



FAQ

Why is it important to be able to shop across different providers in one place?

Hotel booking processes are often not standardized in travel agencies. Travel consultants typically shop for hotel rates across a variety of channels: e.g. the GDS, 2 to 3 websites (usually aggregators or metasearch engines), proprietary hotel databases and in some cases agents even double check rates with the hotel directly e.g. by phone or via the hotel's own site. This is clearly an extremely expensive, time consuming process that sometimes takes up to 40 minutes for just one hotel search!

Amadeus provides hotel content from multiple sources to multiple bookers. Retail, business and online agencies can all use the new solution to access content instantaneously, compare results from different sources for the same hotel all on a single page. No need to visit multiple websites, phone hotels and call centers – agents can find everything via one interface, one page.

What is the difference between Hotels Plus and the cryptic environment?

The cryptic environment allows you to shop and book the GDS Hotel chain content available through Amadeus.

Hotels Plus also allows you to shop and book the GDS Hotel chain content available through Amadeus but in addition provides the following advantages:

- Access to aggregator Hotels and rates (aggregator Hotels and rates cannot be booked through cryptic)
- The ability to compare Hotel rates from multiple sources. In cryptic, Hotels rates are obtained from only one supplier (e.g. the Hotel chain)
- A graphical environment to search and shop for Hotels (map views, Hotel photos etc.)

What is the benefit for travel agencies?

Travel bookers – whether leisure or business specialists - typically search between 2 and 5 hotel channels to compare rates and offers – often for the same hotel – before making a booking. Often these channels are the websites of so-called hotel aggregators or wholesalers.



This multi-channel search and comparison implies inefficient and labor-intensive processes. Amadeus is responding to the request of our booking customers to integrate the content of preferred hotel aggregators to Amadeus point of sale solutions such as Amadeus Hotels Plus, Amadeus Hotels Web Services and Amadeus self-booking tools.

Seamless integration of such hotel content delivers efficiencies on the upfront search, compare and book processes - where aggregators offers can be compared apples with apples vs. offers coming directly from hotel chains and representation companies on a single screen. This cuts by up to almost 50% the time it takes to complete booking process (Source. Dr. Fried & Partner Study, 2011). The integration also brings efficiencies throughout agency mid- and back-office processes with additional benefits in terms of customer information, tracking and reporting.

Does Hotels Plus create an active hotel segment?

Yes, there is no difference between booking a Hotel through cryptic compared to booking through Hotels Plus. Hotels Plus creates an active HHL Hotel segment just like Hotels booked through the cryptic environment.

Why is active integration so important?

Active integration of hotel bookings means seamless transfer of hotel booking information to mid- and back-offices to ensure accurate and efficient business processes, invoicing and reconciliation, reporting to clients, monitoring of supplier contracts, etc. More importantly, active PNR integration also allows for efficient international multichannel servicing as travel agents can retrieve and manage hotel bookings through their preferred GDS environment rather than having to go back out each time to the individual third-party systems that have been used.

If I do not have a contract with the aggregators in question can I still make a booking with them on Amadeus?

For aggregators that operate on a post-pay basis, any travel agent may make a booking on public rates and payment is typically made at check-out by the traveler (deposit is also possible).

For other aggregators who operate on a different payment basis, prepay/credit line, the agency needs to have a prior agreement with each aggregator which will then be recognized and fulfilled once consultants have registered online.



How many hotels do you have now on Amadeus?

Our [interactive map](#) gives you visibility on the total accumulated hotel inventory (hotels distributed through Amadeus by chains, representation companies and aggregator partners). You can browse hotels per category at country and city level.

How do I search by post/zip code?

Simply type in the post or zip code and the country name (as the same code format can be used in several countries).

How do I search by attraction or point of interest?

In the destination box enter the name of the attraction you are looking for.

How can I ensure my search results correspond to my customer's requirements?

Use the **search filters** to find the most suitable hotel for your customer:

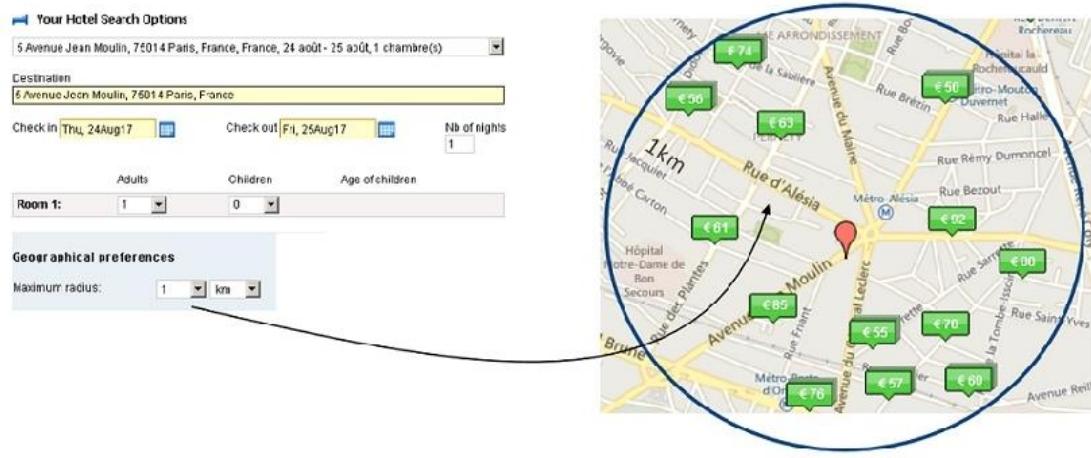
- You can specify the **Hotel category**. If you select one or more categories, then only hotels of these categories are returned. For example, if you want 3 star or greater, then select 3, 4 and 5 star.
- **Hotel name** if you know it (e.g. Marriott Grosvenor Square).
- **Maximum price** to ensure only hotels within your customer's budget are displayed.
- **Maximum radius** to avoid getting results too far from the chosen location. For example, if your customer is looking for a hotel near Buckingham Palace, you probably want to limit your radius to less than 5 km.
- **Meal plan**, for example to only select hotel rates that include breakfast.

The screenshot shows the 'Advanced search criteria' interface. It is divided into three main sections: 'HOTEL PREFERENCES', 'HOTEL RATES', and 'GEOGRAPHICAL PREFERENCES'. In the 'HOTEL PREFERENCES' section, there are checkboxes for 'Categories' (ranging from 1 star to 5 stars) and input fields for 'Hotel name', 'Facilities', and 'Sources'. In the 'HOTEL RATES' section, there are dropdowns for 'Meal plan' (No preference, Breakfast included, Breakfast not included) and 'Published Rates', and a field for 'Min-Max price' with a currency selector set to 'EUR'. In the 'GEOGRAPHICAL PREFERENCES' section, there is a dropdown for 'Maximum radius' with options for 1, 5, 10, 20, and 50 km. At the bottom of the form are 'Reset' and 'Search' buttons.

How can I use effectively the maximum radius filter?

For larger cities, your customer will often need to stay in a specific location therefore it is advisable not to set a high radius as it will return hotels too far from that specific location. By default, the radius is set on 25 km, you can then narrow it down to 5 or 3 km to ensure the hotels returned are pertinent to your customer's needs. This is especially useful if you use the map view as this ensures the map does not contain unnecessary hotels.

For example, if your customer requires to be walking distance from his main office or to a specific place or attraction, you can even narrow the radius down to 1 km to get only results easily within walking distance.



How can I search for a specific chain or for content from a specific aggregator?

Using the **Sources** box, you can filter results to display content from only a specific chain or aggregator, only aggregator hotels or GDS hotels only:

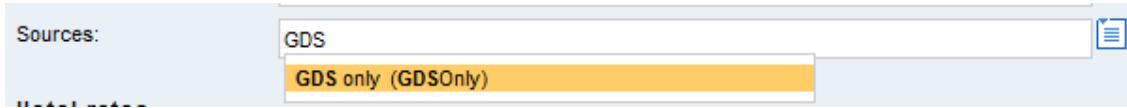
- Type in the name of the chain or aggregator you are looking for:

The figure shows a search interface with a 'Sources' field. The user has typed 'acc' into the field. Below the field, a list of results is shown, with 'Accor Hotels (RT)' highlighted in yellow, indicating it is the selected source.

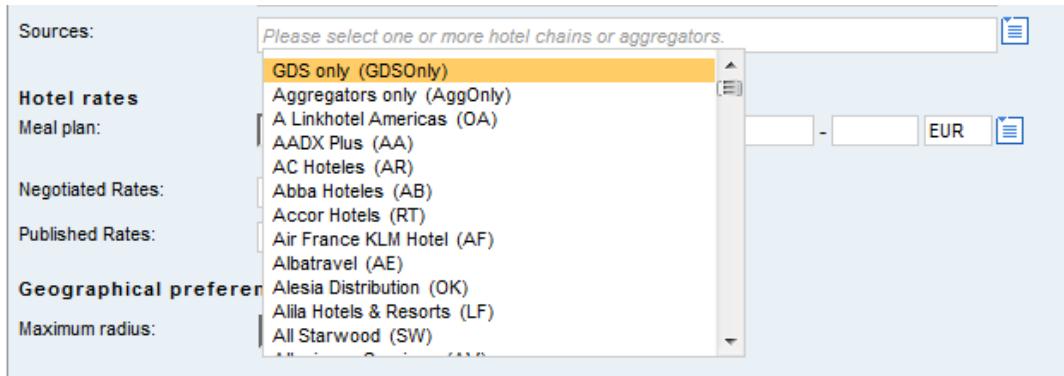
- Select **Aggregators only (AggOnly)** if you are interested in only prepaid rates, as aggregators sell mainly pre-paid hotels:

The figure shows a search interface with a 'Sources' field. The user has typed 'agg' into the field. Below the field, a list of results is shown, with 'Aggregators only (AggOnly)' highlighted in yellow, indicating it is the selected source.

- Select **GDS only (GDSOnly)** to get hotel results only from GDS chains (useful if you are interested in only pay at hotel rates):



— You can also select from the list:



How can I search using negotiated rate codes?

Your corporate clients may have negotiated rates with some hotels, to access them you simply need to enter the negotiated rate code in the dedicated box. You can add up to 8 rate codes, separated with a semicolon. The hotels with negotiated rates will be highlighted in the search results.

Are there any limitations to search for multiple rooms?

Some hotel chains and aggregators do not support or fully support multiple room search. The maximum number of rooms also varies. Therefore, when you perform a multiple room search you may see that full results are not displayed for some chains or some aggregators.

The limitations are described below:

Source	Supported	Comment
Bedonline	Y	Fully supported. Maximum number of rooms = 5
HRS	Y	Fully supported. Maximum number of rooms = 9
Albatravel	Y	Fully supported. Maximum number of rooms = 5
HCorpo	Y	Fully supported. Maximum number of rooms = 4
Teldar	Y	Fully supported. Maximum number of rooms = 6
Totalstay	Y	Fully supported. Maximum number of rooms = 4
Sunhotels	Y *	*Results will be returned only if occupancy is the same for all rooms. Maximum number of rooms = 9
Travelcube	Y *	*Search for rooms with different occupancies will return rooms which match the highest occupancy. Maximum number of rooms = 5
GDS Chains	N	Multiple room search will not return results for this source.
Amadeus Value Hotels	N	Multiple room search will not return results for this source.

Alternative methods to book multiple rooms:

- **For aggregators:** book each room one at a time, as separate segments in the same PNR. You can do this very easily by selecting the option "Start a new hotel booking" at the bottom of the Confirmation page as shown in this screenshot:



This will result in multiple segments, with separate confirmation numbers in the PNR, as shown below:

```

1. STANLEY/LES MR 2. WATSON/RAY MR
3 HHL EY HK1 BKK IN25JUL OUT26JUL 1ROHLEI EUR116.00 DLY BIQ
GRANDE CENTRE POINT HOTEL RATCHADAMRI/BC-*****/BS-12345675
/CF-5336053/DP-CDL/P1 *EY+
SEE RTSVCH
4 HHL EY HK1 BKK IN25JUL OUT26JUL 1ROHLEI EUR116.00 DLY BIQ
GRANDE CENTRE POINT HOTEL RATCHADAMRI/BC-*****/BS-12345675
/CF-5336063/DP-CDL/P2 *EY+
SEE RTSVCH

```

- **For GDS chains:** multiple rooms can be booked through the cryptic screen.



How can I cancel a multiple room booking?

- When each room is booked as a separate room segment, each room has a unique **confirmation number** (CF). You can make cancellations at room level either using the cryptic entry (e.g. XE3), or from the booking list in Hotels Plus:

Status	Conf #	PNR	Deadline (GMT)	Guest	Check-in	Check-out	Hotel	Provider	Booking date	Agent
Confirmed	5336063	SSJXAN	Unknown	Ray Watson	25 JUL 18	26 JUL 18	GRANDE CENTRE P...	Totalstay	09 NOV 17 14:47	LSTANLEY
Confirmed	5336053	SSJXAN	Unknown	Les Stanley	25 JUL 18	26 JUL 18	GRANDE CENTRE P...	Totalstay	09 NOV 17 14:46	LSTANLEY

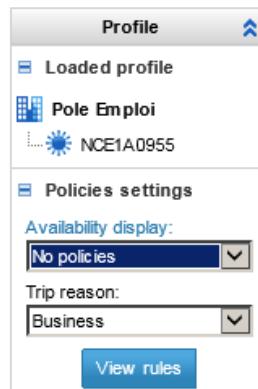
- When rooms are booked using the multiple room option, you will have to cancel the entire booking for all passengers and rooms.

Is there a way to search for only refundable or non-refundable rates?

Unfortunately, it is not currently possible to filter this criteria. You can consult the cancellation policy in the rate conditions to determine if the rate is refundable or not.

When I have a PNR created from a profile, why is Hotels Plus not returning the correct results for my hotel search?

The hotel preferences associated with the corporate or agency profile take priority over your search criteria. This means that if you want your search criteria to take priority over the corporate or agency profile preferences, then select No policies in the profile section of the search page.



Can I book a room for two (or more) occupants with only one passenger in the PNR?

Sometimes, you may have only one passenger in the PNR, but they are sharing their hotel room with someone else. In this scenario, when you enter occupancy 2 in the hotel search, if the aggregator requires all the guests in a room, Hotels Plus will not allow the second name to be entered and you will therefore not be able to proceed with the booking. The solution is to add the second passenger into your PNR.

In what order are hotel search results displayed?

There are two ways the search results are displayed.

1. On the map you can clearly see your search destination with the red balloon and view the distance of the hotels from this location
2. The list view also displays results by **distance**

In both cases, the results are sorted by distance from the destination specified in the search. However, you can change this to sort them by price or guest rating:

Sort hotels by:			
Distance	Price	Guest Rating	
Munich Inn Design Hotel	From 57.00 EUR per night	4.0 / 6	HRS GDS
HOTEL ASTOR	From 69.00 EUR per night	1.0 / 8	2 more... Quality Reservations
BEST WESTERN ATRIUM HOTEL	From 105.00 EUR per night	4.7 / 6	2 more... Best Western

I have entered my client's negotiated rate code, but other non-negotiated rates are displayed as well, why?

To ensure you can offer the best rates to your customers, when returning negotiated rates, the platform also displays all rates available to you. However, the hotels with negotiated rates are clearly flagged.



How can I change my default commission with Amadeus Value Hotels?

You simply need to click on the small blue icon next to “Agency fee”, which will allow you to override your default agency fee (commission) and introduce a new one. **Please note:** the new agency fee you enter is not in addition to the default agency fee, it replaces the default agency fee. For example, if the default agency fee is 50€ and you change this to 10€, the new agency fee is 10€, not 60€.

Pricing details	
Amadeus Value Hotels	
PKG - Package	106.87 EUR
Room only	
Base amount	106.87 EUR
Agency fee	<input checked="" type="checkbox"/> +25.00 EUR
Total price	131.87 EUR
	<i>Prepaid</i>
<i>25.00 EUR estimated earnings ⁽¹⁾</i>	

Why am I asked for an email address in the booking payment page?

The booking voucher will be sent to this address. However, to avoid typing in your agency email address each time, if you configure an email address in your agency profile it will be automatically included in the “Email address” list box.



Can I verify the booking conditions before I confirm my booking?

Yes, simply use the tool-tip to display the booking conditions by moving your mouse pointer over the rate description:

Booking summary

Gray d'Albion Hotel
★★★★★
38 Rue Des Serbes
06400 Cannes, France

1 night
Check-in: Thu, 06Jul17
Check-out: Fri, 07Jul17

1 room(s) (1 adult(s))
R1 ROH

Pricing details

Sunhotels	RAC - Standard	275.00 EUR
Breakfast		
Base amount	275.00 EUR	
Total price	275.00 EUR Prepaid	

Booking

Traveller Information

Room 1

Main guest: Title: First name: Last name:
E-Mail: Phone number: Select

Traveller preferences

Travel agency Information

Email address:

Payment information

Method of payment:

Credit cards are used by the aggregators to prepay the current booking. Modification and Cancellation fees may apply once you have received the confirmation information.

Please enter details

I have read, understood and I accept the [Terms and Conditions](#)

* Please note that confirming this step will automatically save (ER) your PNR.

Send Reservation Request



Why do I see the “uncommitted segments” error message when I try to confirm a booking?

When trying to add a hotel segment to a PNR that already contains a segment (air, rail...), you will have to commit the PNR (ER) before going to Hotels Plus to add the hotel segment.

The screenshot shows the Amadeus Booking interface with the following layout:

- Header: Search, Hotels, Booking (highlighted in yellow), Confirmation.
- Message Box: A red box contains the error message: "You have uncommitted segments in your PNR. Please 'save and redisplay (ER)' the PNR. (14217)".
- Back Button: < Back To Hotels
- Traveller Information:
 - Room 1: Main guest dropdown menu.
 - Traveler preferences link.
- Check credit line balance link.
- Travel agency Information:
 - Email address input field.
- Payment information:
 - Method of payment dropdown menu: Agency Account (selected).
- Checkboxes:
 - I have read and accepted the cancellation policies and [Terms and Conditions](#) and acknowledge that package rates are sold in conjunction with another travel product. (checked)
 - Please note that confirming this step will automatically save (ER) your PNR. (highlighted in red)
- Buttons: Send Reservation Request (blue button).

Where can I enquire on my existing bookings?

In the second tab of Hotels Plus you will find the **Booking list**, where you can list all the bookings made by your office ID level. You can use filters to narrow down your search and navigate through your bookings.

The screenshot shows the Amadeus Hotels Plus interface with the following layout:

- Header: New booking, Booking list (highlighted in pink).
- Section: Your booking search options
 - Office ID: NCE1A0955
 - Agent: (input field)
 - Status: All (dropdown menu)
 - Provider: (input field)
 - Hotel: (input field)
 - Deadline: All (dropdown menu)
 - Guest: (input field)
 - PNR: (input field)
 - Check-in: (input field)
 - Booking date: (input field)
 - Quick retrieve link
 - Buttons: Reset, Search



How can I modify a booking?

Modifications of GDS chain hotel bookings can be made in the **cryptic environment** as usual.

However, aggregator bookings cannot be modified in the Amadeus platform as aggregators do not allow their bookings to be modified online. Since some of their inventory is sourced from third parties, manual intervention may be necessary.

To modify an existing aggregator booking, you should **cancel the booking** when possible (carefully check **cancellation policies** to ensure the booking can be cancelled without penalties) and **rebook** with new details.

If cancelling the booking would incur penalties or there is a rate change, you can also call the aggregator's helpdesk to make your modification. However, this is not generally advisable as any changes will not be reflected in your Amadeus PNR, so you would need to manually add a remark in the PNR indicating the changes made.

Can I cancel or modify one or more rooms in a multiple room booking?

Modifications of GDS hotel multiple room bookings can be made in the **cryptic environment** as usual as they are created as separate hotel segments, each with its own confirmation number.

However, this is not possible with aggregators because all rooms are confirmed under a single confirmation number. This means that any modification or cancellation requires all rooms to be cancelled and rebooked.

An alternative solution is to book each room separately in the first place. You can perform a multiple room search first to ensure that the number of rooms requested are available. If they are, then redo the search one room at a time to book each room individually.



Can I split hotel segments in a PNR?

It will depend on how you booked the rooms in the first place and whether the room is an aggregator booking or GDS chain booking.

— With GDS hotel chain bookings:

- Each segment has its own confirmation number so when the PNR is split, the room goes with the associated passenger to the new PNR.

— With aggregator bookings:

- If the rooms were booked separately, the hotel rooms can be split as they are created under separate confirmation numbers. When the PNR is split, the room goes with the associated passenger to the new PNR.
- If the rooms were booked together (as a multiple room booking), then the hotel rooms can't be split as they are created under the same confirmation number. Instead, the platform will split the flight/train segments and then put the aggregator hotel segments in their own PNR (therefore, you will have 3 PNRs, one for each passenger and one containing the hotel segments). The best way to handle this is to cancel the hotel booking and then rebook each room separately in the new PNRs.

I modified my booking on the aggregator website, why don't I see the modifications in Hotels Plus?

If you make a modification directly with the aggregator, it will not be replicated to the Amadeus PNR as Amadeus has no visibility over changes made externally to our platform. If you want to track any updates in your PNR, then you will need to manually add a remark in your PNR indicating what was changed.

How can I reprint a voucher?

For all aggregators except Amadeus Value Hotels, you will need to reprint the voucher through the aggregator's website or call the aggregator helpdesk.

For Amadeus Value Hotels this can be done through cryptic commands. First of all retrieve the PNR (RT). Then use the appropriate command below:

- Resend travel document to same email address you used at booking time: **HMR(+ segment number)**. For example: **HMR2**, this will re-print the voucher for segment 2 using the same email address that was used at booking time
- Resend travel document and add a comment: **HMR(+ segment number)/txt-free Here is your voucher**
- Resend travel document to another email address: **HMR(+ segment number)/eml-xxx@amadeus.com**

- Resend travel document to another email address and add a comment: **HMR(+ segment number)/eml-xxx@amadeus.com/txt-free Here is your voucher**. For example: **HMR3/JOHN.DOE@UNIVERSALTRAVEL.FR/Please find your copy voucher**, this will re-print the voucher for segment 3 and send it to JOHN.DOE@UNIVERSALTRAVEL.FR with the comment "Here is your voucher".

Can I cancel a booking through Hotels Plus?

There are 2 methods to cancel a hotel room booking:

- Through cryptic:** with an **XE** on the active hotel segment (or **XI** if you wish to cancel the entire itinerary)
- Through Hotels Plus:** you will have to search for your booking in the booking list tab, and then you can click on the "trash" or Cancel button:

My booking failed but I received a voucher, why?

When clicking on the **Send Reservation Request** button, a request is sent to the aggregator to confirm the booking. If the aggregator does not respond, Amadeus cannot create the hotel segment in the PNR. Very rarely, the aggregator may subsequently confirm the booking and therefore send the voucher/confirmation emails. In this case, you have no Hotel segment in the Amadeus PNR but you have a live booking with the aggregator.

This means that you cannot retrieve or cancel the booking through Amadeus and any interface to your mid-back office is not possible.

In this case, it is recommended to cancel the booking directly on the aggregator website and rebook through Amadeus to ensure you have an active hotel segment in your PNR and you can benefit from all the integration across systems we provide.

How do I search by address?

Simply type in the "destination" box the name of the street and the city you are looking for (optionally you can also enter the street number).



How can I search by city/airport/IATA...?

In the “Destination” box, type in the name of the city or its IATA code you are looking for (you can add the country if necessary when using city name). A list of all cities corresponding to the name will appear, with the related country and IATA code. You can also directly type the IATA code in the box, then select the destination you were looking for.

Why do I see a "Session Timeout" error?

If you do not use Hotels Plus for several minutes, then any rates displayed are likely no longer available. Therefore, Hotels Plus needs you to restart your session to ensure you have up-to-date rates displayed. Simply click “OK” to start a new session.

How can I search using a Corporate Credential?

If you have any corporate clients who already have their corporate rates available through an aggregator, we can set this up so that you are able to select the relevant corporation and see only rates applicable to them. If this option is activated in the Hotels Plus interface, you will see an extra field in the advance search features called "Corporation name".

The screenshot shows the 'Corporation name:' dropdown menu open, displaying a list of corporate clients: CEGID, Clients hors contrat, Clinea, CS, Enifrance, Enispa, Geos, Manitowoc, Orpea, Pole Emploi, and Vivrea. The 'CS' option is selected and highlighted with a yellow background. The search interface includes fields for Meal plan, Negotiated Rates, Published Rates, and Maximum radius, along with buttons for Reset and Search. Below the search bar, it says 'Results found for: London (LON)'. At the bottom, it shows '301 hotels found. Show all' and 'Search completed'.

You can select the relevant company from the list and click "Search" to display the correct rates.

Can I book a room for two (or more) occupants with only one passenger in the PNR?

Sometimes, you may have only one passenger in the PNR but the traveler is sharing the hotel room. In this scenario, when you enter occupancy 2 (or more) in the hotel search, if the



aggregator requires all the guests in a room, then Hotels Plus will not allow the second, or subsequent, name(s) to be entered and you will not be able to proceed with the booking. There are three categories as follows:

Source	All names required in PNR	Comment
Bedsonline	N	1 guest name per room. Additional traveler names optional
HRS	N	1 guest name per room. Additional traveler names optional
Albatravel	Y	Guest names are required for all occupants (child names not required)
HCorpo	Y	Guest names are required for all occupants (child names not required)
Teldar	Y	Guest names are required for all occupants (child names not required)
Totalstay	Y	Guest names required for all occupants, including children
Sunhotels	N	1 guest name per room. Additional traveler names optional
Travelcube	Y	Guest names are required for all occupants (child names not required)
Amadeus Value Hotels	Y	Guest names are required for all occupants (child names not required)

When all names are required the solution is to add the second, or further, passenger name(s) into your PNR.

How can I generate the IMR for your hotel segment?

To generate the IMR for your hotel segment, you must use the cryptic command **BT/A** which will generate the non-air IMR that includes the hotel segments. For example, you would use the command **BT/A2** to generate the IMR for the hotel segment 2 in your PNR.

If you need to verify that your IMR was correctly generated, you can use the cryptic command **BG**.



Where can I enquire on my existing bookings?

In the second tab of Hotels Plus, called “**Booking list**”, you can list all the bookings made by your office ID. You can also use filters to narrow down your search and find the exact booking you want.

The screenshot shows the Amadeus Hotels Plus interface. The top navigation bar has two tabs: "New booking" and "Booking list", with "Booking list" being the active tab. Below the tabs is a search form titled "Your booking search options". The search form includes the following fields: "Office ID" (containing "NCE1A0955"), "Agent" (empty), "Status" (set to "All"), "Provider" (empty), "Hotel" (empty), "Deadline" (set to "All"), "Guest" (empty), "PNR" (empty), "Check-in" (empty), and "Booking date" (empty). There is also a checkbox for "Quick retrieve". At the bottom of the search form are two buttons: "Reset" and "Search".