



Our top 5

QUICK TIPS

to make the check-in experience
much smoother for your guests





OUR TOP 5 TIPS

When our guests check-in at your hotel, it is vital that they have a smooth and hassle-free experience. This way their vacation gets off to a great start and they can fully enjoy their stay.

To help achieve this, we have put together our top 5 tips that can help us work together to prevent any possible issues:

- 1. Always provide booking confirmation numbers**
- 2. Ensure your contact details are up-to-date**
- 3. Make sure your availability is regularly reviewed**
- 4. Fully understand our payment methods and Virtual Credit Card (VCC)**
- 5. Get to know your main points of Contact**

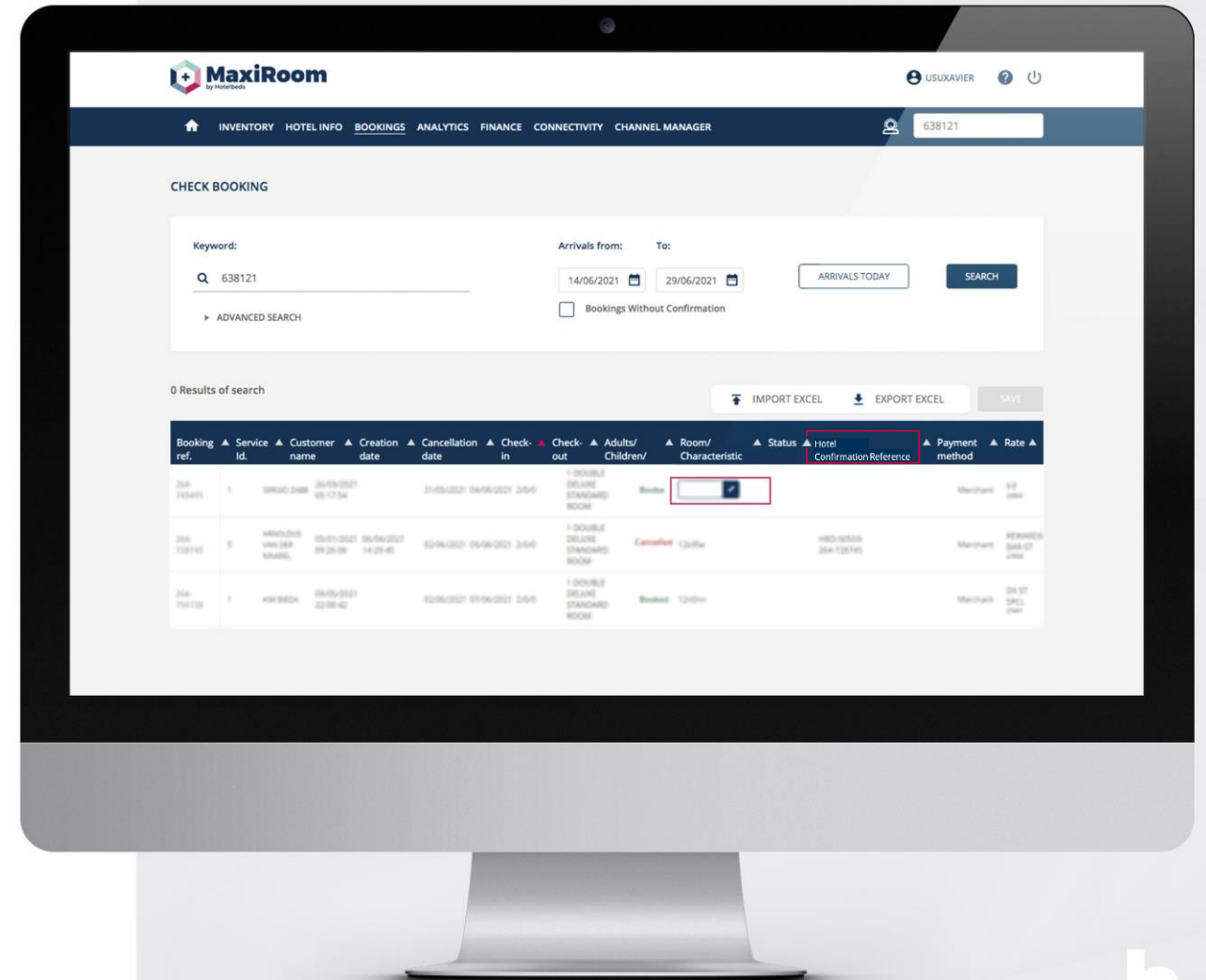




ALWAYS PROVIDE

BOOKING CONFIRMATION NUMBERS

- If you need to check any bookings, please log in to MaxiRoom and then go to the **“Bookings”** section.
- Search by arrival date, name or booking reference.
- Please remember to use MaxiRoom to provide the confirmation number by using the field **“Hotel Confirmation reference”**. It is very useful for us to provide this number to our clients to avoid any problems at the time of check in. Providing the confirmation reference the hotel can also reduce the contact from our agents.
- In some cases, you will notice that a confirmation number is already shown. This is thanks to a new improvement which allows some Channel Managers to provide the confirmation number.



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ENSURE YOUR CONTACT DETAILS ARE UP-TO-DATE

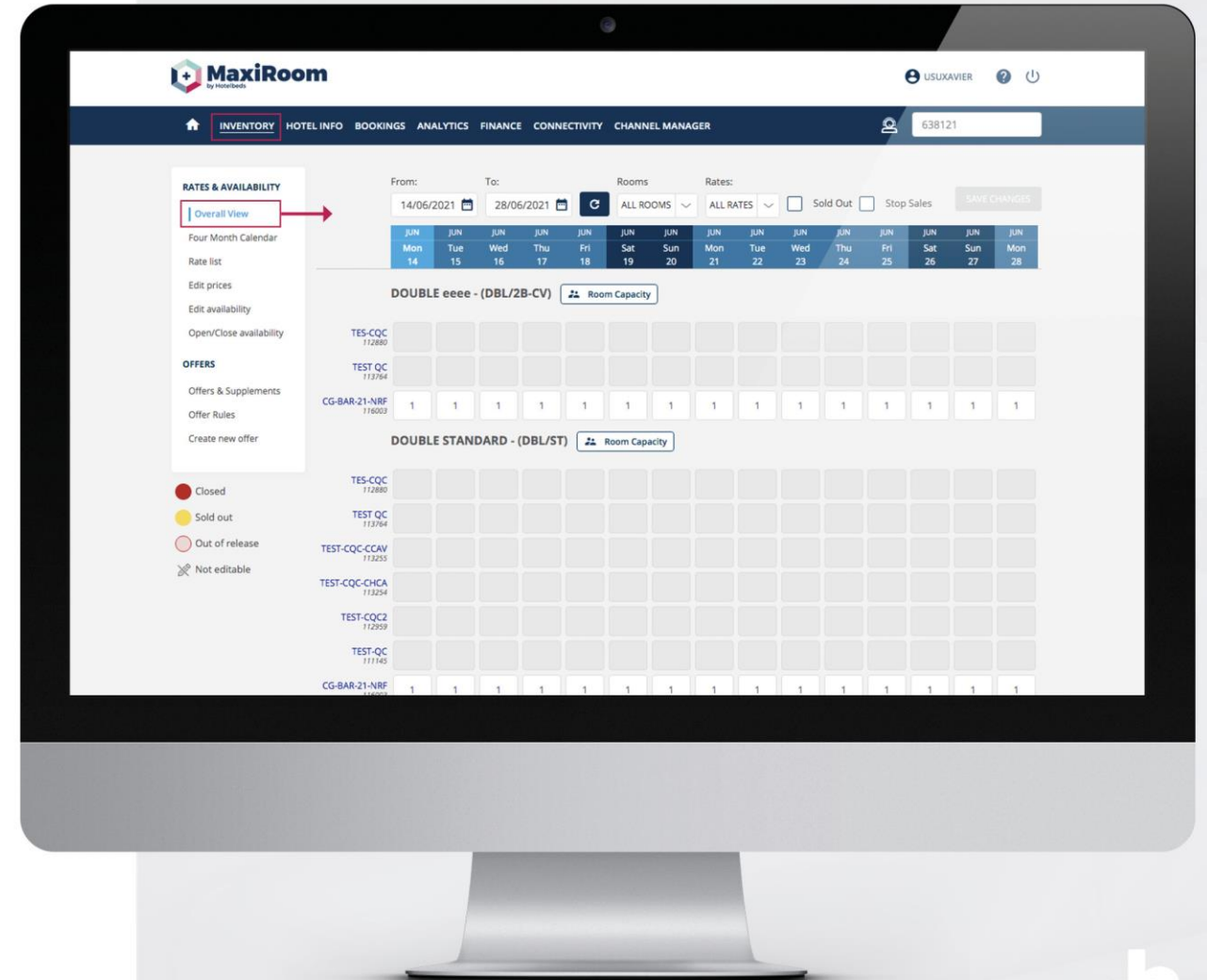
- As there has been a huge increase in the number of **last-minute bookings (up to 72 hours before arrival)** we have to process and send you these booking much faster. Please **check your inbox** regularly to avoid any possible issue with clients at the time of check-in, as we will be sending any new, last-minute bookings every 5 minutes!
- Please make sure that your email address and other details and contact information **is correct in MaxiRoom**. If you need update any information, you can do so through the **“Hotel Info”** tab → **“About hotel”** or **“Contact”** sections. For further assistance, please reach your Commercial Contact or inform our Hotel Support team when they contact you.
- You have now the chance to include a **different e-mail address** to receive last-minute bookings. Please, provide this new address to your Commercial Contact or inform our Hotel Support team when they contact you.



3

MAKE SURE YOUR AVAILABILITY IS REGULARLY REVIEWED

- In MaxiRoom you can check your availability at any time, by going to the **“Inventory”** section (**Overall view**) and selecting the dates, rooms and rates you want to see.
- The numbers appearing in the boxes next to the contract names indicate the availability for the room and rate selected.



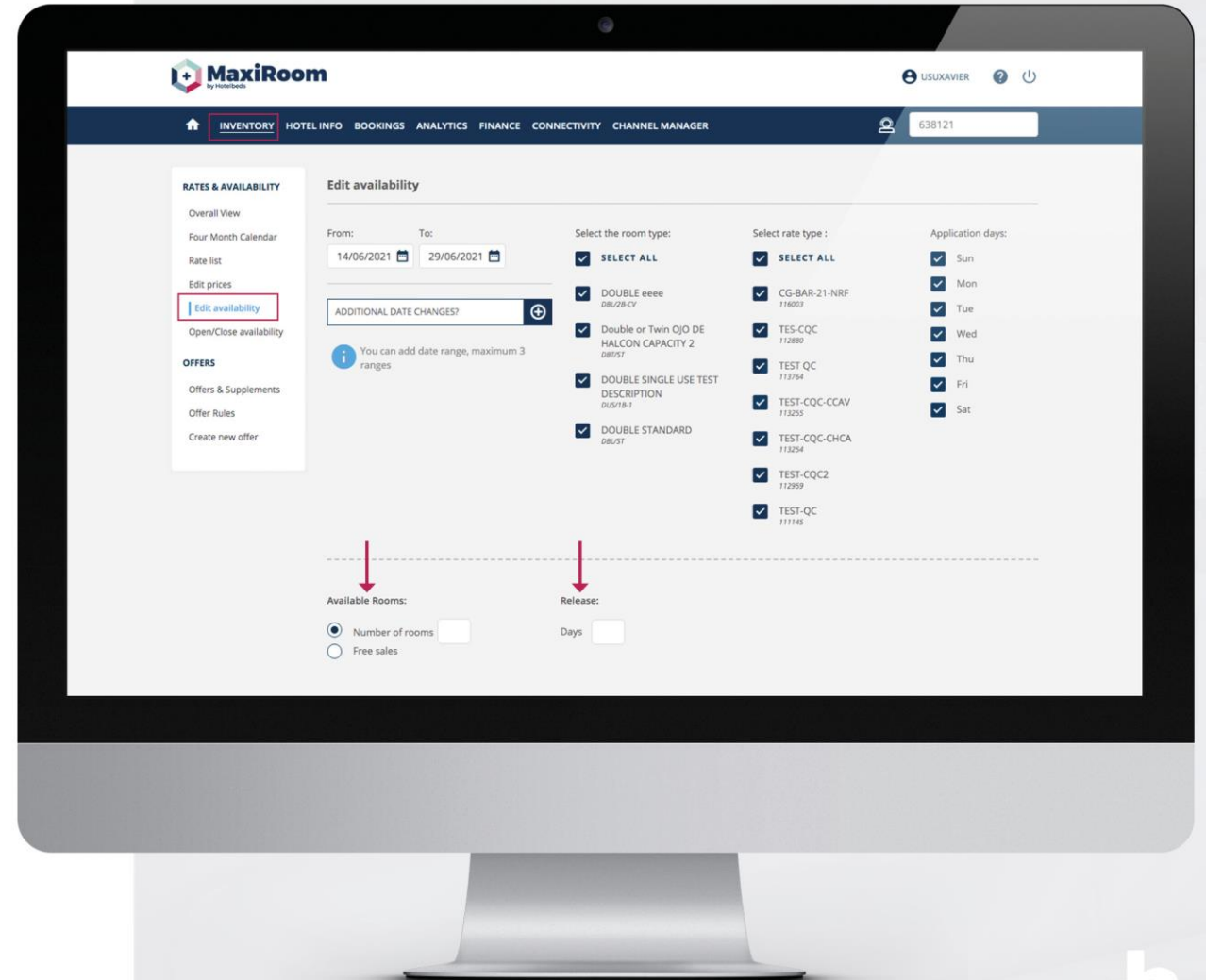
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MAKE SURE YOUR

AVAILABILITY

IS REGULARLY REVIEWED

- You can manage your availability yourself, by selecting “**Edit availability**”. Here you can change your availability and release in all your contracts/rooms or for select contracts/rooms. You can also apply to certain days of the week.



3

MAKE SURE YOUR

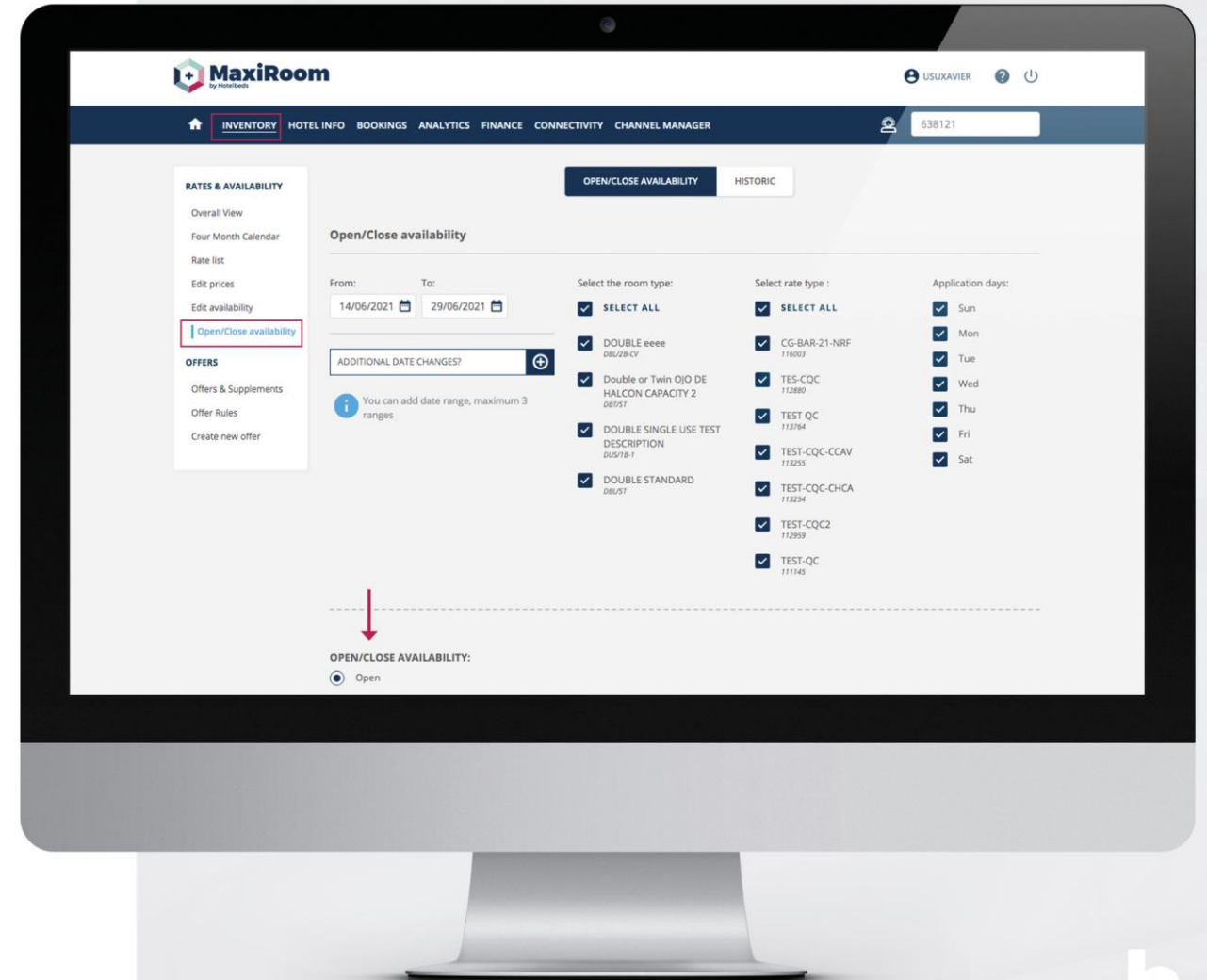
AVAILABILITY

IS REGULARLY REVIEWED

- If you need to apply a stop sale or change a closed date to open, just have to go to **“Inventory”** - **“Open/Close availability”** where you can change your availability and release in all your contracts/rooms or for select contracts/rooms. You can also apply to certain days of the week.

IMPORTANT:

Please remember that, only in case of any special agreement managed by our office, you need to send an email to updates@hotelbeds.com to have the stop/open sales applied on it.



4

FULLY UNDERSTAND OUR PAYMENT METHODS AND VIRTUAL CREDIT CARD

To avoid any delays for guests during check-in, please raise any payment doubts with us immediately. Guests should only pay for extra services in your hotel, like taxes (if applicable), fees or any other extra that is not included in the booking. Please remember that the actual booking/accommodation cost should never be charged in the hotel. Please contact Hotelbeds for any queries related to this.


In order to support you with quick resolution of your most common doubts, here you can find some useful tips:

- If your payment method has changed from WIRE (credit) to GVCC (prepayment), all bookings serviced from that date onwards will be paid with a VCC.
- If your payment method has changed from GVCC (prepayment) to WIRE (credit), all bookings serviced from that date onwards will be paid via WIRE transfer.
- For any other finance-related queries, if the supplier is paid by virtual credit card, they can raise a ticket via https://www.ecobill.net/sfw_hotelbeds. All queries should include the credentials in the subject line: Supplier code + Supplier name + Booking number.





MORE INFORMATION REGARDING VCC:

- VCC is created **per booking**, not per room so, if you have one booking for multiple rooms only one VCC will be given.
- The details of the VCC are generated with each **booking**.
- If the amount of the booking is modified/cancelled, the amount of the VCC will be **automatically updated if the payment has not been made yet**. Please use the Hotel Support section  of MaxiRoom for further information.
- You can always check the **data of the VCC** in MaxiRoom: click on “Bookings” and search for the booking you need to check. Then click on the reference number and a new window with all the details will appear, including the data of the VCC:


Customer information Booking status: **Booked**


PASSENGER INFORMATION

Booking ref.: XXXX-XXXXXXX Booking date: **02/01/2023 10:30:49**

Card information NEW

This is the information required to charge the card (VCC). You will need to charge the VCC card through a POS (Point of Sales Terminal), by introducing: virtual Credit Card Number, Card Expiry date (not transaction expiry date), CVC: Card Verification / Security Code and amount in the reservation currency.



Card: XXXX XXXX XXXX XXXX Card Type: 

Holder name: HOTELBEDS PAYMENT CVC: XXX Expire date: XX/XX

Amount to charge: 110.36 USD

Activation period

Activation period belongs to the period when the card is active and must be charged, which will start with "Activation start date (from)" and will finalize with "Activation end date (to)"

From: 16/02/2023 To: 15/08/2023

Card Status

Card activation period has not yet started. Settlement can only occur between activation start date and activation end date.

Status: ● PENDING ACTIVATION

- Remember that the payment must be made in the **same currency** as the booking, and you have **180 days** to do it (from the day of activation of the card). Please, ensure the card **status is active** before charging it. The activation depends on your particular agreement.
- It is important that the price you charge on the payment is the cost amount which is informed in the “**Amount to charge**” that it is the final amount to be paid to the hotel and does not include any commission.
- Any extra cost not included in the reservation, should be directly charged to the guest on the spot.
- Ensure your POS is registered to a merchant category code (MCC) to the Travel industry.

Rooms

KING GARDEN VIEW
DOUBLE GARDEN VIEW DBL/GV

Room Status: **Booked**





RATES

Age: 30 Years From: 15/02/2023 To: 22/02/2023
Age: 30 Years

Paxes Details: Booked Board Base board Annexed
Robert Daly Age: 30 Years BED AND BREAKFAST BED AND BREAKFAST **
Robert Daly Age: 30 Years

Check-in	Check-out
February 15 2023	February 22 2023

Hotel Confirmation Reference: 1137733

 2 Adults / 0 Children / 0 Babies  7  1  OPAQUE DISCOUNT (Adults: 2, Children: 0) -10.00%



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GET TO KNOW YOUR MAIN POINTS OF CONTACT

- You can easily contact Hotelbeds by using the webform in MaxiRoom. By clicking on the contact icon, a new window will open, and you just have to select the reason (and sub-reason) why you need to contact us and fill in the rest of the details. An email will be automatically created and sent to the corresponding department.
- If you are not sure about who is your **commercial contact** in Hotelbeds, you can find it in the **Contact** section in MaxiRoom. This contact is also useful in case you need to create a new user or change the email of an existing one.
- In case of any emergencies not covered in this guide, please contact our emergency contact centre by phone:

America: +52 55 46240194

Asia: +66 2 0268386

Europe: +34 871 180153

