

Groople.com Setup Procedures

Offer Summary:

Distribution of Group and Retail Rates on Groople.com and its affiliate sites such as Travelocity.com for Group rates.

- Guest will be confirmed at Group Rates for 5+ room reservations (or 10+ depending on hotel's parameter). Otherwise, only retail rates will be offered when the group parameter is not met.
- Groople will display the Retail Rate for requests of 1 to 4 rooms as the default.
- Similarly, if a property only provides Group Rates for 10+ rooms, Groople will display Retail Rate for requests of 1 to 9 rooms.

Rate Setting Strategy:

Price Group Rates based on size of group and demand forecasted for dates. Retail Rates (non-negotiated, public) are distributed via the Sabre GDS channel and not through Groople Channel Connect. These retail rates are displayed as transient rates on Groople site.

Rate Type:

Retail/Public rates and Negotiated Group (Rate Code = Groople)

Sell Message/How To Participate:

1. The Hotel or Hotel Company should contact Groople directly to establish group parameter of 5+ or 10+ rooms, and then advise their Account Manager of their participation in the Groople Program.
2. Account Manager gives the Hotel access to the Channel Connect → Groople channel on the Administration → Hotel Maintenance page.
3. Sabre Account Manager assigns the Groople user "GroopleSynXis" to the Hotel or chain. Chain access should be granted if most of the hotels in the chain will be participating in the Groople program.
4. Account Manager notifies the Hotel to update rates in Synxis CRS (see detailed steps in Rate Loading Procedures below).
5. Contact Groople at synxisproperties@groople.com with the following information to activate your group rates:
 - Property name and address, along with Sabre ID and Synxis CRS ID
 - Name, title, email and telephone of individual entering rates
 - Min / Max rooms for group rates (majority of bookings are for 5 to 25 rooms)
 - Commission levels 10% (or otherwise agreed to for Group and Retail Rates)
 - Primary and secondary contacts for Groople agents (for special requests)
 - Indicate several dates for rates and availability for Groople to verify participation
6. You will receive confirmation from Groople once Hotel has been activated and Group Rates are live on Groople.com.
7. Account Manager and Hotel should check Groople.com to verify the Hotel is live and rates appear correctly.

Channel:

Channel Connect for rates, availability and reservation delivery. Hotel descriptive content is accessed via the Sabre system for Groople.

Rate Access/Pseudo Information:

Go to Setup Rates → Promo Rates

- Select Add Promotional Rate
 - Set the Promotional Source Set up / Add New Branch with “GROOPLE” as the password
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Commission and/or Margin:

15% for Group, and standard 10% for Retail/Public.

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 website www.groople.com

Rate Loading Procedures:

Go into Rates Setup → Rate Configuration

- Select Add New Rate (on top tool bar)
- Enter “Groople” as Rate Type Code Name
- Keep “Active” checked (Active is always checked as default) and check “Commissionable” (both boxes need to be checked)
 - Ensure Commission Percent is set at 15%
- Under Channel Assignment, select “Groople*” channel for each appropriate room (as the only channel)
- Add applicable Rate Seasons or set formula if rate is set as derived.
- Once the Groople Channel Assignment is selected and the Rate Plan is saved, then be sure to check “Confidential”.

Remember to set up the Rate Access (as outlined above).

Go to Setup Rates → Promo Rates

- Select Add Promotional Rate
- Set the Promotional Source Set up / Add New Branch with “GROOPLE” as the password

NOTE: Since retail rates are displayed via Sabre, Hotels should not associate public rates to this channel.

Front Office Procedures:

No special procedures required.

Accounting Procedures:

Groople will invoice Hotel / Chain for commission due after guest check out.

Source on Channel Production Report:

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

- Main Source is Channel Connect; Sub Source is Groople.
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Restrictions:

Subject to Hotel's availability.

Groople Contact:

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