



Amadeus Training

Amadeus Hotels

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1 AMADEUS INFORMATION SYSTEM

The Amadeus Information System (AIS) includes pages for each hotel chain. These pages contain information about general policies, hotel information and other topics.

The general AIS information pages list the chains that are available through Amadeus. To display these pages, enter:

GG HTL ALL

```

ALL HOTEL CHAINS      EN      01JUL09 0815Z
-----
- PROPERTIES PER CHAIN CODE..... MS  22
- CHAIN PER MASTER CHAIN CODES..... GP MAS
- CHAINS PER REPRESENTATION COMPANIES..... GP REP
- DESCRIPTION OF THE DIFFERENT ACCESS TYPES..... GP ACC
-----

                GENERAL FIGURES
                =====
ACCESS TYPES          CHAIN          ACTIVE
=====          CODES          PROPERTIES
=====          =====          =====
DYNAMIC ACCESS                223                74349
COMPLETE ACCESS PLUS           36                9689
COMPLETE ACCESS                 1                 27
STANDARD ACCESS                 0                 0
=====          =====          =====
TOTAL CHAIN CODES AND PROPERTIES ..... 260                84065

```

This page shows today's number of hotel chains connected to Amadeus and the type of access.

If you look at the previous display, you can see that Amadeus offers four types of access for hotel chains:

DYNAMIC ACCESS

Indicator “ ! “

The highest level of connectivity effectively offers real-time data integrity on all availability screens. Data viewed in the single and multi hotel availability displays comes from the hotel company’s internal reservation system.

The highest level of connectivity effectively offers real – time data integrity on all availability screens.

COMPLETE ACCESS PLUS

Indicator “ + “

Data viewed in the single hotel availability displays comes directly from the hotel company’s internal reservation system. In cases where the link is temporarily interrupted, Amadeus central system displays are still available.

Bookings are processed in exactly the same way as with complete access companies.

COMPLETE ACCESS

Indicator “ / “

Hotel availability displays come from the Amadeus central system, as loaded by the hotel companies. Bookings are sent to the hotel chain, via high speed communications links, immediately when a hotel sell transaction is made. Hotel companies return confirmation numbers and other data within 4-8 seconds.

STANDARD ACCESS

Indicator “ “

Hotel availability displays come from the Amadeus central system, as loaded by the hotel companies. Bookings are sent to the hotel chain, via teletype at end of transaction (ET) of the PNR. Hotel companies return confirmation numbers via teletype or direct update to the PNR.

1.2 Encode/decode name of hotel chain

If you need to find information about a specific hotel chain e.g. Best Western, and you don't know the two letter code, you can find it by using the following entry:

DNH BEST WESTERN

DNH Decode Name Hotel
BEST WESTERN Name of the hotel chain

```
DNHBEST WESTERN
  BW  BEST WESTERN
```

If you have the two-letter code of the hotel chain, and you don't know its name, you can use the same transaction:

DNH BW

DNH Decode Name Hotel
BW The two-letter code of the hotel chain

```
DNHBW
  BW  BEST WESTERN
```

1.3 Where do I go for help?

HE HOTEL

HE STEP SHOT steps for selling a hotel segment

Chain specific help pages

For a summary of all chain specific requirements, queue addresses and other information, you can find on-line help pages for each chain in AMADEUS. For example to request a summary on Holiday Inn, you enter:

HE HTL HI

HE	Help pages transaction code
HTL	Hotel
HI	Two-letter hotel chain code HI = Holiday Inn

```

                                HOLIDAY INN                EN  19FEB07 1500Z
:-----:
:                ** GENERAL **                :
:-----:
:CHAIN CODE AND NAME : HI - HOLIDAY INN        :
:-----:
:ACCESS TYPE         : DYNAMIC ACCESS                            :
:-----:
:GENERAL AIS PAGES   : GGHTLHI                                       :
:-----:
:COMPLETE ACCESS PAGE: GGHTLHICOMP              :
:-----:
:QUEUE ADDRESS       : RDUHI9100 (AMERICAS/CARIBBEAN)              :
:                   :                               :
:                   :                               :
:-----:
:COMMISSION PAYMENT  : PAID THROUGH OUR TRAVEL AGENCY              :
:                   : COMMISSION PROGRAM (TACP)                   :
:-----:
:FOR STD ACCESS BKGS :
:-----:

```

This is only the first page, to see more enter **MD**.

We will later revert to this page, as this is the page you always have to look at before making a modification to your hotel reservation.

2 HOTEL LIST

The hotel list display provides you with a complete list of hotels for a specific city or airport.

The display contains the hotel name, chain code, area location and recommend type of transportation from the airport to the hotel. The hotels are always displayed in alphabetical order.

To request a hotel list for Zurich, enter:

HL ZRH

HL Hotel List transaction code

ZRH Three letter airport or city code

```
SEE ALSO: QLJ
  AR TR CTY HOTEL NAME          ALL AREAS          CH ZRH
AA A  F  ZRH HL+HILTON AIRPORT ZURICH
AB D  T  ZRH RT+SOFITEL ZURICH
AC D  T  ZRH HY|PARK HYATT ZURICH
AD D  T  ZRH SR|STEIGENBERGER BELLERIVE AU LAC
AE A  T  ZRH NS|NH ZURICH AIRPORT
AF A  L  ZRH SL|SWISSOTEL ZUERICH
AG D  T  ZRH WW|HOTEL SCHWEIZERHOF ZUERICH
AH A  F  ZRH MK|MOEVENPICK HOTEL ZURICH-AIRPORT
AI D  T  ZRH IC|INTERCONTINENTAL ZURICH
AJ A  T  ZRH PD|PARK INN ZURICH
AK D  T  ZRH UI+CLARIDGE ZURICH CITY CENTER SWISS Q
AL S  T  ZRH RA|RAMADA HOTEL ENGELBERG
AM W  F  ZRH YX|HOTEL WELCOME INN
AN S  T  ZRH PH+PARK HOTEL VITZNAU - LUCERNE
AO D  T  ZRH SI|ARABELLASHERATON NEUES SCHLOSS
AP D  T  ZRH UI+HELMHAUS SWISS Q HOTEL
AQ D  T  ZRH CI|COMFORT INN ROYAL ZURICH
AR D  T  ZRH CF|CITY PARTNER TREND HOTEL
AS W  T  ZRH YX|HOTEL FONTANA-TWANN
MORE
```

Decoding of the header line

AR	TR	CTY	HOTEL NAME	ALL	CH	ZRH
----	----	-----	------------	-----	----	-----

- AR** Area identifier column
- TR** Recommended transportation type column
- CTY** Three letter airport/city code column
- HOTEL NAME** Hotel name column
- ALL** Tells that the hotel list is for all area locations
- CH** ISO country code
- ZRH** The requested airport/city code or codes

Decoding of the hotel line:

AA	D	T	ZRH	UI+ADLER	HOTEL
----	---	---	-----	----------	-------

- AA** Line designator, two letters
- D** Area location code, the different codes are:

CODE	AREA
A	Airport location
D	Downtown location
N	North of downtown location
E	East of downtown location
S	South of downtown location
W	West of downtown location
R	Resort location

T Recommended transport between airport and hotel.

The different codes are:

CODE	TRANSPORTATION
T	Taxi
R	Rental car
L	Limousine
F	Free transportation provided by the hotel
B	Boat or any water transport
C	Coach or bus
E	Express train
P	Plane
U	Underground
H	Helicopter
W	Walking distance

ZRH Three letter airport or city code

UI+ Two letter hotel chain code, followed by access indicator:
 + = Complete Access Plus
 / = Complete Access
 Blank = Standard Access

ADLER HOTEL The full name of the hotel, the name can be followed by name of suburb.

The hotel list can be rather long. You can limit the response by adding an area identifier and/or hotel chain code to your HL entry, example:

To display a hotel list for Zurich, with only Best Western Hotels and only downtown location you enter:

HL BW ZRH/AR-D

```
SEE ALSO: QLJ
AR TR CTY HOTEL NAME CH ZRH
AA D T ZRH BW|BEST WESTERN HOTEL ZURCHERHOF
AB D T ZRH BW|BW PREMIER HOTEL GLOCKENHOF
AC D T ZRH BW|BEST WESTERN HOTEL ENGIMATT
END OF DISPLAY
```

You can request up to 3 different areas at the same time, like this:

HL BW ZRH/AR-D-A-N or HL BW ZRH-D-A-N

This input will display Best Western Hotels located downtown, at the airport and north of downtown.

```
SEE ALSO: QLJ
  AR TR  CTY  HOTEL NAME                                CH ZRH
AA D   T   ZRH  BW|BEST WESTERN HOTEL ENGIMATT
AB D   T   ZRH  BW|BW PREMIER HOTEL GLOCKENHOF
AC D   T   ZRH  BW|BEST WESTERN HOTEL ZURCHERHOF
AD A   T   ZRH  BW|BEST WESTERN HOTEL AIRPORT
END OF DISPLAY
```

It is also possible to request a hotel list for a country, for a specific hotel chain.

To display a list of all Scandic (**SH**) hotels in Denmark, enter:

HL SH DK

HL Hotel list transaction code

SH Two letter hotel chain code

DK Two letter ISO country code

AR	TR	CTY	HOTEL NAME	ALL AREAS	DK
AA	D	CPH	SH+SCANDIC	COPENHAGEN CITY	
AB	D	CPH	SH+SCANDIC	SYDHAVNEN COPENHAGEN	
AC	D	AAR	SH+SCANDIC	PLAZA AARHUS	
AD	S	CPH	SH+SCANDIC	HVIDOVRE COPENHAGEN -HVIDOVRE	
AE	D	CPH	SH+SCANDIC	WEBERS COPENHAGEN	
AF	E	BLL	SH+SCANDIC	BYGHOLM PARK HORSSENS	
AG	S	CPH	SH+SCANDIC	ROSKILDE	
AH	D	QFH	SH+SCANDIC	STENA LINE FREDRIKSHAVN	
AI	W	CPH	SH+SCANDIC	GLOSTRUP-BROENDBY	
AJ	E	XAH	SH+SCANDIC	SILKEBORG	
AK	W	AAR	SH+SCANDIC	AARHUS	
AL	N	ZBT	SH+SCANDIC	KOLDING	
AM	N	AAR	SH+SCANDIC	KONGENS EGE RANDERS	
AN	D	ZRY	SH+SCANDIC	REGINA HERNING	
AO	S	CPH	SH+SCANDIC	RINGSTED	
AP	D	EBJ	SH+SCANDIC	OLYMPIC ESBJERG	
AQ	N	CPH	SH+SCANDIC	EREMITAGE - LYNGBY	
AR	W	AAL	SH+SCANDIC	AALBORG	
AS	S	ODE	SH+SCANDIC	ODENSE	
END OF DISPLAY					
>					

Here you see a list of all the Scandic hotels in Denmark, and more important the three letter code they are registered under.

A hotel list request for the United States has to include a state code, like this:

HL HI US NY

This entry will display a list of all Holiday Inn hotels in New York state

AR	TR	CTY	HOTEL NAME	ALL AREAS	US	NY
AA	S	NYC	HI HI WALL STREET DISTRICT			
AB	W	NYC	HI HI NEW YORK CITY MARTINIQUE ON BROADWAY			
AC	S	HPN	HI HI MOUNT KISCO			
AD	W	ALB	HI HOLIDAY INN TURF			
AE	E	NYC	HI HI WESTBURY LONG ISLAND, NY			
AF	D	ELM	HI HOLIDAY INN RIVERVIEW			
AG	N	BUF	HI HOLIDAY INN GRAND ISLAND			
AH	W	ISP	HI HOLIDAY INN EXPRESS EAST END			
AI	D	CTX	HI HOLIDAY INN CORTLAND, NEW YORK			
AJ	E	HPN	HI HOLIDAY INN SELECT STAMFORD			
AK	D	SCH	HI HI SCHENECTADY			
AL	A	ALB	HI HOLIDAY INN EXPRESS ALBANY, NY-AIRPORT			

(Partial display)

2.1 Hotel list with city or airport code

Hotels are usually associated with city codes. For the cities where city and airport codes are not identical, you may choose to display all hotels or just the ones close to a specific airport.

Let us look at London

To display a list of hotels for city location London, enter:

HLLON

```
SEE ALSO: LHR LGW LTN STN LCY
AR TR CTY HOTEL NAME ALL AREAS GB LON
AA D R LON JT|CARLTON TOWER HOTEL
AB D T LON CP|CROWNE PLAZA THE CITY
AC E T LON CP|CROWNE PLAZA LONDON DOCKLANDS
AD D T LON JD+JURYS GT RUSSELL STREET
AE D T LON NK+MONTCALM HOTEL
AF D T LON DV+DE VERE CAVENDISH ST JAMES'S
AG W T LON FA+FAIRMONT SAVOY
AH D T LON WW|THE WESTBURY
AI D T LON HI|EXPRESS BY HOLIDAY INN SOUTHWARK
AJ D R LON SV|THE REMBRANDT
AK N R LON MR+SANDERSON
AL D T LON LW|THE MILESTONE HOTEL AND APARTMENTS
AM W T LON VY+THE CONNAUGHT
AN D T LON SL|SWISSOTEL THE HOWARD, LONDON
AO W T LON WW|MYHOTEL BLOOMSBURY
AP D T LON BC+FORTY ONE
AQ D T LON RD|RADISSON HAMPSHIRE HOTEL
AR D T LON WV|PARK INTERNATIONAL HOTEL
AS W T LON RT+NOVOTEL LONDON WEST
MORE
```

This is a hotel list for London city only.

Please look at the first line of your display, **SEE ALSO: LHR LGW LTN STN**

This line tells you that there are other hotels listed under the different airport codes as well.

To see a list of hotels listed under Stansted Airport, enter:

HLSTN

SEE ALSO:	LON	LHR	LGW	LTN	LCY				
AR	TR	CTY	HOTEL NAME		ALL AREAS			GB	STN
AA	A	F	STN	HL+HILTON LONDON STANSTED AIRPORT					
AB	N	T	STN	RD RADISSON SAS STANSTED AIRPORT					
AC	N	R	STN	TG+TRAVELODGE PETERBOROUGH ALWALTON					
AD	S	T	STN	IQ SWALLOW CHURCHGATE HOTEL - HARLOW					
AE	S	T	STN	HI HOLIDAY INN COLCHESTER					
AF	N	R	STN	PD PARK INN LAKESIDE					
AG	D	T	STN	VE RIVENHALL HOTEL THE					
AH	E	T	STN	IQ THE SWALLOW GEORGE OF COLCHESTER					
AI	N	T	STN	MC HANBURY MANOR HOTEL AND COUNTRY CLUB					
AJ	S	T	STN	CL+BRIGGENS HOUSE HOTEL					
AK	R	T	STN	YX DOWN HALL COUNTRY HOUSE HOTEL					
AL	E	T	STN	UZ RED LION HOTEL - COLCHESTER					
AM	S	T	STN	DI DAYS INN STANSTED -BISHOPS STORTFORD					
AN	S	T	STN	YX THE ROEBUCK HOTEL -WARE					
AO	S	R	STN	CL+CORUS HOTEL HARLOW					
AP	N	T	STN	PD PARK INN HARLOW					
AQ	D	T	STN	IQ WHITEHALL SWALLOW HOTEL					
AR	N	R	STN	TG+TRAVELODGE CAMBRIDGE LOLWORTH					
AS	A	T	STN	QI QUALITY HOTEL EPPING - EPPING					
MORE									

2.2 Hotel Name Search /HN-

When you want to search for a specific hotel name, you can use the option code /HN-. You can include a minimum of two characters and a maximum of 40.

Example:

To search for Hotel Accademia in Rome, enter:

HLROM/HN-ACCADEMIA

```
SEE ALSO: FCO CIA QEZ
  AR TR  CTY  HOTEL NAME          ALL AREAS          IT ROM
AA D T   ROM  UI+ACCADEMIA HOTEL
AB S T   ROM  YX|ASTURA PALACE HOTEL
AC D T   ROM  UZ|HOTEL ASTRID
AD N R   ROM  UZ|HOTEL ASTORIA GARDEN
END OF DISPLAY
>
```

It is not necessary to enter the full name of the hotel, the system will always look for similar names.

HLROM/HN-ACC

```
SEE ALSO: FCO CIA QEZ
  AR TR  CTY  HOTEL NAME          ALL AREAS          IT ROM
AA N R   ROM  UZ|HOTEL ASTORIA GARDEN
AB S T   ROM  YX|ASTURA PALACE HOTEL
AC S T   ROM  GZ|FONTE DI PAPA TENUTA AGRICOLA
AD W T   ROM  AQ|ATAHOTEL DOMINA RESIDENCE- ACILIA
AE D F   ROM  OI|ACCOMODATION PLANET 29
AF D T   ROM  UZ|HOTEL ASTRID
AG D T   ROM  UI+ACCADEMIA HOTEL
AH N R   ROM  VE|BETTOJA MASSIMO D AZEGLIO HOTEL
END OF DISPLAY
```


2.3 City other than IATA city /CT-

You can use the /CT- option to request hotels located in a city different to the IATA city code under which they have been loaded, or if a city does not have an IATA code.

For example, to request a hotel list for properties in Derby, Great Britain, loaded under the IATA city code EMA (East Midlands), enter:

HLEMA/CT-DERBY

```
SEE ALSO: NQT SZD
  AR TR  CTY  HOTEL NAME          ALL AREAS          GB EMA
AA A   T   EMA  HI|EXPRESS BY HOLIDAY INN AIRPORT -DERBY
AB D   T   EMA  DI|DAYS HOTEL DERBY
AC N   R   EMA  VE|DONINGTON MANOR
AD W   R   EMA  YX|MAKENEY HALL COUNTRY HOUSE HOTEL
AE D   T   EMA  UZ|EUROPEAN INN-DERBY
AF A   T   EMA  TI+THISTLE EAST MIDLANDS AIRPORT
AG N   T   EMA  HI|EXPRESS BY HOLIDAY INN DERBY PRIDE PARK
AH N   T   EMA  DI|DAYS INN DONINGTON
AI D   R   EMA  UZ|MENZIES MICKLEOVER COURT
AJ N   T   EMA  BW|BEST WESTERN MIDLAND HOTEL
AK D   T   EMA  MC|MARRIOTT BREADSALL PRIORY HTL
AL E   T   EMA  BW|BEST WESTERN YEW LODGE HTL-KEGWORTH
AM D   T   EMA  LM|STUART HOTEL -DERBY
END OF DISPLAY
```

To find the nearest airport for Derby, enter:

DANDERBY/S

```
DANDERBY/S
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
YCH S  DERBY                - 30K SW           /CANB
YFC S  DERBY                -159K NW           /CANB
EMA S  DERBY                - 19K              /GB
DEN S  DERBY                - 8K N             /USCO
HVN S  DERBY                - 25K NW           /USCT
BDR S  DERBY                - 27K NE           /USCT
HPN S  DERBY                - 86K NE           /USCT
ICT S  DERBY                - 17K SE           /USKS
BUF S  DERBY                - 38K SW           /USNY
BTV S  DERBY                -119K NE           /USVT
BTV S  DERBY LINE          -127K NE           /USVT
```

3 OTHER USEFUL OPTION CODES

3.1 Transportation option /TR-

Some hotels state that they provide FREE transportation to and from the airport. You can limit your hotel list to show only such hotels by including the option code /TR-

To search for hotels with free transportation in Frankfurt, enter:

HLFRA/TR-F or **HLFRA/TR-FREE**

HLFRA Hotel list for Frankfurt

/ Slash

TR-F Transportation option code, followed by desired means of transport

```
SEE ALSO: QMZ ZEE MHG ZPS HDB ZQY
  AR TR CTY HOTEL NAME ALL AREAS DE FRA
AA D F FRA NS|NH FRANKFURT NIEDERRAD
AB A F FRA SR|AIRPORT INTERCITYHOTEL FRA
AC A F FRA SR|STEIGENBERGER AIRPORT HOTEL
AD A F FRA RT+MERCURE FRANKFURT AIRPORT 4
AE S F FRA KI|KEMPINSKI HOTEL GRAVENBRUCH
AF W F FRA CI|COMFORT HOTEL AM KURPARK - BAD HOMBURG
AG A F FRA RT+MERCURE WINGS FRANKFURT APT
AH A F FRA HI|HOLIDAY INN AIRPORT NORTH
AI S F FRA SX|ACHAT HOTEL -LANGEN
AJ A F FRA SI|SHERATON FRANKFURT HOTEL
AK S F FRA SR|STEIGENBERGER FRANKFURT-LANGEN
AL A F FRA RT+IBIS FRANKFURT AIRPORT
AM D F FRA TA|HOTEL HAUS DAHEIM
AN D F FRA BW|BEST WESTERN HTL FRANKFURT ROD
AO A F FRA SQ+AIRPORT BUSINESS HOTEL -WALLDORF
AP W F FRA CY|COURTYARD FRANKFURT MESSE
AQ A F FRA TP|TOP HTL POST FRANKFURT AIRPORT
AR A F FRA TP|TOP AIRPORT DOMIZIL HOTEL
END OF DISPLAY
```


3.3 Special facilities option /FF-

There are 50 pre-defined facility features in Amadeus, that you can search for by using the option /FF-

The 50 pre-defined facilities are:

CODE FACILITY	CODE FACILITY	CODE FACILITY
AIR AIR CONDITION	HAD HAIR DRYER	PHA PHARMACY
BAB BABY-SITTING	HAI HAIRDRESSER	PHO PHONE-DIR DIAL
BAR BAR	HAN HANDICAP	RES RESTAURANTS
BEA BEACH	HEA HEALTH CLUB	ROO ROOM SERVICE
BTY BEAUTY PARLOUR	ICE ICE MACHINES	SAF SAFE DEP BOX
BUS BUSINESS CTR	JAC JACUZZI	SAU SAUNA
CAR CAR RENTAL	KIT KITCHEN	SIG SIGHTSEEING
CAS CASINO	LAU LAUNDRY SVC	SNO SNOW SKIING
COF COFFEE SHOP	LOU LOUNGE	SOL SOLARIUM
CON CONVENTION CTR	MAS MASSAGE	SPA SPA
DIS DISCO	MEE MEETING ROOMS	SWI SWIMMING POOL
ELE ELEVATOR	MIN MINIBAR	TEN TENNIS
EXC EXCHANGE FAC	MOV MOVIE CHANNELS	TEL TELEVISION
EXE EXECUTIVE FLR	NON NONSMOKING RMS	VAL VALET PARKING
FAX FAX FAC INROOM	PAR PARKING	WAT WATER SPORTS
GIF GIFT SHOP	PCH PC HOOKUP INRM	WOM WOMENS GST RMS
GOL GOLF	PET PETS ACCEPTED	

4 You can find the codes in Amadeus under HEHOTCOD then MS316

To search for hotels in Madrid with Parking, Swimming pool and Disco, enter:

HLMAD/FF-PAR-SWI-DIS

SEE ALSO: SLM CJI
AR TR CTY HOTEL NAME ALL AREAS ES MAD
AA S R MAD UI+BEATRIZ TOLEDO HOTEL
AB D T MAD UI+SILKEN PUERTA AMERICA
END OF DISPLAY

Please note that the display shows only those properties which have all the requested facilities, so if a search finds no hotels, try again but specifying fewer, or different, facilities.

You can search for up to three different facilities in one entry.

4.1 Company or access type option /CO-

You can use the company option /CO-, to specify up to three different hotel chains, or specify a special access level.

To display a hotel list for Scandic and Utell hotels in Copenhagen, enter:

HLCPH/CO-SH-UI

HLCPH Hotel list for Copenhagen

CO-SH-UI Company action code followed by dash and the two letter codes for the desired hotel chains

AR	TR	CTY	HOTEL NAME	ALL	DK	CPH
AA	W	T	CPH SH+SCANDIC HOTEL GLOSTRUP			
AB	S	R	CPH SH+SCANDIC HOTEL RINGSTED			
AC	S	T	CPH SH+SCANDIC HOTEL ROSKILDE			
AD	D	T	CPH SH+SCANDIC HOTEL COPENHAGEN			
AE	S	T	CPH SH+SCANDIC HOTEL HVIDOVRE			
AF	D	T	CPH SH+SCANDIC SYDHAVNEN			
AG	N	T	CPH SH+SCANDIC HOTEL EREMITAGE - LYNGBY			
AH	D	T	CPH SH+SCANDIC HOTEL WEBERS			
AI	N	T	CPH UI+HELLERUP PARKHOTEL			
AJ	D	T	CPH UI+COPENHAGEN ADMIRAL HOTEL			
AK	D	T	CPH UI+SELANDIA HOTEL			
AL	D	T	CPH UI+ABSALON HOTEL			
AM	D	T	CPH UI+CAB INN SCANDINAVIA			
AN	D	T	CPH UI+ASCOT HOTEL COPENHAGEN			
END OF DISPLAY						

If you want a list of one specific type of access hotels, you have these 4 possibilities:

/CO-D..... Dynamic Access only

/CO-P Dynamic and Complete Access Plus

/CO-C Dynamic, Complete Access Plus and Complete Access

/CO-S Standard Access only

To display a list of Dynamic Access hotels only, in Las Vegas, enter:

HLLAS/CO-D

SEE ALSO: HSH					
AR	TR	CTY	HOTEL NAME	ALL AREAS	US LAS NV
AA	A	T	LAS	MV NEW YORK NEW YORK HOTEL CASINO	
AB	A	T	LAS	UZ WYNN LAS VEGAS	
AC	R	T	LAS	HY HYATT REGENCY LAKE LAS VEGAS	
AD	D	T	LAS	MV MGM GRAND HOTEL	
AE	W	T	LAS	YX THE HOTEL	
AF	N	T	LAS	YX MANDALAY BAY HOTEL AND CASINO	
AG	R	T	LAS	YX LUXOR HOTEL AND CASINO	
AH	R	R	LAS	YX BUFFALO BILLS HOTEL AND CASINO	
AI	S	T	LAS	UZ ROYAL VACATION CONDO SUITE	
AJ	N	F	LAS	YX TEXAS STATION	
AK	S	R	LAS	BW BEST WESTERN LIGHTHOUSE INN-BOULDER CITY	
AL	A	T	LAS	CY COURTYARD LAS VEGAS SOUTH	
AM	N	T	LAS	UZ NEVADA HOTEL	
AN	S	R	LAS	YX GOLD SPIKE HOTEL AND CASINO	
AO	A	T	LAS	YO CANDLEWOOD SUITES LAS VEGAS	
AP	R	T	LAS	MC MARRIOTT JW LAS VEGAS RESORT	
AQ	N	T	LAS	UZ STARDUST RESORT AND CASINO	
AR	N	T	LAS	SI ALADDIN RESORT AND CASINO	
AS	A	T	LAS	HJ HJ INN LAS VEGAS STRIP -1507	
MORE					

Please note, you can only request one access type at a time.

4.2 Summary of entries

PROVIDER INFORMATION:

General AIS hotel page	GGHTLALL
Hotel chains listed alphabetically	GGHTLALL and MS23
AIS pages for specific chain e.g. RD.....	GGHTLRD
Encode hotel chain name.....	DNH BEST WESTERN
Decode hotel chain code.....	DNH BW
Where do I go for help?.....	HEHOTEL
Chain specific help pages e.g. UI.....	HEHTLUI

HOTEL LOCATION LIST

Hotel list for specific city, all chains	HLXYZ (where XYZ=airport)
Hotel list for specific chain and city e.g. BW.....	HLBWXYZ
Hotel list for specific chain, city and area	HLBWXYZ/AR-D
Hotel list for specific chain and country.....	HLSHDK
Hotel list all areas.....	HLPAR/AR-ALL
Hotel list using non IATA city option.....	HLCPH/CT-HELSINGOR
Hotel list using name option - specific name	HLCPH/HN-ASTORIA
Hotel list using transportation option	HLCPH/TR-F (F = free)
Hotel list using category option.....	HLCPH/HC-L (L = luxury)
Hotel list using facility feature option.....	HLCPH/FF-PAR (Parking)
Hotel list for specific access type	HLCPH/CO-P (C/A+)

The different area codes:

CODE	AREA
A	Airport location
D	Downtown location
N	North of downtown location
E	East of downtown location
S	South of downtown location
W	West of downtown location
R	Resort location

The different transportation codes:

CODE	TRANSPORTATION
T	Taxi
R	Rental car
L	Limousine
F	Free transportation provided by the hotel
B	Boat or any water transport
C	Coach or bus
E	Express train
P	Plane
U	Underground
H	Helicopter
W	Walking distance

5 HOTEL AVAILABILITY AND RATES DISPLAY

Amadeus Hotel Availability and rates display is available for entire hotel chains, as well for individual hotel properties.

There are many rates, such as weekend and promotional rates, all of which are automatically available to all agents using Amadeus Hotels.

In addition, there are many client rates, rates which employees of specific companies are entitled to, and rates which specific travel agencies have negotiated with hotel companies.

There are two types of Hotel Availability displays:

- ◆ Multi-property display

- ◆ Single-property display

The format is slightly different, and it includes a description of each rate.

5.1 Multi-property availability display

A multi-property hotel availability display show, for each property listed, the lowest and highest room rate found.

By default, the rates, which are search, are all the “unqualified” rates which you are entitled to sell. An “unqualified” rate is a rate, which any client is entitled to have.

A “qualified” rate is a rate, such as **SRS** (Senior citizen rate), which is only available to some clients.

To request a multi-company display for unqualified rates in Prague, arriving the 12JUL and departing the 14JUL, enter:

HAPRG12JUL-14JUL

or

HAPRG12JUL-2

HA	Hotel Availability transaction code
PRG	City/Airport code
12JUL	Check-in date
14JUL	Check-out date or
2	Number of nights

When you do not specify a check-out date or number of nights, the system assumes a one-night stay

```

CZ PRG          ALL AREAS          WE 12JUL09-14JUL09   *SGL*
** *LW* 3 LEADING HOTELS OF THE WORLD*PALACE*SAVOY*LE PALAIS
** CTR LOCATED*LUXURY BOUTIQUE HTLS* 170EUR MIN 2NT >HALWPRG
                                     AR TR  CUR
  1 BA|BOSCOLO CARLO IV              D  T  EUR
                                     |    210.00-5000.00
  2 WW|GRAND HOTEL BOHEMIA            D  L  EUR
                                     =|   145.00-470.00
  3 IC|HOTEL INTERCONTINENTAL PRAHA   D  T  EUR
                                     |    159.00-304.00
  4 WW|CORINTHIA TOWERS HOTEL         D  T  EUR
                                     =|   230.00-595.00
  5 UZ|SEIFERT HOTEL                  D  T  EUR
                                     |    73.00-101.00
  6 YX|HOTEL CORONET                  E  T  EUR
                                     |    95.00-198.00
  7 CH+SCHWAIGER                      D  T  EUR
                                     |   110.00-189.00
  8 XL+THE GOLDEN GATE HOTEL          S  T  EUR
                                     |   170.00-495.00
MORE

```

Amadeus automatically display different hotel properties each time you request an availability. This is due to the neutrality of the system.

Unless you specify otherwise in your entry, the system always displays rates for single occupancy, or one person per room regardless of the number of beds. The system displays the rate range for the different hotels.

Explanation of the display:

CZ	PRG	ALL	SA	12JUL09-14JUL09	*SGL*
				AR TR CUR	
1	KY	HOTEL BARCELO PRAHA		D T EUR	
				80.00-170.00	

CZ	Two letter ISO country code
PRG	Three letter airport/city code
ALL	All areas of the city are included in the response
SA	Two-character day of the week indicator that corresponds to the check-in date
12JUL08-14JUL08	Check-in and check-out dates
SGL	Type of rate. Can be single or double
1	Hotel line number
KY	Two-letter chain code, and access level indicator
/	Access type
HOTEL BARCELO	Hotel name
D	Area location code
T	Recommended type of transportation from airport to hotel
EUR	Currency code
80.00-170.00	Rate range for rooms at the hotel

5.2 Single-company display

If you know the two-letter code for a particular hotel chain, you can request an availability and rates display just for that chain only, by adding the chain code immediately after the HA transaction code.

To request Utell Hotels (**UI**) in Milan, check-in 18 May for a two-night stay, enter:

HAUIMIL18MAY-2

HA	Hotel availability transaction code
UI	Two-letter chain code
MIL	Airport/city code
18MAY-2	Check-in date and number of nights

IT	MIL	ALL	SU	18MAY09-20MAY09	*SGL*
				AR TR	CUR
1	UI+MICHELANGELO	HOTEL		N T	EUR
				191.09-237.57	
2	UI+DELTA	HOTEL		A T	EUR
				82.63-129.11	
3	UI+UNA	HOTEL CENTURY		N T	EUR
				95.46-450.00	
4	UI+REGENCY	HOTEL		N T	EUR
				0.08-155.00	
5	UI+STARHOTEL	RITZ		D T	EUR
				183.34-289.22	
6	UI+RIPAMONTIDUE	HOTEL		N R	EUR
				107.94-107.94	
7	UI+AURIGA	HOTEL		W T	EUR
				98.13-98.13	
8	UI+RAFFAELLO	HOTEL		D T	EUR
				154.94-154.94	
9	UI+STARHOTEL	ANDERSON		D T	EUR
				80.00-192.73	

The display shows Utell Hotels only. In all other areas, the display and entry options available are identical to the multi-company display.

5.3 Single company availability display from a PNR

To request a single company availability from a PNR, you add the two-letter chain code to your availability search like this:

HAUIS2

6 SINGLE-PROPERTY DISPLAY

A single-property display shows all unqualified and qualified rates which you are entitled to sell. The display will include coded explanations next to the rates.

If the property is a Complete access or Standard access hotel, the information comes from the Amadeus Hotels database. Whereas the data for Complete Access Plus hotels comes directly from the hotel chains own reservation system.

6.1 Single-property display (Dynamic and Complete Access Plus)

Let us look at a Hotel availability display for Best Western Hotels (**BW**) in Århus. Check-in 20 August, two-nights stay:

HABWAAR20AUG-2

DK AAR	ALL AREAS	SU 20AUG09-22AUG09	*SGL*
		AR TR CUR	
1 BW BEST WESTERN HOTEL RITZ		D T DKK	
		850.00-1295.00	
END OF DISPLAY			

To see all the rates at Best Western Hotel Ritz directly from the chains database, enter:
HA1

**** BEST WESTERN ****			
DK AAR		SU 20AUG09-22AUG09	*SGL*
BW BEST WESTERN HOTEL RITZ		AAR028 D TAXI DKK	
THE WORLDS LARGEST HOTEL CHAIN			
1) 997.50		BUSINESS TRAVELERS ONLY	
A1TCOR	G	1 SINGLE BED*	
		FULL BKFST	
2) 997.50		BUSINESS TRAVELERS ONLY	
A1TCOR	G	1 SINGLE BED*	
		NO SMOKING, FULL BREAKFAST	
3) 950.00		BWI BEST RATE*AVAILABLE TO ALL TRAVELERS	
A1TSPC	G *	1 SINGLE BED*	
		FULL BKFST	
4) 950.00		BWI BEST RATE*AVAILABLE TO ALL TRAVELERS	
A1TSPC	G *	1 SINGLE BED*	
		NO SMOKING, FULL BREAKFAST	
5) 1050.00		STANDARD RATE*NO RESTRICTIONS	
A1TRAC	G	1 SINGLE BED*	
		FULL BKFST	
MORE			

This display shows you all the qualified and unqualified rates, but contrary to the displays for Standard and Complete Access, you get a full description of what the rate includes, and who is entitled to it.

6.2 Room type, bed type and rate type codes

Let us look at one of the hotels from our previous Hotel Availability display:

1) 869.25			CORPORATE RATE
A1TCOR	G	1 SINGLE BED*	FULL BKfst

Look at the room type

A1TCOR

These 6 characters in our above display carry information on room type, number of beds in room, bed type and rate type.

The first part **A1T** Room type, number of beds and bed type

The Second part **COR** Rate type

The first character indicates the room type A1TCOR, which can be:

ROOM DESCRIPTION	CODE	ACCOMMODATION LEVEL
Room with bath	A	Superior
	B	Moderate
	C	Standard
	D	Minimum
Room with shower	E	Superior
	F	Moderate
	G	Standard
	H	Minimum
Room without bath/shower	I	Moderate
	J	Standard
	K	Minimum
Suites	S	Moderate
	T	Standard
	U	Minimum
Executive floor	P	

See **HEHOTELCODES.106**

The second character indicates the number of beds A1TCOR, which can be:

NUMBER	EXPLANATION
1	One bed in room
2	Two beds in room
3	Three beds in room

The third character indicates the bed type A1TCOR, which can be

CODE	BED TYPE
S	Single bed - the smallest
T	Twin bed - wider than single, but note it is still one bed not two
D	Double bed - wider than the twin
Q	Queen size - wider than the double
K	King size - wider than the queen
W	Water bed
P	Pull-out

In addition you may see the following codes and characters for room and bed types:

A*K	An asterisk * in the second position indicates that the number of beds vary
A1*	An asterisk * in the third position indicates that the bed type varies
A**	Two asterisks ** indicates that the number of beds and bed type varies
ROH	“Run of the House”. Hotel chains may use this code to signify any room available.

6.3 Rate-type codes

The industry rate-type codes consists of three letters. It defines the type of rate that the room is for. There are 14 predefined industry rate-type codes. They are:

CODE	EXPLANATION
RAC	Standard Rack rate
COR	Corporate rate
WKD	Weekend rate
PRO	Promotional rate
SRS	Senior citizen rate
PKG	Package rate
GOV	Government rate
MIL	Military rate
CON	Convention rate
FAM	Family rate
STP	Stop over rate
TUR	Tour rate
TVL	Travel industry rate
DAY	Day room

Above special rates are generally available to all end-users, but security may restrict your access. This enables hotels to offer special rates to selected customers, and only these customers can view these rates based on their security file.

If you try to access a rate you are not allowed to see, you get the following response:

ROOM OR RATE NOT AVAILABLE OR RESTRICTED

Let us look at the hotel display again:

1) 869.25		CORPORATE RATE
A1TCOR	G	1 SINGLE BED* FULL BKFST

After the six character code you can see a **G**, in this column you will often see one of the following:

G Rate indicator and information specific to that rate.
The rate indicators you can see are:

CODE	EXPLANATION
D	Deposit required
G	Guarantee required
1-9	Hold until time 6 = Room will be held until 6PM

6.4 Multi-property availability display from a PNR

You can request a hotel availability display based on a flight segment in a PNR.

Example:

```
RP/VNOLJ2902/VNOLJ2902      ID/SU  8FEB09/1450Z  YMD69S
1 .MARTINKEVICIUS/ARUNAS MR
2  LH3255 C 26JAN 5 VNOFRA HK1  1905    1950 2055  *1A/E*
3  QF 006 C 26JAN 5 FRASYD HK1      2    2325 0620+2 *1A/E*
4  OS 002 C 03FEB 6 SYDVIE HK1  1730 I  1830 0610+1 *1A/E*
5  OS 833 C 04FEB 7 VIEVNO HK1  1015    1045 1350  *1A/E*
6  AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
7  TK TL15JAN/VNOLJ2902
```

To request a hotel availability display for hotels in Sydney, with swimming pool, enter:

HAS3/FF-SWI

HA	Hotel availability transaction code
S	Segment indicator
3	Segment number
/	Slash
FF-SWI	Facility feature option code - followed by the special feature

AU	SYD	NS	ALL AREAS	SU	28JAN10-03FEB10	*SGL*
					AR	TR CUR
1	CI	COMFORT INN NOAHS IN THE VALLE			D	T AUD
						110.00-110.00
2	FS	FOUR SEASONS HOTEL SYDNEY			D	L AUD
						460.00-1050.00
3	LM	COOGEE SANDS HOTEL AND APTS			D	T AUD
						135.00-245.00
4	WV	OAKS HARMONY APARTMENT HOTEL			S	T AUD
			=			180.00-336.00
5	LM	MERITON CAMEO APARTMENTS			A	T AUD
						149.00-249.00
6	CP	CROWNE PLAZA PARRAMATTA			W	T AUD
						160.00-180.00
7	RT	MERCURE HOTEL SYDNEY AIRPORT			A	L AUD
						189.00-372.02
8	RT	MERCURE SYDNEY			D	T AUD
						148.21-350.24
9	HI	HOLIDAY INN OLD SYDNEY			D	T AUD
						900.00-1400.00
MORE						

The system automatically applies the check-in and check-out dates to the hotel availability as follows:

- ◆ Check-in date is the date of the flight arrival
- ◆ Check-out date is the date of departure of the next flight segment

6.5 Using option code /SR-

To request qualified rates, client rates, or your own negotiated rates, you add the special rate (SR-) option to your Hotel availability entry, followed by the rate code or codes you want. You can specify up to eight different rate codes at a time.

To retrieve a hotel availability in Nice, with the negotiated rates COR (Corporate rate) and GOV (Government rates), you enter:

HANCE10JAN/SR-COR-GOV

HANCE10JAN Hotel availability transaction code followed by city and date

/ Slash

SR-COR-GOV Special Rate option code followed by the desired rate codes

FR NCE	ALL	FR 10JAN10-11JAN10	*SGL*
		AR TR	CUR
1	MD+LE MERIDIEN GARDEN BEACH HOTEL	W T	EUR
	COR		99.09-935.00
2	BW+WEST END HOTEL	D T	EUR
	COR		114.34-457.35
3	RD+RADISSON SAS HOTEL NICE	W T	EUR
	COR GOV		84.00-385.00
4	BW+BW HOTEL LES TERRASSES D'EZE-E	E T	EUR
	COR		130.34-150.92
5	HI+HOLIDAY INN	D R	EUR
	COR		185.18-450.00
6	WB+CHATEAU SAINT MARTIN - VENCE	R T	EUR
	COR		230.00-1000.00
7	CD+HOTEL BOSCOLO PLAZA CONCORDE	D T	EUR
	COR		182.00-273.00
8	LM+HOTEL LES BASTIDES ST PAUL	N T	EUR
	COR		69.00-106.00
9	BW+BEST WESTERN HOTEL DE FLORE	D T	EUR
	COR		106.50-124.75
MORE			

7 HOTEL AVAILABILITY WITH OPTIONS

To obtain a more detailed availability and rates display you can use a series of options. You can include options in your original availability and rates entry, or you can use them to modify an existing display.

On the following pages we will cover some of the different options.

7.1 Single or double occupancy option /RT-

RP/VNOLJ2902/VNOLJ2902	ID/SU	8FEB09/1455Z	YMEPTV
1.PAKSAS/ROLANDAS MR	2.PAKSIENE/LAIMA MRS		
3 LH3253 C 03JAN 3 VNOFRA HK2	1240	1325 1430	*1A/E*
4 LH4174 C 03JAN 3 FRALYS HK2	1530 1	1600 1715	*1A/E*
5 LH4179 C 06JAN 6 LYSFRA HK2	0600 1	0625 0755	*1A/E*
6 LH3252 C 06JAN 6 FRAVNO HK2	0850 1	0920 1225	*1A/E*
7 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
8 TK TL15DEC/VNOLJ2902			

Mr. and Mrs. Paksai want to book at double room in Lyon for their entire stay, to do so, you enter:

HAS4/RT-2

HA Hotel availability transaction code

S4 Segment indicator and number

/ Slash

RT- Room Type option followed by dash

Double occupancy. Please note that if you do not specify a room type the system automatically assumes single occupancy

FR	LYS	ALL AREAS	WE	03JAN10-06JAN10	*DBL*
				AR TR CUR	
1	RT	IBIS LYON EST BEYNOST A42		E T EUR	
				63.00-63.00	
2	BW	BEST WESTERN CREQUI LYON PART		W B EUR	
				79.00-155.00	
3	RT	SOFITEL ROYAL LYON		D T EUR	
				130.00-414.00	
4	RT	MERCURE LYON SUD VIENNE 3*		S T EUR	
				69.00-130.00	
5	RB	CITADINES LYON PRESQUILE APART		D C EUR	
				94.00-122.00	
6	RT	MERCURE BOURG EN BRESSE 3*		N T EUR	
				80.00-97.00	
7	RB	CITADINES LYON PART DIEU APART		D C EUR	
				77.00-104.00	
8	RT	IBIS LYON PART DIEU GARE		D T EUR	
				84.00-84.00	
9	RT	MERCURE MACON SAINT ALBAIN 3*		N R EUR	
				99.00-116.00	
MORE					

If you want to change your display to reflect single occupancy rates, you enter:

HA/RT-1

HA	Hotel availability transaction code
/	Slash
RT-	Room type option code followed by dash
1	Single occupancy

FR	LYS	ALL AREAS	WE	03JAN10-06JAN10	*SGL*
				AR TR CUR	
1	BA	BOSCOLO GRAND HOTEL		D T EUR	
				100.00-300.00	
2	RT	MERCURE LYON LUMIERE 3*		E T EUR	
				91.00-110.00	
3	RT	MERCURE LYON SUD VIENNE 3*		S T EUR	
				69.00-119.00	
4	RT	IBIS LYON GERLAND		D T EUR	
				79.00-79.00	
5	RT	IBIS ROANNE		S T EUR	
				62.00-62.00	
6	RB	CITADINES LYON PART DIEU APART		D C EUR	
				77.00-104.00	
7	GT	TULIP INN SAPHIR LYON		D T EUR	
			=	65.55-112.10	
8	HI	HOLIDAY INN GC LYON VILLEURBAN		N T EUR	
				107.00-145.00	
9	WK	WARWICK REINE ASTRID HOTEL		D T EUR	
				190.00-190.00	
MORE					

Note how in the modification process your availability changed to reflect different hotels. As mentioned earlier, for reasons of neutrality, hotels are displayed in random order.

If you want to change the occupancy level from single to double for a specific hotel e.g. Tulip Inn Saphir, you enter:

HA7/RT-2

HA Hotel availability transaction code
6 Line number of the desired hotel
/ Slash
RT-2 Room type - Double occupancy

```

FR LYS      DOWNTOWN      WE 03JAN10-06JAN10
** DOUBLE OCCUPANCY RATES **
GT|TULIP INN SAPHIR LYON      LYS455 D TAXI EUR
  -A-                          -B-
CAT      TYPE      INFO      RATE      TYPE      INFO      RATE
COR  1) B1DAAA A G S      112.10 / C1DAAA A G S      65.55
     2) C2TAAA A G S      65.55 /
G:GNT 1-9:1-9PM HOLD D:DEP B:BFST M:MEAL S:SELL RULE
END OF DISPLAY

```

Please note that your display have changed to a Single-Property display

7.2 Location option /LO-

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  8FEB09/1521Z  YMTKFS
 1.NAUSEDA/GITANAS MR
 2  SK9661 C 12JAN 5 VNOC PH HK1      0640 0715  *1A/E*
 3  SK 909 C 12JAN 5 CPHEWR HK1      3 1220 1515  *1A/E*
 4  SK 910 C 16JAN 2 EWRC PH HK1      B 1730 0710+1 *1A/E*
 5  SK9662 C 17JAN 3 CPHVNO HK1      3 0935 1205  *1A/E*
 6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
 7 TK TL15DEC/VNO1A0980

```

Arriving at EWR airport on the 12 Jan, Mr. Nauseda needs a hotel room in New York, city location.

As New York has several airports, city and airport code are not identical, but can be e.g. NYC, JFK, EWR or LGA.

If you use the entry:

HAS3

you will only retrieve a hotel availability for hotels in the vicinity of EWR airport.

```

US EWR NJ          ALL AREAS          FR 12JAN10-16JAN10  *SGL*
                                     AR TR  CUR
 1 WV BERNARDS INN-BERNARDSVILLE    =   W  T  USD
                                     129.00-1000.00
 2 IL RED CARPET INN ELMWOOD PARK     N  T  USD
                                     76.50-176.50
 3 DI DAYS INN - WOODBRIDGE-ISELIN    S  T  USD
                                     58.50-65
 4 MC MARRIOTT HANOVER -WHIPPANY      N  T  USD
                                     134.00-269.00
 5 DI DAYS INN MCAFEE                 N  T  USD
                                     99.60-100.00
 6 EO ECONO LODGE NEWTON              N  T  USD
                                     59.99-59.99
 7 RC RESIDENCE INN TINTON FALLS      S  R  USD
                                     94.00-229.00
 8 HH HILTON WOODCLIFF LAKE          R  L  USD
                                     137.00-281.00
 9 PT PRIME HOTEL AND SUITES FAIRFIE  D  R  USD
                                     125.00-199.00
MORE

```

Note how all hotels have property codes starting with EWR.

In order to display a hotel availability for all NYC hotels, you must add an option code specifying location.

To display a list of all hotels listed under the city code NYC, you enter:

HAS3/LO-NYC

HAS3	Hotel availability segment 2
/	Dash
LO-	Location option code followed by dash
NYC	Three-letter location code

US	NYC	NY	ALL AREAS	FR	12JAN10-16JAN10	*SGL*
					AR TR	CUR
1	RT	SOFITEL	NEW YORK		D T	USD
					509.00-709.00	
2	HI	HI	WALL STREET DISTRICT		S T	USD
					351.76-399.00	
3	YX	SETON	HOTEL		D T	USD
					56.89-129.22	
4	RZ	RITZ	CARLTON NY BATTERY PARK		D T	USD
					295.00-825.00	
5	CI	COMFORT	INN CENTRAL PARK WEST		N T	USD
					309.00-399.95	
6	BW	BEST WESTERN	SEAPORT INN DOWNT		S R	USD
					206.10-249.00	
7	QI	QUALITY	HOTEL TIMES SQUARE		D T	USD
					189.00-479.95	
8	MC	MARRIOTT	NYC MARQUIS		D C	USD
					259.00-349.00	
9	OZ	SUPER 8	NYC-MANHATTAN-TIMES SQ		D T	USD
					119.99-119.99	
MORE						

If you want to change your display to another location e.g. LGA, you enter:

HA/LO-LGA

7.3 Area option /AR-

If you want to see all hotels whether loaded under NYC, EWR, LGA or JFK, you can request such a display by using the area option.

HAS3/AR-ALL

HAS3 Hotel availability segment 3

/ Slash

AR-ALL Area option code followed by dash and ALL for all areas

US	EWR	NJ	NYC	LGA	JFK	ISP	MMU	SA	12JAN10-16JAN10	*SGL*		
									AR	TR	CUR	LO
1	HY	HR	JERSEY	CITY	ON	THE	HUDSON		N	T	USD	EWR/US
									179.00	-	300.00	
2	BW	BEST	WESTERN	ORITANI	HOTEL	-	H		N	R	USD	EWR/US
									109.00	-	119.00	
3	EA	EXTENDED	STAY	AMERICA	EDISON				D	T	USD	EWR/US
									65.57	-	85.00	
4	AJ	AMERISUITES	SECAUCUS	MEADOWLAN					N	T	USD	EWR/US
									109.00	-	214.00	
5	HH	HILTON	GARDEN	INN	BRIDGEWATER				S	T	USD	EWR/US
									89.00	-	299.00	
6	RA	RAMADA	INN	-	SOMERSET				S	T	USD	EWR/US
									79.00	-	129.00	
7	RC	RESIDENCE	INN	TINTON	FALLS				S	R	USD	EWR/US
									118.00	-	209.00	
8	MC	MARRIOTT	HANOVER	-	WHIPPANY				N	T	USD	EWR/US
									204.00	-	229.00	
9	RC	RESIDENCE	INN	SADDLE	RIVER	NJ			N	T	USD	EWR/US
									179.00	-	239.00	
MORE												

Note how all the airport codes appear at the top. Hotel properties will appear in the order listed EWR followed by NYC etc.

This list can be very extensive. It is therefore a good idea to combine it with another option code, such as a /HN-, if you are looking for a certain hotel.

7.4 Specific address option /AD-

If you need to find a hotel property at a certain street, you can search for it by using the option code /AD-

Example:

You are asked to check a hotel availability for London, but the customer only wants hotels located on Oxford street. Check-in 12 May and staying for 2 nights, enter:

HALON12MAY-2/AD-OXFORD ST

HALON12MAY-2	Hotel availability with the requested dates
/	Slash
AD-	Address option code followed by a dash
OXFORD ST	Street name - Minimum 3 and maximum 10 characters

```

GB LON      ALL                MO 12MAY10-14MAY10      *SGL*
                                AR TR  CUR
  1 RD1RADISSON BERKSHIRE PLAZA HOTEL      D  T  GBP
                                175.00-315.00
END OF DISPLAY

```

The system finds and displays hotels where the address matches your input, full or partially.

7.5 Zip code option /ZP-

Searching for properties by postal code number can be very useful, both to locate properties in small or large cities.

The request can be made with the zip code option /ZP-

Example:

A customer is asking for a hotel in Paris check-in 04 April staying for 2 nights, she only wants to stay in the 9th arrondissement.

As all the area codes in Paris starts with 750 followed by the number of the arrondissement, we enter:

HAPAR04APR-2/ZP-75009

HAPAR04APR-2	Hotel availability with requested dates
/	Slash
ZP-	Zip code option code followed by dash
75009	Requested zip code - minimum 2 and maximum 3 characters

```

FR PAR          ALL AREAS          TU 04APR10-06APR10      *SGL*
** NOVOTEL DORINT PAR CDG APT 4*& MERCURE CDG 3**2 RT HOTELS
** LOCATED ON THE INTERN APT AREA**NOV>RTCDGROI & *MER>RTCDGALT
          AR TR  CUR
1 AC|ATEL WILLIAMS OPERA          D T  EUR
          =|      82.00-104.00
2 IC|INTERCONTINENTAL PARIS LEGRAND          D T  EUR
          |      435.00-700.00
3 BW|BEST WESTERN AIDA OPERA          D T  EUR
          |      105.00-150.00
4 BW|BEST WESTERN BERGERE OPERA          D R  EUR
          |      140.00-240.00
5 RT+HOTEL SCRIBE          D T  EUR
          |      285.00-1300.00
6 BW|BEST WESTERN ASTRA-OPERA          D R  EUR
          |      230.00-348.00
7 UI+BRITTANY HOTEL          D R  EUR
          |      69.00-100.00
8 CH+MONTHOLON OPERA          D T  EUR
          |      82.00-150.00

```

7.6 Points of reference /RP- and /DI-

Points of Reference, is a search parameter that offers the user the capability, to search for hotels within a specified distance around a particular landmark.

Points of Reference are any form of geographical landmark which could be considered important for use as part of a travel agents search criteria, such as tourist attractions, universities, corporate locations etc.

An extensive list of many different types of landmark will exist, from which a user will be able to search, display and select.

Hotels and reference points will be Geo-coded. This means that the hotels and landmarks will be loaded in the database with their exact position at the specific longitude and latitude coordinates.

NB! NB! At the present Reference Points are available for the following countries USA, Canada, Germany, Great Britain, Italy, Spain, Austria, Switzerland, Belgium, The Netherlands, Luxembourg, France and Monaco and more countries will follow soon.

When you use Points of Reference, you have to specify the category your landmark is to be identified under e.g. –ATT- for tourist attractions or –APT- for airports.

To display a list of available Reference Point categories, you enter:

DRP-CAT

DRP- Display Reference Points

CAT Categories

```
POINTS OF REFERENCE - CATEGORY CODE LIST
CAT      DESCRIPTION
APT      AIRPORT
ATT      ATTRACTION
BUS      BUSINESS LOCATION
CAR      CAR RENTAL LOCATION
CNV      CONVENTION CENTER
CTY      CITY
EDU      EDUCATIONAL
EVT      EVENT
HTL      HOTEL
MIL      MILITARY BASES
PAR      PARK / RECREATIONAL AREA
RST      RESORTS / SKI AREA
SHO      SHOPPING CENTER
SPO      SPORTS
TRA      TRANSPORTATION POINTS
END OF DISPLAY
```

You can also retrieve a list of specific Reference Points if you have a name or part of a name.

If you want all Reference Points in Great Britain starting with the word British, you enter

DRPBRITISH/GB

DRP Display Reference Points

BRITISH The word you search for

/GB Slash followed by the country ISO code or IATA code

NUM	CTY	CAT	-	POINT OF INTEREST NAME	/CCST
001	GLO	ATT	-	BRITISH CAMP	/GB
002	XPT	ATT	-	BRITISH COMMERCIAL VEHICLE MUSEUM	/GB
003	LON	ATT	-	BRITISH DENTAL ASSOCIATION MUSEUM	/GB
004	BSH	ATT	-	BRITISH ENGINEERING	/GB
005	ADX	ATT	-	BRITISH GOLF MUSEUM	/GB
006	LON	ATT	-	BRITISH MUSEUM	/GB
007	XVJ	ATT	-	HITCHIN BRITISH SCHOOLS	/GB
008	YEO	CTY	-	BROADSHARD	/GB
009	CVT	ATT	-	MUSEUM OF BRITISH ROAD TRANSPORT	/GB
010	XWI	CTY	-	BRADSHAW	/GB
011	BRF	CTY	-	BRADSHAW	/GB
012	EDI	HTL	-	ROYAL BRITISH HOTEL	/GB
END OF DISPLAY					

If you want to know the precise address of one of the Reference Points listed, you enter:

DRP6

DRP Display Reference Points

6 Line number

DRP6
006 BRITISH MUSEUM
CTY: LON CC: GB
CAT: ATT ST:
*** ADDITIONAL INFORMATION ***
ADDRESS: GREAT RUSSELL STREET
LONDON
ZIP: WC1B3
END OF DISPLAY

To request the same as above but only for London, you enter:

DRPBRITISH/LON

If the Reference Point name is not known, a full list can be requested by replacing the name by an asterisk *, but as the resulting list would be too long the category code is also required in this entry.

Example:

You want to retrieve a list of all shopping areas in San Francisco, so you enter:

DRP*/SFO-SHO

DRP*	Display Reference Point followed by an asterisk
/	Slash
SFO-	Three letter IATA code followed by a dash
SHO	Category code

```

DRP*/SFO-SHO
NUM  CTY  CAT  -  POINT OF INTEREST NAME                /CCST
001  SFO  SHO  -  280 METRO CENTER                        /USCA
002  SFO  SHO  -  ANCHORAGE SHOPPING CENTER        /USCA
003  SFO  SHO  -  CROCKER GALLERIA                /USCA
004  SFO  SHO  -  EMBARCADERO CENTER 1          /USCA
005  SFO  SHO  -  EMBARCADERO CENTER 2          /USCA
006  SFO  SHO  -  EMBARCADERO CENTER 3          /USCA
007  SFO  SHO  -  EMBARCADERO CENTER 4          /USCA
008  SFO  SHO  -  EMBARCADERO PLAZA            /USCA
009  SFO  SHO  -  FOX PLAZA                    /USCA
010  SFO  SHO  -  NORTHPOINT CENTER            /USCA
011  SFO  SHO  -  PARKMERCED SHOPPING CENTER    /USCA
012  SFO  SHO  -  SAN FRANCISCO SHOPPING CENTRE /USCA
013  SFO  SHO  -  SERRAMONTE SHOPPING CENTER    /USCA
014  SFO  SHO  -  SIX SIXTY CENTER              /USCA
015  SFO  SHO  -  STONESTOWN GALLERIA          /USCA
016  SFO  SHO  -  TANFORAN SHOPPING CENTER      /USCA
017  SFO  SHO  -  WESTLAKE SHOPPING CENTER      /USCA
END OF DISPLAY

```

7.7 Use of Reference Points /RP- in connection with HL

If you want to display a Hotel List for a specific landmark you use the /RP- option like this:

You want a list of hotels near Brandenburg Gate in Berlin, since Brandenburg Gate is a tourist attraction, you enter:

HLBER/RP-ATT-BRANDENBURG GATE

**RP-BRANDENBURG GATE						5K
AR	TR	CTY	HOTEL NAME	ALL	DE	BER
AA	L	BER	KI HOTEL ADLON			0.2K-E*
AB	T	BER	NT ALBRECHTSHOF HOTEL			0.8K-E*
AC	T	BER	LM ALLEGRA BERLIN			0.9K-N*
AD	T	BER	MM MARITIM PROARTE HOTEL BERLIN			0.9K-E*
AE	T	BER	UI UNTER DEN LINDEN HOTEL			0.9K-E*
AF	T	BER	HY GRAND HYATT BERLIN			1K-S
AG	T	BER	DO DORINT BERLIN AM GENDARMENMARKT			1K-E*
AH	T	BER	FS FOUR SEASONS BERLIN			1K-E*
AI	T	BER	CH HOTEL KUBRAT			1K-E*
AJ	T	BER	AP ASTRON HOTEL BERLIN MITTE			1.1K-E*
AK	T	BER	HL BERLIN HILTON			1.1K-E*
AL	T	BER	SQ ANTARES AM POTSDAMER PLATZ			1.2K-S*
AM	T	BER	BW BEST WESTERN STUTTGARTER HOF - KREUZBE			1.3K-S*
AN	T	BER	LM DIETRICH-BONHOEFFER-HAUS HOTEL			1.3K-E*
AO	T	BER	NT MADISON CITY SUITES			1.4K-N*
AP	T	BER	NT MADISON POTSDAMER PLATZ			1.4K-S*
AQ	T	BER	WI WESTIN GRAND BERLIN			1.4K-N*
AR	T	BER	LM HOTEL ALTBERLIN			1.6K-S*
AS	T	BER	RD RADISSON SAS HOTEL BERLIN			1.8K-E
MORE						

If you look at the right side of your display you can see how far the displayed hotels are located from the desired Reference Point.

It is also possible to display a Hotel List from a Reference Point list, like this:

You have the following Reference Point list of tourist attractions in London

DRP*/LON-ATT						
NUM	CTY	CAT	-	POINT OF INTEREST NAME		/CCST
001	LON	ATT	-	10 DOWNING STREET		/GB
002	LON	ATT	-	ACADEMY THEATRE		/GB
003	LON	ATT	-	ADELPHI		/GB
004	LON	ATT	-	ADMIRALTY ARCH		/GB
005	LON	ATT	-	ADRIAN MANN THEATRE		/GB

To display a list of hotels close to 10 Downing street you enter:

HLL1 Hotel list line 1

**RP-10 DOWNING STREET						5K
AR	TR	CTY	HOTEL NAME	ALL	GB	LON
AA	R	LON	TI ROYAL HORSEGUARDS THISTLE HOTEL			0.3K-N
AB	T	LON	AS APARTMENT SERVICE HOLBORN			0.3K-N*
AC	T	LON	AS APARTMENT SERVICE KENSINGTON			0.3K-N*
AD	T	LON	AS APARTMENT SERVICE MAIDA VALE			0.3K-N*
AE	T	LON	AS APARTMENT SERVICE MAYFAIR			0.3K-N*
AF	T	LON	AC ATEL LA GAFFE - LONDON			0.3K-N*
AG	T	LON	IP AVONMORE ROAD - KENSINGTON			0.3K-N*
AH	T	LON	HW BARRY HOUSE HOTEL			0.3K-N*
AI	T	LON	SR BERJAYA EDEN PARK HOTEL			0.3K-N*
AJ	T	LHR	CI COMFORT INN VAUXHALL			0.3K-N*
AK	T	LON	HW HALLAM HOTEL			0.3K-N*
AL	T	LON	UI HARRINGTON HALL			0.3K-N*
AM	T	LON	HL HILTON GREEN PARK			0.3K-N*
AN	T	LCY	RT HOTEL NOVOTEL LONDON TOWER BRIDGE			0.3K-N*
AO	T	LON	SX JURYS GREAT RUSSELL STREET HOTEL			0.3K-N*
AP	T	LON	FE LE MERIDIEN WALDORF			0.3K-N*
AQ	T	LHR	IP OAKWOOD LUKE HOUSE			0.3K-N*
AR	T	LON	SI PARK LANE SHERATON HOTEL			0.3K-N*
AS	T	LON	PK SHAW PARK PLAZA			0.3K-N*

If you are unsure of which city a particular landmark is in, you can expand your hotel list to country level like this:

You want to find a hotel near Wembley Stadium, but you do not know the exact location, so you enter:

HL*GB/RP-SPO-WEMBLEY STADIUM

**RP-WEMBLEY STADIUM						5K
AR	TR	CTY	HOTEL NAME	ALL	GB	
AA	T	LHR	HL WEMBLEY PLAZA			0.1K-E
AB	T	LHR	HW KENTON HOUSE HOTEL-EALING			3.6K-S
AC	T	LON	HI HOLIDAY INN LONDON-EALING			3.6K-S*
AD	T	LHR	AZ NORTHWICK PARK - HARROW			3.9K-W
AE	T	LON	BW BEST WESTERN CUMBERLAND HOTEL - HARROW			4.3K-W
AF	T	LON	HI HI GARDEN COURT LONDON BRENT CROSS			4.8K-E
AG	R	LHR	QI QUALITY HARROW HOTEL			5K-W
AH	R	LHR	GT JARVIS INTERNATIONAL EALING			5K-S*
END OF DISPLAY						

If you use the above entry for USA you have to enter the state code as well, like this:

HL*USCA/RP-SHO-SAN FRANCISCO SHOPPING CENTER

Use of Reference Points /RP- in connection with HA

If you want to display a Hotel Availability for a specific landmark, you can use Point of Reference like this:

A customer asks for a hotel in New York near the television station CBS, he wants to stay at the hotel from the 8th to the 10th of December, so you enter:

HANYC08DEC-2/RP-BUS-CBS

**RP-CBS									5K
US NYC NY ALL				SU	08DEC09-10DEC09				*SGL*
						LO TR	CUR DI		
1	OM+OMNI	BERKSHIRE	PLACE			NYC L	USD 0.1K-E		
							251.10-1150.00		
2	WK+WARWICK	HOTEL				NYC T	USD 0.2K-N		
							229.00-550.00		
3	LW+THE	NEW YORK	PALACE			NYC T	USD 0.2K-S*		
							580.00-7500.00		
4	LW+THE	PENINSULA				NYC L	USD 0.2K-E*		
							560.00-2150.00		
5	SI+LC	THE ST.	REGIS			NYC T	USD 0.2K-N*		
							580.00-715.00		
6	HH+HILTON	NEW YORK				NYC T	USD 0.3K-W		
							199.00-600.00		
7	BT+THE	SHOREHAM				NYC T	USD 0.3K-N		
							79.00-399.00		
8	UZ+HOTEL	ELYSEE				NYC T	USD 0.3K-E		
							355.00-475.00		
MORE									

As with the Hotel List, a Hotel Availability display can also be made by country or state level.

You want to find a hotel close to Stonehenge in Great Britain, staying from the 25th March to the 28th, but you don't know the nearest city, so you enter:

HA*GB25MAR-3/RP-ATT-STONEHENGE

**RP-STONEHENGE									5K
GB ALL				TU	25MAR10-28MAR10				*SGL*
						LO TR	CUR DI		
1	TG+TRAVEL	LODGE	AMESBURY	STONEHENGE		XSR R	GBP 3.1K-E		
							52.95-52.95		
END OF DISPLAY									

To use the before mentioned entry for USA you have to enter the state code as well, like this:

HA*USFL12JAN-2/RP-ATT-UNIVERSAL STUDIOS

HA*USFL12JAN-2/RP-ATT-UNIVERSAL STUDIOS						
NUM	CTY	CAT	-	POINT OF INTEREST NAME		/CCST
001	GNV	ATT	-	FLORIDA UNIVERSITY GALLERY		/USFL
002	ORL	ATT	-	UNIVERSAL STUDIOS FLORIDA		/USFL
003	ORL	ATT	-	UNIVERSAL STUDIOS ESCAPE		/USFL
004	ORL	ATT	-	UNIVERSAL ISLANDS OF ADVENTURE		/USFL
005	ORL	ATT	-	UNIVERSAL STUDIOS CITYWALK		/USFL
006	BCT	ATT	-	UNIVERSITY CENTER-FLORIDA ATLANTIC		/USFL
007	DAB	ATT	-	STOVER THEATER-STETSON UNIVERSITY		/USFL
008	DAB	ATT	-	DELAND HALL-STETSON UNIVERSITY		/USFL
009	JAX	ATT	-	UNIVERSITY OF N FLORIDA NATURE TRLS		/USFL
010	ISM	ATT	-	DISNEY-MGM STUDIOS THEME PARK		/USFL
011	ISM	ATT	-	DISNEY-MGM STUDIOS/MAIN ENTRANCE		/USFL
012	ORL	ATT	-	PIRATES AT COLOSSAL STUDIOS		/USFL
END OF DISPLAY						

As you can see, you do not get an availability right away, that is due to the fact that the correct name is Universal Studios Florida, to display an availability from the list, you enter:

HAL1

**RP-FLORIDA UNIVERSITY GALLERY				5K
US	GNV	FL	ALL	SU 12JAN10-14JAN10 *SGL*
				LO TR CUR DI
1	HI+HOLIDAY	INN	UNIV CTR	GNV F USD 0.6K-N 97.50-117.00
2	TS	UNIVERSITY	CENTRE HOTEL-GAINES	GNV F USD 0.9K-S 75.00-250.00
3	VG+VILLAGER	LODGE	UNIVERSITY -1	GNV T USD 1.4K-S 34.20-38.00
4	DI+DAYS	INN		GNV R USD 1.4K-S 36.00-40.00
5	OZ+SUPER 8-	GAINESVILLE	UNIVERSITY	GNV T USD 1.5K-S 34.20-38.00
6	CI+COMFORT	INN	UNIVERSITY	GNV T USD 1.9K-S 52.25-85.00
7	SI+SHERATON	GAINESVILLE	HOTEL	GNV T USD 2.3K-S 59.00-209.00
8	EO+ECONO	LODGE	UNIVERSITY-GAINESV	GNV T USD 2.5K-S 37.80-43.00
MORE				

7.8 Use of the distance option /DI-

The distance option gives you the possibility to define a maximum radius to be considered by the system when searching for hotels around a particular point. This will override the default distance set by Amadeus, normally 5 kilometers. The option can be used on its own or in conjunction with the /RP- option, for either a Hotel List or a Hotel Availability display.

If you want a list of hotels within 8 kilometers of the geographical center of London, you enter:

HLLON/DI-8K

**RP-LONDON						8K-S
AR	TR	CTY	HOTEL NAME	ALL AREAS	GB	LON
AA	R	LON	TI+ROYAL HORSEGUARDS	THISTLE HOTEL		0.2K-E
AB	F	LON	RB CITADINES LONDON	TRAFALGAR SQUARE	APAR	0.2K-E
AC	T	LON	HL+THE	TRAFALGAR		0.2K-W
AD	T	LON	TI+THISTLE LONDON	CHARING CROSS		0.3K-N
AE	T	LON	RD RADISSON PASTORIA	HOTEL		0.4K-W
AF	R	LON	TI+THISTLE	TRAFALGAR SQUARE		0.4K-N
AG	T	LON	RT+SOFITEL	ST JAMES LONDON		0.4K-W
AH	T	LON	MR+ST	MARTINS LANE		0.5K-N
AI	T	LON	FA+FAIRMONT	SAVOY		0.5K-E
AJ	T	LON	RD RADISSON	HAMPSHIRE HOTEL		0.5K-N
AK	T	LON	MC MARRIOTT LONDON	COUNTY HALL		0.6K-E
AL	T	LON	TI+THISTLE LONDON	PICCADILLY		0.6K-W*
AM	T	LON	LX 22	JERMYN STREET		0.7K-W
AN	T	LON	UI+STRAND	PALACE HOTEL		0.7K-E
AO	T	LON	UI+REGENT	PALACE HOTEL		0.7K-W
AP	T	LON	DV+DE VERE	CAVENDISH ST JAMES'S		0.8K-W
AQ	T	LON	MD LE	MERIDIEN PICCADILLY		0.8K-W
AR	T	LON	BW BW	PREMIER SHAFTESBURY HOTEL		0.8K-N
AS	T	LON	YX THE	SANCTUARY HOUSE HOTEL		0.8K-S
MORE						

You can use the distance option in connection with the /RP- option like this:

HLLON/RP-ATT-BUCKINGHAM PALACE/DI-2K

**RP-BUCKINGHAM PALACE						2K-S
AR	TR	CTY	HOTEL NAME	ALL AREAS	GB	LON
AA	T	LON	TJ+51	BUCKINGHAM GATE	STES-APTS	0.4K-E
AB	T	LON	CP CROWNE	PLAZA ST JAMES	HTL STES	0.4K-E
AC	T	LON	BC+FORTY	ONE		0.4K-S*
AD	R	LON	VE RUBENS	AT THE PALACE		0.4K-S*
AE	T	LON	LX THE	GORING		0.5K-W
AF	T	LON	LX DUKES	HOTEL		0.5K-N
More						

The distance option can also be used in connection with Hotel Availability, like this:

A customer asks for a Hotel in Frankfurt from the 10th April to the 11th, she want to stay at a hotel not more than 1 kilometer from the Frankfurter Dom, so you enter:

HAFRA10APR/RP-ATT-FRANKFURTER DOM/DI-1K

```

**RP-FRANKFURTER DOM                                1K-S
DE FRA          ALL AREAS                MO 10APR10-11APR10  *SGL*
** YOUR CONFERENCE, MEETINGS AND PRESENTATIONS IN A LUXURY
** ATMOSPHERE, 5* DLX ROCCO FORTE VILLA KENNEDY >HALWFRA735
                                         LO TR  CUR DI
  1 SR|FRANKFURTER HOF STEIGENBERGER          FRA T  EUR 0.1K-S
                                         179.00-1290.00
  2 YX|HOTEL MIRAMAR                          FRA T  EUR 0.2K-W
                                         90.00-140.00
  3 ON|CITY HOTEL FRANKFURT                   FRA R  EUR 0.5K-E
                                         58.00-88.00
  4 YX|HOTEL ZENTRUM HAUPTWACHE                FRA T  EUR 0.5K-W
                                         79.00-140.00
  5 SR|STEIGENBERGER CITY FRANKFURT           FRA T  EUR 0.6K-E
                                         89.00-299.00
  6 SI|LC ARABELLASHERATON GRAND              FRA T  EUR 0.6K-N
                                         199.00-750.00
  7 BW|BEST WESTERN HOTEL SCALA                FRA T  EUR 0.6K-N*
                                         90.00-125.00
  8 NS|NH FRANKFURT CITY                      FRA T  EUR 0.7K-N*
                                         159.00-500.00
MORE
>
    
```

If you don't know what kind of category your Reference point belongs to, you can use the category -ALL- instead.

HAFRA10APR/RP-ALL-FRANKFURTER DOM/DI-1K

7.9 Status code option /ST-

By default the Amadeus hotel system only shows hotels with status code A for available or R for on request, when you display a hotel availability. If you want to include the sold-out hotels to your hotel availability display, you have to enter e.g.:

HACPH12-5JUL/ST-ALL

HACPH12JUL-5	Hotel availability with specific dates
/	Slash
ST-	Status code option followed by dash
ALL	Display all Hotels, even the ones with status code C for closed

```

DK CPH          ALL AREAS          WE 12JUL09-17JUL09      *SGL*
** *** SPECIAL SUMMER RATES AVAILABLE ** YOUR CHOICE ***
** TERMS & CONDITIONS * MORE INFO          >HAECPPH
      1 SH+SCANDIC COPENHAGEN CITY          (C)          D T
      2 RD|RADISSON SAS SCANDINAVIA HOTEL          D T
          OTHER RATES AVAILABLE - USE HA
      3 SH+SCANDIC SYDHAVNEN COPENHAGEN (C)          D T
      4 WW|FRONT                                =|          D T DKK
                                     1090.00-2790.00
      5 UI+CAB INN SCANDINAVIA                                D T DKK
                                     675.00-675.00
      6 SX|GENTOFTE HOTEL - GENTOFTE          =|          N T DKK
                                     670.00-1745.00
      7 ON|HOTEL BEL AIR                                |          A T DKK
                                     565.00-950.00
      8 CC|CLARION COLLECTION HOTEL NEPTU(C)          |          D T
MORE

```


To change the currency of your display, simply enter

HA/FC-USD

HA/	Change entry
FC	Foreign currency code
-	Dash for separation
USD	3-letter ISO code for currency

This input will repeat your originally HA- entry with this option added. Amadeus will display a new HA display for you, with all available hotels rearranged according to neutrality.

7.11 Rate limit/range option /QU-

This option gives you the possibility to limit your hotel availability, to only show room rates that are lower or higher than a specified amount.

RP/VNOLJ2902/VNOLJ2902	ID/SU	8FEB08/1555Z	YM6ZVD
1.MALDEIKIENE/AUSRA MRS			
2 OS 834 C 10JAN 3	VNOVIE HK1 1435	1505 1615	*1A/E*
3 OS 549 C 10JAN 3	VIEBLQ HK1 1715	1745 1925	*1A/E*
4 OS 536 C 14JAN 7	BLQVIE HK1 0720	0800 0930	*1A/E*
5 OS 833 C 14JAN 7	VIEVNO HK1 1015	1045 1350	*1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
7 TK TL15DEC/VNOLJ2902			

Mrs Ausra asks for a single room in Bologna, but he only wants rooms that cost lower than LTL 650, you enter:

HAS3/FC-LTL/QU-650

- HAS3** Hotel availability for segment 3
- /FC-LTL** Foreign currency option code with desired currency
- /QU-** Quote rate option code followed by dash
- 650** Lower than 650

IT BLQ	ALL	WE	10JAN10-14JAN10	*SGL*
AR TR CUR				
1 LM HOTEL MONTE DEL RE - DOZZA			S T @LTL	448.51-570.20
2 SX RECHIGI PARK HOTEL - MODENA			D T @LTL	172.51-534.77
3 SX HOTEL CANALGRANDE - MODENA			N T @LTL	376.06-479.57
4 BW BEST WESTERN HOTEL RE ENZO			D T @LTL	293.26-427.81
5 RT SOFITEL BOLOGNA *EX PULLMAN			N T @LTL	552.02-724.52
6 SI SHERATON BOLOGNA HOTEL			A F @LTL	358.81-1052.28
7 UZ HOTEL ANTICO CASALE -VIGARANO			N R @LTL	207.01-276.01
8 UZ HOTEL IMPERIAL			S T @LTL	241.51-1035.03
9 UZ HOTEL ASTORIA			D T @LTL	355.36-438.16
MORE				

Please note that the system displays all rates within 10% of the amount specified.

To display rates higher than a specific amount, you use the entry:

/QU-H1000

/QU-

Quote rate option code followed by dash

H1000

Higher than 1000 of the specified currency, if no currency is specified to system assumes local currency

To display rates between two amounts, enter:

/QU-800-1200

7.12 Combination of the option codes

All of the previous mentioned option codes can, of course, be added to your Hotel availability entry in any order you desire.

Example:

Mrs. Galina Dauguvietyte calls you and ask for the following.

A double room in London from the 25 Dec. until the 28 Dec., she wants a hotel with parking facilities, not more than 2 kilometers from the geographical center, the price of the room must be lower than LTL 1000, furthermore she informs you that she is a senior citizen.

The input could look like this:

HALON25DEC-3/FC-LTL/QU-1000/FF-PAR/RT-2/DI-2K

*RP-LONDON			2K-S
GB LON	ALL AREAS	MO 25DEC09-28DEC09	*DBL*
** *TI*	LONDONS LARGEST 4* HOTELIER	FROM ONLY 60GBP	**
**	WITH OVER 4,500 ROOMS IN LONDON	IN 18 HOTELS	>HATILON
		LO TR CUR DI	
1	MC MARRIOTT LONDON COUNTY HALL	LON T @LTL 0.6K-E	
		998.68-1199.42	
2	DV DE VERE CAVENDISH ST JAMES'S	LON T @LTL 0.8K-W	
		677.50-2584.53	
3	CP CROWNE PLAZA ST JAMES HTL STES	LON T @LTL 1.1K-W	
		828.05-1078.98	
4	PH PLAZA ON THE RIVER, CLUB AND R	LON T @LTL 1.2K-S	
		802.96-2484.16	
5	UI ST GILES HOTEL	LON R @LTL 1.3K-N	
		446.65-903.33	
6	XL CITY INN WESTMINSTER	LON T @LTL 1.3K-S	
		697.57-1651.09	
		LON L @LTL 1.4K-N	
		485.47-606.12	
8	BC FORTY ONE	LON T @LTL 1.4K-W*	
		1058.91-3487.87	
MORE			
>			

This is a display that shows the hotels that meets all the required options.

If on or more options cannot be fulfilled you will get the following response

NO RATE FOUND FOR REQUESTED CRITERIA

7.13 List of hotel availability option codes

OPTION	EXPLANATION/EXAMPLE
/AD-	Address Use to search for a hotel by a specific or partial address. /AD-OXFORD ST
/AR-	Area Identifier Use to limit you hotel availability to a specific area. /AR-A A = AIRPORT
/BT-	Bed type Use to specify a bed type /BT-K K = KING SIZE BED
/CO-	Company Use to specify a hotel chain or access level /CO-UI UI = UTELL /CO-P P = Complete access plus hotels
/CT-	City other than IATA city Use to specify a city with no IATA code /CT-SLAGELSE
/DI-	Distance Use to indicate the maximum distance from a reference point or a geographical center /DI-2K or /DI-2M
/DT-	Check-in date Use to change the check-in date in your existing display. /DT-16APR
/DD-	Check-out date Use to change the check-out date in your existing display. /DD-16MAR
/FF-	Facilities Use to search for a hotel with specific facilities /FF-PAR-SWI A maximum of three codes can be included.

OPTION	EXPLANATION/EXAMPLE
/FC-	Foreign Currency Use to show rates in a currency other than the currency of the city in your entry. /FC-DKK DKK = DANISH KRONER
/HC-	Hotel Category Use to search for hotels in a specific category /HC-L The Categories are: L Luxury F First class S Standard T Tourist
/HN-	Hotel Name search Use to search for a specific hotel name or suburb /HN-SOFITEL
/LO-	Location Use to choose a specific location for your display /LO-PAR
/PH-	Phone Number Use to search for a hotel by phone number /PH-32326465
/QU-	Rate limit/Range Use to limit the display to show only the rates above or below a certain value, or between to values. /QU-100 Below a specific amount /QU-H100 Higher than a specific amount /QU-100-200 Between to amounts
/RT-	Room Type Use to specify single or double occupancy /RT-1 Single occupancy (system default) /RT-2 Double occupancy
/RP-	Reference point Use to indicate a desired landmark, that you want the hotels to be close to /RP-ATT-MARBLE ARCH

OPTION	EXPLANATION/EXAMPLE
/SF-	<p>Safety Compliance</p> <p>Use to search for hotels that meet F.E.M.A. fire-compliance rules. You add the letter Y (yes) after the option code.</p> <p>/SF-Y</p>
/SR-	<p>Special Rate</p> <p>Use to request special rates, or to change an existing display to request special rates. A maximum of eight rate type codes can be specified</p> <p>/SR-COR-PRO-WTT-DMI-SRS</p>
/TR-	<p>Transportation</p> <p>Use to specify ways of transport</p> <p>/TR-F</p> <p>The transport codes are:</p> <p>T Taxi R Rent Car F Free transport L Limousine</p>
/ZP-	<p>Postal/Zip code</p> <p>Use to search for hotels in a specific postal or zip code</p> <p>/ZP-8200</p>

8 HOTEL PRICING INFORMATION

For Complete Access + and Dynamic access hotel chains, the entry for pricing information comes directly from the hotels database, on-line.

Let us look at a single property display for Marriott in Hong Kong

```

**** MARRIOTT HTLS RSTS ****
HK HKG                                WE 10MAY09-12MAY09          *SGL*
MC|JW MARRIOTT HONG KONG              HKGDTM D TAXI HKD          Y
PLACE BED TYPE AND NS REQS IN /SI
1)1890.00    CORPORATE RATE, DELUXE ROOM, 1 KING OR 2
   ROHCOR    G    DOUBLE BEDS
2)1990.00    CORPORATE RATE, PREMIER MOUNTAIN VIEW ROOM,
   ROH***    G    HIGHER FLOORS, 1 KING OR 2 DOUBLE BEDS
3)1990.00    STAY FOR BREAKFAST, DELUXE ROOM, 1 KING OR 2
   ROH***    G    DOUBLE BEDS INCLUDES BREAKFAST UP TO 2 ADULTS
                   AND 2 CHILDREN
4)2290.00    CORPORATE RATE, PREMIER HARBOR VIEW ROOM, 1
   ROH***    G    KING OR 2 DOUBLE BEDS
5)2490.00    CORPORATE RATE, EXECUTIVE FLOOR ROOM,
   ROH***    G    BREAKFAST AND COCKTAIL SERVED IN EXECUTIVE
                   LOUNGE, 1 KING OR 2 DOUBLE BEDS
6)5000.00    CORPORATE RATE, JW SUITE, FREE ACCESS TO
   ROH***    G    EXECUTIVE LOUNGE(SMOKE FREE ZONE), FREE
                   ACCESS CALLS, 1 KING
END OF DISPLAY
    
```

Since MC is a Dynamic hotel chain, the entry would be

HP1

```

**** MARRIOTT HTLS RSTS ****
HK HKG                                WE 10MAY09-12MAY09          *SGL*
MC|JW MARRIOTT HONG KONG              HKGDTM
-----RATE INFORMATION-----R - RAT
1890.00 HKD    ROHCOR    G
    1890.00 HKD PER NIGHT STARTING 10MAY06 FOR 2 NIGHT(S)
COMMISSION: COMMISSIONABLE RATE
HTL/BC-CORA00
-----CANCELLATION POLICIES-----C - CXL
CANCEL PERMITTED UP TO 01 DAYS BEFORE ARRIVAL
$1890.00 CANCEL FEE PER ROOM
-----BOOKING REQUIREMENTS-----B - BOO
MINIMUM STAY: NO MINIMUM
MAXIMUM STAY: NO MAXIMUM
GUARANTEE REQUIRED
-----ROOM AND RATE DESCRIPTION-----D - DES
CORPORATE RATE, DELUXE ROOM, 1 KING OR 2
DOUBLE BEDS

END OF DISPLAY
>**** MARRIOTT HTLS RSTS ****
    
```

9 HOTEL FEATURES

The hotel features display provides a complete description of a specific hotel property, e.g. address, telephone number etc. Remember all the information in these pages are fed into Amadeus by the hotel chain themselves.

9.1 Hotel features from hotel availability

Let us look at a hotel availability for Florence, check in 08 January and check out 12 January, only downtown locations.

HAFLR08JAN-4/AR-D

IT	FLR	MO	08JAN10-12JAN10	*SGL*
			AR TR CUR	
1	WI LC THE WESTIN EXCELSIOR FLOREN		D T EUR	230.00-2990.00
2	SI LC GRAND HOTEL FLORENCE		D T EUR	270.00-3251.00
3	BA BOSCOLO ASTORIA HTL		D T EUR	450.00-800.00
4	UI+PARIS HOTEL		D T EUR	146.78-294.50
5	YX HOTEL DE LA PACE		D T EUR	115.00-235.00
6	LW ROCCO FORTE HOTEL SAVOY		D T EUR	360.00-2300.00
7	XL+PLAZA LUCCHESI		D T EUR	115.00-297.00
8	BW BEST WESTERN HOTEL RIVOLI		D T EUR	170.00-270.00
9	UI+ROMA HOTEL		D T EUR	190.00-280.00
MORE				

Now we want to know a little bit more about the hotels so we check the hotel feature

To display the hotel features for Hotel Ritz, enter:

HF2

HF

Hotel Features

2

Line number of the hotel


```

IT FLR      SI|FLR045  LC GRAND HOTEL FLORENCE
LOCATION ----- L - LOC
PIAZZA OGNISSANTI 1
FIRENZE 50123
ITALY
-TEL: 39-055-27161          -TLX: NONE
-FAX: 39-055-217400
-EML:
-WEB: WWW.SHERATON.COM
FLR AIRPORT      4 MI/6.4 KM W
PRIMARY PROPERTY LOCATION - CITY
PRIMARY LOCAL POINT OF INTEREST - UFFIZI GALLERY
PRIMARY CITY -
FLR -
0 MI/0 KM
ACCADEMIA - MICHAELANGELO 1 MI/1.6 KM 0 BLOCKS
AMERICAN INTL SCHOOL OF F 7 MI/11.3 KM 0 BLOCKS
ARNO RIVER      0 MI/0 KM 0 BLOCKS
CHIANTI REGION  13 MI/20.9 KM 0 BLOCKS
CITY OF FLORENCE 0 MI/0 KM 0 BLOCKS
DUOMO CATHEDRAL OF FLOREN 0 MI/0 KM 0 BLOCKS
MORE
    
```

This is the first part of a long display, to see more enter **MD** or press F8

The hotel features can consist of up to 16 topics. The number of topics used is based on the information provided by the hotel companies.

You can limit the hotel features display by adding category codes to your entry. You can add a maximum of three categories, which can be either one-letter or three-letter codes.

The category codes are:

CATEGORY CODE (3)	CATEGORY CODE (1)	EXPLANATION
LOC	L	Location
CAT	A	Category
EXT	E	Extra Charges
POL	P	Policies
GNT	G	Guarantee
DEP	D	Deposit
STA	S	Minimum/Maximum stay
FAC	F	Facilities
ROO	R	Room
DIN	N	Dining facilities
MEE	M	Meeting facilities
COM	C	Commission
FRE	Q	Frequent stay
TRA	T	Transportation
SFY	Y	Safety features
OTH	O	Other

Under the category **Guarantee** the hotel usually informs the travel agent if guarantee or deposit is required.

Under the category **Extra charges**, the following codes may appear:

CODE	EXPLANATION
AP	American Plan, up to 3 meals per person per day
MA	Modified American plan, 2 meals per person per day
FA	Family American plan, 3 meals per family per day
FM	Family Modified American plan, 2 meals per family per day
CR	Crib
EX	Extra person
RA	Adult roll-away
RC	Child roll-away

To request a hotel feature to only display Location, Guarantee and Other, enter:

HF1-LOC-GNT-OTH -or- HF1-L-G-O

```

IT FLR      UI+FLRALB  ALBA HOTEL
LOCATION ----- L - LOC
VIA DELLA SCALA 22
FLORENCE 50123
ITALY
-TEL: 39 55 282610
-FAX: 39 55 288358
-FLR AIRPORT 2 MI - 4 KMS
-ATTRACTIONS
UFFIZI.....NEARBY
OLD BRIDGE.....NEARBY
CATHEDRAL.....NEARBY
GIOTTO BELL TOWER.....NEARBY
SANTA MARIA NOVELLA TRN STN..NEARBY
FLORENCE AIRPORT.....2 MI - 4 KMS
GUARANTEE ----- G - GNT
-CREDIT CARD REQUIRED AT TIME OF BOOKING TO
GUARANTEE ARRIVAL.
AX/CA/DC/JC/VI/UG ACCEPTED
MINIMUM 1 NIGHTS DEPOSIT ACCEPTED AFTER INITIAL
CREDIT CARD GUARANTEE. SEND DEPOSIT IN LOCAL
    
```

To change the specific display to a complete hotel features display, enter:

HF

To print the whole hotel feature, enter

WRA/HF

9.3 Hotel features from hotel list

Hotel features can also be accessed from a hotel location list display.

Example:

Let us look at a hotel list for Panama City (PTY)

HLPTY

AR	TR	CTY	HOTEL NAME	ALL AREAS	PA	PTY
AA	D	PTY	UI+CAESAR PARK	PANAMA		
AB	W	PTY	CX COUNTRY INN-SUITES	PANAMA CANAL		
AC	D	PTY	TA PARK EDEN	BED AND BREAKFAST		
AD	D	PTY	TA ALBROOK	INN		
AE	E	PTY	CY COURTYARD	PANAMA CITY		
AF	D	PTY	SI FOUR POINTS	PANAMA		
AG	R	PTY	UI+GAMBOA RAINFOREST	RESORT		
AH	S	PTY	UI+CONTINENTAL	HOTEL RIANDE		
AI	R	PTY	TA PANAMA VACATION	QUARTERS-BALBOA		
AJ	D	PTY	TA VENETO	HOTEL AND CASINO		
AK	D	PTY	UI+RIANDE	AIRPORT HOTEL RESORT		
AL	D	PTY	RD RADISSON DECAPLIS	HOTEL PANAMA CITY		
AM	D	PTY	SC THE EXECUTIVE	HOTEL		

(Partially display)

If you want to check the hotel features for Caesar Park Hotel, you use the two-letter line number, like this:

HFAA

HF Hotel features transaction code

AA Two-letter line number

PA	PTY	UI+PTY	PAN	CAESAR PARK	PANAMA	
LOCATION	----- L - LOC					
VIA ISRAEL AND 77TH STREET						
EL DORADO						
PANAMA CITY						
PANAMA						
-TEL: 011-507-2700477			-TLX: NONE			
-FAX: 011-507-2262693						
PTY AIRPORT 8 MI / 13 KM						
HOTEL CAESAR PARK PANAMA IS CONVENIENTLY LOCATED						
ADJACENT TO THE ATLAPA CONVENTION CENTRE AND HAS						
EASY ACCESS TO THE TOCUMEN INTERNATIONAL AIRPORT.						
IT IS SITUATED ONLY 10 MINUTES FROM THE BUSINESS						
DISTRICT OF PANAMA, THE LARGEST FINANCIAL CENTER						
IN CENTRAL AMERICA. VIA ISRAEL AND 77TH STREET,						
SAN FRANCISCO.						
-ATTRACTIONS-						
HOTEL TAXIS			- 0 MI / 0 KM			

(Partially Display)

9.4 Summary of entries

Display Hotel Pricing (Complete Access plus and Dynamic hotels)	HP1
Display hotel features from a hotel availability.....	HF1
Hotel features from a PNR where the hotel is seg. 3.....	HFS3
Hotel features from a hotel list, hotel line AA	HFAA
Display only Location and Other categories	HF1-L-O

The 16 topics in a Hotel features are:

CATEGORY CODE (3)	CATEGORY CODE (1)	EXPLANATION
LOC	L	Location
CAT	A	Category
EXT	E	Extra Charges
POL	P	Policies
GNT	G	Guarantee
DEP	D	Deposit
STA	S	Minimum/Maximum stay
FAC	F	Facilities
ROO	R	Room
DIN	N	Dining facilities
MEE	M	Meeting facilities
COM	C	Commission
FRE	Q	Frequent stay
TRA	T	Transportation
SFY	Y	Safety features
OTH	O	Other

10 HOTEL SELL

We have now all the information we need to sell a hotel room. You can only sell from a single-property availability display.

For Complete Access, Complete Access Plus and Dynamic Access hotels you receive a confirmation number within seconds after a Hotel Sell transaction.

For Standard Access hotel you receive confirmation after End of Transaction (ET)

Hotel Sell from Single-Property Display for standard and complete access

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  9FEB09/1348Z  YWJBB3
1.GENTVILAS/EUGENIJUS MR
2 LH3253 C 14JAN 7 VNOFRA HK1  1240    1325 1430   *1A/E*
3 LH4416 C 14JAN 7 FRAMAD HK1  2035 1  2105 2330   *1A/E*
4 LH4417 C 20JAN 6 MADFRA HK1  0545 1  0630 0905   *1A/E*
5 LH3254 C 20JAN 6 FRAVNO HK1  1540 1  1610 1915   *1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
7 TK TL02JAN/VNOLJ2902
    
```

Display a Hotel Availability for the whole period, staying at hotel Wellington:

HAS3/HN-WELLINGTON

```

ES MAD          ALL AREAS          SU  14JAN10-20JAN10   *SGL*
                                AR TR  CUR
1 XL WELLINGTON HOTEL          D  T  EUR
                                165.00-550.00
END OF DISPLAY
    
```

Now move to a single-property display for Hotel Wellington.

HA1

```

S MAD          DOWNTOWN          SU  14JAN10-20JAN10
** SINGLE OCCUPANCY RATES **
XL WELLINGTON HOTEL          MADWEL D TAXI  EUR
-A-                          -B-
CAT   TYPE   INFO          RATE   TYPE   INFO          RATE
COR  1) C1DCOR A G S      200.00 / C2TCOR A G S      200.00
      2) C3TCOR A G S      400.00 / E1DCOR A G S      220.00
      3) E2TCOR A G S      220.00 / E3TCOR A G S      400.00
      4) J2TCOR A G S      400.00 / S2TCOR A G S      475.00
PRO  5) E1DLXO A G S      240.00 / E2TLXO A G S      240.00
      6) J2TLXO A G S      300.00 / C1DPR1 A G S      170.00
      7) C2TPR1 A G S      165.00 / E1DPR1 A G S      180.00
      8) E2TPR1 A G S      180.00 / C1DSMX A G S      175.00
      9) C2TSMX A G S      175.00 / E1DSMX A G S      185.00
      10) E2TSMX A G S      185.00 /
RAC  11) C1DRAC A G       250.00 / C2TRAC A G       250.00
      12) C3TRAC A G       350.00 / E3TRAC A G       375.00
      13) J2TRAC A G       425.00 / S2TRAC A G       550.00
WKD  14) C1DWKD A G S     185.00 / C2TWKD A G S      180.00
G:GNT 1-9:1-9PM HOLD  D:DEP  B:BFST  M:MEAL  S:SELL RULE
END OF DISPLAY
    
```

To sell a room from a single-property display, enter:

HS9A

- HS** Hotel sell transaction code
- 9** Line number
- A** Column identifier

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  30AUG09/1132Z  YWJBB3
 1.GENTVILAS/EUGENIJUS MR
 2 LH3253 C 14JAN 7 VNOFRA HK1  1240    1325 1430   *1A/E*
 3 LH4416 C 14JAN 7 FRAMAD HK1  2035 1  2105 2330   *1A/E*
 4 HHL XL SS1 MAD IN14JAN OUT20JAN 1E3TRAC EUR240.00 DLY WEL
  WELLINGTON HOTEL/BS-00000000/CF-.....
  /G-CCVI4570460704117637EXP0203
  SEE RTSVCH
 4 LH4417 C 20JAN 6 MADFRA HK1  0545 1  0630 0905   *1A/E*
 5 LH3254 C 20JAN 6 FRAVNO HK1  1540 1  1610 1915   *1A/E*
 7 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A
 8 TK TL10JUL/VNOLJ2902
    
```

Look at the hotel segment, as you can see the status code is SS1, and there is no confirmation number. This is how a reservation for a Standard access hotel will look like.

As mentioned before you will get the confirmation number after End of Transaction (ET). In case the chain has not reported a status code after 24 hours, Amadeus automatically repeats the request to the hotel, until the status code has been changed.

Explanation to the hotel element in the PNR :

- 4** PNR segment number
- HHL** Hotel element code
- XL** Two letter hotel chain code
- HK1** Holding confirmed
- MAD** City code
- IN14JAN** Check-in date
- OUT20JAN** Check-out date
- 1E3TRAC** Occupancy and room type code
- EUR240.00** Currency code and room rate
- DLY** Daily rate
- WELLINGTON...** Hotel name
- BS-00000000** Booking source indicator and number
- CF-.....** Confirmation indicator and number
- G-CCVI.....** Guarantee information
- SEE RTSVCH** Sales requirements message

10.1 Sales requirement message “SEE RTSVCH”

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  30AUG09/1132Z  YSF4WD
 1.GENTVILAS/EUGENIJUS MR
 2  TE 460 C 14JUL 1 VNOAMS HK1          0630 0905
 3  KL1703 C 14JUL 1 AMSMAD HK1          1120 1400   *1A/E*
 4  HHL XL HK1 MAD IN14JUL OUT20JUL 1E3TRAC EUR240.00 DLY WEL
    WELLINGTON HOTEL/BS-00000000/CF-.....
    /G-CCVI4570460704117637EXP0203
    SEE RTSVCH
 5  KL1698 C 20JUL 7 MADAMS HK1          1 0630 0910   *1A/E*
 6  TE 461 C 20JUL 7 AMSVNO HK1          1005 1220
 7  AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A
 8  TK TL10JUL/VNOLJ2902

```

The **SEE RTSVCH** message appears in each hotel segment.

The message remains in the hotel segment until the segment is past. To view the message enter RTSVCH and the segment number, like this :

RTSVCH4

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  30AUG09/1321Z  YSF4WD
 4  HHL XL HK1 MAD IN14JUL OUT20JUL 1E3TRAC EUR240.00 DLY WEL
    WELLINGTON HOTEL/BS-00000000/CF-.....
    /G-CCVI4570460704117637EXP0203
    PRICE INFORMATION ----- P - PRI
    /PRI-          240.00 PER NIGHT STARTING 14JUL FOR 06 NIGHTS
    /TTL-EUR1440.00
    /NGT-06
    RATE INCLUSIONS/EXTRAS ----- I - INC
    /TAX-NOT INCLUDED
    /SVC-INCLUDED
    /COM-10 PERCENT
    CANCELLATION POLICY ----- C - CXL
    /CXL-REQUIRES CANCEL BY 4PM DAY OF ARRIVAL

```

This entry provides the important information :

- Price information
- Rate inclusions/extras
- Sell rules
- Cancellation policy.

Hotel Sell from Single-Property Display for Dynamic and Complete Access Plus

The single property display for complete access plus hotels, look like this:

1) HAUICPH28APR-2/HN-ABSALON

2) HA1

**** UTELL ****			
DK CPH		SA 28APR10-29APR10	*SGL*
UI+ABSALON HOTEL		CPHABS D TAXI DKK	
UTELL INTERNATIONAL			
1) 695.00		CORPORATE RATE	
C1TCOR	6	STANDARD ROOM SINGLE BED	
2) 795.00		CORPORATE RATE	
C2TCOR	6	STANDARD ROOM 2 SINGLE BEDS	
3) 795.00		CORPORATE RATE	
C1DCOR	6	STANDARD ROOM DOUBLE BED	
4) 995.00		CORPORATE RATE	
C3TCOR	6	STANDARD ROOM 3 SINGLE BEDS	
5) 1135.00		CORPORATE RATE	
B1TCOR	6	SUPERIOR ROOM SINGLE BED	
6) 730.00		RACK RATE	
C1TRAC	6	STANDARD ROOM SINGLE BED	
7) 830.00		RACK RATE	
I2TRAC	6	STD RM 2 SINGLES NO BATHRM	
8) 830.00		RACK RATE	
C1DRAC	6	STANDARD ROOM DOUBLE BED	
MORE			

To book a room from this display enter:

HS3

10.2 Deposit or guarantee requirements

Guarantee requirements for late arrivals (usually after 4 or 6 PM) are industry standards.

Most hotels in Amadeus will want a guarantee by credit card or agency IATA number. A few hotels still require a deposit by check or credit card.

On a hotel availability display you will usually find a prompt for deposit (**D**) or guarantee (**G**) whenever one is required. Details are found in the hotel features display

GUARANTEE:

The amount due is debited if the booking is a no show.

DEPOSIT:

The amount due is debited to credit card when the reservation has been received, or a check is expected within the hotels deposit payment time limit.

The deposited amount will be deducted against the room bill or refunded if the room is canceled in due time.

Many properties, however, do ask for a deposit but treat it as a guarantee. Always read details carefully in case a hotel expects deposit.

10.3 Booking a room that requires guarantee

When you need to guarantee a room, you can use either a credit card, or your agency IATA number, please check under the hotel features, to see what the hotel accept.

The guarantee must be added to the sell entry as an option code:

By credit card:

/G-CCAX371449635311004EXP1210

By agency IATA number:

/G-BS

Example:

RP/VNOLJ2902/VNOLJ2902	ID/SU	9FEB09/1404Z	YWKLNB
1 .DANIELIUS/HENRIKAS MR			
2 OK 873 C 11DEC 1 VNOPRG HK1		1520 1605	*1A/E*
3 OK 674 C 11DEC 1 PRGDUB HK1	N1	1915 2050	*1A/E*
4 OK 671 C 16DEC 6 DUBPRG HK1		1240 1610	*1A/E*
5 OK 870 C 16DEC 6 PRGVNO HK1	N1	1905 2145	*1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
7 TK TL25NOV/VNOLJ2902			

In Dublin Mr. Henrikas wants to stay at the Royal Dublin Hotel, so we enter:

HAS3/HN-ROYAL

IE DUB	ALL	FR	11DEC09-16DEC09	*SGL*
			AR TR CUR	
1 BW BEST WESTERN ROYAL DUBLIN HOTE			D T EUR	
			85.00-209.51	
2 UI GRESHAM ROYAL MARINE HOTEL			D T EUR	
			228.55-228.55	
END OF DISPLAY				

Note that you need to guarantee the room when booking at The Royal Dublin Hotel. To check how the guarantee should be given, look under the hotel features for guarantee.

HF2-G

- HF** Hotel features transaction code
- 2** Hotel line number
- Dash
- G** Code for guarantee

```
IE DUB VE|DUB007 ROYAL HOTEL AND LEISURE CLUB - BRAY
GUARANTEE ----- G - GNT
-15NOV02 - END MON-SUN
GUARANTEE REQUIRED FOR ALL RESERVATIONS
ALL RESERVATIONS REQUIRE A 1 NIGHT GUARANTEE BY A
VALID CREDIT CARD WITH EXPIRY DATE ONLY.
ACCEPTED FORMS OF GUARANTEE-
CREDIT CARD
CREDIT CARDS ACCEPTED AS GUARANTEE-
AMERICAN EXPRESS / BANKAMERICARD / EUROCARD /
INTERBANK MASTER CARD / MASTER CARD / MILLION
CREDIT SERVICE/MASTERC / VISA
-CANCELLATION POLICY
15NOV02 - END -
CANCEL BY 2 DAYS PRIOR TO 1400 HOURS ON DAY OF
ARRIVAL, LOCAL HOTEL TIME TO AVOID A CANCELLATION
PENALTY
THROUGH YOUR SYSTEM MUST CANCEL 2 DAYS PRIOR TO
LOCAL CHECK IN TIME TO AVOID A 1 NIGHT CANCELLATION
AND/OR NO SHOW CHARGE.
END OF DISPLAY
```

In this display you can see that you need to guarantee the room with a credit card or your IATA number.

Enter MPHM to return to your hotel list

```
IE DUB ALL FR 11DEC09-16DEC09 *SGL*
AR TR CUR
1 BW BEST WESTERN ROYAL DUBLIN HOTE D T EUR
85.00-209.51
2 UI GRESHAM ROYAL MARINE HOTEL D T EUR
228.55-228.55
END OF DISPLAY
```

The entry to sell a room and to guarantee with a credit card is:

HS2A/G-CCAX371449635311004EXP1210

```
RP/VNOLJ2902/VNOLJ2902 ID/SU 9FEB091404Z YWKLNB
1.DANIELIUS/HENRIKAS MR
2 OK 873 C 11DEC 1 VNOPRG HK1 1520 1605 *1A/E*
3 OK 674 C 11DEC 1 PRGDUB HK1 N1 1915 2050 *1A/E*
4 HHL BW SS1 DUB IN11DEC OUT16DEC 1A2TRAC EUR260.00 DLY 030
BEST WESTERN ROYAL DUBLIN HTL/BS-00260002/CF-.....
/G-CCAX371449635311004EXP1210
SEE RTSVCH - STANDARD ACCESS
5 OK 671 C 16DEC 6 DUBPRG HK1 1240 1610 *1A/E*
6 OK 870 C 16DEC 6 PRGVNO HK1 N1 1905 2145 *1A/E*
7 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
8 TK TL25NOV/VNOLJ2902
```

Note how the guarantee is now a part of the hotel segment.

10.4 Booking a room that requires deposit

Some hotels require a deposit rather than a guarantee. To book a room adding a deposit, you enter:

By credit card:

/DP-CCAX371449635311004EXP1208

10.5 Booking a room using the RE entry

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  9FEB09/1513Z  YXO9N7
1.ANUZYTE/AURELIJA MRS      2.DAPKUNAITE/INGEBORGA MRS
3 LO 774 C 16DEC 6 VNOWAW HK2          0625 0650  *1A/
4 LO 331 C 16DEC 6 WAWCDG HK2          1 0830 1055  *1A/E*
5 LO 334 C 18DEC 1 CDGWAW HK2          1 0715 0935  *1A/E*
6 LO 771 C 18DEC 1 WAWVNO HK2          1 1145 1410  *1A/
7 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
8 TK TL25NOV/VNOLJ2902
```

Mrs. Aurelija and Mrs. Ingeborga asks for two single rooms at The Intercontinental Paris.

HAICS4/LO-PAR and HA1

```
FR PAR      DOWNTOWN          SA 16DEC09-18DEC09
** SINGLE OCCUPANCY RATES **
IC|INTERCONTINENTAL PARIS LEGRAND PARICB D TAXI  EUR
  -A-
CAT      TYPE  INFO          RATE      /      TYPE  INFO          RATE
RAC  1) A**RAC A G          425.00  /  C**RAC A G          335.00
GOV* 2) A**GOV A G          480.00  /  C**GOV A G          460.00
G:GNT 1-9:1-9PM HOLD  D:DEP B:BFST M:MEAL S:SELL RULE
END OF DISPLAY
```

The customers inform you that they will guarantee with their Visa card

To book a room for passenger 1 enter:

HS2A/G-CCVI4570460704117637EXP0210/P1

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  9FEB091513Z  YXO9N7
1.ANUZYTE/AURELIJA MRS      2.DAPKUNAITE/INGEBORGA MRS
3 LO 774 C 16DEC 6 VNOWAW HK2          0625 0650  *1A/
4 LO 331 C 16DEC 6 WAWCDG HK2          1 0830 1055  *1A/E*
5 HHL IC SS1 PAR IN16DEC OUT18DEC 1A**RAC EUR425.00 DLY ICB
INTERCONTINENTAL PARIS LEGRAND/BS-00260002/CF-.....
/G-CCVI4570460704117637EXP0210/P1
SEE RTSVCH - STANDARD ACCESS
6 LO 334 C 18DEC 1 CDGWAW HK2          1 0715 0935  *1A/E*
7 LO 771 C 18DEC 1 WAWVNO HK2          1 1145 1410  *1A/
8 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
9 TK TL25NOV/VNOLJ2902
```

Now you have booked the first room, and needs to book the next room.
The easiest way to book a room for passenger two is by use of the RE entry:

RE Repeat last input

```
>HS2A/G-CCVI4570460704117637EXP0209/P1
```

Now all you have to do is to change the passenger association from P1 to P2

HS2A/G-CCVI4570460704117637EXP0210/P2

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  9FEB09/1513Z  YX09N7
1.ANUZYTE/AURELIJA MRS      2.DAPKUNAITE/INGEBORGA MRS
3 LO 774 C 16DEC 6 VNOWAW HK2          0625 0650  *1A/
4 LO 331 C 16DEC 6 WAWCDG HK2          1 0830 1055  *1A/E*
5 HHL IC SS1 PAR IN16DEC OUT18DEC 1A**RAC EUR425.00 DLY ICB
INTERCONTINENTAL PARIS LEGRAND/BS-00260002/CF-.....
/G-CCVI4570460704117637EXP0210/P1
SEE RTSVCH - STANDARD ACCESS
6 HHL IC SS1 PAR IN16DEC OUT18DEC 1A**RAC EUR425.00 DLY ICB
INTERCONTINENTAL PARIS LEGRAND/BS-00260002/CF-.....
/G-CCVI4570460704117637EXP0210/P2
SEE RTSVCH - STANDARD ACCESS
7 LO 334 C 18DEC 1 CDGWAW HK2          1 0715 0935  *1A/E*
8 LO 771 C 18DEC 1 WAWVNO HK2          1 1145 1410  *1A/
9 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
10 TK TL25NOV/VNOLJ2902
```


10.6 List of hotel sell option codes

CODE	EXPLANATION/EXAMPLE
/DP-	<p>Deposit</p> <p>Use this option to enter the for of payment of the passenger's deposit. This is a mandatory option if specified as a requirement in the hotel features display.</p> <p>/DP-CHECK -or- /DP-CCDC3618300000995EXP1201</p>
/G-	<p>Guarantee</p> <p>Use this option to enter form of guarantee. This is a mandatory option if specified as a requirement in the hotel features display</p> <p>/G-BS -or- /G-CCDC3618300000995EXP1210</p>
/CD-	<p>Corporate ID number</p> <p>Use this option to enter the Corporate ID number, when booking a Corporate rate</p> <p>/CD-445566</p>
/ID-	<p>Customer Identification</p> <p>Use to enter the passenger's own hotel supplied identification number</p> <p>/ID-1234KL3</p>
/SI-	<p>Supplementary Information</p> <p>Free form text for you to add extra information, minimum two and maximum 45 characters. NB Check HEHTLXX to see, if message is transferred to Hotel.</p> <p>/SI-NON SMOKING ROOM</p>
/EX-	<p>Extra person in room</p> <p>Use this option to enter the number of extra people in a room and the extra charge</p> <p>/EX-80.00-1 where 1 stands for one person</p>
/RA-	<p>Adult Rollaway bed</p> <p>Use this option when the passenger requires a rollaway bed, indicating the extra charge and the number of beds.</p> <p>/RA-75.00-1 where 1 stands for one bed</p>

CODE	EXPLANATION/EXAMPLE
/RC-	<p>Child rollaway bed</p> <p>Use this option when the passenger requires a child's rollaway bed, indicating the extra charges and number of beds.</p> <p>/RC-50.00-1 where 1 stands for one bed</p>
/CR-	<p>Crib</p> <p>Use this option when a passenger requires a crib in the room, indicating the extra charge and number of cribs</p> <p>/CR-15.00-1 where 1 is the number of cribs</p>
/G- -	<p>Double dash feature</p> <p>Repeat option code</p> <p>/G- -</p> <p>/DP- -</p> <p>/CD- -</p> <p>/SI- -</p>

10.7 Summary of entries

Hotel Sell from a HA display, hotel line 1, rate column 1A	HS11A
Hotel sell from a single-property display	HS1A
Add a guarantee to your hotel sell - Agency IATA number	HS11A/G-BS
Add a guarantee to your hotel sell - Credit card	HS11A/G-CC
Add a deposit to your hotel sell - by Credit card	/DP-CC...
Repeat last input	RE
Passenger association by hotel sell	HS11A/P1

11 HOTEL ELEMENT MODIFICATION

Additions, modifications and deletions can be made to elements of an existing hotel segment. These changes are all performed by the use of option codes.

For modification purposes, the hotel option codes are divided into two categories,

CRITICAL Options that are regarded as critical results in a cancellation and a new booking of the hotel segment. When you cancel or rebook, the hotel company sends a cancellation number which is stored in the PNR as a remark element, and places a new confirmation number in the hotel segment, if the same room type/rate is still available.

NON-CRITICAL The non-critical options do not affect the status code in the PNR, and you will keep the same reservation number.

NB ! If a hotel chain has Complete Access +, you cannot ignore the change entries and get your original reservation back. Hotel chains in CA+ receive the entries in real-time, and update all reservations in real-time from Amadeus

The critical and non-critical options vary from chain to chain.

We have to turn to the hotel chain help pages for information about their options.

To check the Critical option information for Sheraton Hotels, enter:

HEHTLSI

HE Help transaction code

HTL Hotel

SI Two-letter chain code

```

SHERATON          EN 27JAN09 1335Z
:-----:
:          ** GENERAL **          VERSION 95.1 :
:-----:
:CHAIN CODE AND NAME : SI - SHERATON          : 1:
:-----:
:ACCESS TYPE         : DYNAMIC ACCESS          : 2:
:-----:
:GGHTLSIRATE AVAIL. : YES                      : 3:
:-----:
:QUEUE ADDRESS      : AUSSI9100                : 4:
:-----:
:COMMISSION PAYMENT :                          : 5:
: - AMOUNT PAID     : % PAID DIRECTLY BY ALL HOTELS:
: - PAYMENT METHOD   : MEMBER OF HCC             :
:-----:
:          ** OPTIONS **          :
:-----:
:AMOUNT OVERRIDE /AO- : NO                        : 6:
:-----:
:CORPORATE NBR /CD-  : YES                       : 7:
:-----:

```

MD

```

SHERATON          EN 27JAN09 133
:-----:
:- REQUIRED WITH /SR- : YES                        : 8:
:-----:
:CRITICAL OPTIONS   :                          : 9:
:- STANDARD ACCESS  : DT,DD,BS,RT,CD,DP,G,ID,SR :
:- COMPLETE ACCESS  : NONE                       :
:-----:
:CUSTOMER NBR /ID-  : YES                        :10:
:-----:
:DEPOSIT /DP-       : ADVDEP CHECK CC          :11:
:-----:
:EXTRA CHARGES      : /EX- /CR- /RA- /RC-      :12:
:-----:
:GUARANTEE /G-      : BS CC AGENCY CHECK       :13:
:-----:
:MEAL PLANS         : NONE                      :14:
:-----:
:NON IATA /BS-      : TIDS                      :15:
:-----:
:QUOTE RATE /QU-    : NO                        :
:-----:

```

Here you can see what options Sheraton Hotels considers as Critical.

This means, that changing or adding some elements in Standard Access will be handled by the hotel chain as a cancellation and a new reservation.(if possible), and, if applicable, a cancellation fee for the original reservation.

Let us check Holiday Inn as well, enter:

HEHTLHI

```

                                HOLIDAY INN                EN 19FEB09 1500Z
:-----:
:                ** GENERAL **                :
:-----:
:CHAIN CODE AND NAME : HI - HOLIDAY INN        :
:-----:
:ACCESS TYPE         : DYNAMIC ACCESS          :
:-----:
:GENERAL AIS PAGES  : GGHTLHI                    :
:-----:
:COMPLETE ACCESS PAGE: GGHTLHICOMP            :
:-----:
:QUEUE ADDRESS      : RDUHI9100 (AMERICAS/CARIBBEAN) :
:-----:
:COMMISSION PAYMENT : PAID THROUGH OUR TRAVEL AGENCY :
:                   : COMMISSION PROGRAM (TACP)    :
:-----:
:FOR STD ACCESS BKGS :
:-IS CF NUMBER SENT :
: TO PROPERTY       : YES

```

MD

```

HOLIDAY INN                EN 19FEB09 1500Z
:-IS CX NUMBER SENT : YES
:-----:
:                ** OPTIONS **                :
:-----:
:AMOUNT OVERRIDE /AO- : NO
:-----:
:CRITICAL OPTIONS     : BS
:-----:
:DEPOSIT /DP-        : CC
:-----:
:EXTRA CHARGES        : /EX- /RA- /RC-
:-----:
:GUARANTEE /G-       : /BS- /CC-CD
:-----:
:CORPORATE NBR /CD-  : YES
:-----:
:
:-----:
:-REQUIRED FOR       : YES
:
: NEGOTIATED RATES  :

```

Here you can see that Holiday Inn doesn't have any critical options except BS

In this case, we can change or add any option in the hotel reservation (except BS option). The hotel chain still regards this as the same reservation.

11.1 How to modify a hotel element

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  9FEB09/1549Z  YYCE74
1.BLINKEVICIUTE/VILIJA MRS    2.GRYBAUSKAITE/DALIA MRS
3  KL3110 C 10DEC 7 VNOAMS HK2      0730 0905  *1A/
4  KL2007 C 10DEC 7 AMSCDG HK2      1105 1220  *1A/E*
5  HHL SI HK1 CDG IN10DEC OUT16DEC 2ROHQR9 EUR239.00 DLY 125
   SHERATON PARIS AP HOTEL CDG/BS-00260002/CF-.....
   /G-CCVI4570460704117637EXP0210/P1
   SEE RTSVCH
6  KL2002 C 16DEC 6 CDGAMS HK2      2F 0720 0840 *1A/E*
7  KL3111 C 16DEC 6 AMSVNO HK2      1005 1320  *1A/
8  AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
9  TK TL20NOV/VNOLJ2902
    
```

Ms. Vilija calls you, and ask you to change her departure date to be the 15th July.

First check the Critical option box in the HEHTL page for SH hotels

HEHTLSH

```

:-----:
:CRITICAL OPTIONS : : 9:
:- STANDARD ACCESS : DT,DD,BS,RT,CD,DP,G,ID,SR : :
:- COMPLETE ACCESS : DT,DD : :
:-----:
    
```

There are a lot of change entries what are critical. Among them the DD (departure day) option. So in this case we have to check the availability display before using the critical entry. If not, we loose the reservation.

HAS4/HN-SHERATON and H1

```

FR CDG      AIRPORT      SU 10DEC09-16DEC09
** DOUBLE OCCUPANCY RATES **
SI|SHERATON PARIS AP HOTEL CDG      CDG125 A FREE EUR
   -A-
CAT  TYPE  INFO      RATE      TYPE  INFO      RATE
COR  1) ROHCOR A G S      439.00 / ROHQR0 A G S      219.00
     2) ROHQR1 A G S      379.00 / ROHQR2 A G S      339.00
     3) ROHQR3 A G S      319.00 / ROHQR4 A G S      299.00
     4) ROHQR5 A G S      289.00 / ROHQR6 A G S      279.00
     5) ROHQR7 A G S      269.00 / ROHQR8 A G S      259.00
     6) ROHQR9 A G S      239.00 / ROHSET A G S      329.00
PKG  7) ROHS01 A G S      505.00 / ROHS02 A G S      435.00
PRO  8) ROHEQ2 A S        269.00 / ROHS01 A G S      505.00
     9) ROHS02 A G S      435.00 /
RAC 10) ROHRAC A G S      499.00 /
WKD 11) ROHWK1 A G S      229.00 / ROHWK2 A GBS      239.00
GOV* 12) ROHGOV A G S      270.00 /
SRS* 13) ROHA16 A G S      199.00 / ROHSRS A G S      375.00
STP* 14) ROHDAY A G S      260.00 /
TVL* 15) ROHAIR A G S      199.00 / ROHTVL A G S      199.00
G:GNT 1-9:1-9PM HOLD  D:DEP  B:BFST  M:MEAL  S:SELL  RULE
END OF DISPLAY
    
```


12 HOTEL CANCELLATION

Now Ms. Vilija calls you, and asks you to cancel her reservation, before we do so we check the cancellation policy under RTSVCH

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  9FEB09/1549Z  YYCE74
 1.BLINKEVICIUTE/VILIJA MRS    2.GRYBAUSKAITE/DALIA MRS
 3 KL3110 C 10DEC 7 VNOAMS HK2      0730 0905  *1A/
 4 KL2007 C 10DEC 7 AMSCDG HK2     1105 1220  *1A/E*
 5 HHL SI HK1 CDG IN10DEC OUT15DEC 2ROHQR9 EUR239.00 DLY 125
  SHERATON PARIS AP HOTEL CDG/BS-00260002/CF-.....
  /G-CCVI4570460704117637EXP0210/SI-TOP FLOOR ROOM/P1
  SEE RTSVCH - STANDARD ACCESS
 6 KL2002 C 16DEC 6 CDGAMS HK2      2F 0720 0840  *1A/E*
 7 KL3111 C 16DEC 6 AMSVNO HK2     1005 1320  *1A/
 8 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
 9 TK TL20NOV/VNOLJ2902

```

First, check the cancellation policy in order to tell your client in case of a fee. The easiest way to do so, is to enter:

RTSVCH5

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  9FEB09/1549Z  YYCE74
 5 HHL SI HK1 CDG IN10DEC OUT15DEC 2ROHQR9 EUR239.00 DLY 125
  SHERATON PARIS AP HOTEL CDG/BS-00260002/CF-.....
  /G-CCVI4570460704117637EXP0207/SI-TOP FLOOR ROOM/P1
  PRICE INFORMATION ----- P - PRI
  /PRI-          239.00 PER NIGHT STARTING 10DEC FOR 05 NIGHTS
  /TTL-EUR1195.00
  /NGT-05
  RATE INCLUSIONS/EXTRAS ----- I - INC
  /TAX-NOT INCLUDED
  /SVC-NOT INCLUDED
  SELL RULES ----- S - SEL
  /STA-1 DAY MINIMUM 31 DAY MAXIMUM

```

Since there is plenty of time to the arrival, you can cancel this reservation without a fee. To do so, you enter:

XE5

XE Cancel element transaction code

5 Hotel element number

RP/VNOLJ2902/VNOLJ2902	ID/SU	9FEB09/1549Z	YYCE74
1.BLINKEVICIUTE/VILIJA MRS	2.GRYBAUSKAITE/DALIA MRS		
3 KL3110 C 10DEC 7 VNOAMS HK2	0730 0905	*1A/	
4 KL2007 C 10DEC 7 AMSCDG HK2	1105 1220	*1A/E*	
5 KL2002 C 16DEC 6 CDGAMS HK2	2F 0720 0840	*1A/E*	
6 KL3111 C 16DEC 6 AMSVNO HK2	1005 1320	*1A/	
7 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
8 TK TL20NOV/VNOLJ2902			
9 RM HHLACHX1 PARIN05JUL/CX-WZ0125478			

Note how the hotel chain has returned a cancellation number as a remark element.

This is your proof that the hotel was properly canceled. The element becomes a part of the PNR history.

In order to avoid too many “Simultaneous Changes to PNR” messages, the system only returns the cancellation number to your PNR if the reservation is not retrieved.

For Standard Access Bookings you will only receive a cancellation number, if you have received a reservation number, and the hotel chain specify it in the HEHTL-page.

12.1 Summary of entries

Modify segment 3 to another departure day3/DD-18MAY
Add non smoking room request3/SI-NON SMOKING
Cancel hotel segment 3.....XE3