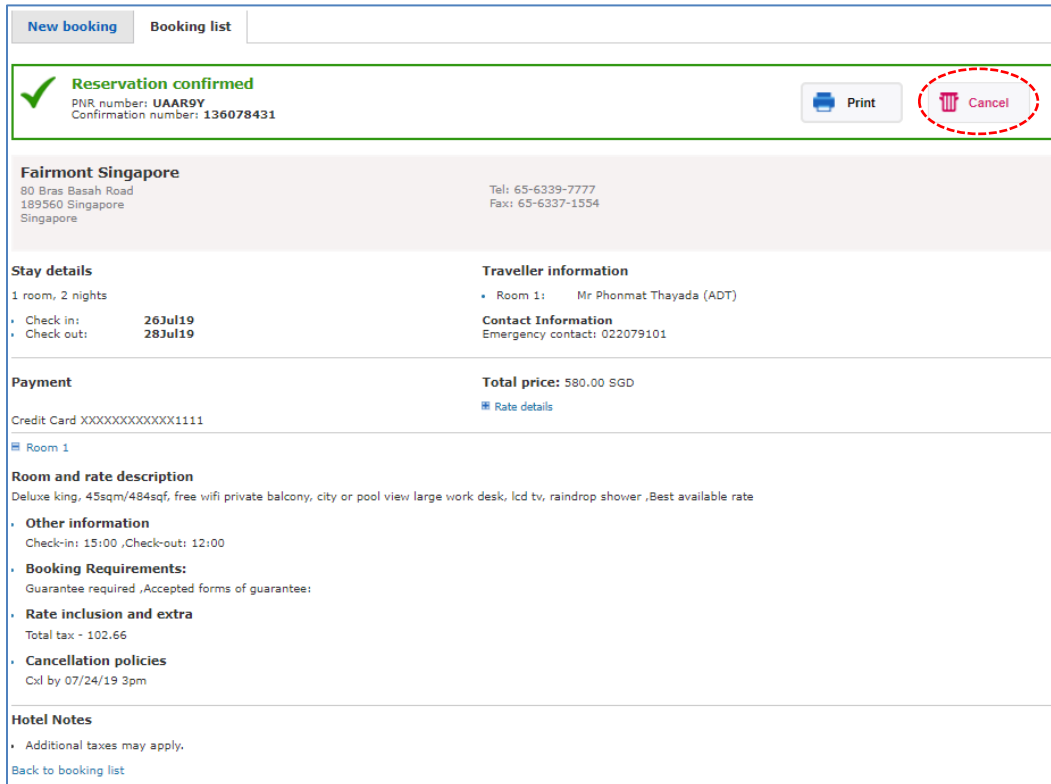


## How to Cancel a Confirmed Hotel Booking

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

**Reservation confirmed**  
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**  
1 room, 2 nights  
• Check in: 26Jul19  
• Check out: 28Jul19

**Traveller information**  
• Room 1: Mr Phonmat Thayada (ADT)

**Contact Information**  
Emergency contact: 022079101

**Payment**  
Credit Card XXXXXXXXXXXX1111  
**Total price:** 580.00 SGD  
[Rate details](#)

**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:

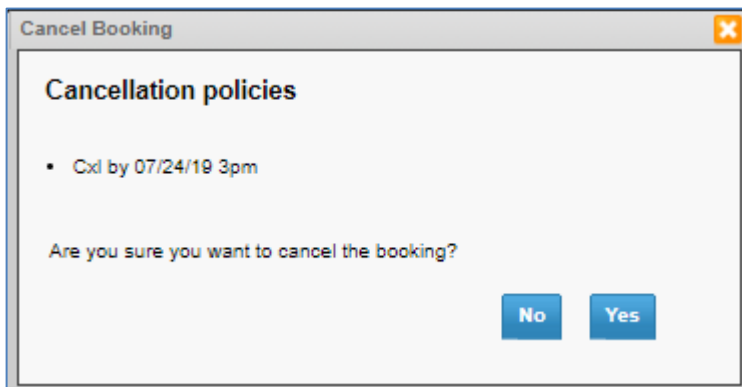
**Rate inclusion and extra**  
Total tax - 102.66

**Cancellation policies**  
Cxl by 07/24/19 3pm

**Hotel Notes**  
• Additional taxes may apply.  
[Back to booking list](#)

### 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**

- Cxl by 07/24/19 3pm

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
Print

PNR number: **UAAR9Y**  
Confirmation number: **136078431**

**Fairmont Singapore**  
80 Bras Basah Road  
189560 Singapore  
Singapore

Tel: 65-6339-7777  
Fax: 65-6337-1554

**Stay details**

1 room, 2 nights

- Check in: **26Jul19**
- Check out: **28Jul19**

**Traveller information**

- Room 1: Mr Phonmat Thayada (ADT)

**Contact Information**

Emergency contact: 022079101

---

**Payment**

Credit Card XXXXXXXXXXXXXXX1111

**Total price: 580.00 SGD**

[Rate details](#)

---

[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 booking
Booking list
↑ ↓

---

Office ID: **BKKOK219W**

Status	Conf #	PNR	Deadline	Guest	Check-in	Check-out	Hotel	Provider	Booking date	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	TPHONMAT
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	TPHONMAT
Confirmed	5993TLH504	S43FLR	Unknown	Toyomi Yamaura	18 DEC 19	22 DEC 19	NOVOTEL SINGA... Singapore, Singapore	Accor Hotels	23 MAY 19 03:02	PPETCHSUWA
Cancelled	5993TLH500 0016	RZ7GUO	Cancelled	Keiko Yamaura	18 DEC 19	22 DEC 19	NOVOTEL SINGA... Singapore, Singapore	Accor Hotels	22 MAY 19 03:10	PPETCHSUWA

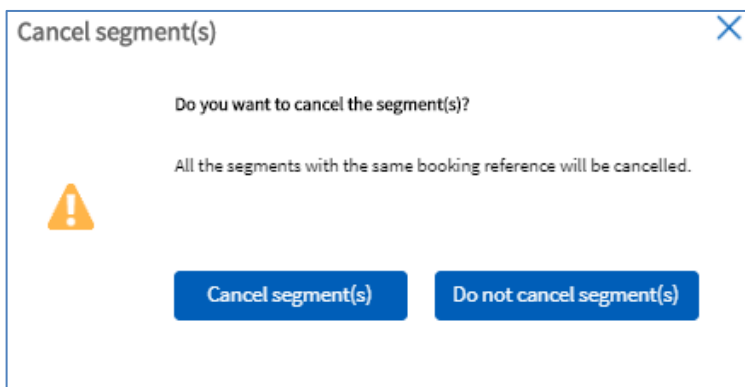


## How to Cancel a Confirmed Hotel Booking in the Booking File Module

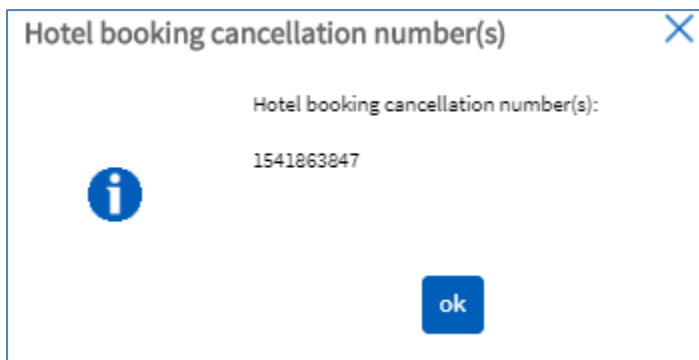
1. Before you cancel a confirmed hotel booking, read the hotel's cancellation policies to check if any penalties apply.
2. Retrieve the Booking File and select the hotel segment you want to cancel.

Itinerary Details (3)												
<a href="#">Air Pricing</a> <a href="#">Manual Booking Pricing</a> <a href="#">Add Manual Booking +</a> <a href="#">Modify</a> <a href="#">Cancel</a> <a href="#">Issue Itinerary</a> <a href="#">Rebook (SB)</a>												
Display by: <input checked="" type="radio"/> Chronological order <input type="radio"/> Product												
1.	Air	TG 676	M	20AUG19	07:35	BKK	20AUG19	15:45	NRT 1	0 stop	HK2	<a href="#">Details</a>
2.	Hotel	HILTON TOKYO NARITA AIRPORT		20AUG19		Tokyo (JP)	25AUG19			5 nights 13000 JPY/night	HK1	<a href="#">Details</a>
Associated to: <a href="#">P1_KUDIMIYA NADECH MR</a> <a href="#">Edit</a>												
3.	Air	TG 641	M	25AUG19	10:50	NRT 1	25AUG19	15:20	BKK	0 stop	HK2	<a href="#">Details</a>

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.



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



Itinerary Details (3)												
<a href="#">Air Pricing</a> <a href="#">Manual Booking Pricing</a> <a href="#">Add Manual Booking +</a> <a href="#">Modify</a> <a href="#">Cancel</a> <a href="#">Issue Itinerary</a> <a href="#">Rebook (SB)</a>												
Display by: <input checked="" type="radio"/> Chronological order <input type="radio"/> Product												
1.	Air	TG 676	M	20AUG19	07:35	BKK	20AUG19	15:45	NRT 1	0 stop	HK2	<a href="#">Details</a>
2.	Hotel	HILTON TOKYO NARITA AIRPORT		20AUG19		Tokyo (JP)	25AUG19			5 nights 13000 JPY/night	HX1 Cancelled	<a href="#">Details</a>
Associated to: <a href="#">P1_KUDIMIYA NADECH MR</a> <a href="#">Edit</a>												
3.	Air	TG 641	M	25AUG19	10:50	NRT 1	25AUG19	15:20	BKK	0 stop	HK2	<a href="#">Details</a>