

RoomsNet.com Setup Procedures

Offer Summary:

Distribution of Retail or Net Merchant Rates on RoomsNet.com.

- Parity Retail rates may be published, or the Hotel may choose to offer Net Merchant rates.

Rate Setting Strategy:

RoomsNet 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 RoomsNet.com. Rate displayed is set by Hotel based on demand forecasted for dates.

Rate Type:

Retail/public or Net Rates.

How To Participate:

1. Hotel must use the Synxis CRS system to maintain inventory and rates.
2. Hotel or Hotel Company should contact Johann Tambayah, Manager: Contracting & Business Development, at RoomsNet to sign a RoomsNet agreement at johann@roomsnet.com, phone 44 20 7402 8192.
3. Account Manager gives the Hotel access to the Channel Connect → RoomsNet Direct Connect channel on Administration → Hotel Maintenance page.
4. Sabre Account Manager assigns the RoomsNet user "roomsnet" to the Hotel or chain. Chain access should be granted if most of the hotels in the chain will be participating in the RoomsNet program.
5. Once completed, the Account Manager will advise RoomsNet at johann@roomsnet.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, RoomsNet will advise Account Manager, and the search page will return all available products and test bookings can be completed.

Channel:

Channel Connect for rates, availability and reservation delivery. Descriptive content is usually written internally by RoomsNet. Room type and rate descriptive content is accessed via Channel Connect for RoomsNet.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

RoomsNet negotiates either a margin on a net rate or a commission on a retail rate. This is negotiated directly with the hotel.

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.roomsnet.com

Hotels work with Johann Tambayah at johann@roomsnet.com at RoomsNet to participate in additional promotions.

Rate Loading Procedures:

If utilizing existing public rates, special rate loading is not required. Hotel simply needs to add the RoomsNet 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 "RoomsNet Direct Connect*" for each appropriate room.

If adding new Net rates specifically for RoomsNet:

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 "RoomsNet 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.
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Front Office Procedures:

RoomsNet utilizes the GE VPayment method which is a one-time use credit card system. Front desk is to charge this card for the guest's room and tax less the amount due RoomsNet (based on the commission or mark-up). Guest is responsible for all incidentals.

Accounting Procedures:

RoomsNet provides the hotel with a one-time use credit card to be charged at check-in or check-out for the guest's room and tax less the amount due RoomsNet (based on the commission or mark-up).

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 RoomsNet.
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Restrictions:

Subject to Hotel's availability.

RoomsNet Contact:

Johann Tambayah, Manager: Contracting & Business Development

44 20 7402 8192 johann@roomsnet.com