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.
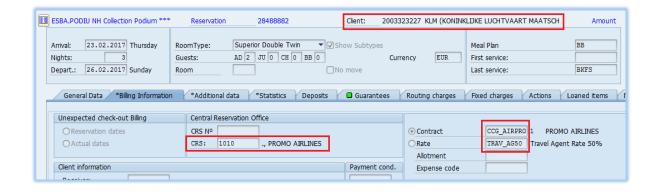
2   Reservations input in TMSforHotels

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.

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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).

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