



This is a key document for our partnership.

Fastpayhotels uses a **Digital First** approach to customer service to ensure the best possible outcome. Our approach can be different to other suppliers as you will note but thank you in advance for your collaboration.

Customer Service Portal

This is the best way to raise a ticket with us.

You can reach us at <https://agencies.fastpayhotels.com/service-desk>

You will find a form to fill in with required information (Fastpay reference, your company name and your e-mail address)

Please do **always send** an email before calling for us to have clear details about the subject.

We will therefore be able to assist you faster.

Service Desk Portal

Our Service Desk is opened 24 hours, 7 days a week.

Did you know that we answer request by email 74% quicker than by phone?



Booking Reference *

6 Letters Or Numbers

Cannot find it? Continue here.

Next

Once you have completed the field with our reference, we will ask you for your company name and e-mail address so that we can answer you correctly:

Service Desk Portal

Our Service Desk is opened 24 hours, 7 days a week.

Did you know that we answer request by email 74% quicker than by phone?



Company Name *

Company Name

Email *

Email

Traveller Name *

TEST BOOKING FASTPAYHOTELS TEST BOOKING FASTPAYHOTELS

Check In Date *

12/27/2021

Check Out Date *

01/02/2022



Then, select the options according to your request:

Service Desk Portal

Our Service Desk is opened 24 hours, 7 days a week.

Did you know that we answer request by email 74% quicker than by phone?



Type Of Issue *

Select an option

Support Ticket Scope *

Select an option

Support Ticket Priority *

Select an option



And tell us about your needs:

Service Desk Portal

Our Service Desk is opened 24 hours, 7 days a week.

Did you know that we answer request by email 74% quicker than by phone?



Comments *

Upload files:

 Drop your files or click to select



Register now

Is very easy and quick to fill in!!! A confirmation is sent to you with our ticket ID:



Thank you for completing the form.



We will check your request and get back to you shortly.

Your reference ID is: **NDHIZDCX**

Have a very nice day!

Return Home

Property Direct Reference – Chatbot - HCN

At Fastpayhotels we have implemented on our website the **chatbot**, a tool that provides our customers the **Hotel Confirmation Number in Real Time**.

Please access via the link: <https://agencies.fastpayhotels.com/booking-status>

Enter the Fastpayhotels reference:

Property Direct Reference

Check your booking status by giving us few details regarding your booking.

By asking you the right questions since the beginning our portal allows you to get faster



Hello, please give us your actual Fastpayhotels booking confirmation number.

write here

And check-in date (Day/Month/Year):

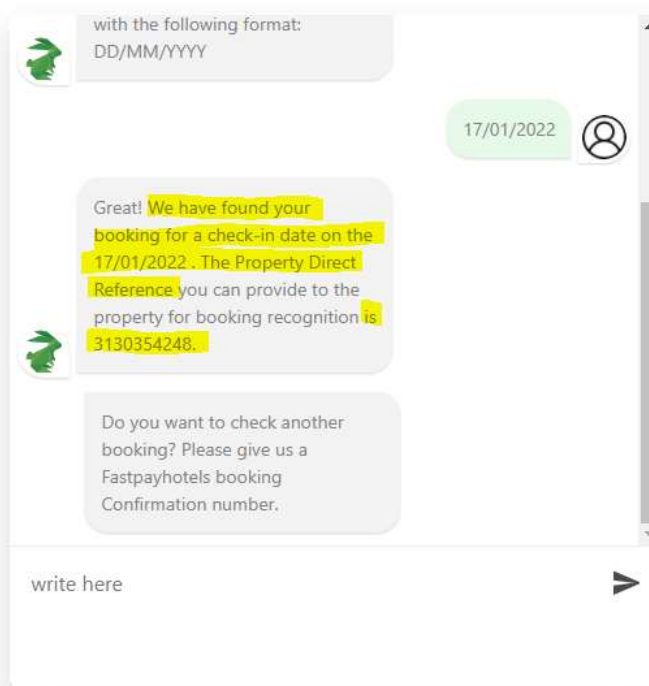
Please give us the check-in date with the following format: DD/MM/YYYY

17/01/2022

Here is the Property Direct reference:

Check your booking status by giving us few details regarding your booking.

By asking you the right questions since the beginning our portal allows you to get faster



Special Request

Send a **special request** directly to the hotel through our portal before your customer arrival. This ensures the request is made with 2 minutes and is specially useful for bookings with a short lead time.

Link: <https://agencies.fastpayhotels.com/special-request>

Enter Fastpayhotels Booking code and Check-in Date (Month/Day/Year):

Special Request

Send a special request directly to the hotel before your customer arrival.

Please fill in the form and we will make sure the hotel receives it, however, we cannot



Enter Your Booking Code *

Enter Your Booking Code

Check In Date *

MM/DD/YYYY

Check

You can choose between these two options:

- Special Request related to a Health Issue: is when the client needs a confirmation or information from the hotel, e.g. room for handicapped person, cot, pets, person allergic to, etc. In these cases, please click on "Is Your Special Request Related To a Health Issue":

Special Request

Send a special request directly to the hotel before your customer arrival.

Please fill in the form and we will make sure the hotel receives it, however, we cannot



☒ Is Your Special Request Related To A Health Issue?


And we will manage it and will answer you.

- Non-Health Issue (Double bed, Low floor, Honeymoon, Non-smoking room, etc): **Do not click** on “Is your Special Request Related To a Health Issue”. Simply select an option and write the special request, it will be automatically sent to the property:

Special Request

Send a special request directly to the hotel before your customer arrival.

Please fill in the form and we will make sure the hotel receives it, however, we cannot




☐ Is Your Special Request Related To A Health Issue?

Please Select One Of The Following Special Request Subject: *

Select an option

Please Let Us Know What Your Special Request Is: *

Message



Register now

Fastpayhotels Customer Contact Sheet

Raise a Customer Service Ticket on our Service Desk:

<https://agencies.fastpayhotels.com/service-desk>

Require a Hotel Confirmation Number – Real Time Chatbot:

<https://agencies.fastpayhotels.com/booking-status>






Require a Special Request at the Hotel – Automated:

<https://agencies.fastpayhotels.com/special-request>

Customer Support Phone

You can contact us from 9.00 to 19.00 (UTC+1)

From Monday to Friday

| | | | |
|---|----------------|-----|--------------|
|  | Spain | +34 | 518 899 100 |
|  | Brazil | +55 | 51 3376 9316 |
|  | United Kingdom | +44 | 1431 905 054 |
|  | United States | +1 | 518 897 3222 |
|  | Austria | +43 | 720 115 136 |

Please also use the following phone number for emergencies on spot

24/7

+34 616 250 672

Other contacts

Customer Support Escalation: carolina@fastpayhotels.com

Finance and Invoicing

Direct phone +34 518 888 959.

Email: accounts@fastpayhotels.com

Connectivity Issues:

Email: connectivity@fastpayhotels.com