

AboutRooms.com Setup Procedures

Offer Summary:

Distribution of Retail or Net Merchant/Opaque Rates on AboutRooms.com.

- AboutRooms facilitates shopping for hotels in London, but will be rolling out to other gateway cities in Europe.
- Retail rates are published to ensure parity, but often will develop to include Net Merchant/Opaque rates.

Rate Setting Strategy:

Traditionally AboutRooms rates are not marked up, but should be at parity with Hotel's Best Available Rate. Retail Rates (non-negotiated, public) are displayed as transient rates on AboutRooms.com. However, Hotel may also choose to offer Net Merchant/Opaque rates to AboutRooms. Rate displayed is set by Hotel based on demand forecasted for dates.

Rate Type:

Retail/public or Net Merchant/Opaque Rates.

How To Participate:

1. Hotel must use the Synxis CRS system to maintain inventory and rates.
2. Hotel or Hotel Company should contact Tino Pasetti at AboutRooms to sign an AboutRooms agreement at md@aboutrooms.com.
3. Account Manager gives the Hotel access to the Direct Connect → AboutRooms Direct Connect channel on Administration → Hotel Maintenance page.
4. Sabre Account Manager assigns the AboutRooms user "aboutrooms" to the Hotel or chain. Chain access should be granted if most of the hotels in the chain will be participating in the AboutRooms program (Sabre will add chain Level Access).
5. Once completed, the Account Manager will advise Bill Harrison at AboutRooms at bill@aboutrooms.com that Hotel or chain is ready to go live and to provide the Hotel's Synxis CRS Hotel ID
6. Once the Hotel is live, AboutRooms will advise Account Manager, and the search page will return all available products and test bookings can be completed.

Channel:

Direct Connect for rates, availability and reservation delivery. Descriptive content is accessed via Direct Connect for AboutRooms.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

AboutRoom's service fee is a commission amount that is negotiated between the hotel and AboutRooms. Net Merchant/Opaque rates may also be negotiated.

Cancellation Policy:

Follow Hotel's cancellation policy.

Guarantee Policy:

Follow Hotel's guarantee policy.

Days of Week Available:

Day of week restrictions are set at Hotel's discretion, and are determined by forecasted demand for Hotel. Rates will display as managed by Hotel.

Promotional Support:

Properties listed on www.aboutrooms.com

Rate Loading Procedures:

If utilizing existing public rates, special rate loading is not required. Hotel simply needs to add the AboutRooms.com channel to the appropriate rates.

1. Select existing rate to edit.
2. Ensure rate is active, and that "Confidential" and "Negotiated" are both unchecked.
3. Under Channel Assignment, select "AboutRooms Direct Connect*" for each appropriate room.

If adding new Net rates specifically for AboutRooms:

1. Select Add New Rate (on top tool bar)
 2. Enter Rate Type Code and Name
 3. Check "Active" and "Suppress Rate" (both boxes need to be checked)
 4. Please ensure that "Confidential" and "Negotiated" remain unchecked.
 5. Under Channel Assignment, select "AboutRooms Direct Connect*" for each appropriate room (as the only channel).
 6. Add applicable Rate Seasons and/or set formula if rate is set as derived.
-

Front Office Procedures:

No special procedures required if using public rates.

Accounting Procedures:

AboutRooms will charge the guest full pre-payment at the time of booking. Hotel will then invoice AboutRooms for the full amount less commission.

Source on Channel Production Report:

Trackable via Channel Production Report on End-of-Month report under rate codes.

- Main Source is Direct Connect; Sub Source is AboutRooms.
 - Channel ID is 334 and Channel Code is AboutRoomsDC.
-

Restrictions:

Subject to Hotel's availability.

AboutRooms Contact:

Nicole Parks, Website Designer/Developer
0207 591 0811 ext. 223 nicole@aboutrooms.com

Bill Harrison, Chief Information Officer
0207 591 0811 ext. 225 bill@aboutrooms.com