

Amadeus Hotels

User Guide

What's New In This User Guide?

The information in this document is taken directly from the Amadeus Online Help. It contains more detailed explanations than the previous edition and includes one or more example entries where appropriate.

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Edition 2.0 Job Number: 2050

Published by:

Amadeus Educational Systems and Services

email: ess.doc@amadeus.com

March 2008

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Before You Start

This user guide is intended for Amadeus Commercial Organizations (ACO) and system user airline staff attending Amadeus functionality training courses.

The information in this document is very brief. We give you an introduction to each of the major features of the product or area concerned and tell you which entry to make to obtain detailed information in the Amadeus Online Help. The entry is indicated on the first line after the topic title (and where necessary in the text). For example:

HE PRO

If you are required to make two entries, one to access a help subject area and the second to display a specific page, we indicate the page after a comma as follows:

HE PRO, GP PNE

Note: Spacing between the components of an entry is optional unless otherwise specified. It is used in this guide to improve clarity and readability.

Chapter 1

Introduction to Amadeus Hotel Reservation

HE HOT

Amadeus hotel reservation is made up of all those parts of Amadeus that relate to finding and booking hotel rooms, namely:

- Hotel location displays
These give the locations of hotels in the city, airport, state, or country you specify.
For more information, see **HE HOT, GP LOC**.
- Hotel availability displays
These give the availability and rates for the room types available at a specific hotel.
For more information, see **HE HOT, GP AVA**.
- Hotel rate change displays
If the rate for a room changes during the period of stay, an asterisk (*) appears next to the rate on the hotel availability display. The hotel rate change display gives the details.
For more information, see **HE HOT, GP RAT**.
- Hotel inventory displays
These give a 40-day overview of the availability of rooms at different rates.
For more information, see **HE HOT, GP INV**.
- Hotel features displays
These give information about the hotel itself. For example, the address and phone number, facilities, accepted forms of guarantee, and so on.
For more information, see **HE HOT, GP FAC**.
- Hotel pricing and features displays (Amadeus dynamic access and CA+ chains only)
These displays give details of the rate you select and information about the hotel itself. This is similar to what you find on hotel features displays, namely the hotel address and phone, facilities, and so on.
For more information, see **HE HOT, GP PRI**.

- Hotel sell entries
You can make bookings for hotel rooms whose rates are stored in Amadeus.
For online help on making bookings, see **HE HS**.
For online help on changing or cancelling bookings, enter **HE HOT CHA**.

Amadeus Information Pages

GG HTL XX

The Amadeus Information Pages includes pages for each hotel chain. These pages contain information about policies, hotel information, and other topics

The general Amadeus Information Pages list the chains that are available through Amadeus.

For more information, see **GG HTL XX** where **XX** is the two-letter hotel code.

Encoding and Decoding Hotel Companies

HE CON, GP ENC

You make a **DNH** entry to find the hotel chain code using the name, and the hotel chain name using the code. Here we show some examples.

To encode a hotel sub chain name, enter:

DNH HOLIDAY INN

To encode a hotel master chain name, enter:

DNH CARLSON HOSPITALITY

To decode a hotel sub chain code, enter:

DNH HI

To decode a hotel master chain code, enter :

DNH HE

In all cases the system response indicates the chain code and chain name and for a hotel master chain, it also contains a list of the sub chains.

Amadeus Message Queue

HE QUE, GP PLA

Each hotel provider and all end users of Amadeus receive Amadeus Queues. A particularly useful function is the message queue, which enables travel agents and airline users to communicate directly with hotel providers and vice versa.

For more information, see the *Amadeus Queues User Guide* or the Amadeus Online Help.

Scrolling Commands

HE GEN, GP SCR

There are three basic situations where you can use the scrolling commands to change the information on your screen:

- To scroll through information that exceeds one screen in length
- To switch between different displays
- To modify a display

For more information, see *Information in the Distribution System User Guide* or the Amadeus Online Help.

Chapter 2

Hotel Availability and Rates Display

HE HOT, GP AVA

The hotel availability functionality is used to search for hotels with rooms available. By using options you can tailor the display to suit your requirements. For example, to list hotels offering a specific special rate or negotiated rate use the /SR- option.

You can display hotels for dates up to 361 days in the future and 3 days in the past. An availability display remains active for 10 minutes, after which time you must re-enter the command.

There are three main types of availability display:

- Multi-property
- Single-property with Hotel Complete or Hotel Standard Access
- Single-property with Hotel Complete Access Plus or Amadeus Dynamic Access

Here we describe the access levels and the different types of hotel displays.

Access Levels

HE HOT, GP AVA

There are several access levels. The access level reflects how direct your access is to the information provided by a hotel chain. The information shown on an availability display comes from one of two sources:

- **From the Hotel Chain's Central Reservation System.**

This is the highest level of access. The information you receive is up-to-the-minute information. Dynamic Access and Hotel Complete Access Plus both offer this level of access.

- **From the Distribution System.**

The information stored in the distribution system is supplied to Amadeus by the hotel chain. The information is more or less recent depending on the organization of the hotel chain concerned. Hotel Standard Access and Hotel Complete Access offer this level of access.

How Access Levels Are Indicated

In an availability display the level of access that the hotel chain has is indicated between the hotel chain code and the hotel name. This is shown in the following examples:

Hotel Dynamic Access (!)

Two exclamation marks (!), the first between the chain code and the hotel name and the second next to the rate range, indicate that the hotel chain has Amadeus Dynamic Access and that the rate range you see comes directly from the hotel chain's central reservation system.

1	CH!HOTEL MARRMUR	D	T	EUR
		!		160.00-190.00

If the second exclamation mark is missing, because of a temporary loss of connection, the rate range is taken from the distribution system (as loaded by the hotel company).

Hotel Complete Access Plus (+)

The + symbol between the hotel chain code and the hotel name indicates that the hotel has Hotel Complete Access Plus. The information on the multi-property display is from the distribution system, but on a single property display it has been sent by the hotel company's system. If the connection to the hotel system is interrupted the information will be taken from the distribution system.

2	NR+CASSIS HOTEL	D	F	EUR
				160.00-210.00

Bookings are sent immediately to the hotel chain via high-speed communication links when a hotel sell is made. The hotel system automatically returns confirmation numbers and other data.

Hotel Complete Access (/)

The / symbol between the hotel chain code and the hotel name indicates that the hotel has Hotel Complete Access. The information on the availability display comes from the distribution system.

28 HW/AIR HOTEL-LE CHEVAL BLANC	S T EUR
	43.00-43.00

Bookings are processed in the same way as Hotel Complete Access Plus.

Hotel Standard Access ()

A space between the hotel chain code and the hotel name indicates that the hotel has Hotel Standard Access. Hotel availability displays come from the distribution system.

2 TS HOTEL IKEYA CLAYE-SOUILLY	E R EUR
	55.00-55.00

Bookings are sent to the hotel chain via teletype at end transaction of the PNR. The hotel company system returns confirmation numbers via a teletype link or by direct update to the PNR.

Best Available Rate (BAR) Guarantee

HE BAR

Hotels can offer a bar guarantee through the distribution system. This is shown on the multi-property availability display by means of a bar indicator (an = before the rate range).

The bar indicator acts as a guarantee that the rates available in the distribution system are the best available public rates for:

- Rack rates
- Non-negotiated rates
- Corporate rates
- Weekend rates
- Lowest unrestricted rates

These are the lowest rates available to the general public, on a particular day for a particular stay, that do not require prepayment or impose cancellation and change penalties and/or fees, other than those imposed as a result of a hotel property's normal cancellation policy.

- Promotional/special rates

Note: The BAR is guaranteed by the hotel chain. In the event of a rate discrepancy, contact the hotel chain provider directly.

Room Type Rate Code

HE HOT, GP COD

The type of hotel room and the nature of the rate charged for the room are indicated by a 6-character identifier. The first three characters give information about the room, and the last three characters constitute the rate code. For example:

A1TRAC

A	Room-type code
1	Number of beds
T	Bed-type code
RAC	Rate code

An asterisk (*) shows that the number of beds can vary. Here is an example of an A-type room with a variable number of twin beds): **A*TRAC**

ROH (Run Of the House) is a special room identifier indicating any room in the hotel. Here is an example indicating any room at the **PRO** rate: **ROHPRO**

For general information about decoding codes, see **HE CON, GP ENC**.

For information about storing preferred rate codes, see **HE GEN, GP PRF**.

Hotel Search Options

HE HOT, GP OPT

Here we describe the options you can use to request or modify hotel displays.

For an initial request, add the options to the end of the basic entry. For example, to request a list of city centre (downtown) hotels in Paris, enter:

HLPAR/AR-D

To modify an existing display, enter the transaction code followed by the options and data. For example, to change a hotel availability display from downtown hotels to hotels south of the city, and currency to euros, enter:

HA/AR-S/FC-EUR

You can combine options in any order. For example:

HA/AR-S/CO-P

Any options you apply to one display apply to the next display. For example, if you request an **HA** display of government rates, then request an **HR** display, the **HR** display will also show government rates.

Any additions or changes to an existing display reflect all previously entered options, plus the additions and changes.

Hotel Name Processing

You can use the **/HN-** option, including the hotel name in a hotel availability request, to limit the availability to a specific hotel.

The system performs an encoding and similarity rating process, based on the sound of the hotel name, to find a match for each word included in the **/HN-** option. The resulting display contains either an exact match or a similar name list of hotels. The name search process is divided into three steps.

All continuously repeated consonants are eliminated:

DALLAS **DALAS**

Vowels are removed, except if the first letter of the word is a vowel, then it is retained:

AMADEUS **AMDEUS**

VILLA **VL**

If a 2-character word is entered, and the second character is a vowel, the vowel is not eliminated:

LA **LA**

Sequential vowels are kept for the search process:

BEAU

BEAU

RELAIS

RELAIS

EASTERN

EASTRN

If the word results in more than six characters, it is reduced to six characters by eliminating all letters except the first and the last three characters:

FISHERMANS

FSHRMNS

FSHMNS

Active and Passive Option Codes

The option codes in hotel transactions can be divided into two categories:

- Active
- Passive

Active options in an availability request directly affect the availability and rates display. In a hotel segment sell, they provide the basic mandatory information required by the hotel provider.

Passive options in an availability request do not affect the display. The passive options are retained by the system and added to the first hotel segment that is sold following the availability request. The passive options are stored by the system following the first sell, and can be used in later sell transactions through the double-dash feature.

All option elements entered during a hotel transaction are retained for use in the first subsequent hotel sell transaction unless the user adds additional options to the actual sell transaction. In this case the stored options are lost. This applies to hotel sell from hotel availability or hotel inventory displays. Some options are company-specific and are edited at the time of sell.

Most of the hotel transactions can be used to introduce new optional elements, except hotel list and hotel feature displays, where the only valid options are those that affect the display.

An end transaction (**ET**) or ignore (**IG**) clears all stored options, so that they are no longer available for subsequent sell transactions. After a specific period of time the system automatically clears any stored options.

Biased Hotel Displays

HE HOT, GP BIA

If you are a manager or administrator in an airline or travel agency, you may want your agents to see a list of preferred hotel properties before seeing other hotels, when they request either a multi-property availability display or a hotel list. This kind of display is called a biased display. To obtain a biased display, you must set up a list (called a preference table) indicating your preferred hotels. You can set the biased display as the default, or users can request a biased display using the **/BI-** option. This is explained below.

Adding a Property to the Preference Table

To add a property to the preference table, enter:

HZ*/BI-XXNCEAPT-1A05

HZ*	Transaction code
/BI	Slash and secondary transaction code for biased displays
-XX	Dash and chain code
NCEAPT	Property code
-1A0	Dash and user code (corporate code and qualifier)
5	Sequence number (set from 1 to 100. Determines the position at which the property will appear in the biased display.)

The user code, which is taken from your office ID, determines whether you are able to use the **/BI** transaction code. For example, office ID NCE1A0950 can only add a property to the preference table for offices with user code 1A0.

Viewing the Preference Table

To view the preference table by city, enter, for example:

HZ*/BI-NCE

HZ*	Transaction code
/BI	Slash and secondary transaction code for biased displays
-NCE	Dash and property code

System Response:

HOTELS	PREFERENCE	DISPLAY	NCE	14:15	27DEC
	ICICA	1A01			
	NR494	1A02			
	RTALT	1A03			
	RTARC	1A04			
	XXAPT	1A05			

Alternative Hotel Property Display

HE HOT, GP AVA

The alternative display lists up to five properties proposed for a hotel chain when the property you originally requested is closed for sale. This feature is available to hotel chains implemented in Amadeus Dynamic Access or Hotel Complete Access Plus. To identify which hotel chains support this feature, enter:

GGHTLSPEC

If the hotel chain has implemented this feature, you can request an alternative property display as follows:

1. Request a hotel availability display using the **/ST-ALL** option so that hotels closed for sale are included in the display. (If your agent preference HST is set to Yes, the **/ST-ALL** option is included automatically. See **HE JGD**.)
2. Enter **HA** followed by the line number of the closed hotel. For example, enter:

HA3

The system displays the alternative property display, showing up to five suggested available properties in the same city.

3. Enter **HAA** followed by the line number of the hotel you are interested in to display a single-property display. For example, enter:

HAA4

System Response (partial):

```

**** MARRIOTT HTLS RSTS ****
NO ROOMS AVAILABLE AT REQUESTED PROPERTY
SUGGESTED ALTERNATIVE PROPERTIES

PROPERTY CODE  PROPERTY NAME/ADDRESS                DIST/DIR
1) MC LAXAPM   LOS ANGELES AIRPORT                    10M-SW
                5855 WEST CENTURY BOULEVARD
2) BR LAXRHB   BR HOLLYWOOD                            6M-NW
                1755 HIGHLAND AVENUE
3) RZ BURHUN   RZ R-C HUNTINGTON                      8M-NE
                1401 SOUTH OAK KNOLL AVENUE
DISTANCE AND DIRECTION FROM REQUESTED PROPERTY ARE APPROXIMATE
ENTER >HAA    FOLLOWED BY LINE NUMBER FOR AVAILABILITY
ENTER >HFA    FOLLOWED BY LINE NUMBER FOR HOTEL FEATURES

```

Chapter 3

Hotel Sell

HE HOT, GP SEL

There are two types of hotel sell entry:

- A “short sell” or reference entry.

This contains a reference to a room type rate in any of the following single-property displays:

- Availability and rates (**HA**)
- Rate change (**HR**)
- Terms (**HT**) for Amadeus Hotel Standard Access and Amadeus Hotel Complete Access
- Pricing (**HP**) for Amadeus Hotel Dynamic Access and Amadeus Hotel Complete Access Plus

- A “long sell” or direct sell entry.

To make a long sell you need to have all of the following details: property identifier, dates, and room type rate. You can make a long sell from a hotel list by using the line identifier instead of the property code.

The long sell entry will only work for those hotel chains that keep their data in the distribution system. It is recommended, however, that you check availability on a single-property display before attempting a long sell.

You must have a name element in your PNR before making a hotel sell entry.

The maximum number of rooms and consecutive nights that may be sold in a single transaction are specific to each property and chain. For information about these limitations see the help pages for the hotel chain concerned. For example, to see information for the hotel chain **XX**, enter:

GG HTL XX

Note: If a room is "on request" a sell transaction defaults to Hotel Standard Access, because a confirmation number cannot be returned immediately. So for Complete Access hotels, prefix your entry with 11A (Hotel Complete Access override). For example, to sell a room on line 5, column B of an availability display, enter:

11AHS5B

Amadeus then adds the hotel segment to the PNR, with one of the following action codes:

HK The room is available
HN The room is on request

A hotel booking is confirmed when the confirmation number (/CF-...) is entered in the PNR. Check the hotel-specific online help pages to find out the confirmation times. Once a confirmation number is added, any segment containing the status code 'IN' or 'HN' is automatically updated to 'HK'.

Note: If you decide to ignore a PNR after creating new hotel segments, please cancel the hotel segments (**XE** plus segment number) before entering the ignore command (**IG**). Failure to do so can result in no-show charges to the client's credit card.

Long Sell

HE HOT, GP SEL

To sell a single-occupancy room, at any rate other than RAC (the default public rate), enter, for example:

HSXXPAR1235JAN-10JAN/RT-A1D/SR-XXX

HS	Hotel sell transaction code
XXPAR123	Property identifier
5JAN	Check-in date
-10JAN	Dash and check-out date
/RT-A1D	Slash, room-type option, dash and room type For double-occupancy, add 2 before room type: /RT-2A1D
/SR-XXX	Slash, special rates option, dash and rate code (not needed if selling RAC rate)

Selling from a Hotel List

HE HOT, GP SEL

This is like a direct entry, but you can replace the property code with the property line reference. So, to sell a room at the property on line AB, enter, for example:

HSAB5JAN-10JAN/RT-A1D/SR-XXX

HS	Hotel sell transaction code
AB	Property line reference
5JAN	Check-in date
-10JAN	Dash and check-out date
/RT-A1D	Slash, room-type identifier, dash and room type code. For double-occupancy, add 2 before room type: /RT-2A1D
/SR-XXX	Slash, special rates option, dash and rate code (not needed if selling RAC rate)

Hotel Sell Option Codes

HE HOT, GP SEL

Here we explain all the options that can be used with hotel sell entries.

Not all hotel chains support all options. To see which options a specific chain supports, enter: **HE HTL XX** (where **XX** is the hotel chain code).

Note: For all sell options, you can use -- to re-enter the last given value. For example, if you enter /SI-- Amadeus automatically uses the last special information text you entered.

The following table explains the option codes that you can add to the hotel sell entry.

Table: Hotel Sell Option Codes

OPTION - Explanation and Example	OPTION CODE
<p>ADULT ROLLAWAY BED</p> <p>Use this option when the customer requires a rollaway bed, indicating the extra charge and number of beds. For example: /RA-75.00-1</p> <p>To find out how much the hotel charges for a rollaway, request an Amadeus Hotel Property Information display.</p>	/RA-
<p>AGENCY ACCOUNTING</p> <p>Use this option to enter accounting information in the PNR. The information is stored in the PNR, but the system does not send a message to the hotel company. /**-BILL COMPANY DIRECTLY</p>	/**
<p>AMERICAN PLAN - FAMILY</p> <p>Use this option to request meals for all family members at the same daily rate. You include the daily rate and the number of people. The currency code is optional. /FA-USD80.00-3</p> <p>To find out whether family plans are available, and what the costs are, request a hotel features display.</p>	/FA-
<p>AMERICAN PLAN - FAMILY MODIFIED</p> <p>Use this option to request two full meals per day, for all family members, and at the same rate. You specify the rate and the number of family members. The currency code is optional. /FM-USD70.00-4</p> <p>To find out whether family plans are available, and what the costs are, request an Amadeus Hotel Property Information display.</p>	/FM-
<p>AMERICAN PLAN - MODIFIED</p> <p>Use this option to specify two full meals per day at the adult rate. The currency code is optional. /MA-USD66.00-2</p> <p>The 2 at the end of the entry indicates the number of persons.</p>	/MA-
<p>AMERICAN PLAN</p> <p>You can request up to three meals per day, per person, indicating the price per meal and the number of meals. The currency code is optional. /AP-USD25.00-1</p>	/AP-

OPTION - Explanation and Example	OPTION CODE
<p>AMOUNT OVERRIDE</p> <p>Use this option to override the rate displayed with a specific negotiated rate. The currency code is mandatory.</p> <p>/AO-EUR156.00</p>	/AO-
<p>BOOKING SOURCE</p> <p>Mandatory and system generated, but you can replace it with another IATA number.</p> <p>/BS-32123455</p>	/BS-
<p>CHECK-IN DATE</p> <p>Use this option to change the check-In date when it is different from the one in your availability and rates display. If you want to check in on the same day as you book, do not specify a date.</p> <p>/DT-17OCT</p> <p>You do not need to use the /DT- option to specify same day check-in. If you do not specify the date the system assumes today's date at the hotel location.</p>	/DT-
<p>CHECK-OUT DATE</p> <p>Use this option to change the check-out date when it is different from the one you used to obtain the availability and rates display.</p> <p>/DD-19OCT</p>	/DD-
<p>CHILD ROLLAWAY BED</p> <p>Use this option when the passenger requires a child's rollaway bed, indicating the extra charge and number of beds.</p> <p>/RC-50.00-1</p>	/RC-
<p>CORPORATE DISCOUNT ID</p> <p>Use this option to request a negotiated corporate discount using the number you were allocated by the provider concerned. For example:</p> <p>/CD-123456HG6E</p> <p>To find out full details of the discount procedure for a particular hotel provider, enter GGHTLXX, where XX is the chain code for the provider concerned.</p>	/CD
<p>CRIB</p> <p>Use this option when a customer requires a baby crib in the room. Indicate the extra charge and number of cribs.</p> <p>/CR-15.00-1</p> <p> 15.00 Extra charge for each crib</p> <p> 1 Number of cribs</p> <p>To find out whether cribs are free or not, and how much the extra charge is request an Amadeus Hotel Property Information display.</p>	/CR-
<p>CUSTOMER ID</p> <p>Use to enter the passenger's own hotel supplied identification number.</p> <p>/ID-1234KL56</p>	/ID-
<p>DEPOSIT</p> <p>Use this option to specify the method the customer wants to use to pay the deposit.</p> <p>/DP-CHECK</p> <p>To find out whether a deposit is required, request an Amadeus Hotel Property Information display.</p>	/DP-

OPTION - Explanation and Example	OPTION CODE
<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</p> <p>80.00 Charge for each extra person</p> <p>1 Number of extra persons</p> <p>To find out the charge for extra guests, request an Amadeus Hotel Property Information display.</p>	/EX-
<p>FREQUENT TRAVELER</p> <p>Use this option to add a number for a hotel loyalty program or any airline program where the traveler is entitled to air miles by staying at a qualifying hotel.</p> <p>/FT-11A22B34C</p> <p>To see whether the hotel chain supports this facility, enter:</p> <p>HEHTLXX</p> <p>where XX is the hotel chain code.</p>	/FT-
<p>GUARANTEE</p> <p>Many hotels require a guarantee when you book a room. Use the /G- option to specify the form of guarantee (credit card, cash, office address, corporate discount ID etc.). For example:</p> <p>/G-CCAX364612341234811EXP0709</p> <p>See HE HS for information about the codes for the various types of cards.</p> <p>Some chains allow you to use your booking source as a guarantee. When you make a booking using your booking source, this is remembered by the distribution system for 60 minutes. To use it as a guarantee (where the chain permits this) you simply add the guarantee option as follows:</p> <p>/G-BS</p> <p>This feature may also be used with information previously entered in the /CD- and /ID- options.</p> <p>To find out what form of guarantee the hotel accepts or requires, request an Amadeus Hotel Property Information display. To see what the hotel chain accepts as a guarantee, see the hotel chain-specific information by entering:</p> <p>GG HTL XX</p> <p>where XX is the hotel chain code.</p>	/G-
<p>NUMBER OF ROOMS TO BE BOOKED</p> <p>You can only use this option for Amadeus Hotel Standard Access chains. Use this to specify the number of rooms to be booked. For example, if you wish to book three CT2RAC rooms from line 1A of an Amadeus Hotel Standard Access single-property display, enter:</p> <p>HS1A/NR-3</p> <p>The number of rooms available for selling is defined in each hotel chain profile and may vary. If your request exceeds the set limit, the system displays an appropriate error message.</p>	/NR-

OPTION - Explanation and Example	OPTION CODE
<p>RATE QUOTE AND CONFIRMATION NUMBER</p> <p>These options are used for passive bookings (these are booking made outside the distribution system, for example, directly by phone). You use /CF- to specify the booking confirmation number and /RQ- to specify the rate quoted by the hotel. This element automatically generates a GK status code in the PNR hotel segment. No message is sent to the hotel provider.</p> <p>/RQ-SEK900.00/CF-334123456309</p> <p>For information about adding a passive segment to a PNR, in the distribution system, enter HE HS. Then refer to the list of related topics.</p>	/RQ- /CF-
<p>ROOM TYPE OVERRIDE</p> <p>This option is used mostly for Amadeus Hotel Complete Access hotels. You use it to request a room type that you know is available at the property concerned, but that is not shown in an Amadeus availability and rates display. The letters OVR replace the room type, and are preceded by the occupancy level.</p> <p>/RO-S1K</p> <p>The existing room type is overridden with OVR and the room type requested is shown in the /RO- element in the PNR. This is illustrated in the following PNR:</p> <div data-bbox="453 927 1190 1205" style="border: 1px solid black; padding: 5px;"> <pre>RP/NCE1A0900/ 1.ANDERSEN/V MS 2 HHL KI HK1 FRA IN02APR OUT03APR 1OVR EUR199.40 GRAVENBRUCH HOTEL KEMPINSKI/BS-12345675/CF- KE0026458/RO-S1K *KI/ **** KEMPINSKI INTL **** **CONFIRMED** CF- KE0026458 RATE- 199.40 THANK YOU FOR CHOOSING KEMPINSKI HOTELS ></pre> </div> <p>This field is hotel chain-specific.</p>	/RO-
<p>ROOM TYPE</p> <p>Use this option when booking a hotel using a direct sell (long sell) entry. For example, to specify a room type A1K, add the following to your entry:</p> <p>/RT-A1K</p> <p>To request the same type of room with double occupancy at a weekend rate, add the following to your entry:</p> <p>/RT-2A1K/SR-WKD</p>	/RT-
<p>SUPPLEMENTARY INFORMATION</p> <p>Use this option to add information to the hotel segment of your PNR. You can add from 2 to 120 characters. For example, you could use this option to specify an extra person if the hotel does not support the /EX- option. For example:</p> <p>/SI-NEED ROOM FOR 3 ADULTS</p> <p>To add more text to an existing line of supplementary information, enter, for example:</p> <p>/SI-*AND 4 CHILDREN</p>	/SI-

Double-dash Feature

The double-dash feature allows you to transfer options specified in one sell entry to another subsequent sell entry. This feature is especially useful for Amadeus Hotel Complete Access bookings, where only one hotel room can be sold at a time.

For example, enter:

HS2A/CD-123456/SI-NON SMOKING ROOM

To make another sell entry that automatically includes the previous options you use the double-dash feature as follows:

HS2A/CD--/SI--

You can repeat this procedure for as many subsequent sell transactions as required.

The sell options are stored by the system for 60 minutes.

Following an end transaction (ET) or an ignore transaction (IG) all options are cleared and are no longer available for subsequent sell transactions.

The following option codes can be recalled using the double-dash for subsequent hotel sell transactions:

/AO- /AP- /BS- /CD- /CR- /DP- /EX- /G-
/ID- /NR- /RA- /RC- /RO- /RQ- /SI- /**-

If you repeat an option with the double-dash feature and the option is invalid for the property selected, an error message is displayed and the sell fails.

```
OPTION INVALID FOR CHAIN  XX /CR-
>HS61A/CR--
>
```

RTSVCH

HE HOT, GP HS2

When you sell a hotel, a segment is added to the PNR concerned containing most of the details. Other information related to the booking is contained in what is known as the RTSVCH. The RTSVCH provides information about the rate, the price, inclusive charges, extra charges, sell rules, and cancellation policies. The message "SEE RTSVCH" appears at the end of the hotel segment. The information is returned from one of the following sources:

- The hotel provider at time of sell (referred to as a seamless RTSVCH)
- The previous **HA** or **HP** display for seamless providers who do not return anything at sell time
- The distribution system for non-seamless providers

If information is available it is automatically appended to the hotel segment of the PNR.

Information that has not been loaded by the hotel provider can be added manually by the user (with the exception of rate description, price, and the number of nights).

Upgrading a Hotel Sell

HE HOT, GP HS2

If you try to make a sell entry for an Amadeus Hotel Complete Access hotel company, and the link between Amadeus and the hotel chain's system is down, the Amadeus Hotel Complete Access sell is downgraded to an Amadeus Hotel Standard Access sell. When this occurs, you see the following message:

STANDARD ACCESS BOOKING

Before you end transaction for the PNR, and if the hotel chain's link has been re-established, you can upgrade the booking so that it is processed as an Amadeus Hotel Complete Access booking (with immediate confirmation).

To upgrade the request to Complete Access, enter, for example:

HN4

HN	Upgrade hotel sell transaction code
4	Number of the segment you want to upgrade

Note: For the entry to work, the link must be re-established and you must make the entry before end of transaction.

Modifying a Segment of an Amadeus Hotel Complete Access Booking

HE HOT CHA

When you modify the hotel segment in a PNR that concerns an Amadeus Hotel Complete Access hotel chain, the modification is automatically routed via the Amadeus Hotel Complete Access link if the segment was originally booked in Amadeus Hotel Complete Access.

If the link is down at time of modification, no message is sent to the hotel chain, but an error message is displayed:

XX NOT AVAILABLE - PLS TRY LATER

Note: XX is the hotel chain code.

For more information, see *Modifying or Cancelling a Booking* on page 39.

Hotel Rate Return of Negotiated Rates

GG HTL CDS

The majority of chains in Amadeus Hotel Complete Access support the return of negotiated rates using the /CD auto appendage functionality in Amadeus Hotel Reservation. To enable this functionality, hotel providers attach a corporate discount (CD) number to a rate code when setting security. The CD number is automatically appended to hotel sell and Complete Access Plus hotel availability requests.

Booking procedures for negotiated rate return vary from hotel chain to hotel chain. See **GG HTL CDS** for more information.

Tracking Confirmation Numbers

If you have not received a confirmation number within 24 hours, the PNR with the hotel segment is automatically placed on queue 23 category 2 to alert you. It is also sent to the provider's queue for their action.

If the confirmation number has not been returned after 48 hours, the same process is repeated.

System Warning Messages

HE HTL, GP HS2

When an error or discrepancy occurs after you make a hotel sell entry, the system displays warning messages.

Chapter 4

Hotel Rates Information

HE HOT, GP TER / HE HOT, GP PRI

To obtain information about hotel rates you use either a hotel terms display or a hotel pricing display. Here we explain the difference between these and tell you where to look in the Amadeus Online Help for more information.

Hotel Terms

HE HOT, GP TER

Note that a hotel terms display (**HT**) is only available for Hotel Standard Access or Hotel Complete Access chains. For Amadeus Dynamic Access and Hotel Complete Access Plus chains, use a pricing display (**HP**).

A hotel terms display gives you the following type of information about a specific rate:

- What the rate includes (for example, meals and tax)
- The cancellation policy
- The booking requirements

Obtaining a Hotel Terms Display

To obtain a hotel terms display from a hotel availability display (single-property only), or from a hotel rate change display, enter for example:

HT1A

HT	Hotel terms transaction code
1A	Line reference for the room-rate

To obtain a hotel terms display from a hotel inventory display, enter for example:

HT1

HT	Hotel terms transaction code
1	Line reference for the room-rate

To obtain a hotel terms display from a hotel segment in an Amadeus PNR:

HTS3

HT	Hotel terms transaction code
S3	Segment indicator and segment number

Displaying Specific Hotel Terms Categories

You can restrict the display to up to three categories of information. . To do this you add the key letter for each of the categories you require to the end of your request. Each letter must be separated with a dash. The following table shows you the letter to use to indicate a specific category.

Table: Key Letters for Hotel Terms Categories

Use this letter	To display this category:
D	Description
I	Rate inclusions and extras
S	Sell rules
C	Cancellation policy
B	Booking requirements

For example, enter:

HT2A-D-I-S

Note: There is no key letter for the pricing category. This category always appears because you can sell the rate using the line number of the pricing information.

Hotel Pricing

HE HOT, GP PRI

Hotel pricing is a display that you can request from a single-property hotel availability display or from a hotel PNR segment. It is available for hotels in Amadeus Dynamic Access (DA) and Hotel Complete Access Plus (CA+) only. (for Hotel Complete Access and Hotel Standard Access please see **HE HT**.) A hotel pricing display provides detailed information for a specific room rate on the price and conditions associated to the room rate.:

The information on hotel pricing displays is supplied directly from the hotel chain's own reservation system. The display shows information relevant to the rate and the rules governing the rate only.

For information about the hotel property, refer to the hotel features display. See **HE HF**.

Obtaining a Hotel Pricing Display

To view a hotel pricing display, you make the **HP** entry and refer to the room/rate you are interested in.

You can reference a room/rate displayed on either a single-property hotel availability display, or on a hotel segment in a PNR. The following table shows some typical entries.

Table: Example Entries for Obtaining a Hotel Pricing Display

Make this entry:	To view a Hotel Pricing display from:
HP2	A single-property HA display for the rate on line 2
HPS3	A PNR for the hotel segment number 3

Note: If you do not make an entry within a certain time, the system displays a time-out message and disconnects you from the hotel chain's system. If this happens you must request a new display.

Chapter 5

Hotel List and Hotel Features

HE HL / HE HF

Here we introduce the hotel list and hotel features functionality and tell you where to look in the Amadeus Online Help for more information.

Hotel List

HE HL

You can request a complete list of hotels for a city, an airport, a province or state, or a country. To obtain the list you can use any of the following methods:

- Make a direct entry
- Reference a hotel segment in a PNR
- Reference a point of interest (tourist attraction, sports stadium, etc.)

Like a hotel availability and rates display, a hotel list display can be a biased display.

The **HL** entry gives you a random list of all properties meeting your criteria. However, you can limit the display to a single chain or to multiple chains. You can search by city/airport or by country (single hotel chain only). You must use an IATA city/airport code, or ISO country code. You can check these by making a **DAN** or a **DC** entry. For more information about encoding and decoding, see **HE ENC**.

For example, to display a Hotel List for Paris, enter:

HLPAR

System Response (partial):

SEE ALSO:	ORY	CDG	QNL	XED	QBH	XBT	
AR	TR	CTY	HOTEL NAME	ALL	AREAS		FR PAR
AA	D	T	PAR	RT+MERCURE	PARIS	CUSSET OPERA 3*	
AB	D	R	PAR	BW!BEST WESTERN	BERGERE OPERA		-PARIS
AC	D	T	PAR	RT+SOFITEL	CHAMPS ELYSEES	PARIS	
AD	D	T	PAR	RT+HOTEL	SCRIBE		
AE	D	T	PAR	AC!ATEL	ROYAL BERGERE		
AF	N	T	PAR	WV!HOTEL	BELLECHASSE	LOUVRE ST GERMAIN	
AG	D	T	PAR	CD!CONCORDE	LA FAYETTE	-PARIS	
AH	D	T	PAR	CD!AMBASSADOR	CONCORDE	-PARIS	

You can get a multiple company list by using:

- An IATA city/airport code
- A previous hotel display
- A PNR air, car, or hotel segment

A request for a list of hotels for a country must include a single company/sub-chain code.

Each hotel listed has a line identifier, then the following columns of information:

Table: Description of the Columns in a Hotel List

Column	Description
AR	An identifier showing in which area of the target city the hotel is located. Here are the possible area codes: D - Downtown (city centre) N - North of the city E - East of the city W - West of the city S - South of the city
TR	Recommended form of transport from the airport to the hotel. B - Boat or other water transport C - Coach or bus E - Express train F - Free (provided by the hotel) H - Helicopter L - Limousine P - Plane R - Rental car T - Taxi U - Underground W - Within walking distance
HOTEL NAME	The hotel chain code, then the full hotel name.

To find hotels in the Paris city centre with free transport from the airport, enter:

HLPAR/AR-D/TR-F

You can sell from a hotel list by using a line reference to specify the property. You may have to include mandatory elements when you sell this way, for example, you may have to specify the booking source. For example, enter:

HS AB 5JAN-4/RT-A1D/SR-XXX

For more information about Hotel Sell, see **HE HS**.

Listing Hotels Near a Point of Reference

HE POR

You can display a list of hotels near a particular point of reference by using the **/RP-** option with a hotel list transaction. For more information about points of reference, see *Points of Reference* on page 35.

For example, to list all hotels in the vicinity of the Eiffel tower in Paris, enter:

HLPAR/RP-ATT-EIFFEL TOWER

HL	Hotel list transaction code
PAR	City code for Paris
/RP	Slash and point-of-reference option
-ATT	Dash and point-of-reference category for a tourist attraction
EIFFEL TOWER	Name of the point of reference

Note: If you get a message telling you there is no match, try substituting the city name with an * followed by the country name. For example, enter:

HL*GB/RP-SPO-WEMBLEY

In the USA you must include the state, for example:

HL*USFL/RP-ATT-WALT DISNEY WORLD RESORT

Hotel Features

HE HF

Hotel features displays give information about a hotel, such as the address and telephone number, features, policies, and services.

For a full list of the features information available, see **HE HF**.

Requesting a Hotel Features Display

The following table summarizes the kind of display from which you can request hotel features information and shows you the format of the entry you make with an example for each.

Table: Requesting a Hotel Features Display

To view an HF display from:	Use this entry format:	Example:
Hotel list	HF line reference	HFAB
Hotel availability:		
<ul style="list-style-type: none"> Multiple property display 	HF line number	HF1
<ul style="list-style-type: none"> Single property display (see note) 	HF	HF
Hotel inventory, hotel rate	HF	HF
Hotel segment in PNR	HFS segment number	HFS3
Anywhere else in Amadeus	HF hotel identifier	HFXXPAR123

Note: From a Hotel Dynamic Access or Hotel Complete Access Plus single-property display, we recommend you request a hotel pricing display, which gives hotel features information but also information about a specific rate. To do this, enter for example:

HP2

HP Transaction code for hotel pricing
2 The line number of the rate you want to view

Chapter 6

Hotel Inventory and Hotel Rate Change

HE HOT, GP INV / HE HOT, GP RAT

Here we introduce the hotel inventory and hotel rate change functionality and tell you where to look in the Amadeus Online Help for more information.

Hotel Inventory

HE HOT, GP INV

The hotel inventory display provides you with a snapshot of each room type for a specified period, at a specific hotel.

You can check for alternative dates when a passenger's period of stay is shown as closed in an availability and rates display. You retrieve the display from hotel availability, a hotel list, a hotel features display, a newly created hotel segment, or an existing hotel segment

Hotel Rate Change

HE HOT, GP RAT

Hotels vary the rates that they charge for different periods during the year. When the length of a hotel stay falls into two different rate periods, this is indicated on a single-property availability and rates display by an asterisk (*) next to the availability status code.

Chapter 7

Points of Reference

HE POR

A point of reference is a building, monument, or any other type of landmark considered important enough to be used as a criterion when searching for and booking hotels. Each point of reference is assigned to a category according to its nature. For example: an airport, a university, a sports stadium, or a tourist attraction.

You can search for hotels that are less than a certain distance from the point of reference. If you know the name of the point of reference but not the city, you can use the state or country in your search, even if you only know part of the name.

Note: Hotels are associated to the nearest IATA city. Therefore, if you are looking for a hotel close to a point of reference situated near the border with another country, the system will display an error message if all hotels near the point of reference are associated with an IATA city in the neighbouring country. For more information, see *Points of Reference Close to Country Borders* in **HE POR**.

Displaying a List of Points of Reference

HE POR

If you are not sure of the name of a point of reference (POR), you can display a list. For example, to list the tourist attractions in the state of Florida that contain the word 'Disney', enter:

DRP DISNEY/USFL-ATT

DRP	Points of reference transaction code
DISNEY	You can enter part of the name (three characters minimum) if you do not know the full name of the POR. To display a full list of PORs for the location, use an asterisk. For example, enter: DRP*/LON-SHO
/USFL	Slash and country, state or city where the POR is located
-ATT	Dash and POR category

System Response:

```

DRP DISNEY/USFL-ATT
NUM  CTY  CAT  -  POINT OF INTEREST NAME                /CCST
001  ISM  ATT  -  DISNEY-MGM STUDIOS/MAIN ENTRANCE          /USFL
002  ISM  ATT  -  DISNEY-MGM STUDIOS THEME PARK            /USFL
003  ISM  ATT  -  DISNEY'S FANTASIA GARDENS MINI GOLF       /USFL
004  ISM  ATT  -  DISNEY'S INSTITUTE                       /USFL
005  ISM  ATT  -  DISNEY'S WEDDING PAVILION              /USFL
006  ISM  ATT  -  DISNEY'S WIDE WORLD OF SPORTS    /USFL
007  ISM  ATT  -  DISNEYQUEST-DOWNTOWN WEST SIDE    /USFL
008  ISM  ATT  -  CIRQUE DU SOLEIL-DOWNTOWN DISNEY  /USFL
009  ISM  ATT  -  DOWNTOWN DISNEY WEST SIDE        /USFL
010  ISM  ATT  -  HOUSE OF BLUES-DISNEY WEST SIDE    /USFL
011  ISM  ATT  -  PLEASURE ISLAND-DOWNTOWN DISNEY  /USFL
012  ORL  ATT  -  WALT DISNEY AMPHITHEATER-LAKE EOLA  /USFL
013  ISM  ATT  -  WALT DISNEY WORLD RESORT          /USFL
014  ISM  ATT  -  WALT DISNEY WORLD SPEEDWAY        /USFL
END OF DISPLAY
>

```

Displaying a List of POR Categories

HE POR

To list all point of reference categories enter:

DRP-CAT

The following table shows the current categories and the default distance for each category:

Table: Point of Reference Categories

Category code	Description	Default distance (km)
AGY	Amadeus agency locations	5
APT	Airports	20
ATT	Attractions (museums, monuments etc.)	5
BUS	Business locations (corporations)	5
CAR	Amadeus car rental locations	5
CNV	Convention and conference centres	5
CTY	Cities (both IATA and non-IATA)	20
EDU	Educational (universities and colleges etc.)	5
EVT	Events, fairs, festivals etc.	5
HTL	Amadeus hotel properties	5
MIL	Military bases	20
PAR	Parks and recreation areas	5
RST	Holiday resorts, ski-stations etc.	20
SHO	Shopping districts, major stores and malls	5
SPO	Sports stadiums, golf courses etc.	5
TRA	Transportation (bus/train stations, ferry ports)	5

Chapter 8

Modifying or Cancelling a Booking

HE HOT CHA

After you have made a hotel booking, it is still possible to change it or to cancel it (even if you have ended the transaction and received confirmation).

You can modify or cancel a hotel segment provided that:

- The guest has not already checked in (for example, you cannot add extra nights to an existing booking after the guest has arrived).
- The segment is not a past-date segment. Hotel segments are defined as 'past' when the check-in date is the day before yesterday or earlier.

The word 'past' is placed after the check-out date in the hotel segment, which remains on the face of the PNR. The number of services remains in the segment. For example:

```
5 HHL RT HK1 LON IN15MAY OUT21MAY PAST
```

The following options cannot be modified for Hotel Complete Access Plus chains: /RO-, /SR-, and /RT-.

If you ignore a PNR after you have changed hotel segments, the changes are ignored and the segments are restored to how they were at the last end of transaction.

If you ignore a PNR after you have cancelled hotel segments, then depending on the hotel's access level, the booking may or may not be cancelled on the provider side.

After you ignore the PNR, retrieve it and check the status of the hotel segments. If they are not cancelled, cancel them (using **XE** plus the segment number) and then end the transaction. Failure to do so can result in no-show charges to the client's credit card.

For Standard Access bookings, any change causes the old segment to be cancelled and a new one to be booked.

Changing Segment Data

HE HOT CHA

To change segment data, enter the segment number followed by a slash (/), then the relevant option and data.

For example, you booked a room at the standard RAC rate, but the client wants the room at the COR (corporate) rate. The hotel segment number is 3. Enter:

3/SR-COR

3	Segment number
/SR	Slash and special-rate identifier
-COR	Dash and corporate rate code

You can combine several options in a single transaction. See **HE HOT CHA** for a list of the options you can use to modify hotel segment data.

Note: Changes to a retrieved hotel segment are stored in the PNR history. Changes you make while creating a PNR are not stored.

Changing the Room Type or Rate in a Hotel Segment

HE HOT CHA

You can change the room type and/or rate in a newly created or retrieved hotel segment with the entry:

2/RT-A1T/SR-PRO

2	Segment number
/RT-A1T	Slash, room-type identifier, dash and new room-type code
/SR-PRO	Slash, special-rate identifier, dash and new rate

Note: You cannot use the /SR- option to change a special rate to the standard RAC rate. You can, however, change the rate by re-specifying the room type using the /RT- option, without specifying a rate. So to change A1TPRO to A1TRAC, enter:

2/RT-A1T

Deleting Segment Data

HE HOT CHA

To delete segment data, enter the option identifier without updated text. For example, to delete the customer ID and guarantee numbers for segment 5, enter:

5/ID-/G-

The following table shows you the options for which you cannot delete data:

Table: Hotel Segment Data You Cannot Delete

Option	Description
/AO-	Amount override
/BS-	Booking source
/CF-	Confirmation number
/DD-	Check-out date
/DT-	Check-in/out date
/NR-	Number of rooms
/RG-	Rate guarantee
/RO-	Room override
/RQ-	Rate quote
/RT-	Occupancy / room type
/SR-	Special rate

Critical and Non-critical Options

HE HOT CHA

Before making any changes be aware that a change may result in the segment being cancelled and rebooked. There are two types of option; critical and non-critical. The following applies for companies with Hotel Complete Access or Hotel Complete Access Plus:

- **Critical options:** When you enter a critical option, Amadeus tries to book a new segment. If the new request is accepted, the old segment is cancelled. If the new request is rejected, the old segment is retained.
- **Non-critical options:** These add information to an existing reservation - they modify, but do not rebook the segment.

Which options are critical and non-critical varies from company to company. To see which options are "critical" for a company, enter:

HE HOTEL XX

where XX is the company code.

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