

## Booking Hotels in Galileo®

### Quick Reference



The RoomMaster® hotel reservations system connects you with over 43,000 properties represented in the Galileo® system. This Quick Reference shows:

- How to encode and decode hotel chains
- RoomMaster participation levels
- How to book a hotel in four basic steps
- The most frequently used RoomMaster formats

## Encoding and Decoding Hotels

H/RMV

<u>To:</u>	<u>Type:</u>
Encode a hotel chain (e.g. Marriott Hotels)	GC*11/HTL/MARRIOTT
Decode a hotel chain code (e.g. MC)	GC*11/HTL/MC

## Participation Levels

You can identify a hotel chain's participation level by the following indicators, which appear before the hotel chain code in the hotel availability display.

<u>Participation Levels:</u>	<u>Indicator:</u>
Inside Availability® (Direct access to participant's system for availability, rate rules, and instant confirmation)	+
Inside Link® (Instant confirmation)	*
Non-link (Confirmation after end transact)	None

## Four Basic Steps to Book a Hotel

Booking hotels with the RoomMaster® system is a four-step process.

- |  |     |
|--|-----|
| 1. Display basic hotel availability..            | HOA |
| 2. Display complete availability and room rates. | HOC |
| 3. Display room rate rules and policies.         | HOV |
| 4. Reference sell a hotel segment.               | N   |

## HOA Step 1: Display Basic Availability

H/HOA

Displaying basic availability provides a list of hotels by airport or city code, or by reference point. You can display basic availability with or without air segments.

<u>To display basic availability with air segment and:</u>	<u>Type:</u>
Check-out date (if more than one-night stay)	/1+HOA-21AUG
Check-out date and airport or city code (if different than previous segment)	/2+HOA-15AUGYMQ
Specific hotel chain code	/3+HOA/MC
Multiple hotel chain codes (up to 6)	/2+HOA/HY+MC
<u>To display basic availability without air segment and with:</u>	<u>Type:</u>
Check-in date (if not today), check-out date (if more than one night), and airport or city code	HOA2ØJUL-22JULATL
Check-in and check-out date, and airport or city code for two people	HOA2ØJUL-22JULATL2
Check-in date, reference point and distance	HOA4JANSANTAMONICA/D-5
Multilevel and published rates	HOA28DEC-31DECSEA/@ACME /C-ALL
<u>To</u>	<u>Type</u>
Redisplay last hotel availability	HOA*R
Redisplay top of hotel availability (page home)	HOA*PH
Page down	HOA*PD
Page up	HOA*PU

## HOC Step 2: Display Complete Availability and Room Rates

H/HOC

Displaying complete availability and rates for a specific hotel from the basic availability lets you select the best rate for your customer.

<u>To:</u>	<u>Type:</u>
Display complete availability	Hotel line number at HOC prompt Example: HOC4
Redisplay last complete availability	HOC*R

### HOV Step 3: Display Room Rate Rules

H/HOV

Displaying room rate rules lets you verify eligibility for the room type and advise your customer of any restrictions.

<u>To display rules from:</u>	<u>Type:</u>
Availability for Inside Availability participant	Hotel line number at HOV prompt Example: HOV3
Availability for Inside Link or non-link participant	Room booking code at HOV/ prompt Example: HOV/A1KRAC
Confirmed hotel segment 2	HOVS2
To redisplay last rules screen:	HOV*R

**Note:** You can also display basic hotel rules and policies from a hotel availability by typing HODx/CANC+DPST+GUAR (x=hotel line number). The HOD display shows rules and policies for unrestricted rates and the HOV display shows rules specific to the rate and date of travel.

### Ø Step 4: Reference Sell a Hotel

H/HSRS

Reference selling books a hotel room from rules (HOV) or availability (HOC). Both HOV and HOC include tab-and-enter prompts to assist selling.

**Note:** A Booking File Name field *must be* entered before selling an Inside Availability or Inside Link hotel.

<u>To reference sell an Inside Availability hotel from:</u>	<u>Type:</u>
HOV with frequent guest number	N1INSIDE/FG-4588231
HOV with credit card deposit	N1INSIDE/G-DPST VI44278066666666661EXP1202
HOC, line 4, with credit card guarantee	N1INSIDE4/G- VI44278066666666661EXP1202
<u>To reference sell an Inside Link or non-link hotel from:</u>	<u>Type:</u>
HOV or HOC (A1KCOR room type), with optional sell fields (frequent guest and special information)	N1A1KCOR/FG-798332/SI-RQST ROOM NEAR POOL

## Supporting RoomMaster® Functions

There are additional RoomMaster functions that support the basic steps to book a hotel.

### HOU Updating Basic Hotel Availability

H/HOU

After displaying basic availability, use the following formats to update it.

<u>To update:</u>	<u>Type:</u>
Check-out date	HOU-18NOV
Check-in/out dates	HOU21APR-24APR
Hotel chains (up to 6)	HOU/BW+HH+RA
Multilevel rates and published rates	HOU/@ACME/C-ALL
Reference point	HOU/R-SEA WORLD
Distance or direction (within 1Ø miles north)	HOU/D-1ØN

### HOD Hotel Descriptions and Policies

H/HOD

Use the following formats to display policies and descriptions for hotel chains and individual properties.

<u>To display descriptions and policy menu:</u>	<u>Type:</u>
For a hotel chain	HODHI
For hotel property from line 2 of HOA	HOD2
For hotel property from segment 4 of Booking File	HODS4
By Galileo® property number	HOD12345
<u>To display specific information for a:</u>	<u>Type:</u>
Hotel chain (up to 3 keywords and/or numbers)	HODMC/5+HELP+1Ø
Hotel property from line 2 of HOA	HOD2/DPST+CANC+ROOM
Hotel property from segment 4 of Booking File	HODS4/PROM+FACI
Hotel property from HOD menu	HOD/2+5
To redisplay last hotel description:	HOD*R

## HOR Hotel Reference Points

H/HOR

Use the following formats to display a list of reference points for a city area that includes attractions and points of interest. Then display hotel availability for a specific reference point on the list.

<u>To display:</u>	<u>Type:</u>
Reference point list for city or airport	HORBOS
Hotel from reference point list (line 6)	/1+HOI6/-28SEP
To redisplay last reference point list:	HOR*R

## Optional Search Qualifiers

H/HSQ

You can include optional search qualifiers to customise your hotel search. See HELP for a complete list of search qualifiers.

<u>To search for:</u>	<u>Use:</u>	<u>Example:</u>	<u>Description:</u>
AAA diamond rating	/AAA	/AAA3 /AAA2-4	For 3 diamond rating For a range of rates
Bedding or room type	/B-	/B-A1K /B-*2D	Deluxe, 1 king bed Any 2 double beds
Chain codes (up to 6)	/	/SI+ES	Sheraton and Embassy Suites
Distance or direction	/D-	/D-5 D-5N /D-5K	Within 5 miles Within 5 miles north Within 5 kilometres
Features	/F-	/F-RES /F-HEA	Restaurant Health club
Location	/L-	/L-C /L-R	City Resort
Multilevel rates	/@	/@ACME /@ACME/C-ALL	Multilevel rates only Multilevel <i>and</i> published rates
Postal code	/PC-	/PC-US60648 /PC-CAV6G1P6	US zip code Canadian postal code
Property name	/N-	/N-PLAZA	Property name includes Plaza

<u>To search for:</u>	<u>Use:</u>	<u>Example:</u>	<u>Description:</u>
Property type	/P-	/P-RE /P-SU	Resorts Suites
Rate category	/C-	/C-ASC /C-COR	Association Corporate
Rate value	/\$	/N100 /N-100	Approximately 100 local units Less than 100 local units
Reference point	/R-	/R-BROADWAY	Near Broadway <b>Note:</b> Distance and direction displayed based on reference point.
Transportation	/T-	/T-T /T-L	Taxi Limo

### Optional Sell Fields

H/HSRS

Add optional sell fields to the end of the sell format in order to send additional information to the hotel.

<u>To add:</u>	<u>Type at the end of the sell format:</u>
Airline frequent flyer number	/FT-UA78321764901
Corporate ID number	/CD-89332546
Crib request	/CR-1
Deposit by check	/G-DPST
Deposit by credit card	/G-DPST VI4427806666666661EXP1202
Extra adult in room	/EX-1
Extra child in room	/EC-1
Guarantee by credit card	/G- VI4427806666666661EXP1202
Hotel frequent guest club number	/FG-5690112
Name field (overrides 1st PNR name)	/NM-DUNCAN J
Rollaway bed, 1 adult	/RA-1
Rollaway bed, 1 child	/RC-1
Special service information	/SI-RQST NEAR ELEVATOR

## ØHHL Direct Sell

H/ØHHL

When you know the property number, you can bypass availability, and direct sell a hotel.

**Note:** A Name field must be entered in the Booking File before selling an Inside Availability or Inside Link hotel.

To direct sell:

Type:

One room for 1 adult (A1K-1) with optional sell field

ØHHLCYNN122FEB-24FEB14165 A1K-1/CD-163998

Insert after segment 1, 2 rooms for 2 adults (each with credit card guarantee)

/1+ØHHLESNN2-17JUN24356 A1K-2/G-VI44278Ø6666666661EXP12Ø2

## HOM Modifying a Hotel Segment

H/HOM

Once a hotel is sold and end transacted, you can add, change, or delete data within the hotel segment.

**Note:** Before modifying a hotel segment, display basic availability and then check complete availability to see if the hotel can accommodate the change.

To:

Type:

Change check-in/out dates for segment 3

HOM3D/23JUN-26JUN

Add or change optional fields for segment 3

HOM3O/FG-788231

Delete optional field for segment 3

HOM3X/FG

## Canceling a Hotel Segment

H/HOM

You can cancel a hotel segment on a new or retrieved Booking File. If you need to ignore the Booking File, be sure to cancel the segment before ignoring.

To:

Type:

Cancel segment 5

X5

## Queuing Booking Files to Hotel Vendors

**GC\*11/45/BOOKING**

Use Booking File queuing to send a message to a hotel vendor for confirmation numbers, rule policy clarification, or other Booking File-related information.

<u>To send Booking File with message:</u>	<u>Type:</u>
1. Display Booking File.	*-ROBERTS
2. Create message in Vendor Remarks field (e.g. for Sheraton Hotel).	V.HSI.PLEASE ADVISE CONFO NUMBER. THANKS.
3. Queue Booking File to vendor queuing city (refer to GC*11/HTL/vendor for queuing city code).	QEB/VQD

## Queuing Messages to Hotel Vendors

**GC\*11/HTL/MSG**

Use the following steps to send a message to a hotel to request brochures, or other non-Booking File-related information.

<u>To send a message:</u>	<u>Type:</u>
1. Create a notepad item that identifies you and your agency, and enter.	NP. VSI*REF CAROLYN AT FANTASY TRAVEL/12 HIGH STREET/LONDON/W1V0EU/PSEUDO XX3
2. Create a second notepad item that requests the information you need.	NP.HSI*PLEASE MAIL A SUPPLY OF BROCHURES FOR KUWAIT SHERATON
3. Queue message to the vendor queuing city (refer to GC*11/HTL/vendor for queuing city code)	QEM/VQD

## Converting Hotel Rates

You can convert displayed hotel rates to a specified currency. The converted rates are for informational purposes only and are not guaranteed.

<u>To redisplay and convert rates:</u>	<u>Type:</u>
From complete availability (convert to GBP)	HOC*R/GBP
From basic availability (convert to HKD)	HOA*R/HKD

## Interpreting RoomMaster Screens

Use the following descriptions to interpret screen codes on the basic availability (HOA) or complete availability (HOC) screens.

<u>Guarantee</u>	<u>Rate</u>	<u>Property Location Indicator</u>
D Deposit required	V Rate guaranteed	A Airport
G Guarantee required	+ Additional rates exist	C City
4 4 P.M. hold	@ Rate change during stay	D Downtown
6 6 P.M. hold	M Meals included	R Resort
	N Room type on request	S Suburb
	T Tax included in rate	CO Country (rural)
	U No commission	BE Beach
	X Penalty to cancel	

### Acknowledgement:

This Quick Reference was developed by Galileo International,  
Customer and Sales Education.

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