

# TMS4H\_Crews Reservations

## 1 General rules

- This rate can only be booked by professionals in the airline industry.
- Subject to availability.
- **At the moment of the booking**, CRO will ask the client for the name and branch of the company for which he or she works (for proper imputation in TMS) and a valid e-mail address of the company where to send the confirmation.

**For those reservations made exceptionally from the Hotel**, they will be requested to send the request via e-mail, to verify that the mail comes from an airline (no requests will be accepted from personal accounts).

- **All the confirmation letters** will include a text in the “General Conditions” section specifying the need of the customer to identify him/herself as an employee of the sector.

Therefore, **if an inconsistency in the contact details of the reservation is detected at the time of the check-in, the client will be required to show an additional accreditation** (business card, internal employee card, professional passes for trade fairs, etc.), apart from the identity card/passport required for the registration of travelers.

**In case this documentation cannot be verified, the hotel will apply the daily public rate.**

## 2 Reservations input in TMSforHotels

Reservations must be registered in TMSforHotels with the following information:

- **Main Client: COMPANY** to which the employee requesting the reservations belong.
- **CRS: 1010 – PROMO AIRLINES**
- **Contract: CCG\_AIRPRO** (Maximum number of rooms per booking = 5)
- **Rates: TRAV\_AG50** (Travel Agent Rate 50%) Up to 2 rooms per booking.  
TRAV\_AG15 (Travel Agent Rate 15%) Up to 5 rooms per booking.
- **Price code: BAR** with the corresponding discount % applied (will be given by default).
- **Payment method: On-desk payment.**

**\*\*Some airlines have access to a promotional code to make their reservations through the web. At the moment of the check-in, we must confirm if the crew member is on a leisure or business trip: if he or she travels for business and refuses the “direct payment”, we will modify the rate and apply the negotiated rate.**

ESBA.PODIU NH Collection Podium \*\*\* Reservation 28488882 Client: 2003323227 KLM (KONINKLIJKE LUCHTVAART MAATSCH) Amount

Arrival: 23.02.2017 Thursday RoomType: Superior Double Twin ☒ Show Subtypes Meal Plan BB  
 Nights: 3 Guests: AD 2 JU 0 CH 0 BB 0 Currency EUR First service:  
 Depart.: 26.02.2017 Sunday Room  ☐ No move Last service: BKFS

General Data \*Billing Information \*Additional data \*Statistics Deposits ☒ Guarantees Routing charges Fixed charges Actions Loaned items

Unexpected check-out Billing Central Reservation Office  
☐ Reservation dates CRS N°   
☐ Actual dates CRS: 1010 .., PROMO AIRLINES

Contract ☒ CCG\_AIRPRO 1 PROMO AIRLINES  
☐ Rate TRAV\_AG50 Travel Agent Rate 50%  
 Allotment  
 Expense code

Client information Payment cond.

In the “**Statistics**” tab, the following fields must be filled out:

- **Channel ID:** if it is a Hotel must be “HOTEL” and for the CRO must be “CRO HQ”.
- **SubChannel ID:** choose the way in which the booking is made (e-mail, fax, chat or voice).

General Data \*Billing Information \*Additional data \*Statistics Deposits

**TRAV\_AG50**

Statistics

Geographic area Spain  
 Region 28 Madrid  
 Market segment TRANSIENT PROGRAMS  
 Market subsegment TA TRAVEL AGENT RATE  
 Source of business LEISURE INDIVIDUAL  
 Channel ID   
 SubChannel ID   
 Travel Reason LEISURE INDIVIDUAL

General Data \*Billing Information \*Additional data \*Statistics Deposits

**TRAV\_AG15**

Statistics

Geographic area Spain  
 Region 28 Madrid  
 Market segment TRANSIENT DISCOUNTED  
 Market subsegment PC02 PERMANENT OFFER 11-20%  
 Source of business LEISURE INDIVIDUAL  
 Channel ID   
 SubChannel ID   
 Travel Reason LEISURE INDIVIDUAL