

Frequently Asked Questions

What's the difference between Chain-Level and Hotel-Level?

In the Control Center, a user has the option to make edits to any of the following items on a hotel or chain level*:

- Label
- Email customizations
- Template attributes
- Shell

HHA uses the chain-level settings for its brand and corporate website booking engines. Guest Connect Suite customizations occur on the hotel-level.

Any change made to a hotel-level template, for example, will only show up on the hotel's custom booking engine. More specifically, the change will only be visible when the hotel-level template is called via the "template" parameter in the URL.

If a change is made to the Historic Hotels of America template, that change will be reflected on all hotels in the HE booking engine.

All changes that a hotel requests will 99.99% of time occur in a hotel-level setting.

Further to this, to ensure that the hotel is indeed using the right hotel level template on their website, they are **required** to pass their template ID in the URL ("`&template=[property code]`") if they are not using the HHA Redirect.

*More areas where this distinction comes into play may exist but for the purposes of this answer, we'll stick to this example.

What is an Itinerary Email?

With the Guest Connect Original w/ Itinerary booking engine template comes an additional email template that a guest can receive when using the Guest Connect booking tool. Normally, the guest will potentially only receive two types of emails: confirmation and cancellation. However, the confirmation email is only configured for a single reservation.

With the Itinerary template, a guest can book multiple rooms with multiple confirmation numbers. The result is an Itinerary email that is distributed that displays the multiple reservations the guest has made.

Unlike the other two emails, however, this email type cannot be customized for the hotel. The only available level of customization for the Itinerary email is on the chain level (so, technically, only hotels who are on their own chain can have this customized – Leela, AM Resorts, Harbor Magic for example). As such, the HHA chain (56) Itinerary email carries Historic Hotels of America branding.

How can my hotel build a widget?

Sample widgets are available at www.hotelphg.com and are free for a hotel to use. At the bottom of a website is a basic HTML widget that uses the jQuery datapicker function and passes information through the HHA Redirect. There are comments in the code of the site for developers to use.