

New Custom Guest Connect Procedure & Service Level Agreements

- A completed Suite will be returned to him/her within five business days. This includes:
 - A booking engine hotel-level template built with recommended standards that the Guest Connect team can customize
 - A hotel-level shell for the booking engine based off the elements and overall look/color palette of the hotel's website
 - Confirmation Email, also built with the hotel's look
 - Cancellation Email, also built with the hotel's look
- Working with their RAM to secure detailed notes and revisions, the hotel will then have the opportunity to submit **up to two (2) rounds** of revisions to their newly customized shell to guestconnect@historichotels.org. The RAM and hotel will receive an email from the Guest Connect team when the revision(s) are complete.

Current Custom Guest Connect Updates

- Minor updates will be completed within **two-three business days**. These include (but are not limited to):
 - Template setting changes
 - New logos / color changes / CSS updates
- Total redesigns of currently active hotels will be completed within **five business days**. This includes:
 - A hotel-level **shell** for the booking engine based off the elements and overall look/color palette of the hotel's website
 - Confirmation Email, also built with the hotel's look
 - Cancellation Email, also built with the hotel's look
- New templates for currently active hotels will be completed within **two business days**
- Tracking implementation for all hotels will be completed within **five business days**

New Guest Connect Customizations on Existing Hotels

- A completed Suite will be returned to him/her within **five business days**. This includes:
 - A booking engine hotel-level **template** built with recommended standards that the Guest Connect team can customize
 - A hotel-level **shell** for the booking engine based off the elements and overall look/color palette of the hotel's website
 - Confirmation Email, also built with the hotel's look
 - Cancellation Email, also built with the hotel's look
- Working with their RAM to secure detailed notes and revisions, the hotel will then have the opportunity to submit up to two (2) rounds of revisions to their newly customized shell to guestconnect@historichotels.org. The RAM and hotel will receive an email from the Guest Connect team when the revision(s) are complete.

Recommended Template & Shell Standards

HHA websites and member hotels with custom Guest Connects utilize SynXis's "Guest Connect Original with Modified Itinerary" template (the only exceptions to this are chain level partner program templates; for more information see the section titled **Brand Guest Connect Information**) unless the Guest Connect Original template is specifically requested by a RAM via guestconnect@historichotels.org.







The following sections break down the individual steps of the **hotel-level** template in the SynXis Control Center and the recommended settings (as delivered to hotels). These settings are available for demonstration on www.hotelphg.com.

On all applicable template steps, the **Language Selection**, **Login Link**, **Login Message**, and **Property Name** placeholders should be turned on.

Due to reporting and billing issues the ability to modify any part of the template or shell at the hotel or chain-level can only be accomplished by the Guest Connect team. For this reason all requests for template or shell settings must be sent to guestconnect@historichotels.org.

General

General Attributes

- Allow Language Selection: 
- Dialogs, Calendars and Modals Base Theme Name: 
- Show Address under Hotel Name: 
- Display Number of Nights in Trip Summary: 
- Show Price Amount: 
- Display Room Size: 

[-] Search Criteria

Search Criteria Attributes

- Show "All Properties" option: ⓘ
- Maximum # of Nights: ⓘ
- Maximum # of Adults: ⓘ
- Maximum # of Children: ⓘ
- Maximum # of Children: ⓘ
- Collect Children Ages: ⓘ
- Maximum Child Age: ⓘ
- Disable Children Selection: ⓘ
- Months of inventory to display: ⓘ
- Display Rate Filter as: ⓘ
- Arrival Lead Days: ⓘ
- Show Check Availability Login Link: ⓘ














[-] Avail Results

Avail Results Attributes

- Show Package Select: ⓘ
- Avail Results - Hotel List Image Display: ⓘ
- Destination Display: ⓘ
- Always Show All Available Rates: ⓘ
- Requires Filter Group Code: ⓘ
- Include Unassigned Rates in Rate Filters: ⓘ
- Hide Assigned Rates on Empty Filter: ⓘ

Check Out

Check Out Attributes

- | | | |
|---|---------------------------------------|--|
| Enable Pending Reservations Step before Checkout: | <input type="checkbox"/> |  |
| Use OneStep Checkout with Single Reservation: | <input type="checkbox"/> |  |
| Enable Checkout View: | <input checked="" type="checkbox"/> |  |
| Enable Review Step: | <input type="checkbox"/> |  |
| Policy Check Required: | <input checked="" type="checkbox"/> |  |
| Require Card Security Code: | <input type="checkbox"/> |  |
| Preselect Credit Card on Profile: | <input type="checkbox"/> |  |
| Disable Guest Connect "Create New Profile" Check Box: | <input checked="" type="checkbox"/> |  |
| Allow Multiple Addresses: | <input type="checkbox"/> |  |
| Pre-select Opt in: | <input type="checkbox"/> |  |
| Display Travel Agent Details: | <input checked="" type="checkbox"/> |  |
| Credit Card optional by language: | <input type="text" value="-Select-"/> |  |
| Show Print All Reservations Button: | <input checked="" type="checkbox"/> |  |


Itinerary

Itinerary Attributes

- | | | |
|---|-------------------------------------|---|
| Enable Multi Reservations: | <input checked="" type="checkbox"/> |  |
| Default a reservation arrival to the previous reservation departure date: | <input type="checkbox"/> |  |
| Disable Cross-Selling Hotels: | <input checked="" type="checkbox"/> |  |
| Disable the Reservations Overlapping Warning: | <input checked="" type="checkbox"/> |  |
| Allow Multi-Room Booking: | <input checked="" type="checkbox"/> |  |
| Book one Room at a time: | <input checked="" type="checkbox"/> |  |
| Show Itinerary Pricing Summary: | <input checked="" type="checkbox"/> |  |

Policies

Policies Attributes

Display Policies as a Pop-up: 

Display Additional Policy Information: 

Display Hotel Children Policy: 

Guests

Logged in Guest Info Attributes

Display information on Welcome Message: 

Search Reservations

Search Reservations Attributes

Hide Cancelled Reservations: 

Check Availability > Availability Criteria

Placeholder Details

Placeholder Details

Placeholder Name:

Placeholder Description: Availability Criteria Placeholder

Control Selection

Select the Control that will be placed in this Placeholder













Control:

▼ Control Attributes

Manage the Control's Attributes

☰ Calendar

Calendar Attributes

- | | | |
|-------------------------------|--|---|
| Number of months to display: | <input type="text" value="2"/> |  |
| Display Min LOS as: | <input type="text" value="Min LOS"/> |  |
| Display No Arrival as: | <input type="text" value="No Arrive"/> |  |
| Display No Departure as: | <input type="text" value="Open"/> |  |
| Display Max Stay as: | <input type="text" value="Open"/> |  |
| Show Availability Calendar: | <input checked="" type="checkbox"/> |  |
| Show Calendar Month and Year: | <input type="checkbox"/> |  |
| LOS used by calendar: | <input type="text" value="1-night"/> |  |
| Show LOS message: | <input type="checkbox"/> |  |
| Show Promo Code message: | <input type="checkbox"/> |  |
| Show Rate Limitation message: | <input type="checkbox"/> |  |
| Show daily details: | <input type="checkbox"/> |  |

☰ Filters

Filters Attributes

- | | | |
|----------------------------|--------------------------|---|
| Show Room Types Filter: | <input type="checkbox"/> |  |
| Show Room Features Filter: | <input type="checkbox"/> |  |

General

General Attributes

- Date Display Format: Long 
- Show Number of Nights: 
- Display Additional Continue Button: 
- Display Criteria Help: 
- Display Refresh Button inside Calendar Control: 


Banner Image:

Banner Image	
	<ul style="list-style-type: none">• Select Image• Upload Image• Clear Image 

Codes

Codes Attributes

- Show Promo/Corp Code TextBox: 
- Show Group Code TextBox: 
- Show Travel Industry ID TextBox: 
- Display Optional Fields Header: 
- Optional Fields Default Display: 

 **Miscellaneous**

Miscellaneous

Calculate Pricing as:



- **Availability Results – no changes to this section**
- **Search Reservations – no changes to this section**
- **Reservation Results – no changes to this section**
- **Modify Reservation – no changes to this section**

Customer Information

Placeholder Details

Placeholder Details

Placeholder Name:

Placeholder Description: Customer Information Placeholder

Control Selection

Select the Control that will be placed in this Placeholder

Control:

▼ Control Attributes

Manage the Control's Attributes

☰ Check Out

Check Out Attributes

Display Transportation Options: ⓘ

☰ Miscellaneous

Miscellaneous

Show Additional Guests: ⓘ

Title Required: ⓘ

State Required: ⓘ

Postal Code Required: ⓘ

Display Market Segment: ⓘ

Room Request Layout: One List ▼ ⓘ

Show Questionnaire: ⓘ

Display Answers As: Dropdown List ▼ ⓘ

Show Reservation Agent Link: ⓘ

Show Room Requests: ⓘ

Show Profile Type: ⓘ

Show Loyalty Programs: ⓘ

Show State: ⓘ

Include Number of Children in Additional Guest Count: ⓘ

Display eMail Options: ⓘ

Display Review Warning Msg: ⓘ

Edit Payment Inline: ⓘ

Use Static Guest Info on Checkout: ⓘ

Show Opt In for CRM Profiles Only: ⓘ

- **Reservation Review –no changes to this section**
- **Confirmation – no changes to this section**
- **Teaser – no changes to this section**

In addition to these above recommendations by HHA, **no hotel level template or shell is to be set as “Default Template” for any property**. Also, **all templates that are in-use on a website are to be set as “Active”**. If a hotel’s template or shell has been set to “Default Template,” this overrides the chain (brand) level templates and shells on our brand websites, causing the customized Guest Connect Suite for that particular hotel to show up on our company websites.

The “default” setting also changes the template the IBE is using (whether the hotel’s template is set to “Default” or if “Active” is not selected), which in turn will affect how a reservation is billed to a hotel as the SynXis superset looks at the template ID to determine where a reservation came from (hotel website vs. brand website).

On custom GC shells, the following HHA standards are required to be maintained:

- **Brand logo**
The logo of the brand that any particular hotel is a member of is to be displayed on the custom Guest Connect shell, typically in the footer, which a link to either the hotel’s property page within that brands web site and is to be opened in a new window (target=”_blank”). If the hotel is dual- or triple-branded then all brand logos are to be displayed on the custom Guest Connect shell and all are to be linked as stated above. Brand logos (JPG and EPS) are available here: <http://www.historichotels.org/about-historic-hotels/>
- **Footer tag**
The footer of the customized booking engine also includes a tag line, generally below the brand logo, that states “Guest Connect(SM) by Historic Hotels of America™”. The following HTML is used to create the super-script SM: SM. “Historic Hotels of America™” is to be linked to www.historichotels.org and open in a new window (target=”_blank”).