

VacationRoost.com Setup Procedures

Offer Summary:

Distribution of Net Rates on VacationRoost.com and its affiliate sites such as Rooster.com, MtnRes.com, IslandEscapes.com, and MexicanDestinations.com, as well as geo-targeted sites such as UtahSki.com, SkiJacksonHole.org, etc.

- Net Rate program – minimum of 20% off Rack rates
- Hotel listings are sorted first by merchant of record, then margin, then alternate entries of equal partners.

Rate Setting Strategy:

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

Rate Type:

Net Rates for standard listings, but promotions can also be offered to VacationRoost.

How To Participate:

1. Hotel must use the Synxis CRS system to maintain inventory and rates.
2. The Hotel or Hotel Company should contact Brittany Henderson, Product Manager at VacationRoost to sign an agreement at brittanyh@vacationroost.com, phone 801.559.3270.
3. Direct Connect Implementation Team gives the Hotel access to the Channel Connect → Vacation Roost channel on the Administration → Hotel Maintenance page.
4. Sabre Account Manager assigns the VacationRoost user “VacationRoost” to the hotel or chain. Chain access should be granted if most of the hotels in the chain will be participating in the VacationRoost program. This is a critical step, as it will otherwise render the hotel unavailable (Synxis will give chain level access).
5. No credit card will be supplied to the hotel; therefore, reservations processed through Synxis CRS will be guaranteed to VacationRoost’s IATA 46617406. Account Manager will set up guarantee to IATA for the Hotel.
 - a. Allow guarantee to Travel Agent on the Setup → Property → Policies → Payment Methods page. Fill in the fields for the Travel Agent payment method type and check the boxes for Guarantee and In Use.
 - b. Assign VacationRoost’s IATA number as an allowed guarantee on the Setup → Property → Policies → IATA Guarantee page. Type 46617406 in the Search by IATA Number field and click the search button. Once the Agency is found, check the box in the add column and click save.
6. Direct Connect Implementation Team notifies the hotel to assign rates to VacationRoost in Synxis CRS (see detailed steps in Rate Loading Procedures below).
7. Direct Connect Implementation Team sends the Hotel’s Synxis CRS Hotel ID via email to Brittany Henderson at brittanyh@vacationroost.com to advise that the Hotel is ready to go live.
8. VacationRoost will respond to Direct Connect Implementation Team once Hotel is configured and live on their site.

9. Account Manager and Hotel should check VacationRoost.com to verify the Hotel is live and rates appear correctly.
 10. For issue resolution, Direct Connect Implementation Team should contact Brittany Henderson at VacationRoost at travis@vacationroost.com, phone 801.559.3270.
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Channel:

Channel Connect for rates, availability and reservation delivery. Room and rate descriptive content and images are provided by Channel Connect; however, additional high-resolution photos can also be submitted to VacationRoost directly at data@mtnres.com.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

Minimum 20% off Rack Rates, based on Hotel's current contract with VacationRoost.

Cancellation Policy:

Bookings require a guest credit card upon booking. Cancellations made within 31-45 days prior to arrival forfeit initial deposit, and cancellations made within 30 days of arrival forfeit full payment unless unit is re-rented.

Guarantee Policy:

Bookings require a credit card for guarantee. VacationRoost will charge the guest's card and Hotel will invoice VacationRoost upon booking. No credit card will be supplied to the hotel; therefore, reservations processed through Synxis CRS will be guaranteed to VacationRoost's IATA 46617406. (Confirmation can serve as invoice.)

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.

Rate Loading Procedures:

1. Select Add New Rate (on top tool bar)
 2. Enter Rate Type Code **VAC** (required) and Rate 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 "Vacation Roost*" 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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Promotional Support:

Hotel may choose to offer VacationRoost promotions such as value-add, percent-off or free night promotions. These rates will be set up on the VacationRoost system and attached to the existing VAC Rate when the reservation is accepted into Synxis CRS.

Front Office Procedures:

Rate should be marked as confidential in the Hotel's PMS and should not be revealed to the guest at registration. Hotel will invoice VacationRoost for the amount owed for room and tax at the time of booking. Use guest's credit card for incidentals.

Accounting Procedures:

Hotel will invoice VacationRoost for the amount owed at the time of booking. VacationRoost will pay first night within 15 days of booking, and balance of stay 15 days prior to arrival.

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 VacationRoost.
 - Channel ID is 6013 and Channel Code is ROOST.
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Restrictions:

Subject to Hotel's availability.

VacationRoost Internal Contact Information:

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