

**Trust|Content**

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# INTRODUCTION

## What is Trust|Content ?

Trust|Content, is the online content management database and single point of entry for interactive updates of hotel descriptive data. It distributes specific property information such as on-site facilities, reservation policies and other property-specific data to multiple booking channels.

All in Trust|Content entered information, is sent to yourVoyager and the four main GDS’s, as there are, Amadeus, Galileo, Sabre and Worldspan. For all interfaced distribution channels, it provides standardized and consistent information. The process of adding, modifying, deleting and transmitting property descriptive data, in yourVoyager and to the GDS’s, is easier, faster and more efficient.

There are no GDS skills required to update Trust|Content but the property should be filled with utmost accuracy. Please note that the GDS’s have individual rules and requirements. Each GDS reserves the right to reject or deactivate properties that do not meet the criteria required.

## Who works with Trust|Content ?

Currently we have three different users working with Trust|Content, the hotel user, the corporate user (your head office) and Trust Head Office user.

In what language and format do I enter the hotel information?

Currently we are using American English for the data in Content.

Be aware that any special characters such as °, ^, ‘, ‘,´, ü, ö, ä, ß, $ cannot be displayed in the GDS. If such characters are entered they may be taken out or changed during the export.

## What are mandatory fields?

All GDS as well as yourVoyager require specific hotel information which is a must have. All these fields are indicated with a frame. You will not be able to complete this field if one of the needed information is left empty.

However be aware that whenever one of these fields is not completed, the whole property might fail to update in the GDS.

## Do I have access to a sample hotel ?

We have set up a sample/test hotel showing fictive data for you. This hotel is an additional help for you during the initial update. Additionally, this manual is also available online. Just click on the ‘Help’ link on your left index.

## Do I write in CAPITAL letters only?

We recommend that you choose between capital letters or small letters in order to have a ‘clean appearance’ in all distribution channels.

## In what format do I enter the hotel information ?

Days : 2 (Numbers only)

Hrs : 6 (Numbers only)

Telephone number: 49 69 66564100 (Numbers only)

Names: Mr./s Fred Mustermann

Distance: 4 (Numbers only)

Tax: 16 (Numbers only)

Amount of charge: 26 (Numbers only)

Codes: LON (Min/max 3 Letters required)

Setting for meeting Rooms: 150 (Numbers only)

## What characters can I use in Trust|Content ?

By saving information in Trust|Content, all fields are checked for invalid characters. Mainly GDSs reject an invalid character or translate it into a different combination. To post such characters may change the original meaning or provoke a property reject.

## Allowed characters are: a-z, A-Z, 0-9, @()\*+,-./:; blank and new line

Please note that the remaining combination can not guarantee that the GDS may interpret some characters differently. This offered solution ensures data transmission and the best variety possible.

## How do I save information ?

As soon you press the ‘REVIEW’ button the data from all text boxes will be reconfirmed to you. After you have pressed the ‘CONFIRM” button your data will be saved. All tick boxes and pull-down menus are saved automatically.

## How do I change hotel information ?

Just enter the information you want to change in that particular field and submit it to the database. The old information will be overwritten.

## How do I delete information ?

Again, by making changes. In any text field, leaving the field blank is a change for the database and therefore the previous information will be erased. If applicable you can also use the ‘delete entry” button.

## How do I know where am I currently working ?

The main menu with its sub menus are displayed in the index to your left. In addition the orange column displays the page and the property you are currently working on.

## Do I have to Log out when I am finished ?

Yes, please always use the ‘LOGOUT’ option on the bottom left of your index bar. If a user is actively using Trust|Content, no data will be send to any distribution channel. A new login screen is displayed full screen after 30 minutes of inactivity.

## Can I still update information in yourVoyager ?

No, as soon you start working regularly (after initial load) with the Trust|Content front end you will not be able to make changes in info-pages via Trust|Voyager.

## Do I continue to have daily downloads ?

Yes, since the information from Trust|Content will be exported to yourVoyager and to receive all updates (for Sales Agents and GDS seamless display).

No, as soon as you have switched to yourVoyager.

## Why are some descriptions orange ?

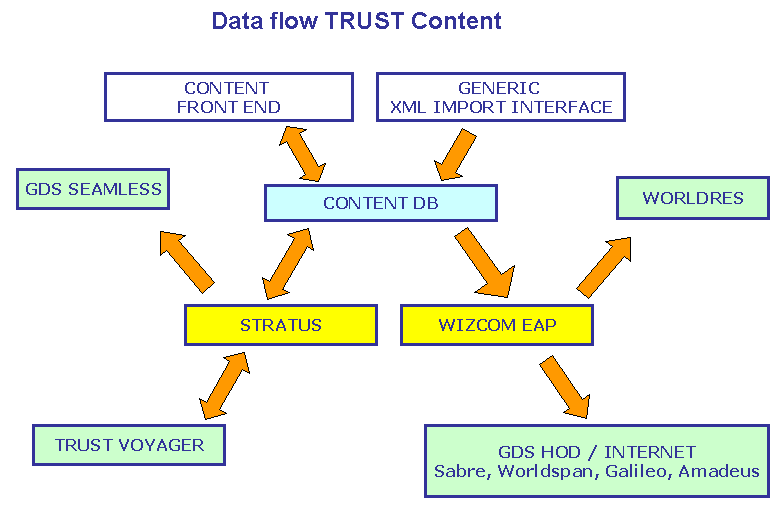
We have indicated some field descriptions in orange, meaning that the information for that specific field can only to be filled by Trust head office or is for internal use. You will not be able to enter information.

## Why are some fields in red ?

In Trust|Content some information, such as Currency, Miles or Kilometers, are displayed on multiple pages. To keep the data consistent throughout the whole property, they can just be selected once. All fields of that group will be indicated in red, except the indicator itself.

Additionally, room type information is pulled out of yourVoyager. Fields containing this information are displayed for your convenience and information purposes. They can only be changed at their source in yourVoyager.

## What happens to the data I just entered ?



**Data Flow Trust|Content**

Graphic:

* Shows ongoing ‘data flow” for all users.
* All entries are made via the Trust|Content Front End.

## All you need is

* A Personal Computer
* Internet Access
* Microsoft Internet Explorer or other browser e.g. Netscape, etc.
* A password. Your password will be the same password as in yourVoyager. If you are a new user please contact Trust International at the Frankfurt office.
* The URL ‘https://www.trustinternational.com/content’

## Log in

At the log in screen the cursor is set automatically into the user-field where you are prompted to enter your user ID and your password. Select ‘Login’ or press the submit button to enter.

## Hotel Selection

If you are a head office user you are able to select a property you would like to modify. You may enter the hotel code of the property or select a hotel from list.

However, if you are a hotel user you will not be able to switch to an other property but your own. You are automatically transferred to the main menu.

# ADDRESS

Please fill in all your hotel information where applicable. All fields with a frame are mandatory fields, meaning that this particular information is required by at least one of the GDS’s.

Please note that property address updates to Amadeus and Sabre are restricted to new GDS property requests only and, therefore, not transmitted to these two GDS during a normal HOD update.

Any modification to the property address on must be supplied manually (by queue message) to Amadeus and Sabre to avoid a discrepancy. Please contact your Trust account coordinator or your head office for further details.

## Hotel name (30)

* required, free form text
* enter the full name of your property, not exceeding 30 characters
* transfer to all CRS pages and the GDS’s

## Brand Name (30)

* optional, free form text
* enter name of your brand
* transfer to CRS page NAME

## Street (30)

* required, free form text
* enter the street name of the property
* transfer to CRS page NAME and the GDS’s

## Street 2 (30)

* optional, free form text
* enter additional street or address information of your property
* transfer to CRS page NAME and the GDS’s

## City

* required, drop down menu
* select the city in which your property is located, inform your headoffice if your city is not listed
* transfer to all CRS pages and the GDS’s

## Zip code (10)

* required, free form text
* enter the zip /postal code of the city
* if Zip code is not applicable, please write ‘NONE’ in capital letters
* transfer to CRS page NAME and the GDS’s

## Country

* required, drop down menu
* select the country your property is located in
* transfer to all CRS pages and the GDS’s

## State name

* optional, drop down menu
* select the state your property is located in, if applicable
* transfer to all CRS pages and the GDS’s

## Phone number (17)

* required, free form text
* enter a general phone number that will be used to contact your property directly
* to meet the requirements across the GDS, please use this format: area code-space-prefix-dash-remaining digits)
* do not use any special characters, such as brackets or the ‘ + ‘ sign, nor country codes
* transfer to CRS page NAME and the GDS’s

## General fax number (17)

* required, free form text
* enter a general fax number that will be used to contact your property directly
* to meet the requirements across the GDS, please use this format: area code-space-prefix-dash-remaining digits)
* do not use any special characters, such as brackets or the ‘ + ‘ sign, nor country codes
* transfer to CRS page NAME and the GDS’s

## Fax number reservations (17)

* optional, free form text
* enter the fax number of your reservation department if this number is different to the general fax number of your property
* transfer to CRS page NAME

## E-mail address (52)

* optional, free form text
* enter the email address that will be used to email your property directly
* the format of the email address will be verified
* transfer to CRS page NAME and the GDS’s

## Web-site (52)

* optional, free form text
* enter the web site address that will be used to find your property on the internet, it can be the address of your chain or of your property
* the format of the web site address will be verified
* transfer to CRS page NAME and the GDS’s

## GMT offset minutes

* required, drop down menu
* select the time zone in which your property is located, see below for country list
* will be displayed in the GDS

|  |  |  |
| --- | --- | --- |
| Time Zone Primary | Description of Time Zone, Primary Reference | Geographic Regions |
| AST [GMT-4] | Atlantic Standard Time | Bermuda, Bolivia, Brazil (western), Canada (western), Caribbean Islands, Chile, Greenland (eastern), Guyana, Paraguay, Venezuela |
| CST [GMT-6] | Central Standard Time | Belize, Canada (central - Winnipeg), Costa Rica, Easter Island, El Salvador, Galapagos Island, Guatemala, Honduras, Mexico, Nicaragua, U.S. (central - Chicago, Dallas) |
| EST [GMT-5] | Eastern Standard Time | The Bahamas, Canada (western - Quebec, Toronto), Colombia, Cuba, Ecuador, Haiti, Jamaica, Panama, Peru, U.S. (eastern - New York, Miami) |
| GMT | Greenwich Mean Time [UTC = Coordinated Universal Time] | Burkina Faso, Canary Islands, Cape Verde, Gambia, Ghana, Guinea, Guinea-Bissau, Iceland, Ireland, Ivory Coast, Liberia, Mali, Mauritania, Morocco, Portugal, Sao Tome, Senegal, Sierra Leone, Togo, United Kingdom, Western Sahara |
| GMT+1 | Central Europe Time [CET] | Albania, Algeria, Angola, Austria, Belgium, Benin, Bosnia-Herzogovina, Cameroon, Central African Republic, Chad, Congo, Croatia, Czech Republic, Denmark, Equatorial Guinea, France, Gabon, Germany, Hungary, Italy, Libya, Lichtenstein, Luxembourg, Malta, Namibia, Netherlands, Niger, Nigeria, Norway, Poland, Serbia [Yugoslavia], Slovakia, Spain, Sweden, Switzerland, Tunisia |
| GMT+2 | Eastern Europe Time [EET]; Russia Zone 1 | Belarus, Botswana, Bulgaria, Burundi, Cyprus, Dem. Rep. Of Congo, Egypt, Estonia, Finland, Greece, Israel, Jordan, Latvia, Lebanon, Lesotho, Lithuania, Malawi, Moldova, Mozambique, Romania, Russia (Kaliningrad), Rwanda, South Africa, Sudan, Swaziland, Syria, Turkey, Ukraine, Zambia, Zimbabwe |
| GMT+3 | Russia Zone 2 [MSK = Moscow Time] | Bahrain, Comoros, Djibouti, Eritrea, Ethiopia, Iran [+3.5], Iraq, Kenya, Kuwait, Madagascar, Prince Edward Islands, Qatar, Russia (eastern - Moscow), Saudi Arabia, Somalia, Tanzania, Uganda, Yemen |
| GMT+4 | Russia Zone 3 | Afghanistan [+4.5], Armenia, Azerbaijan, Georgia, Mauritius, Oman, Reunion, Russia (central - Ishevsk, Samara), Seychelles, United Arab Emirates |
| GMT+5 | Russia Zone 4 | India [5.5], Maldives, Nepal [5.75], Pakistan, Russia (central - Perm), Turkmenistan, Uzbekistan |
| GMT+6 | Russia Zone 5 | Bangladesh, Bhutan, Burma [6.5], Cocos (Keeling) Islands [6.5], Kazakhstan, Kyrgyzstan, Russia (central - Omsk), Sri Lanka, Tajikistan |
| GMT+7 | Russia Zone 6 | Cambodia, Indonesia (western), Laos, Malaysia (western), Russia (central - Novosibirsk), Singapore, Thailand, Vietnam |
| GMT+8 | Western Australia Standard Time; Russia Zone 7 | Australia (western - Perth), Brunei, China, Hong Kong, Indonesia (central), Malaysia (eastern), Mongolia, Philippines, Russia (eastern - Lake Baikal), Taiwan |
| GMT+9 | Japan Standard Time, Russia Zone 8 | Australia (central - Adelaide) [9.5], Indonesia (eastern), Japan, North Korea, Palau, Russia (eastern - Yakutsk), South Korea |
| GMT+10 | Eastern Australia Standard Time, Russia Zone 9 | Australia (eastern - Brisbane, Melbourne, Sydney), Guam, Micronesia, Northern Mariana Islands, Papau New Guinea, Russia (eastern - Vladivostok) |
| GMT+11 | Russia Zone 10 | New Caledonia, Norfolk Island (Australia) [11.5], Russia (eastern - Sakhalin), Solomon Islands, Vanuatu |
| GMT+12 | Russia Zone 11 | Fiji, Kiribati, Marshall Islands, Nauru, New Zealand, Russia (eastern - Petropavlovsk), Tuvalu |
| GMT+13 | Tonga | Kiribati, Tonga |
| GMT+14 | Kiribati | Kiribati, Tonga |
| GMT-11 | Midway Island | Midway Island |
| HST [GMT-10] | Hawaii Standard Time | Aleutian Islands (U.S.), Cook Islands (New Zealand), French Polynesia |
| MST [GMT-7] | Mountain Standard Time | Canada (western - Edmonton), U.S. (mid-west - Denver) |
| NST [GMT-3] | Newfoundland Standard Time | Argentina, Brazil (eastern - Brasilia), Falkland Islands, French Guyana, Greenland (central), Newfoundland (Island of) [-3.5], Suriname, Uruguay |
| PST [GMT-8] | Pacific Standard Time | Canada (western - Vancouver), U.S. (western - Los Angeles) |
| YST [GMT-9] | Yukon Standard Time | Alaska (U.S.), Pitcairn Islands (U.K.) [-9.5] |

## Closed from / Closed to

* optional, drop down menu
* select to indicate if your property is closed within the year, leave on same day if not applicable
* transfer to CRS page NAME

# PROPERTY GDS CODES

Enter the unique GDS code property id of your hotel for each GDS.

For new property adds you may leave all fields blank. Your account coordinator will maintain all applicable codes so that your property can be transmitted to the GDS’s.

## Amadeus/System One code (6)

* optional, free form text
* enter the id of your property in Amadeus without the chain id
* descriptive information of this property will be sent to this unique GDS property id
* transfer to CRS page NAME and yourVoyager Hotel Profile

## Galileo/Apollo code (6)

* optional, free form text
* enter the id of your property in Galileo without the chain id
* descriptive information of this property will be sent to this unique GDS property id
* transfer to CRS page NAME and yourVoyager Hotel Profile

## Galileo Rule No - internal use only

* this field can not be filled by a hotel or corporate user, it is for Trust internal purposes only

## Sabre code (6)

* optional, free form text
* enter the id of your property in Sabre without the chain id
* descriptive information of this property will be sent to this unique GDS property id
* transfer to CRS page NAME and Trust|Voyager Hotel Profile

## Worldspan code (6)

* optional, free form text
* enter the id of your property in Worldspan without the chain id
* descriptive information of this property will be sent to this unique GDS property id
* transfer to CRS page NAME and Trust|Voyager Hotel Profile

## Travelweb code (6)

* optional, free form text
* enter the id of your property in Travelweb without the chain id
* this field is displayed for informational purposes only

## WIZCOM EAP code

* this field is displayed for informational purposes only, it can not be changed

## Worldres code (6)

* optional, free form text
* enter the id of your property in WorldRes without the chain id
* this field is displayed for informational purposes only
* will be displayed in yourVoyager Hotel Profile

# CURRENCY AND TAXES

This page must be filled with accuracy in order to transmit your property to the GDS. You are obligated to enter any tax and currency information that applies to your property.

You are not required to enter any amounts with a decimal and the applicable zero’s. Trust|Content will identify the currency you have selected and automatically add the correct number of zero’s for an accurate GDS transmission.

## Primary currency

* required, drop down menu
* define exactly the same currency in which rates and other charges are quoted at your property
* your local currency could be different to the primary currency in which rates are quoted in
* be aware using an other currency than in Trust|Voyager results in a GDS reject
* transfer to all CRS pages where charges apply and the GDS’s

## Service charge amount (10)

* optional, numeric field
* enter the service charge that is added to the room rate or other charges at your property
* if a charge is inclusive enter ‘ 0 ‘ or leave empty to indicate that the charge is not applicable
* will be displayed in the GDS

## Sales tax / VAT amount (10)

* required, numeric field
* enter the sales tax / VAT amount that is added to the room rate or other charges at your property
* if a charge is not applicable you must enter ‘ 0 ‘ otherwise enter the exact amount
* will be displayed in the GDS

## Occupancy tax amount (10)

* optional, numeric field
* enter the occupancy charge that is added to the room rate at your property
* if a charge is inclusive enter ‘ 0 ‘ or leave empty to indicate that the charge is not applicable
* will be displayed in the GDS

## Other tax / city tax amount (10)

* optional, numeric field
* enter any other tax or charge that is added to the room rate or other charges at your property
* if a charge is inclusive enter ‘ 0 ‘ or leave empty to indicate that the charge is not applicable
* note that Sabre, one of the GDS, display’s currently a maximum of 3 type of taxes only, if applicable, add your tax to the above tax fields or leave an other tax field empty.
* if all 4 taxes are entered, ‘Other tax/city tax’ will not be transmitted to Sabre
* will be displayed in the GDS, exceptions see above

## Type

* required, drop down menu
* select either Flat fee or Percentage to further specify the applicable charge
* will be displayed in the GDS

## Inclusive

* required, drop down menu
* select either Yes or No to further specify if the applicable charge is included or not
* will be displayed in the GDS

## Additional tax and currency description (2000)

* optional, free form text
* enter any additional currency or tax information which could not be posted above or the guest may need to know additionally
* will be displayed in the GDS

# CONTACT INFORMATION

Please make sure that you are using consistent titles.

## General Manager / Exact title General Manager (40)

* optional, free form text
* enter the name and title of the applicable person
* transfer to CRS page PER

## Deputy Manager (40)

* optional, free form text
* enter the name of the applicable person
* transfer to CRS page PER

## Rooms Division Manager (40)

* optional, free form text
* enter the name of the applicable person
* transfer to CRS page PER

## Director Sales and Marketing (40)

* optional, free form text
* enter the name of the applicable person
* transfer to CRS page PER

## Front Office Manager (40)

* optional, free form text
* enter the name of the applicable person
* transfer to CRS page PER

## Reservation Manager (40)

* optional, free form text
* enter the name of the applicable person
* transfer to CRS page PER

## Trust|Com Coordinator (40)

* optional, free form text
* enter the name of the applicable person
* transfer to CRS page PER

## Main contact person for Trust/ Title main contact person (40)

* optional, free form text
* enter the name of the applicable person
* transfer to CRS page PER and the GDS’s

## Other staff 1 / Exact title (40)

* optional, free form text
* enter the name and title of any person you would like to be contacted additionally
* transfer to CRS page PER

## Other staff 2 / Exact title (40)

* optional, free form text
* enter the name and title of any person you would like to be contacted additionally
* transfer to CRS page PER

## Other staff 3 / Exact title (40)

* optional, free form text
* enter the name and title of any person you would like to be contacted additionally
* transfer to CRS page PER

# PROPERTY DESCRIPTION

Within the property description screen you are able to enter information about the rating of your property or any awards you have been given. You will be able to define in more detail, as which kind of property you are being presented to the GDS and Internet.

## AAA Diamonds / Mobil Stars / Michelin / OHG / Stars

* optional, drop down menu
* a zero selection will not be transmitted
* transfer to CRS page NAMEA and the GDS’s

## Additional awards description (2000)

* optional, free form text
* list any additional awards or accolades your hotel owns
* transfer to CRS page NAMEA

## Primary property type / Additional property type

* primary property type is required, drop down menu
* select up to three property types that would be applicable to your property
* transfer to the GDS’s

## Property category

* required, drop down menu
* select the general category with which your property is best associated
* transfer to the GDS’s

## Year Hotel was built \* (4)

* required, numeric field, GDS seamless
* enter the year your property was build in
* transfer to CRS page FAC and the GDS’s

## Year of last renovation of public areas \* (4)

* required, numeric field, GDS seamless
* enter the year of the last renovation in public area’s
* transfer to CRS page FAC

## Year of last room renovation \* (4)

* required, numeric field, GDS seamless field
* enter the year of the last room renovations
* transfer to CRS page FAC

## Rate Range from / to (10)

* optional, numeric field
* enter the lowest and highest rate of your property
* has now influence on the GDS seamless rate display
* transfer to yourVoyager Hotel Profile

# SELLING POINTS

This statement is very important for booking agents worldwide when recommending your hotel.

Please quote the unique selling points which distinguish your property from others in the region.

## Selling points description (2000)

* optional, free form text
* list unique selling points, which differentiates your hotel from others in the region, such as special location, services, etc
* transfer to CRS page SELL and the GDS’s

# PICTURE LINKS

On this screen you are able to enter links to online available pictures or maps of your property. All pictures will be displayed within the yourVoyager Reservation module.

## Picture Description (22)

* required, free form text
* enter a well defined title referring to your picture, such as Lobby, Restaurant, Pool, Map, etc.
* transfer to yourVoyager Reservation module

## Picture Link

* required, free from text
* enter the linkage to the picture you want to display in the reservation module, for example: <http://www.trustinternational.com/home/images/lobby.jpg>
* do not enter any homepage addresses, picture links only
* transfer to yourVoyager Reservation module

# COMMISSION

Please quote on this page the rates of commission that are paid to travel agents on guest stays. You are able to select a program the chain or the property participates in.

The commission policy is applicable to the property as a general policy. Rate level will override the commission specified at property level.

## Travel agency commission \* (10)

* required, numeric field, GDS seamless
* enter the amount of travel agency commission paid on completed guest stay’s
* transfer to CRS page COMM, Trust|Voyager Hotel Profile and the GDS’s

## Commission type \*

* required, drop down menu, GDS seamless
* select either Flat fee or Percentage to further specify the applicable charge
* transfer to CRS page COMM, Trust|Voyager Hotel Profile and the GDS’s

## Room rate only \* / including taxes \* / booked arrangement \*

* required, drop down menu, GDS seamless
* select to further specify the charge
* transfer to CRS page COMM, Trust|Voyager Hotel

## NPC \* / HCC \* / TrustCom \*

* optional, drop down menu, GDS seamless
* select if you participate in this central Commission payment program
* transfer to CRS page COMM, Trust|Voyager Hotel Profile and the GDS’s

## Additional program and info \* (180)

* optional, free form text, GDS seamless
* enter any additional commission information which is not reflected above
* transfer to CRS page COMM and the GDS’s

# GUARANTEE & DEPOSIT POLICIES

Please choose a guarantee policy, deposit policy or applicable hold time. The GDS’s will accept one policy only. This policy is applicable to the property as a general policy. Rate level will override the policy specified at property level.

Please make sure that information given is correct. All entered data are validated. If there is an invalid entry, a message will inform you what needs to be changed.

If the warning message is ignored by the user, the property rejects in the GDS’s and needs to be modified manually. As a result data transmission will delay.

## All reservations need a guarantee \*

* required, radio button, GDS seamless
* select if all reservations need to be guaranteed
* if reservations need to be guaranteed, but not at time of booking, specify at the end of the Guarantee & Deposit screen
* if selected, you must specify payment type ‘ Credit Cards ‘ at payment options or your property will be rejected by the GDS’s
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## All reservations need to be guaranteed at time of booking \*

* required, drop down menu, GDS seamless
* select if reservations need to be guaranteed at the time of booking
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## All reservations need a deposit \*

* optional, radio button, GDS seamless
* select if all reservations need a deposit
* you must also specify whether or not the deposit is refundable, how much of a deposit is required and where to the deposit is mailed
* if reservations need a deposit, but not at time of booking, please specify at the end of the Guarantee & Deposit screen – see additional deposit policies
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## Deposit required at time of booking \*

* optional, drop down menu, GDS seamless
* select if reservations need a deposit at the time of booking
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## Non guaranteed reservations will be held until \*

* optional, radio button, GDS seamless
* specify if reservations do not need neither a guarantee nor a deposit
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## Hold time \*

* optional, drop down menu, GDS seamless
* specify time until non guaranteed reservations will be held at your property
* must be specified in 24 hours time format, leave blank to indicate ‘ N/A ‘
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## By Credit Card \* / by Travel Agency \*

* optional, drop down menu, GDS seamless
* specify, if all reservations need to be guaranteed, which guarantee method is accepted
* transfer to CRS page GTD, RULES, POL1080060

## Deposit accepted for guarantee \*

* optional, drop down menu, GDS seamless
* select to indicate that a deposit is accepted to guarantee a reservation
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## Guarantee for late arrival requested \*

* required, drop down menu
* select YES if the rates are guaranteed at the time of booking
* transfer to the GDS’s

## Guarantee description (2000)

* optional, free form text
* enter any additional guidelines, exceptions, related procedures
* transfer to the GDS’s

## Deposit refundable ? \*

* optional, drop down menu, GDS seamless
* if you have selected a deposit policy you must specify whether or not, the deposit paid, is refundable
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## Fixed deposit amount due \* / Number of nights \* / Percentage of stay \*

* optional, drop down menu, GDS seamless
* if a deposit is required prior or after a reservation shall be made, exactly one method of deposit must be supplied
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

## Additional deposit description (120 characters only) \*

* optional, free form text, GDS seamless
* enter any additional guidelines, exceptions, related procedures
* transfer to the GDS’s
* transfer to CRS page RULES and the GDS’s

## Mail Deposit Attn. To

* optional, drop down menu
* select to where deposits, when required or recommended, should be mailed
* if ‘ Other Address ‘ is selected you must specify the address in the free form text field below
* transfer to the GDS’s

## Other mailing address (2000)

* optional, free form text
* if address is other than hotel address it must be specified here
* transfer to the GDS’s

## Form of payment (2000)

* optional, free form text
* enter any additional payment policies which are may not reflected above
* transfer to the GDS’s

## Name of bank (34)

* optional, free form text
* enter name of bank where deposit should be mailed to
* transfer to CRS page GTD

## Account No (50)

* optional, free form text
* enter account number of bank where deposit should be mailed to
* transfer to CRS page GTD

## Sort code/bank code (50)

* optional, free form text
* enter international sort / bank code of bank where deposit should be mailed to
* transfer to CRS page GTD

## VAT/TAX Number (50)

* optional, free form text
* enter VAT/TAX number of bank where deposit should be mailed to
* transfer to CRS page GTD

## Days / Hours prior to arrival \* and Days / Hours after reservation \*

* optional, numeric, GDS seamless
* required when guarantee or deposit policy is applicable but not at time of booking
* enter number of days / hours prior to arrival or days / hours after reservation is made by which a guarantee or deposit will be required to continue holding the reservation
* transfer to CRS page GTD, RULES, POL1080060 and the GDS’s

# PAYMENT OPTIONS

Please make sure you list all your payment options, e.g. cash, credit card, personal check. In order to define a guarantee or deposit policy within the GDS it is necessary to select all methods of payment your property accepts.

If you have chosen a guarantee policy, the payment method ‘ Credit Card ’ is mandatory and needs to be selected.

## Method of Payment

* optional, drop down menu
* credit card is mandatory for GDS transmission, if you have chosen a guarantee policy

|  |  |
| --- | --- |
| Agency name/Address | transfer to the GDS’s |
| Agency IATA/ARC# | transfer to the GDS’s |
| Company Check | transfer to the GDS’s |
| Cash | transfer to the GDS’s |
| Club Membership ID # | transfer to the GDS’s |
| Company Name/Address | transfer to the GDS’s |
| Corporate ID/CD # | transfer to the GDS’s |
| Credit Card | transfer to the GDS’s |
| Frequent Guest # | transfer to the GDS’s |
| Frequent Traveller # | transfer to the GDS’s |
| Guest Name/Address | transfer to the GDS’s |
| Money Order | transfer to the GDS’s |
| Personal Check | transfer to the GDS’s |
| Special Industry Program | transfer to the GDS’s |
| Traveller’s Check | transfer to the GDS’s |
| Tour Order | transfer to the GDS’s |
| Travel Voucher# | transfer to the GDS’s |
| Wire Payment | transfer to the GDS’s |

# CREDIT CARDS

At this screen user define which credit cards are accepted as a form of guarantee, deposit and payment at a property.

## Credit Card Options

* optional, drop down menu, partly GDS seamless
* select those credit cards that are accepted by your property for guarantee, deposit and payment

|  |  |
| --- | --- |
| Australian Bankcard | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Air Plus | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| American Express | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| BankAmericard | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Barclay Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Bank Card Japan | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Banco de Bilbao | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Blue Banque Francaise | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Bank of Hawaii | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| New Zealand Bank Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Carte Blue | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Bangkok Metropolitan Bank Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Bank Card Pacific | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Bancomer | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Bankunion | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Banamex | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Master Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Carte Blanche | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Carnet | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Carta Si | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Conneticut Bank and Trust Co. | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Choice | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Citizens and Southern National Bank | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Diners Club | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Discover Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Disney Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Eurocard | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Federation Nationale de L’Industrie Hotel | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Comites | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Interbank Master Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| JCB International | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Million Credit Service/Master Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Diamond Credit | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Movenpick | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Empire Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Nihon Shinpan | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Optima | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Raptime France | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Shoppers Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Select Credit Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Switch | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Trust Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Unibanco | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Union Credit | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Utell International Credit Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Visa | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Walker Bank Card | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Access | transfer to CRS page GTD, RULES, PAY and the GDS’s |
| Yes JTB | transfer to CRS page GTD, RULES, PAY and the GDS’s |

# CANCELLATION POLICIES

This policy is applicable to the property as a general policy. Rate level and / or Availability in yourVoyager will override the policy specified at property level.

Distinguish between a certain time on day of arrival OR number of days OR hours prior to arrival.

An automated plausibility check will be performed once pressing the ‘Review’ button. If the data given is incorrect an error message will be returned to the user. At the same time no data will be saved to the Content database.

## To be cancelled by \*

* optional, drop down menu, GDS seamless
* the time by which a reservation must be cancelled to avoid a cancellation penalty
* enter time intervals based on a 24 hours clock ( note: 00.00 hrs is midnight and a valid time, to not indicate this type of cancellation, leave drop down blank )
* transfer to CRS page RULES, POL1080000 and the GDS’s

## X days prior to planned arrival time \* (2)

* optional, numeric, GDS seamless
* enter the number of days prior to arrival by which a reservation must be cancelled to avoid a cancellation policy
* to further detail this type of cancellation policy you must enter the time when the cancellation policy becomes effective ( policy effective time ), use 24 hours time format
* example: Cancel by 3 days prior to 18.00 hrs on the day of arrival, hotel local time - means, the cancellation penalty period begins at 6pm, 3 days prior to arrival
* transfer to CRS page RULES, POL1080000 and the GDS’s

## X hours prior to planned arrival time \* (2)

* optional, drop down menu, GDS seamless
* enter the number of hours prior to arrival by which a reservation must be cancelled to avoid a cancellation policy
* to further detail this type of cancellation policy you must enter the time when the cancellation policy becomes effective - see below, use 24 hours time format
* example: Cancel by 48 hrs prior to 18.00 hrs on the day of arrival, hotel local time - means, the cancellation penalty period begins at 6pm, 48 hrs prior to arrival
* transfer to CRS page RULES, POL1080000 and the GDS’s

## policy effective time \*

* optional, drop down menu, GDS seamless
* required for cancellation option 2 and 3
* enter the time by there the cancellation policy becomes effective, see option 2 and 3
* transfer to CRS page RULES, POL1080000 and the GDS’s

## Number of nights \* (10) / Percent of stay \* (100) / Flat fee amount \* (99999)

* optional, numeric, GDS seamless
* enter what will be charged in case of no show or late cancellation, select number of nights, percent of stay or flat fee amount.
* if nothing will be entered 1 night charges applies to all reservations
* transfer to CRS page RULES, POL1080000

## Additional Penalty Text \* (120)

* optional, free form text, GDS seamless
* enter any exceptions to the general cancellation policy
* as a default description for all properties the following text appears: ‘Please note that other conditions might apply during high season as well as for special offers, see rate description.‘
* transfer to CRS page RULES, POL1080000

# SPECIAL HIGH SEASON CANCELLATION POLICY

This policy is applicable to the property as a general policy. Rate level and / or Availability in yourVoyager will override the policy specified at property level.

When there is a date range which reflects an exception to the general cancellation policy, you may add one or more high season cancel policies.

Click on description name to edit your high season cancellation policy or select ‘ New ‘ to create new.

Be aware that a maximum of 20 periods can be displayed seamless.

## Effective date \*

* required, drop down menu, GDS seamless
* enter start date on which the exception policy takes effect, your high season period cannot be defined past 18 months or 540 days
* transfer to CRS page PROMO2 and the GDS’s

## Discontinue date \*

* required, drop down menu, GDS seamless
* enter last date on which the exception policy takes is applicable
* transfer to CRS page PROMO2 and the GDS’s

## Name \* (12)

* optional, free form text, GDS seamless
* enter the name of the high season or fair date
* transfer to CRS page PROMO2 and the GDS’s

## Days \* (3)

* optional, numeric, GDS seamless
* enter the number of days by which a reservation must be cancelled before arrival
* transfer to CRS page PROMO2 and the GDS’s

# OTHER POLICIES & CHARGES

At this screen a user is able to indicate their additional charges for food and beverages, extra persons, services or family plan. These extra charges are not applied to individual room type levels at any GDS.

All policies are applicable to the property as a general policy. Rate level will override the policy specified at property level.

## Family plan offered

* optional, drop down menu
* a family plan refers to any program where children, under a certain age, usually stay free or for a reduced charge; select always YES if a children policy is applicable to a certain maximum age of a qualifying child.
* the field ‘Children up to (xx) stay free in parents room’ must be filled in addition
* at this time, the field will be mapped only to Galileo's 'Extra Options' Rule, to specify the max child age to other distribution channels, include this information in the description of the family plan in the free form text field
* transfer to CRS page FAM and the GDS’s

## Extra adult charge (9)

* optional, numeric
* enter the additional charge that is applied, if any, to a room rate when additional adults occupy a room, if the extra adult charge is not applicable, leave empty
* transfer to CRS page P1080060 and the GDS’s

## Extra child charge (9)

* optional, numeric
* enter the additional charge that is applied, if any, to a room rate when additional children occupy a room, if the extra child charge is not applicable, leave empty
* transfer to CRS page P1080060 and the GDS’s

## Rollaway for adult (9)

* optional, numeric
* enter the additional charge that is applied, if any, to a room rate when an extra bed/cot is required for an adult in a room, if the rollaway for adult charge is not applicable, leave blank
* transfer to CRS page P1080060 and the GDS’s

## Rollaway for child (9)

* optional, numeric
* enter the additional charge that is applied, if any, to a room rate when an extra bed/cot is required for a child in a room, if the rollaway for child charge is not applicable, leave empty
* transfer to CRS page P1080060 and the GDS’s

## Family plan and children policy description (2000)

* optional, free form text
* enter the policy details or any additional information regarding the family plan offered at your property
* transfer to CRS page FAM and the GDS’s

## Property inappropriate for children

* required, drop down menu
* select if your property would not be appropriate for families with children
* transfer to the GDS’s

## Children aged (2)

* optional, numeric
* enter the starting age when a child will not be discounted anymore
* transfer to CRS page FAM

## Children up to (2)

* optional, numeric
* required if family plan is applicable
* enter the maximum age of a qualifying child for a family plan
* transfer to CRS page FAM and the GDS’s

## Crib charge (9)

* optional, numeric
* enter the additional charge that is applied to a room rate, when a crib is required for an infant in a room
* transfer to CRS page P1080060 and the GDS’s

## Local phone calls charge (9)

* optional, numeric
* enter the charge for making local phone calls from a guest room
* transfer to CRS page P1080060 and the GDS’s

## Long distance access charge (9)

* optional, numeric
* enter the surcharge for making long distance phone calls from a guest room
* transfer to CRS page P1080060 and the GDS’s

## Incoming fax charge (9)

* optional, numeric
* enter the charge, usually per page, for receiving faxes at the property, either in the Business Center or at the Front Desk
* transfer to CRS page P1080060 and the GDS’s

## Outgoing fax charge (9)

* optional, numeric
* enter the charge for transmitting faxes, usually by page, from the property, either in the Business Center or at the Front Desk
* transfer to CRS page P1080060 and the GDS’s

## Corporate ID requested for corp. Bookings

* optional, drop down menu
* select YES or NO to indicate if a any form of corporate ID is required at the time of booking or at check-in
* transfer to the GDS’s

## Pets allowed \*

* optional, drop down menu, GDS seamless
* select whether pets are allowed on property or not
* transfer to CRS page FAC and the GDS’s

## Pets allowed for free \*

* optional, drop down menu, GDS seamless
* select whether pets are allowed for free or not
* transfer to CRS page FAC

## Charge for pets \*

* optional, numeric, GDS seamless
* enter the charge which applies to pets, if there is any
* transfer to CRS page FAC

## Pets allowed description

* optional, free form text
* enter any additional information regarding pets or policy details (exceptions, size, exceptions for visually-impaired guests, additional charges for pets, etc.
* transfer to the GDS’s

## Number of parking lot spaces \* (0-9999)

* optional, numeric, GDS seamless
* enter the number of all parking lot spaces at your property
* transfer to CRS page FAC

## Parking lot charge per day \*

* optional, numeric, GDS seamless
* enter the parking lot charge per day
* transfer to CRS page FAC

## Number of garage spaces \* (0-999)

* optional, numeric, GDS seamless
* enter the number of all garage spaces at your property
* transfer to CRS page FAC

## Garage charge per day \*

* optional, numeric, GDS seamless
* enter the parking lot charge per day
* transfer to CRS page FAC and the GDS’s

## Additional extra charge (2000)

* optional, free form text
* enter any additional extra charges for facilities use or services available at or through the property
* if local calls are free, you may enter a description such as ‘ complimentary phone calls ’
* transfer to the GDS’s

## Additional General Policy Information (2000)

* optional, free form text
* enter any additional general policy information that applies to your property
* transfer to CRS page GEN and the GDS’s

# CHECK IN AND CHECK OUT INFORMATION

At this screen you are able to post your check in and check out details.

## Check in \*

* required, drop down menu, GDS seamless
* select the normal check in time at hotel, enter time intervals based on a 24 hours clock
* transfer to CRS page CHECK and the GDS’s

## Check out \*

* required, drop down menu, GDS seamless
* select the normal check out time at hotel, enter time intervals based on a 24 hours clock
* transfer to CRS page CHECK and the GDS’s

## Check in apartment \*

* optional, drop down menu, GDS seamless
* select the check in time for apartments, if there any, enter time intervals based on a 24 hours clock
* transfer to CRS page CHECK

## Check out apartment \*

* optional, drop down menu, GDS seamless
* select the check in time for apartments, if there any, enter time intervals based on a 24 hours clock
* transfer to CRS page CHECK

## Early check out charge \*

* optional, drop down menu, GDS seamless
* select YES if there is a penalty when a guest checks out prior to the scheduled check out date of the guests reservation
* if selected YES you must specify the type of corresponding amount of the early check out charge applied in only one field below (flat fee, percentage, number of nights)
* transfer to CRS page CHECK and the GDS’s

## Flat fee \* / Percentage \* / # of nights \* (4)

* optional, numeric, GDS seamless
* enter if a flat fee amount, X-percent of the original balance of the stay or if the early check out charge equals to the remaining number of nights of the stay
* transfer to CRS page CHECK and the GDS’s

## Early check in / Late check out on request \*

* optional, drop down menu, GDS seamless
* select if an early check in or a late check out must be requested
* transfer to CRS page CHECK

## Early check in hrs \* / Late check out hrs \*

* optional, drop down menu, GDS seamless
* enter the time for the earliest check in or the late check out hours respectively
* transfer to CRS page CHECK

## Express check in \* / Express check out \*

* optional, drop down menu, GDS seamless
* select if express check in or express check out is available at your property
* transfer to CRS page CHECK

## Extended stay / Long stay option

* required, drop down menu
* enter is there is an extended stay option available at your property, an extended stay option refers to any program where reduced rates may be offered based on the length of stay
* transfer to the GDS’s

## Extended stay description (2000)

* optional, free form text
* enter any additional information describing the check in policies and options available for extended stays, do not repeat any information posted above already
* transfer to CRS page CHECKA and the GDS’s

# VISA & TRAVEL REQUIREMENTS

At this page you are able to enter any visa information, immigration rules, exceptions for visitors, or information to religious holidays if a guest might be effected.

## Visa & travel requirements (2000)

* optional, free form text
* enter any visa information, information on religious holidays
* transfer to CRS page VISA and the GDS’s

# GENERAL ROOM DESCRIPTION

On this screen users are asked to enter the number and general types of accommodation existing at the property, such as number of total rooms, suites, floors, etc.

## No. of single rooms \* (3)

* required, numeric, GDS seamless
* enter the number of all single rooms at your property
* transfer to CRS page FAC

## No. of double rooms \* (3)

* required, numeric, GDS seamless
* enter the number of all double rooms at your property
* transfer to CRS page FAC

## No. of twin rooms \* (3)

* optional, numeric, GDS seamless
* enter the number of all twin rooms at your property, blank means it is not applicable
* transfer to CRS page FAC

## No. of suites \* (5)

* required, numeric, GDS seamless
* enter the number of all suites at your property
* transfer to CRS page FAC and the GDS’s

## Total number of rooms (incl suites) \* (5)

* required, numeric, GDS seamless
* enter the number of all rooms including suites at your property
* transfer to CRS page FAC and the GDS’s

## No. of guest room floors \* (5)

* required, numeric, GDS seamless
* enter the number of all guest room floors at your property
* transfer to CRS page FAC

## No. of guest elevators \* (4)

* optional, numeric, GDS seamless
* enter the number of all guest elevators at your property, blank means it is not applicable
* transfer to CRS page FAC

## Floor number executive floor \* (2)

* optional, numeric, GDS seamless
* enter the number of the executive floor, if any, blank means it is not applicable
* transfer to CRS page FAC

## No. of non-smoking rooms \* (5)

* optional, numeric, GDS seamless
* enter the number of all non-smoking rooms at your property, blank means it is not applicable
* transfer to CRS page FAC and the GDS’s

## No. of connecting rooms \* (3)

* optional, numeric, GDS seamless
* enter the number of rooms with connecting doors at your property, blank means it is not applicable
* transfer to CRS page FAC

## No. of handicapped rooms \* (5)

* optional, numeric, GDS seamless
* enter the number of rooms for handicapped guests, blank means it is not applicable
* transfer to CRS page FAC and the GDS’s

## No. of family rooms \* (4)

* optional, numeric, GDS seamless
* enter the number of family rooms at your property, blank means it is not applicable
* transfer to CRS page FAC

## Max no. of guests in family room (adults) \* (2)

* optional, numeric, GDS seamless
* enter the maximum number of adults in a family room, blank means it is not applicable
* transfer to CRS page FAC

## Max no. of guests in family room (chld) \* (2)

* optional, numeric, GDS seamless
* enter the maximum number of adults in a family room, blank means it is not applicable
* transfer to CRS page FAC

# DETAILED ROOM DESCRIPTION

General information regarding room facilities and room amenities can be entered on this screen.

## General room description for all rooms (135)

* optional, free form text
* enter any room facilities, room amenities or any thing what makes your room types unique and is available in all rooms
* transfer to CRS page CAT and the GDS’s

## Room Description

* linkage to specific room types
* press on this link to add or modify your room type information
* transfer to CRS page CAT and the GDS’s

# DETAILED ROOM DESCRIPTION

On this screen all room types loaded in yourVoyager will be displayed. Whenever a new room type is created or an existing room is modified in yourVoyager, all changes will automatically transferred into Trust|Content. No room types can be created manually. Only rooms that are loaded in Configuration will be exported to Trust|Content.

This automatic import will include all rooms that are loaded for a property and can not distinguish between special, promotional or old and unused room types such as ROM, ROH, DB1, PHR etc.

If there are any room types which are not needed anymore they should be deactivated in yourVoyager by changing the room type code in Configuration to a combination with the same 3 characters in a row (for example AAA, BBB, CCC up to ZZZ ). These codes will not be exported to Trust|Content.

However if you do so, it is essential to inform your headoffice about any modification you have made.

Select the room type code you wish to modify by pressing on the room type code.

## Room code

* 3 letter code imported by yourVoyager
* code can not be changed in Trust|Content
* transfer to CRS page CAT and the GDS’s

## Selling order position

* imported by yourVoyager
* number can not be changed in Trust|Content
* number will be used for CRS page CAT

## Room classification

* optional, drop down menu
* select one room classification that best applies to the room, information will be sent to Galileo only
* transfer to the GDS’s (Galileo only)

## View description

* optional, drop down menu
* select the one of the room views that best applies to the room
* transfer to the GDS’s

## Bedding type

* required, drop down menu
* select the one of the bedding types that best applies to the room
* internal use

## Max occupancy per room

* imported by Trust|Voyager
* number can not be changed in Trust|Content
* transfer to the GDS’s

## Max # of rollaways in room

* imported by Trust|Voyager
* number can not be changed in Trust|Content
* transfer to the GDS’s

## Short description for GDS display

* imported by Trust|Voyager, GDS seamless
* description can not be changed in Trust|Content
* displayed for informational purposes only

## Room description for confirmation

* imported by Trust|Voyager
* description can not be changed in Trust|Content
* displayed for informational purposes only

## Room Picture Link

* optional, free from text
* enter the linkage to the picture you want to display in the reservation module, for example: <http://www.trustinternational.com/home/images/lobby.jpg>
* do not enter any homepage addresses, picture links only
* transfer to Trust|Voyager Reservation module

## Detailed room description for Reservation agents and Travel agents (2000)

* optional, free form text
* enter a description that applies to the room, i.e., “Superior room with king size bed decorated in Louis XIV-style furniture with a luxurious marble bathroom. The room is 30 sqm large and has a tremendous view over the lake.” and any additional descriptive room information or amenities not found on the ‘Room Amenities’ screen
* transfer to CRS page CAT and the GDS’s

# FACILITIES

On the Room Facilities screen users specify the room amenities applicable to all rooms at the property by selecting one or more of the room amenities check boxes.

The room amenities checked are transmitted as general room information and follow in the GDS’s the free form text entered in the General Room Description field.

## Guest room features

* optional, tick boxes
* select those room amenities that apply to most or all of your rooms

|  |  |
| --- | --- |
| 120 AC | transfer to CRS page ROOM and the GDS’s |
| 120 DC | transfer to CRS page ROOM and the GDS’s |
| 220 AC | transfer to CRS page ROOM and the GDS’s |
| 220 DC | transfer to CRS page ROOM and the GDS’s |
| Air Conditioning | transfer to CRS page ROOM and the GDS’s |
| AM/FM Alarm Clock | transfer to CRS page ROOM and the GDS’s |
| Balcony | transfer to CRS page ROOM and the GDS’s |
| Bedside Telephone | transfer to CRS page ROOM and the GDS’s |
| Cable/Satellite TV | transfer to CRS page ROOM and the GDS’s |
| Closed-Caption TV | transfer to CRS page ROOM and the GDS’s |
| Clothes Press | transfer to CRS page ROOM and the GDS’s |
| Coffee/Tea Maker | transfer to CRS page ROOM and the GDS’s |
| Color TV | transfer to CRS page ROOM and the GDS’s |
| Computer | transfer to CRS page ROOM and the GDS’s |
| Connecting Room | transfer to CRS page ROOM and the GDS’s |
| Dataport | transfer to CRS page ROOM and the GDS’s |
| Desk | transfer to CRS page ROOM and the GDS’s |
| Direct Dial Phone | transfer to CRS page ROOM and the GDS’s |
| Dry Cleaning | transfer to CRS page ROOM and the GDS’s |
| Easy Chair | transfer to CRS page ROOM and the GDS’s |
| Fan | transfer to CRS page ROOM |
| Fax Machine | transfer to CRS page ROOM and the GDS’s |
| Fax or PC Plugs | transfer to CRS page ROOM |
| Fireplace | transfer to CRS page ROOM and the GDS’s |
| Free Local Phone Calls | transfer to CRS page ROOM and the GDS’s |
| Full size mirror | transfer to CRS page ROOM |
| Handicapped Facilities | transfer to CRS page ROOM and the GDS’s |
| Internet Access | transfer to CRS page ROOM and the GDS’s |
| Iron/Ironing Board | transfer to CRS page ROOM and the GDS’s |
| Kitchen | transfer to CRS page ROOM and the GDS’s |
| Knock Lights | transfer to CRS page ROOM and the GDS’s |
| Microwave | transfer to CRS page ROOM and the GDS’s |
| Mini Bar | transfer to CRS page ROOM and the GDS’s |
| Modem Hookup | transfer to CRS page ROOM and the GDS’s |
| Movie Channels | transfer to CRS page ROOM and the GDS’s |
| No Smoking Room | transfer to CRS page ROOM and the GDS’s |
| Phone in Bathroom | transfer to CRS page ROOM and the GDS’s |
| Plates and Silverware | transfer to CRS page ROOM and the GDS’s |
| Radio | transfer to CRS page ROOM and the GDS’s |
| Refrigerator | transfer to CRS page ROOM and the GDS’s |
| Remote Control TV | transfer to CRS page ROOM |
| Safe | transfer to CRS page ROOM and the GDS’s |
| Shower | transfer to CRS page ROOM and the GDS’s |
| Sleeper Couch/Sofabed | transfer to CRS page ROOM and the GDS’s |
| Smoke Detector | transfer to CRS page ROOM and the GDS’s |
| Speaker Phone | transfer to CRS page ROOM and the GDS’s |
| Stereo System | transfer to CRS page ROOM |
| Telephone | transfer to CRS page ROOM and the GDS’s |
| Television | transfer to CRS page ROOM and the GDS’s |
| Television Amplifier | transfer to CRS page ROOM and the GDS’s |
| Two Line Telephone | transfer to CRS page ROOM and the GDS’s |
| VCR | transfer to CRS page ROOM and the GDS’s |
| Video/In-house movies | transfer to CRS page ROOM |
| Visual Alarm | transfer to CRS page ROOM and the GDS’s |
| Voice Mail | transfer to CRS page ROOM and the GDS’s |
| Water Bed | transfer to CRS page ROOM and the GDS’s |
| Working Desk | transfer to CRS page ROOM |
| Working Desk Phone | transfer to CRS page ROOM |

# OTHER FACILITIES

Select all the room amenities that apply to all room types or to a specific room code. The types of possible room amenities that can be offered at properties around the world can be almost limitless. Therefore, if a room amenity is not listed as one of the check boxes, you can include it in the ‘Room Description’ text box in the ‘Detailed Room Description’ screen or at the additional room amenity description on this page.

## Bathroom features

* optional, tick boxes
* select those bath room amenities that apply to most or all of your rooms

|  |  |
| --- | --- |
| Adapter Plugs avail. | transfer to CRS page ROOMB |
| Bath Tub | transfer to CRS page ROOMB and the GDS’s |
| Bathrobe | transfer to CRS page ROOMB and the GDS’s |
| Bathroom Amenities | transfer to CRS page ROOMB and the GDS’s |
| Bathroom private | transfer to CRS page ROOMB |
| Bathroom shared | transfer to CRS page ROOMB |
| Bathtub oversized | transfer to CRS page ROOMB |
| Bathtub/shower comb. | transfer to CRS page ROOMB and the GDS’s |
| Bidet | transfer to CRS page ROOMB and the GDS’s |
| Hairdryer | transfer to CRS page ROOMB and the GDS’s |
| Jacuzzi Bath Tub | transfer to CRS page ROOMB and the GDS’s |
| Sep Shower and Bathtub | transfer to CRS page ROOMB and the GDS’s |
| Shaving/Beauty Mirror | transfer to CRS page ROOMB |
| Shower Cap | transfer to CRS page ROOMB |
| Shower only | transfer to CRS page ROOMB |
| Slippers | transfer to CRS page ROOMB |
| Two basins in dbl rms | transfer to CRS page ROOMB |
| WC sep. from bathroom | transfer to CRS page ROOMB |

## Bathroom features for handicapped guests

* optional, tick boxes
* select those bath room amenities for handicapped guests, that apply to most or all of your rooms

|  |  |
| --- | --- |
| Bathtub Seat | transfer to CRS page ROOMB and the GDS’s |
| Rails in Bathroom | transfer to CRS page ROOMB and the GDS’s |
| Raised Toilet Grab Bar | transfer to CRS page ROOMB and the GDS’s |
| Safety Bar in Shower | transfer to CRS page ROOMB and the GDS’s |
| Walk-in Shower | transfer to CRS page ROOMB and the GDS’s |

## Additional room amenity description (2000)

* optional, free form text
* enter any room amenities not listed above
* transfer to CRS page ROOMC

# SERVICES

On this screen is users specify which services are available at the property, either by selecting the various check boxes or entering free form text.

## Services

* optional, tick boxes
* select those services that apply to your property

|  |  |
| --- | --- |
| 24-Hour Front Desk | transfer to CRS page SERV and the GDS’s |
| 24-Hour Room Service | transfer to CRS page SERV and the GDS’s |
| Airport Shuttle | transfer to CRS page SERV and the GDS’s |
| Babysitting/Childcare | transfer to CRS page SERV and the GDS’s |
| Baggage Hold | transfer to CRS page SERV and the GDS’s |
| Business Services | transfer to CRS page SERV and the GDS’s |
| Butler service | transfer to CRS page SERV |
| Children Program | transfer to CRS page SERV |
| Concierge | transfer to CRS page SERV and the GDS’s |
| Dietician | transfer to CRS page SERV and the GDS’s |
| Doctor on call | transfer to CRS page SERV and the GDS’s |
| Executive/VIP Services | transfer to CRS page SERV and the GDS’s |
| Free Newspaper | transfer to CRS page SERV and the GDS’s |
| Front Desk | transfer to CRS page SERV and the GDS’s |
| Game Room | transfer to CRS page SERV and the GDS’s |
| Hair Dresser | transfer to CRS page SERV and the GDS’s |
| Handicap Services | transfer to CRS page SERV and the GDS’s |
| Hearing Impaired Serv. | transfer to CRS page SERV and the GDS’s |
| Ice/Vending Machines | transfer to CRS page SERV and the GDS’s |
| Interpretation | transfer to CRS page SERV and the GDS’s |
| Ironing Service | transfer to CRS page SERV |
| Kennel | transfer to CRS page SERV and the GDS’s |
| Kindergarten | transfer to CRS page SERV |
| Laundromat | transfer to CRS page SERV and the GDS’s |
| Laundry 24 hrs | transfer to CRS page SERV |
| Laundry same day | transfer to CRS page SERV |
| Laundry weekends | transfer to CRS page SERV |
| Laundry/Valet | transfer to CRS page SERV and the GDS’s |
| Limited Room Service | transfer to CRS page SERV and the GDS’s |
| Local Shuttle | transfer to CRS page SERV and the GDS’s |
| Mail Services | transfer to CRS page SERV and the GDS’s |
| Motorbike Rental | transfer to CRS page SERV |
| Multilingual Staff | transfer to CRS page SERV |
| Petsitting Services | transfer to CRS page SERV and the GDS’s |
| Porter/Bellmen | transfer to CRS page SERV and the GDS’s |
| Room Service | transfer to CRS page SERV |
| Roomservice full menu | transfer to CRS page SERV |
| Safe Deposit Box | transfer to CRS page SERV and the GDS’s |
| Shoe Shine | transfer to CRS page SERV and the GDS’s |
| Sports Trainer | transfer to CRS page SERV and the GDS’s |
| Stationary Bike | transfer to CRS page SERV and the GDS’s |
| Theater Ticket | transfer to CRS page SERV and the GDS’s |
| Turndown Service | transfer to CRS page SERV and the GDS’s |
| Valet Parking | transfer to CRS page SERV and the GDS’s |
| Valet Service | transfer to CRS page SERV |
| Video Billing | transfer to CRS page SERV and the GDS’s |
| Wake-Up Calls | transfer to CRS page SERV and the GDS’s |
| Wheelchair available | transfer to CRS page SERV |

## Additional property services (2000)

* optional, free form text
* enter any additional services not listed as a check box above, e.g. a more detailed description of specific services, policies or rates regarding a particular service, hours of operation of when a service is offered, how to arrange services, etc.
* transfer to CRS page SERVC and the GDS’s

# FACILITIES

On this screen a user can select all facilities that are located at the property.

## Facilities

* optional, tick boxes
* select those facilities that apply to your property

|  |  |
| --- | --- |
| Amusement Park | transfer to CRS page FACA and the GDS’s |
| Ballroom | transfer to CRS page FACA and the GDS’s |
| Banquet Facility | transfer to CRS page FACA and the GDS’s |
| Bar | transfer to CRS page FACA and the GDS’s |
| Beach | transfer to CRS page FACA and the GDS’s |
| Business Center | transfer to CRS page FACA and the GDS’s |
| Casino | transfer to CRS page FACA and the GDS’s |
| Coffee Shop | transfer to CRS page FACA and the GDS’s |
| Conference Room | transfer to CRS page FACA and the GDS’s |
| Disabled Parking | transfer to CRS page FACA and the GDS’s |
| Disco | transfer to CRS page FACA and the GDS’s |
| Elevators | transfer to CRS page FACA and the GDS’s |
| Executive/Club Floors | transfer to CRS page FACA and the GDS’s |
| Free Parking | transfer to CRS page FACA and the GDS’s |
| Garage Parking | transfer to CRS page FACA and the GDS’s |
| Golf Course | transfer to CRS page FACA and the GDS’s |
| Handicapped Facilities | transfer to CRS page FACA and the GDS’s |
| Lounge | transfer to CRS page FACA and the GDS’s |
| Meeting Room | transfer to CRS page FACA and the GDS’s |
| Night Club | transfer to CRS page FACA and the GDS’s |
| No smoking rooms | transfer to CRS page FACA and the GDS’s |
| Outdoor Parking | transfer to CRS page FACA and the GDS’s |
| Poolside Services | transfer to CRS page FACA and the GDS’s |
| RV or Truck parking | transfer to CRS page FACA and the GDS’s |
| Restaurant | transfer to CRS page FACA and the GDS’s |

## Additional property facilities description

* optional, free form text
* enter any facilities not listed as a check box above, you may also enter a more detailed description of facilities, policies or rates regarding a particular facility, hours of operation of a particular facility, etc.
* transfer to the GDS’s

# SHOPS

On this screen a user can select any shops that are available on property.

## Shops

* optional, tick boxes
* select those shops that apply to your property

|  |  |
| --- | --- |
| Airline/Travel Desk | transfer to CRS page SHOP and the GDS’s |
| Banking | transfer to CRS page SHOP and the GDS’s |
| BeautyShop/Hairdresser | transfer to CRS page SHOP and the GDS’s |
| Car Rental Desk | transfer to CRS page SHOP and the GDS’s |
| Convenience Store | transfer to CRS page SHOP |
| Currency Exchange | transfer to CRS page SHOP and the GDS’s |
| Fashion wear | transfer to CRS page SHOP |
| Flowers | transfer to CRS page SHOP |
| Gift Shop | transfer to CRS page SHOP |
| Jewellery Shop | transfer to CRS page SHOP |
| News Stand/Books | transfer to CRS page SHOP |
| Pharmacy | transfer to CRS page SHOP |
| Post | transfer to CRS page SHOP |
| Shops in vicinity | transfer to CRS page SHOP |
| Souvenir Shop | transfer to CRS page SHOP |
| Tobacco | transfer to CRS page SHOP |
| Travel Agency | transfer to CRS page SHOP |

## Additional shop information

* optional, free form text
* enter any shops not listed as a check box above, you may also enter a more detailed description of opening hours, brands, etc.
* transfer to CRS page SHOPA

# SAFETY AND SECURITY

## Meets US Government Fire safety code

* required, drop down menu
* if your property is located outside the USA please always quote ‘No’, the Us Government Fire safety code does not apply in any other countries
* transfer to the GDS’s

## Room Security

* required, tick boxes
* select all room safety features that apply to your property

|  |  |
| --- | --- |
| Additional Safety Lock | transfer to CRS page SAFE and the GDS’s |
| Audible Smoke Detector | transfer to CRS page SAFE and the GDS’s |
| Carbon Monox.Protector | transfer to CRS page SAFE and the GDS’s |
| Closed caption TV | transfer to CRS page SAFE and the GDS’s |
| Doors have dead bolts | transfer to CRS page SAFE and the GDS’s |
| Emergency exit maps | transfer to CRS page SAFE and the GDS’s |
| Emergency information in guest rooms | transfer to CRS page SAFE and the GDS’s |
| Fire Detectors | transfer to CRS page SAFE and the GDS’s |
| Peephole/View port | transfer to CRS page SAFE and the GDS’s |
| Primary entrance accessible by interior | transfer to CRS page SAFE and the GDS’s |
| Restricted access to room floors | transfer to CRS page SAFE and the GDS’s |
| Room accessible by exterior entrance only | transfer to CRS page SAFE and the GDS’s |
| Room balconies accessible by adjoining rooms | transfer to CRS page SAFE and the GDS’s |
| Secondary lock on window | transfer to CRS page SAFE and the GDS’s |
| Secondary locks on sliding glass doors | transfer to CRS page SAFE and the GDS’s |
| Smoke alarm in room | transfer to CRS page SAFE and the GDS’s |
| Smoke detectors in room | transfer to CRS page SAFE and the GDS’s |
| Sprinkler in room | transfer to CRS page SAFE and the GDS’s |
| TV amplifier | transfer to CRS page SAFE and the GDS’s |
| Visual Alarms For Hearing Impaired | transfer to CRS page SAFE and the GDS’s |
| Windows open | transfer to CRS page SAFE and the GDS’s |

## General Security

* required, tick boxes
* select all property safety features that apply to your property

|  |  |
| --- | --- |
| 24 Hour Security | transfer to CRS page SAFE and the GDS’s |
| Alarms Have Strobe Lights | transfer to CRS page SAFE and the GDS’s |
| Audible Alarms | transfer to CRS page SAFE and the GDS’s |
| Auto Link To Fire Station | transfer to CRS page SAFE and the GDS’s |
| Auto Recall Elevators | transfer to CRS page SAFE and the GDS’s |
| Automatic Fire Doors | transfer to CRS page SAFE and the GDS’s |
| Electronic Room Key System | transfer to CRS page SAFE and the GDS’s |
| Emergency Evacuation Drill | transfer to CRS page SAFE and the GDS’s |
| Emergency Lighting | transfer to CRS page SAFE and the GDS’s |
| Evacuation Drill Frequency | transfer to CRS page SAFE and the GDS’s |
| Fire Detectors In Hallways | transfer to CRS page SAFE and the GDS’s |
| Fire Detectors In Public Areas | transfer to CRS page SAFE and the GDS’s |
| Fire Extinguishers In Hallways | transfer to CRS page SAFE and the GDS’s |
| First Aid Available | transfer to CRS page SAFE and the GDS’s |
| Hardwired Smoke Detectors | transfer to CRS page SAFE and the GDS’s |
| Meets Fire Safety Code | transfer to CRS page SAFE and the GDS’s |
| Multiple Exits Each Floor | transfer to CRS page SAFE and the GDS’s |
| Parking Area Patrolled | transfer to CRS page SAFE and the GDS’s |
| Parking Area Well Lit | transfer to CRS page SAFE and the GDS’s |
| Parking Garage Or Area Attendants | transfer to CRS page SAFE and the GDS’s |
| Public Address System | transfer to CRS page SAFE and the GDS’s |
| Secured Floors | transfer to CRS page SAFE and the GDS’s |
| Separate Floors For Women | transfer to CRS page SAFE and the GDS’s |
| Smoke Detectors Hallways | transfer to CRS page SAFE and the GDS’s |
| Smoke Detectors Public Areas | transfer to CRS page SAFE and the GDS’s |
| Sprinklers In Hallways | transfer to CRS page SAFE and the GDS’s |
| Sprinklers In Public Areas | transfer to CRS page SAFE and the GDS’s |
| Staff Trained In CPR | transfer to CRS page SAFE and the GDS’s |
| Staff Trained In First Aid | transfer to CRS page SAFE and the GDS’s |
| Staff Trained In Issuance Of Dupl. Key | transfer to CRS page SAFE and the GDS’s |
| Uniformed Security | transfer to CRS page SAFE and the GDS’s |
| Ventilated Stairwells | transfer to CRS page SAFE and the GDS’s |
| Video Surveillance Entrances | transfer to CRS page SAFE and the GDS’s |
| Video Surveillance Hallways | transfer to CRS page SAFE and the GDS’s |
| Video Surveillance Public Areas | transfer to CRS page SAFE and the GDS’s |
| Well Lit Exit Signs | transfer to CRS page SAFE and the GDS’s |
| Well Lit Parking Area | transfer to CRS page SAFE and the GDS’s |
| Well Lit Walkway | transfer to CRS page SAFE and the GDS’s |

# BUSINESS SERVICES

## Business Center available

* optional, drop down menu
* select whether a business center is available on property or not
* transfer to CRS page SERVB

## Business Services

* linkage to business services
* press on this link to add business services
* transfer to CRS page SERVB and the GDS’s

# BUSINESS SERVICES

## Business Services

* optional, drop down menu
* select all property business services that apply to your property, charges will be displayed in Voyager only

|  |  |
| --- | --- |
| Audio Visuals Rental | transfer to CRS page SERVB |
| Audio-Visual Equipment | transfer to CRS page SERVB and the GDS’s |
| Business Service | transfer to CRS page SERVB |
| Catering | transfer to CRS page SERVB and the GDS’s |
| Cellular Phone Rental | transfer to CRS page SERVB and the GDS’s |
| Computer Available | transfer to CRS page SERVB and the GDS’s |
| Computer Modem Hookups | transfer to CRS page SERVB and the GDS’s |
| Computer Printing | transfer to CRS page SERVB and the GDS’s |
| Computers | transfer to CRS page SERVB and the GDS’s |
| Conference Services | transfer to CRS page SERVB and the GDS’s |
| Copy Center | transfer to CRS page SERVB and the GDS’s |
| Copy Machine | transfer to CRS page SERVB and the GDS’s |
| Copy Service | transfer to CRS page SERVB and the GDS’s |
| Courier Service | transfer to CRS page SERVB and the GDS’s |
| Equipment Rental | transfer to CRS page SERVB and the GDS’s |
| Exhibit Services | transfer to CRS page SERVB and the GDS’s |
| Fax Machine | transfer to CRS page SERVB and the GDS’s |
| Fax Rental | transfer to CRS page SERVB |
| Fax Service | transfer to CRS page SERVB and the GDS’s |
| Internet Connectivity | transfer to CRS page SERVB and the GDS’s |
| Interpreter | transfer to CRS page SERVB and the GDS’s |
| Notary Public | transfer to CRS page SERVB and the GDS’s |
| PC Rental | transfer to CRS page SERVB and the GDS’s |
| Pager Rental | transfer to CRS page SERVB and the GDS’s |
| Secretarial Services | transfer to CRS page SERVB and the GDS’s |
| Shipping Service | transfer to CRS page SERVB and the GDS’s |
| Video Conferencing | transfer to CRS page SERVB and the GDS’s |

# PROPERTY LOCATION

On this screen a user must define where the property is situated within the city, the airports to which a property is associated and describe the location of the property in a free floating text. Try to highlight the advantages of your hotel’s location.

## Location Description \* (2000)

* optional, free form text, GDS seamless
* describe the location of the property and try to highlight the advantages of your hotel’s location
* transfer to CRS page LOC and the GDS’s

## Property location

* required, drop down menu
* select the general primary location of the property, the selection identifies whether the property is considered an airport property, a resort location, or a city location
* if a city location, you may select its location as one of the suburbs relative to the city center
* transfer to the GDS’s

## City code (3)

* required, free form text
* enter the primary three-character airport code with which the property is associated, if the city in which a property is located does not have its own airport, enter the three-character code of the nearest airport, located in a nearby city
* the airport code and the city code may be identical in some case
* by posting a city or airport code, it will be automatically checked if the code contains min/max 3 characters. If applicable small letters will be converted into capital letters
* transfer to the GDS’s

## City center within walking distance

* optional, drop down menu
* select ‘Yes’ if the city center is within reasonable walking distance from the property
* the location of the property in relation to the city center, including distance, should be entered in the ‘Additional Property Location Text’ text box
* transfer to the GDS’s

## Directions to city

* required, drop down menu
* select the direction someone would be traveling when going from property to the city
* transfer to the GDS’s

## Distance

* required, drop down menu
* Enter the numeric distance for each additional airport from the property
* transfer to the GDS’s

## Unit of measure

* optional, drop down menu
* please use the same unit of measure within your entire property
* transfer to the GDS’s

## District

* optional, tick boxes
* select one or more districts to which the property can be associated, selection of a district should imply that the property is either located in or is in close proximity to that district
* transfer to the GDS’s

## Area

* optional, tick boxes
* select one or more areas in which the property is located, selection of an area should imply that the property is located in that area, city is not listed as an option since it is a selection option in the ‘Property Location’ drop down box, a resort property can be located in any number of resort areas, i.e., ski resorts are most often located in the mountains, island resorts are most often located on the beach, etc
* transfer to the GDS’

# CORPORATE LOCATION

The Corporate Location screen is where users enter key corporations that are in close proximity to a property and might encourage a corporate traveler to select this property over another.

They are the corporate locations that a property wants a business traveler to see as an element of the property’s location regardless of geo-coding capabilities by the GDSs.

## Corporate location (40)

* required, free form text
* enter the name of each corporate location that is in close proximity to the property
* transfer to CRS page LANDB and the GDS’s

## Direction

* required, drop down menu
* select the direction someone would be traveling when going from the corporate location to the property
* transfer to CRS page LANDB and the GDS’s

## Distance

* optional, numeric
* this field requires the figure, e.g. ‘5’ only
* transfer to CRS page LANDB and the GDS’s

## Units of measure

* optional, numeric
* be aware that you need to choose between the types of ‘Unit of measure’ Kilometers or Miles
* use the same unit of measure within your entire property.
* transfer to CRS page LANDB and the GDS’s

# LANDMARKS

Please list all attractions in the vicinity of your hotel. The Landmarks screen is where users enter key points of interest with which the property is associated and, therefore, might encourage a traveler to select this property over another.

Up to 15 reference points are transmitted to the GDSs as free form text for reference. These reference points are not applied to the fixed index points nor do they override geo-coding in the GDSs.

## Landmarks (40)

* required, free form text
* enter the name of each landmark / reference point that is in close proximity to the property
* transfer to CRS page LAND and the GDS’s

## Direction

* required, drop down menu
* select the direction someone would be traveling when going from the point of interest / landmark to the property
* transfer to CRS page LAND and the GDS’s

## Distance

* optional, numeric
* this field requires the figure, e.g. ‘5’ only
* transfer to CRS page LAND and the GDS’s

## Units of measure

* optional, numeric
* be aware that you need to choose between the types of ‘Unit of measure’ Kilometers or Miles
* use the same unit of measure within your entire property.
* transfer to CRS page LAND and the GDS’s

# GENERAL TRANSPORTATION

At this screen users are asked to enter shuttle information in addition to other modes of transportation.

Transportation options and corresponding details for additional airports can also be entered on the next screen.

## Free Airport shuttle

* required, drop down menu
* select ‘Yes’ if the property offers or arranges free shuttle transportation from the primary airport to the property and/or from the property to the primary airport
* transfer to CRS page TRANS and the GDS’s

## Hrs of operation from / Hrs of operation to

* optional, drop down menu
* enter the hours of operation during which the free shuttle transportation operates
* transfer to CRS page TRANS and the GDS’s

## Airport to Hotel

* optional, drop down box
* select if the property offers a shuttle service from the airport to the hotel
* transfer to CRS page TRANS

## Airport to Hotel roundtrip

* optional, drop down box
* select if the property offers a shuttle service from the property to the airport and back
* transfer to CRS page TRANS

## Free shuttle bus to City Center

* optional, drop down box
* select if the property offers a free shuttle service from the property to the city center
* transfer to CRS page TRANS

## Hrs of operation from / Hrs of operation to

* optional, drop down menu
* enter the hours during which the free shuttle to the city center operates
* transfer to CRS page TRANS

## Main Station to hotel one way

* optional, drop down box
* select if the property offers a shuttle service from the hotel to the main station
* transfer to CRS page TRANS

## Main Station to hotel roundtrip

* optional, drop down box
* select if the property offers a shuttle service from the hotel to the main station and back
* transfer to CRS page TRANS

## Nearest major city (30)

* optional, free form text
* enter the name of the nearest major city
* transfer to CRS page TRANS

## Airport bus station at the hotel

* optional, drop down box
* select whether or not there is a airport bus station at the hotel
* transfer to CRS page TRANS

## Airport bus station near hotel

* optional, drop down box
* select whether or not there is a airport bus station nearby the hotel
* transfer to CRS page TRANS

## Distance

* optional, numeric
* enter the distance from property to airport bus station
* transfer to CRS page TRANS

## Unit of measure

* optional, drop down menu
* enter the direction from property to airport bus station
* transfer to CRS page TRANS

## Hotel Shuttle Bus free of charge to

* optional, free form text
* enter any additional bus stop where the free shuttle service is available as well
* transfer to CRS page TRANS

## Hotel own Shuttle Bus available

* optional, drop down menu
* select whether or not the property has its own shuttle bus
* transfer to CRS page TRANS

## Free public transport

* optional, drop down menu
* select whether or not there is free public transport offered
* transfer to CRS page TRANS

## Subway/rail station near hotel

* optional, drop down menu
* select whether or not there is a subway or rail station near by the property
* transfer to CRS page TRANS

## Distance

* optional, numeric
* enter the distance from property to the next subway or rail station
* transfer to CRS page TRANS

## Unit of measure

* optional, drop down menu
* enter the direction from property to the next subway or rail station
* transfer to CRS page TRANS

## Own heliport on premises

* optional, drop down menu
* select whether or not there is an own heliport on property
* transfer to CRS page TRANS

## Heliport in the vicinity

* optional, drop down menu
* select whether or not there is an own heliport in the vicinity
* transfer to CRS page TRANS

## Distance

* optional, numeric
* enter the distance from property to the heliport
* transfer to CRS page TRANS

## Unit of measure

* optional, drop down menu
* enter the direction from property to the heliport
* transfer to CRS page TRANS

# FARES & DISTANCES

The ‘Fares & Distances’ screen is where users enter distance and transportation charges to the airport and in addition to other modes of transportation, from the to the property to exhibition grounds, rail way station and other airports.

When entering any airport information, the name of the airport should be specified first.

## Railway station / Taxi fare / Limousine fare / Distance / Direction

* optional
* enter name of nearest railway station, charge for taxi or limousine and distance and direction
* transfer to CRS page TRANS

## Exhibition ground 1-3 / Taxi fare / Limousine fare / Distance / Direction

* optional
* enter up to 3 exhibition grounds, charge for taxi or limousine and distance and direction
* transfer to CRS page TRANS

## Primary airport code

* required, free form text
* enter the primary three-character airport code with which the property is associated, if the city in which a property is located does not have its own airport, enter the three-character code of the nearest airport, located in a nearby city
* the airport code and the city code may be identical in some cases, in order for travel distribution system to conduct searches of available properties, the airport and/or city codes associated to a property must be identified
* transfer to CRS page TRANS and the GDS’s

## Primary airport location

* required, drop down menu
* select the general primary location of the airport, this is the location of the airport relative to the property
* transfer to Galileo only

## Primary airport name / Taxi fare / Limousine fare / Distance / Direction

* optional
* enter the name of the primary airport, charge for taxi or limousine and distance and direction
* transfer to CRS page TRANS

## Addl. airport code / Airport name / Taxi fare / Limousine fare / Dist. / Dir.

* optional
* enter the name of any additional airport nearby, charge for taxi or limousine and distance and direction
* transfer to CRS page TRANS

# DESCRIPTION

At this screen users are asked to enter transportation options and their charges. Additional shuttle information can be posted at the ‘Additional Shuttle description’ text box.

## Limousine Service Airport / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a limousine is an optional form of transportation from the airport to the property
* additional limousine information can be entered in the corresponding ‘Description’ text box
* information might include the names and phone numbers of limo companies, current rates, driving times, recommendations on gratuity, etc.
* if the property is able to make limo reservations for their guests, enter information on how to arrange limo pick-ups and drop-offs
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Taxi Service Airport / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a taxi is an optional form of transportation from the airport to the property
* additional taxi information can be entered in the corresponding ‘Description’ text box
* information might include the names and phone numbers of reputable local taxi companies, current rates, driving times, recommendations on gratuity, etc.
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Rental Car Service Airport / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a rental car is an optional form of transportation from the airport to the property
* additional rental car information can be entered in the corresponding ‘Description’ text box
* information might include the names and phone numbers of rental car companies that service the airport, hours of operation, where to pick up and drop off cars, driving times, etc.
* if the property is able to make rental car reservations with a preferred or alliance rental car company for their guests, enter information on how to arrange rental car pick-ups and drop-offs
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Rail/Subway Service Airport / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if rail or subway travel is an optional form of transportation from the airport to the property
* additional rail or subway information can be entered in the corresponding ‘Description’ text box
* information might include which rail or subway lines should be taken, embarkation and debarkation stations, how and where to transfer trains, walking directions from the station to the property, current fares and schedules, etc.
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Bus Service Airport / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a bus or other form of transportation is an option from the airport to the property
* additional information can be entered in the corresponding ‘Description’ text box
* information might include which bus lines should be taken, embarkation and debarkation stations, how and where to transfer buses, walking directions from the bus station to the property, current fares and schedules, etc
* if any other form of transportation is available from the airport to the property, specify what that form of transportation is in this field
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Taxi to City Centre / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a taxi is an optional form of transportation to/from the city center
* additional taxi information can be entered in the corresponding ‘Description’ text box
* information might include the names and phone numbers of reputable local taxi companies, current rates, driving times, recommendations on gratuity, etc.
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Limousine to City Centre / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a limousine is an optional form of transportation to/from the city center
* additional limousine information can be entered in the corresponding ‘Description’ text box
* information might include the names and phone numbers of limo companies, current rates, driving times, recommendations on gratuity, etc.
* if the property is able to make limo reservations for their guests, enter information on how to arrange limo pick-ups and drop-offs
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Rental Car Service / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a rental car is an optional form of transportation to/from the city center
* additional rental car information can be entered in the corresponding ‘Description’ text box
* information might include the names and phone numbers of rental car companies, directions and driving times to specific points of interest, etc.
* if the property is able to make rental car reservations with a preferred or alliance rental car company for their guests, enter information on how to arrange rental car pick-ups and drop-offs
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Rail/Subway to City Center / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if rail or subway travel is an optional form of transportation to/from the city center
* additional rail or subway information can be entered in the corresponding ‘Description’ text box
* information might include which rail or subway lines should be taken, embarkation and debarkation stations, how and where to transfer trains, walking directions from the station to the property or from stations to specific points of interest, current fares and schedules, etc.
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Bus Service to City Center / Description of Service (2000)

* optional, drop down menu - free form text
* click the check box if a bus or other form of transportation is an option to/from the city center
* additional information can be entered in the corresponding ‘Description’ text box
* information might include which bus lines should be taken, embarkation and debarkation stations, how and where to transfer buses, walking directions from the bus station to the property or from stations to specific points of interest, current fares and schedules, etc.
* if any other form of transportation is available to/from the city center, specify what that form of transportation is in this field
* transfer to CRS page TRANS (drop down only) and the GDS’s

## Additional Shuttle description (2000)

* optional, free form text
* enter any additional information that will assist a guest in arranging and boarding shuttle transportation
* information might include the name and phone number of the shuttle company, how to arrange shuttle service upon arrival at the airport or departure from the property, etc.
* additional shuttle information can be entered regardless of whether or not the shuttle service is complimentary, if there is a charge for the service, you should enter the current rates in this field
* transfer to CRS page TRNST and the GDS’s

# DRIVING DIRECTIONS

This screen is where users enter general driving directions from the north, south, east and west to the property. Regardless of where an individual is driving from, they will be arriving from one of the above general directions.

If the hotelier wants to provide directions specifically from an airport, for example, select the general direction a driver would be traveling from that airport to the property and enter the driving directions in that text box only.

## North / West / South / East (2000)

* optional, free form text
* enter driving directions when traveling from north, west, east, south of the property
* transfer to CRS page DRIVE and the GDS’s

# MEETING ROOMS

The ‘Meeting Rooms’ screen is where users enter meeting and conference room details specifically related to meeting, business, and convention activities. The information entered on this screen is designed to assist meeting and convention planners in their selection of a property that meets the logistical requirements of their event(s).

## Meeting rooms

* linkage to meeting rooms
* press on this link to add a meeting room
* transfer to the GDS’s

## Total Number of meeting rooms (0-9999)

* optional, numeric
* enter the total number of meeting rooms at your property
* transfer to the GDS’s

## Total size of all rooms (0-99999)

* optional, numeric
* enter the total size (measurement) of meeting rooms at your property
* transfer to the GDS’s

## Size of largest room (0-999999)

* optional, numeric
* enter the total size (measurement) of the largest meeting room at your property
* transfer to the GDS’s

## Size of smallest room (0-9999)

* optional, numeric
* enter the total size (measurement) of the smallest meeting room at your property
* transfer to the GDS’s

# MEETING ROOMS

On this screen a user can quote the name of the function rooms of the property, as well as additional information of size and seating formats.

## Name of meeting room (20)

* required, free form text
* enter the name of your meeting room
* transfer to CRS page MTG and the GDS’s

## Airconditioning

* optional, drop down menu
* select whether this meeting room has aircondition or not
* transfer to CRS page MTG and the GDS’s

## Daylight

* optional, drop down menu
* select whether this meeting room has daylight or not
* transfer to CRS page MTG and the GDS’s

## Size of room (0-99999)

* optional, numeric
* enter the total measurement of this room
* transfer to CRS page MTG and the GDS’s

## Classroom / Theater Style / Banquet / U-Shaped / Reception Style (0-9999)

* optional, numeric
* quote the number of guests per seating arrangement
* transfer to CRS page MTG and the GDS’s

# TECHNICAL EQUIPMENT

At this screen a user can select technical equipment which is available on property.

## Technical Equipment

* optional, drop down menu - numeric
* select all technical services that apply to your meeting rooms

|  |  |
| --- | --- |
| Dance Floor | transfer to CRS page TECH |
| Disc Recorder | transfer to CRS page TECH |
| Fixed Stage | transfer to CRS page TECH |
| Flipchart | transfer to CRS page TECH |
| Gangway Fashion Shows | transfer to CRS page TECH |
| High Voltage Current | transfer to CRS page TECH |
| Lectern | transfer to CRS page TECH |
| Microphones Portable | transfer to CRS page TECH |
| Microphones Stationary | transfer to CRS page TECH |
| Microphones Wireless | transfer to CRS page TECH |
| Monitor | transfer to CRS page TECH |
| Movie Projector | transfer to CRS page TECH |
| NTSC | transfer to CRS page TECH |
| Overhead Projector | transfer to CRS page TECH |
| PAL | transfer to CRS page TECH |
| Pinboard | transfer to CRS page TECH |
| Platform | transfer to CRS page TECH |
| Screen | transfer to CRS page TECH |
| Screen Backstage Projector | transfer to CRS page TECH |
| SECAM | transfer to CRS page TECH |
| Simultan Translation | transfer to CRS page TECH |
| Slide Projector | transfer to CRS page TECH |
| Slide Projector Remote Control | transfer to CRS page TECH |
| Sound Equipment | transfer to CRS page TECH |
| Tape Recorder | transfer to CRS page TECH |
| Technicians Available | transfer to CRS page TECH |
| U-MATIC | transfer to CRS page TECH |
| Video Beamer | transfer to CRS page TECH |
| Video Camera | transfer to CRS page TECH |
| Video Conference Facility | transfer to CRS page TECH |
| Video Recorder | transfer to CRS page TECH |
| Voltage In Function Room Area | transfer to CRS page TECH |

# RESTAURANT

The ‘Restaurant’ screen is where users enter details of each specific restaurant that is either on or off property, such as type of restaurant, meals served, hours of operation, and a general description.

To add a restaurant click on the link ‘ Restaurant information’. Please note that this screen has to be completed first in order to successful transmit your property to the GDS’s

## Meal plans offered

* required, drop down menu
* select if there is one or more meal plan offered at your property, regardless if included in rate or not
* if you select yes you must have a restaurant in side and specify which meal plans are offered, specify at food and beverages link
* transfer to the GDS’s

## Meal plans included in rate

* required, drop down menu
* select if a meal plan is included in the rates of your property
* as this is property level, not rate level, you will need to enter that information at rate description if a meal plan is included for a specific rate or room type
* transfer to the GDS’s

## Meal Plans

* optional, linkage
* click link to create new, select from drop down menu which type of mealplan you would like to add
* enter amount and indicate validation from date, if there is a charge applicable for the upcoming year simply select validation date respectively
* transfer to CRS page P1080060 (limited to 4, for current and next year) and the GDS’s

## Restaurant available

* required, drop down menu
* select whether there is a restaurant on property or not, however this field must be selected ‘YES’, if a restaurant is available, otherwise your property will be rejected by the GDS’s
* transfer to the GDS’s

## No. of restaurants in hotel \* (2)

* optional, numeric, GDS seamless
* enter the number of restaurants at your property, if a restaurant is loaded this number must be greater than zero
* transfer to CRS page FAC and the GDS’s

## No. of bars in hotel \* (2)

* optional, numeric, GDS seamless
* enter the number of bars at your property, if a bar is loaded this number must be greater than zero
* transfer to CRS page FAC and the GDS’s

## Restaurant information

* linkage to restaurants
* press on this link to add restaurant or bar
* transfer to the GDS’s

# RESTAURANT

## Restaurant Name (30)

* required, free form text
* enter the full name of the restaurant that is at or near the property
* transfer to CRS page REST and the GDS’s

## Number of seats

* required, numeric
* enter the total number of seats at this restaurant
* transfer to CRS page REST and the GDS’s

## Opening hours from / Opening hours to

* optional, drop down table
* enter the restaurant’s hours of operation, use time intervals based on a 24-hour clock, i.e., 0800 = 8am, 2200 = 10pm, etc.
* in the ‘Opening hours from’ field enter the time at which restaurant opens and in the ‘Opening hours to’ field, enter the time at which the restaurant closes
* 4 sets of ‘Hours of Operation’ and ‘Days of Week’ are available to allow you to specify varying hours of operation of a restaurant on selected days of the week
* transfer to CRS page REST and the GDS’s

## Restaurant Type

* required, drop down menu
* select the restaurant type that is best suited to the restaurant
* transfer to the GDS’s

## Cuisine Type

* required, drop down menu
* select the cuisine type that is best suited to the restaurant
* transfer to the GDS’s

## Breakfast / Lunch / Dinner / Dessert / Brunch served

* optional, drop down menu
* select the types of meals that are served at the restaurant
* transfer to CRS page REST the GDS’s

## Restaurant description (2000)

* optional, free form text
* enter any additional description of the restaurant, such as its cuisine, atmosphere, dress requirements, reservation information, location relative to the property, etc. that might benefit a guest of the property
* transfer to CRS page REST the GDS’s

# SPORT & ACTIVITIES

At this screen users specify which recreational activities and sports are available at or near the property. If there is no entry made for distance it means that the activity is on premises.

## Sport & activities

* optional, drop down menu
* select all sports and activities that apply to your property or off site, no distance means the activity is on premises

|  |  |
| --- | --- |
| 18 Hole Golf Course | transfer to CRS page SPORT |
| 9 Hole Golf Course | transfer to CRS page SPORT |
| Aerobics | transfer to CRS page SPORT |
| Aerobics Instructor | transfer to CRS page SPORT and the GDS‘s |
| Badminton | transfer to CRS page SPORT |
| Baseball | transfer to CRS page SPORT and the GDS‘s |
| Basketball | transfer to CRS page SPORT and the GDS‘s |
| Beach Swimming | transfer to CRS page SPORT |
| Bicycling | transfer to CRS page SPORT and the GDS‘s |
| Billiards / Snooker | transfer to CRS page SPORT and the GDS‘s |
| Bowling / Skittles | transfer to CRS page SPORT and the GDS‘s |
| Boxing | transfer to CRS page SPORT and the GDS‘s |
| Cardio Vascular Exercise | transfer to CRS page SPORT and the GDS‘s |
| Children’s Activities | transfer to CRS page SPORT and the GDS‘s |
| Cricket | transfer to CRS page SPORT and the GDS‘s |
| Dancing | transfer to CRS page SPORT and the GDS‘s |
| Darts | transfer to CRS page SPORT |
| Driving Range | transfer to CRS page SPORT and the GDS‘s |
| Exercising | transfer to CRS page SPORT and the GDS‘s |
| Fishing | transfer to CRS page SPORT and the GDS‘s |
| Fitness Center | transfer to CRS page SPORT and the GDS‘s |
| Football | transfer to CRS page SPORT and the GDS‘s |
| Gambling | transfer to CRS page SPORT and the GDS‘s |
| Game Viewing / Safari | transfer to CRS page SPORT and the GDS‘s |
| Health Club | transfer to CRS page SPORT and the GDS‘s |
| Hiking | transfer to CRS page SPORT and the GDS‘s |
| Horse Racing | transfer to CRS page SPORT and the GDS‘s |
| Horseback Riding | transfer to CRS page SPORT and the GDS‘s |
| Hunting | transfer to CRS page SPORT and the GDS‘s |
| Ice Skating | transfer to CRS page SPORT and the GDS‘s |
| Indoor Pool | transfer to CRS page SPORT and the GDS‘s |
| Jet Skiing | transfer to CRS page SPORT and the GDS‘s |
| Jogging | transfer to CRS page SPORT and the GDS‘s |
| Jogging Track | transfer to CRS page SPORT and the GDS‘s |
| Karaoke | transfer to CRS page SPORT and the GDS‘s |
| Locker Room | transfer to CRS page SPORT and the GDS‘s |
| Mountain Biking | transfer to CRS page SPORT and the GDS‘s |
| Museum/Gallery Viewing | transfer to CRS page SPORT and the GDS‘s |
| Night ClubsOutdoor Pool | transfer to CRS page SPORT and the GDS‘s |
| Polo | transfer to CRS page SPORT and the GDS‘s |
| Raquetball | transfer to CRS page SPORT and the GDS‘s |
| RowerSailing/Boating | transfer to CRS page SPORT and the GDS‘s |
| Scuba Diving | transfer to CRS page SPORT and the GDS‘s |
| Shopping | transfer to CRS page SPORT and the GDS‘s |
| Sightseeing Tours | transfer to CRS page SPORT and the GDS‘s |
| Snorkeling | transfer to CRS page SPORT and the GDS‘s |
| Snow Skiing | transfer to CRS page SPORT and the GDS‘s |
| Soccer | transfer to CRS page SPORT and the GDS‘s |
| Sports Events | transfer to CRS page SPORT and the GDS‘s |
| Sports Trainer | transfer to CRS page SPORT and the GDS‘s |
| Squash | transfer to CRS page SPORT and the GDS‘s |
| Squash Courts | transfer to CRS page SPORT and the GDS‘s |
| Stair Stepper | transfer to CRS page SPORT and the GDS‘s |
| Surfing | transfer to CRS page SPORT and the GDS‘s |
| Swimming | transfer to CRS page SPORT and the GDS‘s |
| Table Tennis | transfer to CRS page SPORT and the GDS‘s |
| Tennis | transfer to CRS page SPORT and the GDS‘s |
| Tennis Courts | transfer to CRS page SPORT and the GDS‘s |
| Tennis Indoors | transfer to CRS page SPORT |
| Tennis Outdoors | transfer to CRS page SPORT |
| Theater | transfer to CRS page SPORT and the GDS‘s |
| Treadmill | transfer to CRS page SPORT and the GDS‘s |
| Universal Gym | transfer to CRS page SPORT and the GDS‘s |
| Volleyball | transfer to CRS page SPORT and the GDS‘s |
| Water Skiing | transfer to CRS page SPORT and the GDS‘s |
| Water Sports | transfer to CRS page SPORT and the GDS‘s |
| Weightlifting | transfer to CRS page SPORT and the GDS‘s |
| Wine Tasting | transfer to CRS page SPORT and the GDS‘s |
| Winter Sports | transfer to CRS page SPORT and the GDS‘s |
| Wrestling | transfer to CRS page SPORT and the GDS‘s |

# WELLNESS / SPA

## Wellness - Spa

* optional, tick boxes
* select all spa services that apply to your property, no distance means that the facility or treatment is on premises

|  |  |
| --- | --- |
| Autogenous Training | transfer to CRS page SPA |
| Beauty Farm | transfer to CRS page SPA |
| Dermatology Treatment | transfer to CRS page SPA |
| Diabetes Treatment | transfer to CRS page SPA |
| Exhaustion Distress Treatment | transfer to CRS page SPA |
| Gastro Intestinal Treatment | transfer to CRS page SPA |
| Gout Treatment | transfer to CRS page SPA |
| Health Treatments | transfer to CRS page SPA |
| Heart Circulation Treatment | transfer to CRS page SPA |
| Kneipps Treatment | transfer to CRS page SPA |
| Liver Treatment | transfer to CRS page SPA |
| Masseuse | transfer to CRS page SPA |
| Medical Bathing Treatment | transfer to CRS page SPA |
| Mineral Water Treatment | transfer to CRS page SPA |
| Overweight Obesity Treatment | transfer to CRS page SPA |
| Post Surgery Treatment | transfer to CRS page SPA |
| Regeneration Treatment | transfer to CRS page SPA |
| Respiratory Diseases Treatment | transfer to CRS page SPA |
| Sauna | transfer to CRS page SPA and the GDS‘s |
| Solarium | transfer to CRS page SPA and the GDS‘s |
| Spa | transfer to CRS page SPA and the GDS‘s |
| Spine Spints Treatment | transfer to CRS page SPA |
| Steam Bath | transfer to CRS page SPA and the GDS‘s |
| Sunbathing | transfer to CRS page SPA and the GDS‘s |
| THX Treatment | transfer to CRS page SPA |
| Thermal Spa | transfer to CRS page SPA |
| Whirlpool/Jacuzzi | transfer to CRS page SPA and the GDS‘s |
| Womens Diseases Treatment | transfer to CRS page SPA |

## Additional Wellness & Spa description (2000)

* optional, free form text
* enter any additional recreational activities or spa services which are not listed above
* you can also enter a more detailed description of specific activities, the rates, availability, and restrictions regarding a particular activity, how to arrange or reserve times for activities, etc.
* transfer to CRS page SPAA, SPRTA and the GDS‘s

# PROMOTIONS and PACKAGES

The ‘ Promotions and Packages’ screen is where users create and define packages and their corresponding descriptions. Entering information as to which packages are available for specified periods of time guides the travel agent and guest to the most appropriate package for their needs and to the correct booking codes when they are ready to make a reservation.

## Package name (50)

* required, free form text
* enter the name of the package
* transfer to CRS page PROMO and the GDS’s

## TrustCode (2-3)

* required, free form text
* enter the Trustcode of the package
* transfer to CRS page PROMO

## Package type

* required, drop down menu
* select the package type that best suits the package code and description
* transfer to the GDS’s

## Minimum length of stay (2)

* optional, numeric
* enter what ever the minimum length of stay for this package applies
* transfer to CRS page PROMO

## valid from / valid to

* required, drop down menu
* enter the start date on which the package becomes effective, meaning, the first date on which the package rate can be applied to a hotel stay, if available
* for example, if the effective date of the package is 18MAY2000, an arrival on or from 18 May 2000 may be qualified to book the rate, if available
* transfer to CRS page PROMO and the GDS’s

## Monday / Tuesday / Wednesday / Thursday / Friday / Saturday / Sunday

* optional, drop down menu
* select the days of the week during the date range specified above on which the package is applicable
* transfer to the GDS’s

## Package description (2000)

* optional, free form text
* enter a package description that highlights what is included any restrictions or qualifications required to book the package, i.e., minimum or maximum stay requirements, age requirements, organizational affiliation, etc
* transfer to the GDS’s

# GROUP CONTACT INFORMATION

## Group conditions (2000)

* optional, free form text
* enter the group conditions of your property, e.g. reservations of min. 10 rooms are considered a group / for group requests please contact local sales office directly
* transfer to CRS page GRP

# FREQUENT FLYER PROGRAMS

On this screen users select the airline frequent flyer programs in which the property participates and the guest can earn mileage points during the stay. This information, when populated, can give added incentive for a guest to book the property. Additionally, the user can specify and describe the frequent guest program(s) available at the property for even more added value to the guest.

## Frequent Flyer Programs

* optional, tick boxes
* select all airline frequent flyer programs in which the property participates

|  |  |
| --- | --- |
| ANA Milage Club | transfer to CRS page PROMF and the GDS‘s |
| Aerolineas Argentina Plus | transfer to CRS page PROMF and the GDS‘s |
| Aeromexico Club Premier | transfer to CRS page PROMF and the GDS‘s |
| Air Canada Aeroplan | transfer to CRS page PROMF and the GDS‘s |
| Air France Frequence Plus | transfer to CRS page PROMF and the GDS‘s |
| Air Lingus TAB | transfer to CRS page PROMF and the GDS‘s |
| Air New Zealand Air Points | transfer to CRS page PROMF and the GDS‘s |
| Alaska Milaege Plan | transfer to CRS page PROMF and the GDS‘s |
| Alitalia Millemiglia | transfer to CRS page PROMF and the GDS‘s |
| Aloha Pass | transfer to CRS page PROMF and the GDS‘s |
| America West Flightfund | transfer to CRS page PROMF and the GDS‘s |
| American Airlines | transfer to CRS page PROMF and the GDS‘s |
| Ansett Australia Global Rewards | transfer to CRS page PROMF and the GDS‘s |
| Asiana Airlines Bonus Club | transfer to CRS page PROMF and the GDS‘s |
| British Airways Executive Club | transfer to CRS page PROMF and the GDS‘s |
| British Midland Diamond Club | transfer to CRS page PROMF and the GDS‘s |
| Canadian Airlines | transfer to CRS page PROMF and the GDS‘s |
| Canadian Frequent Flyer | transfer to CRS page PROMF and the GDS‘s |
| Cathay Pacific Asia Miles | transfer to CRS page PROMF and the GDS‘s |
| China Airlines Dynasty Flyer | transfer to CRS page PROMF and the GDS‘s |
| Continental Onepass | transfer to CRS page PROMF and the GDS‘s |
| Delta Skymiles | transfer to CRS page PROMF and the GDS‘s |
| EVA Evergreen Club | transfer to CRS page PROMF and the GDS‘s |
| El Al Frequent Flyer | transfer to CRS page PROMF and the GDS‘s |
| Emirates Airline Skywards Miles | transfer to CRS page PROMF and the GDS‘s |
| Finnair Plus | transfer to CRS page PROMF and the GDS‘s |
| Hawaiian Airlines Hawaiian Miles | transfer to CRS page PROMF and the GDS‘s |
| Iberia Plus | transfer to CRS page PROMF and the GDS‘s |
| Japan Airlines Mileage Bank | transfer to CRS page PROMF and the GDS‘s |
| KLM Flying Dutchman | transfer to CRS page PROMF and the GDS‘s |
| Korean Air Skypass | transfer to CRS page PROMF and the GDS‘s |
| LOT Polish Airlines Voyager | transfer to CRS page PROMF and the GDS‘s |
| Lan Chile Lanpass | transfer to CRS page PROMF and the GDS‘s |
| Legend Airlines Travel Awards | transfer to CRS page PROMF and the GDS‘s |
| Lufthansa Miles and More | transfer to CRS page PROMF and the GDS‘s |
| Malaysia Airlines Enrich | transfer to CRS page PROMF and the GDS‘s |
| Mexicana Frecuenta | transfer to CRS page PROMF and the GDS‘s |
| Midwest Express Frequent Flyer | transfer to CRS page PROMF and the GDS‘s |
| Northwest Worldperks | transfer to CRS page PROMF and the GDS‘s |
| Passages | transfer to CRS page PROMF and the GDS‘s |
| Qualiflyer Alliance | transfer to CRS page PROMF and the GDS‘s |
| Quantas Frequent Flyer | transfer to CRS page PROMF and the GDS‘s |
| SAS Eurobonus | transfer to CRS page PROMF and the GDS‘s |
| Saudi Arabian Alfursan | transfer to CRS page PROMF and the GDS‘s |
| Singapore Airlines Krisflyer | transfer to CRS page PROMF and the GDS‘s |
| South African Voyager | transfer to CRS page PROMF and the GDS‘s |
| TWA Aviators | transfer to CRS page PROMF and the GDS‘s |
| Thai Airways Royal Orchid Plus | transfer to CRS page PROMF and the GDS‘s |
| UK Air Miles | transfer to CRS page PROMF and the GDS‘s |
| US Airways Dividend Miles | transfer to CRS page PROMF and the GDS‘s |
| United Mileage Plus | transfer to CRS page PROMF and the GDS‘s |
| Varig Smiles | transfer to CRS page PROMF and the GDS‘s |
| Virgin Atlantic Freeway | transfer to CRS page PROMF and the GDS‘s |

## Hotel frequent guest program name (30)

* optional, free form text
* enter the name or title of the frequent guest program in which the property participates
* transfer to the GDS’s

## Hotel frequent guest program description (2000)

* optional, free form text
* enter a description of the hotel frequent guest program that will explain the program to the guest and perhaps provide an incentive to the guest to join if he or she is not already a member
* you may include program benefits, rules, how to apply for membership, how to redeem frequent guest points and what options of redemption are available, etc
* transfer to CRS page PROMP the GDS’s

## Property participating in JAL World Program

* required, drop down menu
* as a result of the incorporation of the Sabre hotel product into JAL Axess, specify whether or not the hotel participates in the JAL World Hotel Program
* transfer to Sabre only

# Trust|BOOKER Information

On this screen Trust|GuestBooker information is maintained. Please enter translations for multilingual display of room and rate information in Trust|GuestBooker.

## Alternate Hotel Name for Trust|GuestBooker (60)

* optional, free form text
* enter an alternate hotel name for Trust|GuestBooker if applicable
* if the alternate property name is not entered, the property will be displayed with the default hotel name from Trust|Content Address
* transfer to Trust|GuestBooker

## City 1

* required, drop down menu
* in order to find the correct location, the city code of the property needs to be entered into the ‘Search’ field, if a city code was already loaded to property information, the city code will automatically be entered into the search mask
* by pressing 'Select City 1' the program will find all cities connected to their assigned city or airport code. The applicable city selection can be made. Alternately the airport or city code may be manually entered.
* transfer to Trust|GuestBooker

## Multilingual Room Type Descriptions link

* optional, linkage
* in order to translate your room types into the different languages please press on the link ‘Multilingual Room Description’; a new screen will appear which contains all in yourVoyager available room types for this property
* press on a room type link to enter a translation, the default room description in English will appear on top of the screen for your reference
* should any translation field not be entered, the room type will be displayed in English language. It is the default display for all rooms
* transfer to Trust|GuestBooker

## Multilingual Rate Descriptions link

* optional, linkage
* in order to translate your rates into the different languages please press on the link ‘Multilingual Rate Description’
* since there are too many rate descriptions in yourVoyager, which may not need be translated, you are free to select the rates on your own, enter any applicable rate code, which can be Rack Rate, Corporate Rate, Negotiated Rate or any other
* should any translation field not be entered, the rate description will be displayed in English language, it is the default display for all rates
* please note that for one rate code only one translation in a certain language can be made, multiple seasons, which may have different inclusions, can not be considered; this means that the translated rate description will be valid for all seasons of the applicable rate, enter only rate descriptions that are valid throughout the whole year
* transfer to Trust|GuestBooker

# Submit property

After you have entered all information for your property and you are ready to send your hotel description to be published, please press the ‘Submit Property’ link.

Your entrees are now being checked for correctness, missing fields and completeness. In order to send your data onto each different distribution channel, it is absolutely necessary that all data is correctly loaded.

If your property is not ready to be send, a message returns ‘Property Check failed’. Any entries which need to be modified, completed or changed are listed below ‘Property Check failed’ and will be indicated in red. Please click on the link above these topics to make the applicable correction. You can also use the menu bar on left.  
  
To check again if your property is now complete, click again on 'Submit Property'. Only once the error was solved you will be able to proceed with this step.

If all data is correctly entered a message ‘Property Check was successful’ appears. You are now able to select ‘Yes’ to qualify your property for export. From now on all data can be updated automatically.

Please note, only completed properties, which are qualified, will be accepted for transmission.

Your account coordinator will now need to define the applicable distribution channels for you. Please contact your account coordinator to make sure, that all parties involved are informed. Before activated no data can be send.

Please be aware that if this indicator is changed anytime after the initial qualification, modifications will not continue to be forwarded.