

Galileo RoomMaster



Booking Hotels

Quick Reference Guide

The RoomMaster® hotel reservations system connects you with over 71,000 properties represented in the Galileo® system. This Quick Reference Guide 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

| To: | Type: |
|---|--------------------|
| 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.

| Participation Levels: | Indicator: |
|---------------------------|---|
| Inside Shopper | A (Available) O (Other rates available) or C (Closed) |
| BAR (Best Available Rate) | ! |

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.

| To display basic availability with air segment and: | Type: |
|--|-----------------|
| 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-15AUGHKG |
| Specific hotel chain code | /3+HOA/MC |
| Multiple hotel chain codes (up to 6) | /2+HOA/HY+MC |

| To display basic availability without air segment and with: | Type: |
|---|---------------------------------|
| Check-in date (if not today), check-out date (if more than one night), and airport or city code | HOA20JUL-22JULSYD |
| Check-in and check-out date, and airport or city code for two people | HOA20JUL-22JULSYD2 |
| Check-in date, reference point and distance | HOA4JANSANTAMONICA/D-5 |
| Multilevel and published rates | HOA28DEC-31DECSEA/@ ACME /C-ALL |
| Redisplay last hotel availability | HOA*R |
| Redisplay top of hotel availability (page home) | HOA*PH |

| To | Type: |
|--|--------------|
| Page down | HOA*PD |
| Page up | HOA*PU |
| Many hotel chains now support searches for more than 2 people in a room. To find Triples or Quads rooms, simply enter the number of adults in your search. | |
| Display basic availability for a room for 3 adults for 1 night | HOA29NOVNYC3 |

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.

| To: | Type: |
|--------------------------------------|--|
| 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.

| To display rules from: | Type: |
|--------------------------------------|--|
| Availability for Inside Availability | Hotel line number at HOV prompt participant Example: HOV3 |
| 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 general rules and policies for the hotel or entire chain, however you should always make sure to display the HOV specific to the rate and date of travel prior to completing your booking.

N 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.

| To reference sell an Inside Availability: hotel from | Type: |
|---|-------|
|---|-------|

| | |
|---|--|
| HOV with credit card deposit | N1INSIDE/G-DPST VI44278Ø6666666661EXP1209 |
| HOC, line 4, with credit card guarantee | N1INSIDE4/G-VI44278Ø6666666661EXP1209 |

| To reference sell an Inside Link or non-link hotel from: | Type: |
|---|-------|
|---|-------|

| | |
|---|--|
| 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.

| To update: | Type: |
|------------|-------|
|------------|-------|

| | |
|---|-----------------|
| 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-10N |

HOD Hotel Descriptions and Policies

H/HOD

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

| To display descriptions and policy menu: | Type: |
|--|-------|
|--|-------|

| | |
|--|----------|
| 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 |

| To display specific information for a: | Type: |
|--|-------|
|--|-------|

| | |
|---|---------------------|
| Hotel chain (up to 3 keywords and/or numbers) | HODMC/5+HELP+10 |
| 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.

| To display: | Type: |
|--|----------------|
| Reference point list for city or airport | HORFRA |
| Hotel from reference point list (line 6) | /1+HOA6/–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.

| To search for: | Use: | Example | Description |
|-----------------------|------|-----------------------------|--|
| 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 and published rates |
| Postal code | /PC– | /PC–US60648 /PC–GBW1V0EU | US zip code UK postal code |
| Property name | /N– | /N–PLAZA | Property name includes Plaza |
| Property type | /P– | /P–RE /P–SU | Resorts Suites |
| Rate category | /C– | /C–I | Travel Industry Rate |
| Rate value | /§ | /V100 /V–100 | Approximately 100 local units Less than 100 local units |
| Reference point | /R– | /R–LOUVRE | Near the Louvre <i>Note: Distance and direction displayed based on reference point.</i> |
| Transportation | /T– | /T–T /T–L | Taxi Limo |

| To: | Type: |
|---|-------|
| Cancel segment 5 | X5 |
| Cancel all hotel segments in the Booking File | XH |

Note: Ensure that you receive a hotel cancellation number from the vendor prior to ignoring or ending transaction

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.

| To send Booking File with message: | Type: |
|---|---|
| 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.

| To send a message: | Type: |
|---|---|
| 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.

| To redisplay and convert rates: | Type: |
|---|-----------|
| 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.

| Guarantee | Rate | Property Location Indicator |
|----------------------|---------------------------|-----------------------------|
| D Deposit required | | 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 | |

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