Getaroom shall exercise due care and perform the services in a thoughtful, professional and expeditious manner, while providing a high-quality customer care experience. The sales and customer care services will meet or exceed performance levels as described in this agreement. Getaroom values our affiliate partnerships and the opportunity to provide the very best world class experience for hotels in major destinations worldwide.

**Getaroom Contact Information**

The Getaroom Partner Services and Operations department, including our leadership team, is available 24 hours a day, 365 days a year (24/7/365) to assist with service requests. Considering different time zones, we request our affiliate partner to provide 24/7 service in the event Getaroom needs to reach out for operational related issues.

Partner support shall be serviced via phone for urgent issues or email requests for non-urgent issues. Refer to urgent and non-urgent sections within document as a guideline to help expedite your requests.

**Dedicated Partner Services Number:**

**For your agents – Please call 1-469-718-0179 and email** [**Escalations@getaroom.com**](mailto:Escalations@getaroom.com)**.**

**For non-urgent cases, please email** [**Customercare@getaroom.com**](mailto:Customercare@getaroom.com)**.**

**GETAROOM PARTNER SERVICES MANAGEMENT TEAM:**

Dayanara Rodriguez, Service Supervisor: [drodriguez@getaroom.com](mailto:drodriguez@getaroom.com)

Josephine Cala, Service Supervisor: [jcala@getaroom.com](mailto:jcala@getaroom.com)

Eren Salazar, Customer Care Manager: [esalazar@getaroom.com](mailto:esalazar@getaroom.com)

Leo Farias, Sr. Director, Sales & Customer Service: [lfarias@getaroom.com](mailto:lfarias@getaroom.com)

Bill Ratliff, SVP Operations: [bratliff@getaroom.com](mailto:bratliff@getaroom.com)

**AFFILIATE SUPPORT CONTACTS:**

Susan Barjan, VP Business Development: [sbarjan@getaroom.com](mailto:sbarjan@getaroom.com)

Rick Huang, Head of Business Development (APAC), [rhuang@getaroom.com](mailto:rhuang@getaroom.com)

Jason Angrum, Affiliate Accounts Manager: [jangrum@getaroom.com](mailto:jangrum@getaroom.com)

Aaron Choe, Affiliate IT Support: [achoe@getaroom.com](mailto:achoe@getaroom.com)

All **non-urgent** support requests (including pre and post travel) can be submitted to [Customercare@getaroom.com](mailto:Customercare@getaroom.com).

**NON-URGENT REQUESTS**

* Affiliate agent will ensure all required information is included in e-mail.
* Customer Name
* GAR Booking #
* “Affiliate” Itinerary #
* Description of the request
* Listed below are examples of non-urgent scenarios (see Service Level Targets table)
  + Pre-Stay modification to reservation – affiliate can add nights by booking those nights separate. For any reductions, we request affiliate partner to cancel and rebook.
  + Pre-Stay refund request on cancelled bookings with supplier-imposed cancellation penalties (here is a list of extenuating circumstances where GAR will call the hotel partner to **request** an exception to cancellation policy guideline.)

**Death/Illness** **Duty – Jury/Military  
Force Majeure event, severe weather, natural disasters, terrorist threat, etc.  
Transportation cancellation or impediment, i.e. flight, train, cruise, etc.  
Hotel/Supplier unable to honor reservation  
Internal error: Mapping, rate, black-out, failed cancel ghost booking, etc.   
Customer provides documentation from authorized hotel representative releasing liability. Still requires verify billing process and/or Supplier authorization.   
Guaranteed amenity not available to the guest (these include the use of a pool, free internet, free  
breakfast, shuttle service, service animals, or another amenity that was guaranteed and is not available for use by the guest) Note: the use of certain amenities are not free unless expressly stated.   
Hotel new concerns (the traveler has heard of verifiable new concerns with the hotel (e.g. bed bugs, poor online reviews, etc.)**

* + Pre-Stay Special Requests (all special requests are based on availability)

*Examples: Late check-in or Handicapped accessible*

* + Pre-Stay Affiliate Request to add a name to reservations with double occupancy only   
    ***Please encourage our mutual customer to follow up upon check-in***
  + Post stay early check out requests. i.e. Hotel dissatisfaction or due to extenuating circumstances. Please refer to the exception to cancellation policy guideline.
  + Post stay complaints. i.e. Hotel dissatisfaction, amenities not offered.
  + Post stay Double-Billing inquiries and issues

**URGENT REQUESTS**

**Urgent Requests, Including Arrival or In-Hotel Challenges**

**Escalations**: Please call the dedicated number provided to you.

* Getaroom takes pride in dealing with cases in a timely manner. To provide an excellent level of service listed below are examples of urgent scenarios where we would request our affiliate partner to contact our agent to agent support hotline. (see Service Level Targets table):   
  + Customer is at hotel and having problems checking in
  + Within 48 hours of arrival any affiliate requests to resend reservation to Hotel/Supplier due to no reservation at the hotel
  + Customer is in stay and calling from hotel regarding early check-out, i.e. Hotel dissatisfaction or due to extenuating circumstances. Please refer to the exception to cancellation policy guideline.
  + Customer is calling from hotel with a rate or billing issue
  + Reservation is denied by hotel
  + Cancellation request inside of penalty (refer to Fee Waivers section)

We will provide 24/7/365 customer support with the expectation that 70% of all inbound traffic will be answered within 30 seconds or less.

**SERVICE LEVEL EXPECTATIONS**

**SLA Targets**

|  |  |
| --- | --- |
| **Travel Procedures** | **SLA** |
| Pre-Travel Requests | Target 24-hour response upon notification |
| No reservation upon arrival | Target 1-hour resolution upon notification |
| Post Stay Requests | Target 1-5 business days upon notification |

**Cancellations**

The cancellation policies and any subsequent penalties are determined by our supply partners. Each reservation is subject to the provider’s cancellation policy and can vary by individual provider. ***All cancellation policies will be stated during the booking path and confirmed in the checkout process with an email confirmation provided to the affiliate customers*.** Getaroom displays and enforces these policies on behalf of all its providers. Cancellation requests must be made directly with getaroom.com prior to check in. Please note, cancellation requests made directly with the hotel will not be honored by  
getaroom.com. Requests for cancellation fee waivers are resolved on a case by case basis. Getaroom does not guarantee waiver on any cancellation penalties for special requests.

**Modifications**  
Travel Agent does not change or modify existing nights to reservations to include occupancy change and changing the name. Affiliate may cancel your reservation online.

**Double Billing Issues/Hotel revealed Net Rate**

If our mutual customer contacts you post-stay stating that the hotel charged them directly for room and tax, please submit a non-urgent request to [Customercare@getaroom.com](mailto:Customercare@getaroom.com). (see Service Level Targets table)

**In the event our mutual guest is in house or is in the process of checking out, please call us immediately at the dedicated number you have been provided, so we may attempt to resolve this discrepancy immediately.** Any proof of charges or credit card statements may be requested to help expedite the resolution.

Please be advised that Double Billing issues are typically the most time-consuming support request to resolve but can take up to 72 business hours at times due to circumstances. However, as soon as the billing has been verified by Getaroom, the funds will be released immediately.

**FEE WAIVERS**

Getaroom’s policy is that there are no refunds for no-shows or early departures. Any fee waiver requests for these are not guaranteed and are managed on a case by case basis. Typical qualifying events are as follows:

**Death/Illness  
Duty – Jury/Military  
Force Majeure event, severe weather, natural disasters, terrorist threat, etc.  
Transportation cancellation or impediment, i.e. flight, train, cruise, etc.  
Hotel/Supplier unable to honor reservation  
Internal error: Mapping, rate, black-out, failed cancel ghost booking, etc.   
Customer provides documentation from authorized hotel representative releasing liability. Still requires verify billing process and/or Supplier authorization.   
Guaranteed amenity not available to the guest (these include the use of a pool, free internet, free  
breakfast, shuttle service, service animals, or another amenity that was guaranteed and is not available for use by the guest) Note: the use of certain amenities are not free unless expressly stated.   
Hotel new concerns (the traveler has heard of verifiable new concerns with the hotel (e.g. bed bugs, poor online reviews, etc.)**

If you are advised by our mutual guest regarding a fee waiver after the service dates, please submit a Post-travel request to [Customercare@getaroom.com](mailto:Customercare@getaroom.com).

**RELOCATIONS**

*In the rare event that we are notified of a property being overbooked and has no availability regardless of room type or class,* Getaroom will notify you immediately to review options.

In all cases above, Travel agent will contact the hotel and make every effort to have the hotel accommodate the guest in house or have the hotel “walk” the guest to a comparable hotel in the general vicinity.  
If the hotel is still unable to accommodate the customer, Travel Agent will relocate the customer to an alternate property, in a comparable room type or ideally upgrade at no additional expense to the customer.

If the alternate property is not satisfactory or the customer rejects the relocation option, The Travel Agent will issue a full refund and cover up to 150% of the original reservation if the customer or affiliate incurs additional expenses in accommodating the customer. Travel agent will review all reasonable goodwill compensation requests for reimbursement on a case by case basis.  In such cases, the reasonable expenses related to the relocation are including, but not limited to, additional cost of the room, transportation, phone calls and any reasonable miscellaneous expenses. Customer or affiliate will provide proof of receipts for additional compensation requests to the Travel Agent for review and consideration.

**Fraudulent/Chargeback Bookings:**

Requests for cancellation fee waivers on reservations that are inside penalty, nonrefundable or related to fraud or chargebacks, will be handled on a case by case basis. Getaroom requires the affiliate to report fraudulent activity immediately upon alert. Since getaroom is not the merchant of record, Getaroom will not be liable for any fraudulent bookings or chargeback disputes related to penalties. However, all reasonable attempts will be made to work with suppliers to reduce or waive penalties/fees. Getaroom does not guarantee any refunds on chargebacks or special requests.

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