SigNet How To Guide: Hotels & Resorts Program

Signature's Hotels & Resorts Collection offers over 1000 of the world's best hotels, resorts, lodges and spas in more than 450 unique destinations worldwide.   ALL participating properties offer an exclusive amenity of breakfast for two daily. In addition, properties offer a second exclusive benefit such as: special savings, upgrades, lunch or dinner for two once during stay, spa credits, complimentary rounds of golf, airport transfers, in-room gifts and welcome amenities, VIP welcome gift and more. These amenities are worth up to $450 based on a 2 night stay, double occupancy!

This Guide provides step-by-step illustrated instructions for the following:
- Accessing Signature's Hotel & Resorts Collection
- Confirming the amenities for your clients
- Customizing and emailing the hotel profiles
- Writing hotel reviews
- Creating and sending hotel comparisons.
- Emailing the Hotel Microsite
- Booking Signature Hotels using Hotel Connection

ACCESSING SIGNATURE'S HOTEL & RESORT COLLECTION

1. Access SigNet, **www.signaturetravelnetwork.com**, and sign in using your login credentials.

2. To Locate Signature's Hotel program, Hover over the **Hotels** menu item and select **Home/Admin** from the submenu OR Click the Hotels menu item to cascade the submenu and select **Home/Admin**. This will bring you to the hotel landing page.
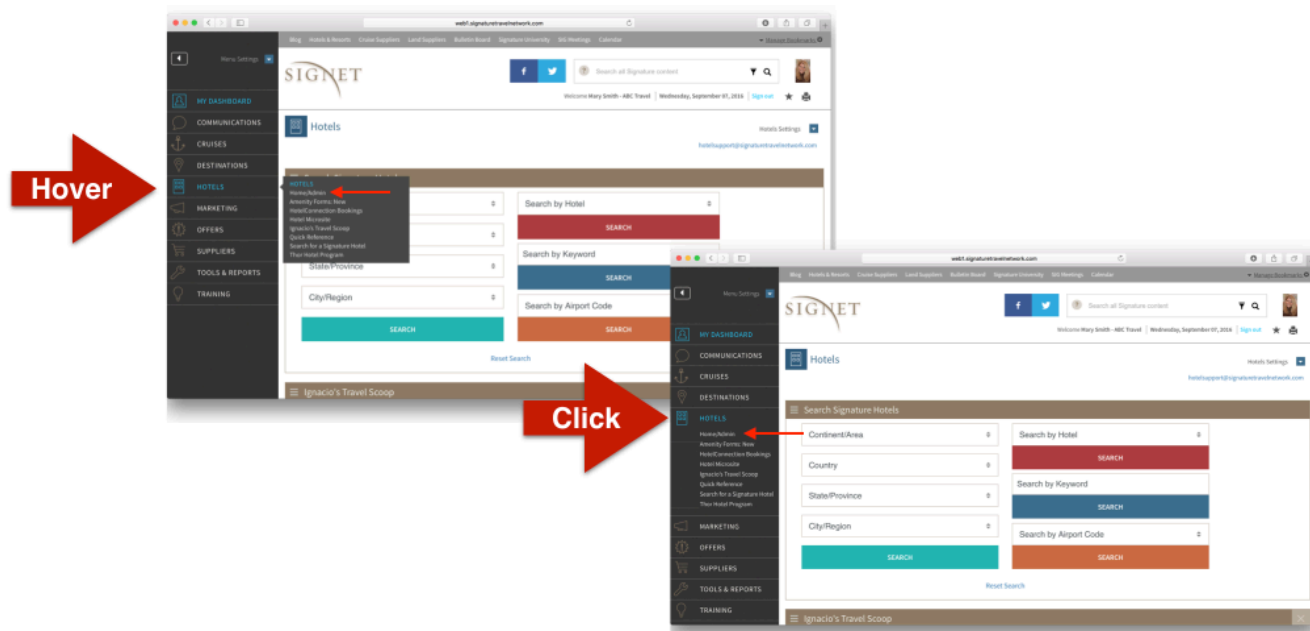
SEARCH FOR SIGNATURE HOTELS

1. The first section you will see on the hotel landing page is the Search Signature Hotels tool. There are several search options including by continent, country, state or city to the left OR to the right, type in the hotel name, airport code or use the keyword search.

2. You can also Hover over the Hotels menu item and select Search for a Signature Hotel from the submenu OR click the Hotels menu item to cascade the submenu and select Search for a Signature Hotel. This will bring you straight to the Search Signature Hotels section.

3. Sample city search. Note, the same options that exist for city also exist for Continent/Area, Country and State (where you can make multiple selections from any of those fields). It is important to note that whatever you select in your search will appear in your results (meaning that field selections aren't combined to find hotels that match EVERYTHING you select...instead the field selections are ALL included so that any hotel that matches ANY of your selections is what shows in your results).

• Sample below shows city selection for "Paris"
• Note: you may include multiple selections for any destination option (you may search for Los Angeles and San Diego in the same search, etc.)

Search results page:
4. The "**ADVANCED FILTER**" will be open at the top of the results by default. To close it, simply click "**HIDE**" in the upper right area.

5. Filter options show at top of results – making selections dynamically filters results. You will see the number of hotels in parenthesis that will match your possible selections for this search result.

• Hotel Features (hotels will match ALL selections in this category). In example below, we've opted to view hotels that offer BOTH a Spa AND a Children's Program.
• Average Price Point (matches either). In example below, we've opted to view hotels that offer EITHER $250-$499 OR $500-$749
• Wholesale Rates: SIG amenities may be combined with Wholesale Rates. In the example below, we've opted to only view hotels that allow us to combine Signature amenities with wholesale rates.
• Specials/Promotions: Will filter for only hotels offering a current special or promotion
• Hotel Affiliation: Filter results to show only hotels for one or more particular hotel group(s)

Showing Results for: (Modify Search)

Paris

ADVANCED FILTER   HIDE -

Hotel Features ❓

☐ Business Services (0)   ☐ Pool (1)
☑ Children's Program (2)   ☑ Spa (2)
☐ Beach (0)   ☐ Villas (0)
☐ Fitness Center (2)   ☐ All Inclusive (0)
☐ Golf (0)   ☐ Pet Friendly (0)

Average Price Point ❓

☐ Under $250 average per night (0)
☑ Above $250 and under $500 average per night (1)
☑ Above $500 and under $750 average per night (1)
☐ Above $750 average per night (0)

☑ **Wholesale Rates** (2) ❓

☐ **Specials/Promotions** (0) ❓

Hotel Affiliation ❓

| Select | ⇕ |

Price Point Descriptions   [CUSTOMIZE & EMAIL MULTIPLE HOTEL PROFILES]   [VIEW/COMPARE RATES FOR UP TO 3 HOTELS]

Hotel Name	Location	Price	Hotel Affiliation	Wholesaler Combinable	Specials
☐ Select All	Clear Selection				
☐ Grand Hotel du Palais Royal	Paris, France	$$$	Small Luxury Hotels of the World	Yes	No
☐ Molitor Paris by MGallery	Paris, France	$$	Accor	Yes	No
☐ Select All	Clear Selection				

6. Un-check selections to broaden results (in example below, we've unchecked Children's Program and both price point filters).

Showing Results for: (Modify Search)

Paris

ADVANCED FILTER   HIDE -

Hotel Features ❓

☐ Business Services (0)   ☐ Pool (1)
☐ Children's Program (2)   ☑ Spa (4)
☐ Beach (0)   ☐ Villas (0)
☐ Fitness Center (4)   ☐ All Inclusive (0)
☐ Golf (0)   ☐ Pet Friendly (0)

Average Price Point ❓

☐ Under $250 average per night (0)
☐ Above $250 and under $500 average per night (2)
☐ Above $500 and under $750 average per night (2)
☐ Above $750 average per night (0)

☑ **Wholesale Rates** (4) ❓

☐ **Specials/Promotions** (1) ❓

Hotel Affiliation ❓

| Select | ⇕ |

Price Point Descriptions   [CUSTOMIZE & EMAIL MULTIPLE HOTEL PROFILES]   [VIEW/COMPARE RATES FOR UP TO 3 HOTELS]

Hotel Name	Location	Price	Hotel Affiliation	Wholesaler Combinable	Specials
☐ Select All	Clear Selection				
☐ Grand Hotel du Palais Royal	Paris, France	$$$	Small Luxury Hotels of the World	Yes	No
☐ InterContinental Paris Le Grand	Paris, France	$$$	Intercontinental Hotels Group	See Profile	Yes
☐ La Tremoille	Paris, France	$$	Preferred Hotels and Resorts Worldwide	Yes	No
☐ Molitor Paris by MGallery	Paris, France	$$	Accor	Yes	No
☐ Select All	Clear Selection				

7. Click "Price Point Descriptions" to view the amounts each $$ represents.

HOTEL LANDING PAGE- ADDITIONAL RESOURCES

Resources & Guides

Signature hotels can be booked via GDS, HotelConnection (Signatures' booking engine) and/or via hotel reservation services. Detailed booking instructions, terms and conditions and amenity redemption instructions are listed on each hotel's profile.

This page includes links to reference guides that include program booking instructions and GDS booking instructions (all available in each hotel profile too).

There are also details regarding Hotel Loyalty Programs and how to book the special rates.

Communication with Hotels

This section contains the ability to look-up previously submitted Hotel Amenity Forms & Inquires, the ability to send new Hotel Amenity forms and the tool used to retrieve existing bookings made through Signature's Hotel Connection.

☰ Communication With Hotels		Update Preferences ✕
Hotel Amenity Forms ✕ Send new amenity request by selecting hotel from alphabetical list.	**HotelConnection Bookings** ✕ Retrieve existing bookings made through Signature's booking engine	**Look-up Hotel Amenity Forms & Inquiries** ✕ Resend, forward or cancel existing forms

Communication with Clients

This section contains the ability to look-up previously submitted Hotel Amenity Forms & Inquires, the ability to Customize, Print & Email Multiple Hotel profiles and a link to the Hotels & Resorts Microsite.

☰ Communication With Clients		Update Preferences ✕
Look-up Hotel Amenity Forms & Inquiries ✕ Resend, forward or cancel existing forms	**Customize, Print & Email Multiple Hotels** ✕ Select one or more hotels from an alphabetical list to send hotel profile overviews to your clients	**Hotels & Resorts** ✕ Microsite - share with clients

HOTEL PROFILES

1. Once you have done a search for Signature Hotels and you are viewing your results, clicking on the hotel name will display the property's profile, which provides a detailed overview.

Hotel Name	Location	Price	Hotel Affiliation	Wholesaler Combinable	Specials
☐ Select All | Clear Selection					
☐ Blakely New York	New York,NY,USA	$	Independently Owned	No	No
☐ Gansevoort Meatpacking	New York,NY,USA	$$	GHG Gansevoort Hotel Group	No	No
☐ Gramercy Park Hotel	New York,NY,USA	$$	Design Hotels	No	No
☐ Hotel Plaza Athénée, New York	New York,NY,USA	$$$	The Leading Hotels of the World	No	No
☐ InterContinental New York Times Square	New York,NY,USA	$$	Intercontinental Hotels Group	No	No
☐ JW Marriott Essex House New York ⬅	New York,NY,USA	$$	Marriott International	No	No
☐ Langham Place, New York, Fifth Avenue	New York,NY,USA	$$$	Langham Hotels International The Leading Hotels of the World	No	Yes

2. There is a link to email hotelsupport@signaturetravelntwork.com with questions.
A link to "**See nearby hotels**" provides all of the Signature hotels in that area on a single map so you can see proximity to the hotel you are currently browsing.

Contact Hotel   Book Now   Amenity Form   Agent Tools▾

Signature Hotels & Resorts Support: hotelsupport@signaturetravelnetwork.com ⬅
See nearby hotels - Google maps Show/Hide map ⬅

Amenity Policy: Signature Amenities are only combinable with Signature Rates.
Signature Amenities are not combinable with wholesale/tour operator packages.

Loews Regency Hotel
New York, NY

(Open in Consumer View)

OVERVIEW   ACCOMMODATIONS   FACILITIES & SERVICES   DINING   MAPS   DESTINATION GUIDE

Exclusive Amenities

- Continental Breakfast for two daily at The Regency Bar & Grill or v
  room dining ($65 maximum credit, per room, per day)
- $100 Spa credit, once during stay (To be used for treatments of 60
  or more. Exclusions apply)
- Complimentary premium WiFi

The following amenities are subject to availability at the time of cl
in/departure:

3. The **Signature Exclusive Amenities** are prominently displayed to the right of the hotel image. Click the **Amenity Form** link at the top to complete and submit the online amenity form. (Note: The Amenity form is automatically submitted for bookings made using Hotel Connection.)

Exclusive Amenities

- Continental Breakfast for two daily at The Regency Bar & Grill or via in
  room dining ($65 maximum credit, per room, per day)
- $100 Spa credit, once during stay (To be used for treatments of 60 minutes
  or more. Exclusions apply)
- Complimentary premium WiFi

The following amenities are subject to availability at the time of check-
in/departure:
- Upgrade
- Early Check-In
- Late Check-Out

Contact Hotel   Book Now   Amenity Form   Agent Tools ▾

> **TIP:** Regardless of the booking method used, it is highly recommend that travel consultants **always** submit the amenity form from the hotel profile as the form is directed to a designated Signature contact at the hotel. This is also your key contact for special requests such as VIPs, room location, early check-in or late check-out, etc. This is your opportunity to deliver that special touch that will exceed your client's expectations!

The **Amenity Policy** includes the wholesaler combinability statement. Any **Special Offers** available can be found to the right of the Amenity Policy.

Photo Gallery:

Amenity Policy:

Signature Amenities are only combinable with Signature Rates. Signature Amenities are not combinable with wholesale/tour operator packages.

Amenities combinable with wholesale rates: No
Signature Negotiated Rates: Yes
Price Point: $$
Commission: 10%
Hotel Affiliation: Marriott International
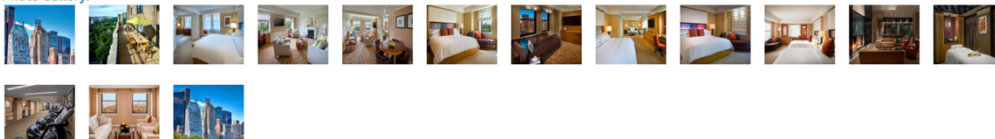
Chain Code: MC
Apollo Code for Signature Rate: SH
Sabre Code for Signature Rate: SIG
Worldspan Code for Signature Rate: SIH
Amadeus Code for Signature Rate: 2SH

Your rating: ☆☆☆☆☆
Average Rating: ☆☆☆☆☆

SPECIAL OFFERS

Explore Central Park ▶

The following promotion is NOT combinable with the amenities listed within the hotel profile.

Discover iconic Central Park, located just steps away from the JW Marriott Essex House.

Wine Experience on the Park ▶

The following promotion is NOT combinable with the amenities listed within the hotel profile.

We've partnered with Kevin Zraly, founder and teacher of the popular Windows on the World Wine School to create a special package that blends indulgence and education.

7. Click the **Contact Hotel** link to view email and phone numbers for the main Signature contact at the hotel.

Contact Hotel   Amenity Form   Agent Tools ▾

Signature Hotels & Resorts Support: hotelsupport@signaturetravelnetwork.com

JW Marriott Essex House New York
New York, NY

Signature Travel Network Hotel - JW Marriott Essex House New York

JW Marriott Essex House New York - Hotel Information and Contacts

Signature Amenities are only combinable with Signature Rates. Signature Amenities are not combinable with wholesale/tour operator packages.

Hotel Address:	160 Central Park South
New York, NY USA, 10019
Phone 1:	212-247-0300
Fax:	212-315-1839
Website:	www.marriott.com/nycex
Signature Travel Network Contact (special requests):	Amna Maqbool
Email amna.maqbool@marriott.com: From SigNet	Default Email program

8. In addition to the standard Signature Exclusive amenities, over 400 Signature hotels participate in our "Suites Privileges"

Program. Our goals are to provide our consultants with richer benefits to upsell their clients to Suites and Villas, differentiate Signature in a very competitive market and deliver more value to our best clients when booking Suites or Villas. To easily identify these hotels, select **Suites Privileges** from the Advanced Filter options.

9. Once you select a hotel you are directed to their SigNet Profile. Here you can see the Suites Privileges amenities listed directly under the standard exclusive amenities.

10. To learn more about applicable Suites/Villas Categories or for detailed booking instructions, click the links provided.

CUSTOMIZE AND EMAIL HOTEL CONTENT

Following are instructions on how to locate and email hotel content including individual or multiple offers and profiles.

1. **HOTEL PROFILE:**

Using one of the methods outlined above, access the specific hotel you want to email.

Click the link to **Agent Tools** and then select "**Customize, Print & Email Hotel Info**" OR **Customize, Print & Email Multiple Hotels** to send more than one at a time and then follow the onscreen instructions.

NOTE: When completing the customization you will have the option to suppress the Signature amenities. This feature should be used when booking a Signature hotel through a wholesaler who DOES NOT allow the combination of the Signature amenities with the wholesaler booking.

2. **MULTIPLE HOTEL PROFILES:**

Navigate to the hotel search by hovering over the **Hotels** menu item and selecting **Search for a Signature Hotel** from the submenu OR click the Hotels menu item to cascade the submenu and select **Search for a Signature Hotel.**

This will bring you straight to the Search Signature Hotels section. Once you have completed your search and have your results in front of you, checkmark the hotels you want to compare then Click "**Customize & Email Multiple Hotels**" and follow the onscreen instructions.

3. HOTEL OFFERS

Using one of the methods outlined above, access the specific hotel you want to email the offer for. Once on the hotel profile, if current offers are available, the link will appear in the row of links above the amenities OR you can click the link to **Agent Tools** and then select Offers. *Note, not all hotels will have offers. If there are no current offers, the Offers link will not show here.*

Once you click on the offers link, a list of current offers will display. Click on the offer number to see the full details of the offer.

← Back to Hotel Profile

Signature Hotel - Loews Regency Hotel

Loews Regency Hotel - Vacation Offers

Offer ID	Title	Nights	Starting Price
1198777	Loews Regency Hotel	Varies	Please call for rates

At the top of the offer details is where you will find the link to **Send Quote**.

Send Quote   Social   Tweet   Agent Tools▾

1-Night Athenaeum Hotel & Residences from $510

ATHENAEUM HOTEL & RESIDENCES
1299828

In the heart of Mayfair, opposite tranquil Royal Green Park, and Buckingham Palace you will find the award-winning, one-of-a-kind Athenaeum Hotel & Residences, just down the road from national museums and galleries, and

This is also the area where you can share the hotel offer on Facebook or Twitter. Click the social media outlet you wish to use, for example "Social" for Facebook or "Tweet" for Twitter.

The system automatically creates an image and description of the hotel. You can choose to remove the thumbnail image or change the branding from Agency / Agent contact to JUST agency branding or simply click submit if you are happy with it as is

Send Quote   Social   Tweet   Agent Tools▾

1-Night Athenaeum Hotel & Residences from $510

ATHENAEUM HOTEL & RESIDENCES
1299828

In the heart of Mayfair, opposite tranquil Royal Green Park, and Buckingham Palace you will find the award-winning, one-of-a-kind Athenaeum Hotel & Residences, just down the road from national museums and galleries, and

The system then generates a URL for you to copy and paste to a post on your facebook status.
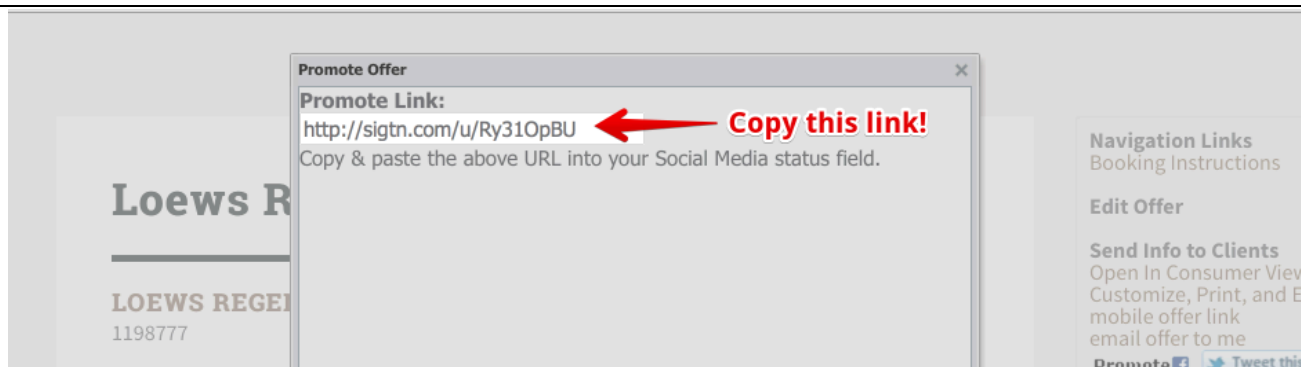
It works the same for Twitter.

WRITING HOTEL REVIEWS

Signature's Hotels & Resorts Collection offers nearly 800 of the world's best hotels, resorts, lodges and spas in more than 450 unique destinations worldwide.   Now you can share your experiences at these hotels with your fellow Signature Travel Consultants and also see what others are saying.

Following are step by step instructions for locating and submitting Hotel Reviews:

1. Access the hotel you want to review: Hover over the **Hotels** menu item and select **Search for Signature a Signature Hotel** from the submenu OR cascade the Hotels menu and select Search for Signature a Signature Hotel. This will bring straight to the Search Signature Hotels section.

2. Once your search is complete, select the hotel you wish to review.
    Once the hotel profile is displayed, scroll to the bottom of the page. Note: If a hotel has already been reviewed, you will see the average rating listed.

Your rating: ★★★★★ **← Add your rating**
Average Rating: ★★★★★

★★★★★ **Belmond Charleston Place a Southern Belle**
Posted on 09/25/2015 by Nancy Zimmerman
Just about everything in Charleston, South Carolina is historic or quaint, Charleston Place is
neither, however still fits magnificently into this charming Southern city. The lobby 's
centerpiece is i... Show More
Add Comment

★★★★★ **The Grand Dame of the South**
Posted on 02/22/2015 by Joe Casciola
Charleston Place is a grand dame of hotels in the southern U.S.A. I've seen this
hotel stand tall since it opened as an Omni in the 80's. Belmond is continuing to
elevate it to be the premier hotel ... Show More
Add Comment

Here you can view reviews written by other Signature Travel Consultants. You can comment on a review by clicking the link to "**Add Comment**". When another Travel Consultant adds a comment to your review you will receive an email notification.

3. To add a review, click on the star rating you would like to submit (1 through 5). A fill in form will appear spaces to add your "**Title**" and write "**Your Review**". Then, click the button to "**Save Review**" at the bottom. Your review will immediately appear in the hotel profile and an email is sent to the key contact at the hotel with a copy of your review.

Your rating: ★★★★⯪

Title [   ]

Your Review [   ]

[Save Review]

HOTELCONNECTION HOTEL RATES COMPARISON

HotelConnection is Signature's agent booking engine for hotels.   HotelConnection participants can compare rates for up to 3 hotels and email the results to clients.   Following are step by step illustrated instructions.

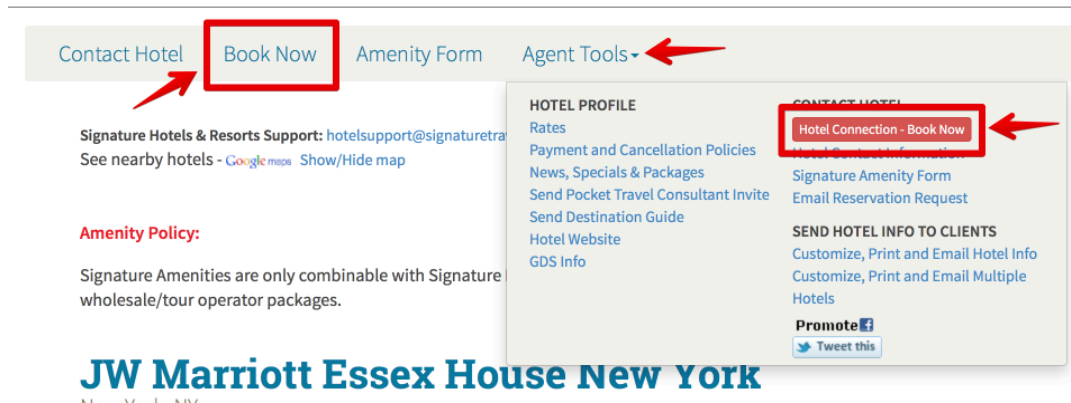1. Hover over the **Hotels** menu item and select **Search for Signature a Signature Hotel** from the submenu OR cascade the Hotels menu and select Search for Signature a Signature Hotel. Next select a city to display.   For example, you can select "New York" from the drop down menu in the **"Search by City"** field OR enter "jfk" in the **"Search by Airport Code"** field.

2. A list of all Signature hotels in New York will display. Select up to 3 hotels by clicking on the selection boxes and then click on **"View/Compare Rates for up to 3 hotels"**.

A dialogue box will display asking for the number of guests, check-in date and number of nights.

To proceed, click on **"View Rates"**
The results screen will display rate codes and pricing for available room types at each of the hotels selected. Select desired rates codes to send to clients by clicking on the selection boxes and then click on **"Customize, Print and Email Selected Rates"**.

Important! Please carefully review the rate description remarks at the top of the display.

3. Next, the Customize Print and Email fill in form will display. You will need to complete the fields for **"Client Email"**, **"Client Name"** and **"Personal Message".**

Tip: We highly recommend that you leave the default selection to yes for **"Customize Content"**. This feature provides you with the opportunity to edit GDS rate details for your clients before emailing.

Scroll down and click on **"Continue"** to proceed.

4. The next step of the process displays each of the rate codes selected to compare and allows you to customize the data to a more consumer friendly format.   You can customize the **"Rate SubTitle"** and **"Rate Description"**. The **"Show Signature Amenities"** toggle allows you to include or exclude amenities.

Click **"Continue"** to move to the next rate and so on until you have customized each one. You will be provided with the opportunity to determine the order of the rates.

5. The last screen is a preview of the email and from here you can click **"Change"** to edit the content now or click **"Save as a Draft"** to finish at a later time.   Once you click on **"Email"**, the comparison will be sent to your client and you will receive a copy.
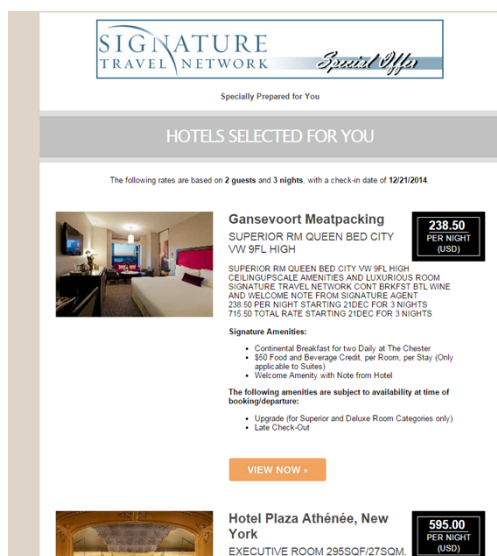
Tip: See "Emailed Offers Tracking" under "Offers" to view all the customized emails you have sent to clients in the past 90 days. Items saved as drafts can also be accessed here under "Unfinished Email Offers".

HOTEL MICROSITES: THE BENEFITS

This new industry-leading tool is a digital version of our Hotel & Resort Collection, and enables you to communicate over 20,000 pages of content, images, maps, and valuable information to your clients regarding our hotel program, via e-mail. Because this microsite is in electronic form, the content will be automatically updated daily as Signature adds/updates hotel-related content on SIGNET. In addition, the microsites are branded with your agency information as well as your individual Travel Consultant contact information.

The new Microsite opens up new opportunities for marketing our 870+ Hotel & Resort partner properties and Signature's valuable consumer privileges, including:

- The microsite can be e-mailed to your clients and prospects
- The microsite can be linked to your website
- The microsite will be linked to all Signature e-marketing campaigns going forward that carry hotel-program related content
- The microsite will be linked to all future 'The Travel Experience' e-campaigns
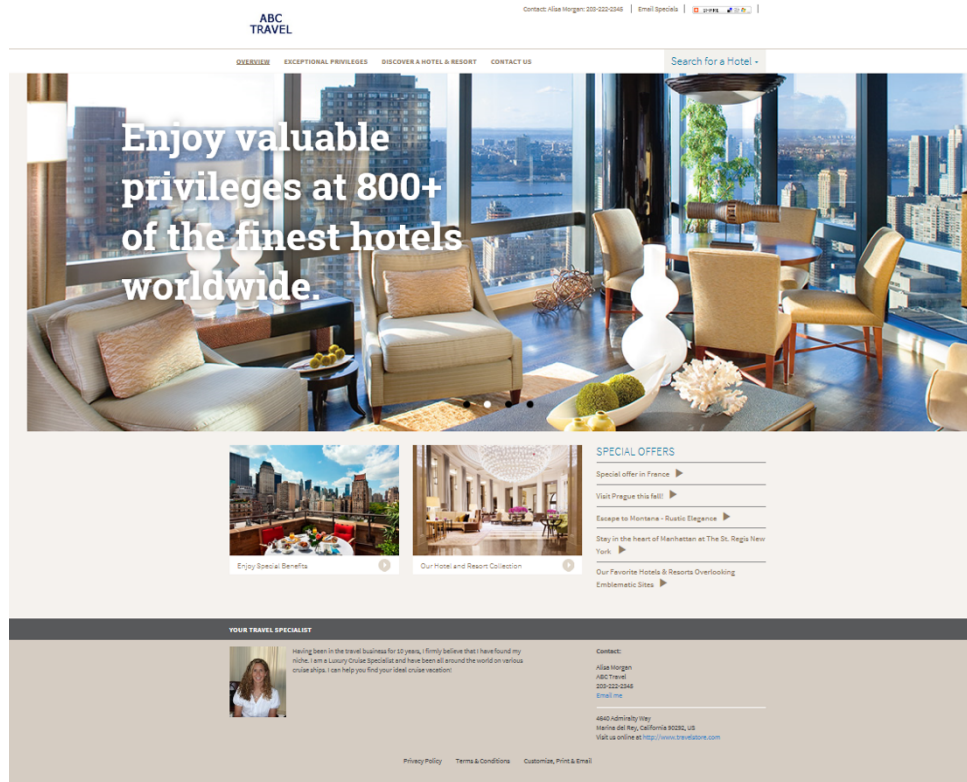
HOTEL MICROSITES: WHEN TO SHARE WITH CLIENTS

Hotel Microsites can be introduced to clients at several different stages before they depart. Below is sample verbiage that can be used when emailing the hotel microsite to clients:

Dreaming/Planning

I know you are planning a trip, so I want to share the link below for our Hotel & Resort Collection website, which offers over 800 hotels and resorts worldwide with valuable privileges for you.

I recommend exploring the various hotels in our hotel website, which showcase images and provides you more information about the accommodations, features, and services at each participating hotel.

This website is just a sample of the hotel experiences that can be tailored to create your ideal vacation. Please let me know what destination you are interested in, and I would be happy to create a customized travel plan for you.

HOTEL MICROSITES: HOW TO EMAIL HOTEL MICROSITES TO CLIENTS

Following are instructions on how to locate and email the hotel microsites.

Step by Step Instructions

1. Access SigNet, **www.signaturetravelnetwork.com**, and sign in using your login credentials.

2. To Access, click the **Marketing** menu item to cascade the submenu or Hover on the Marketing menu item to reveal the submenus and select **Microsites.**
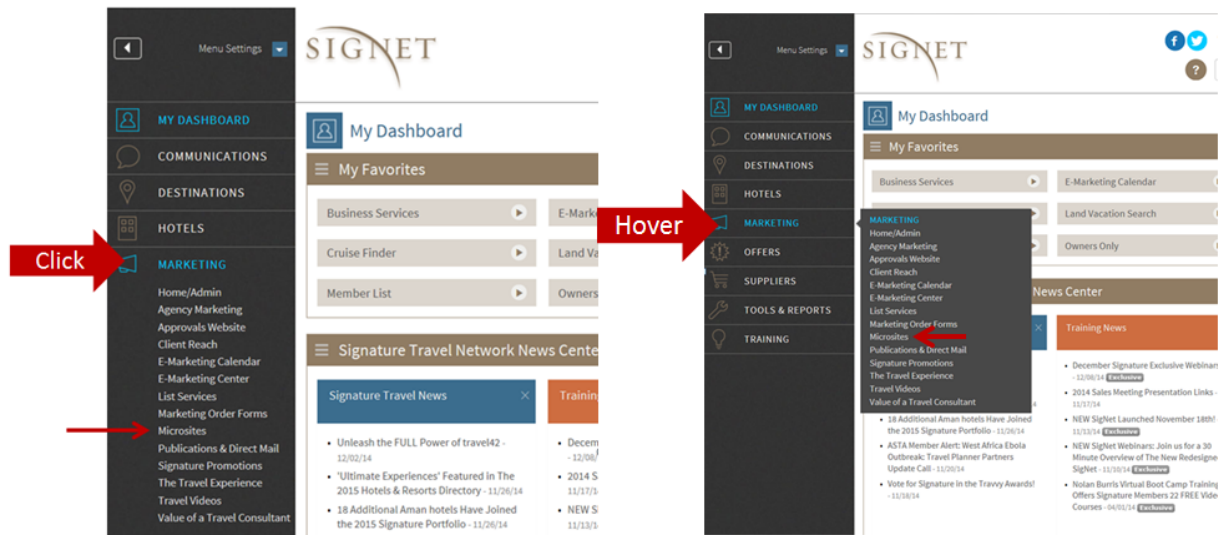
Or, locate the **Signature Recommends** section of your dashboard and click on the box for **Microsites.**
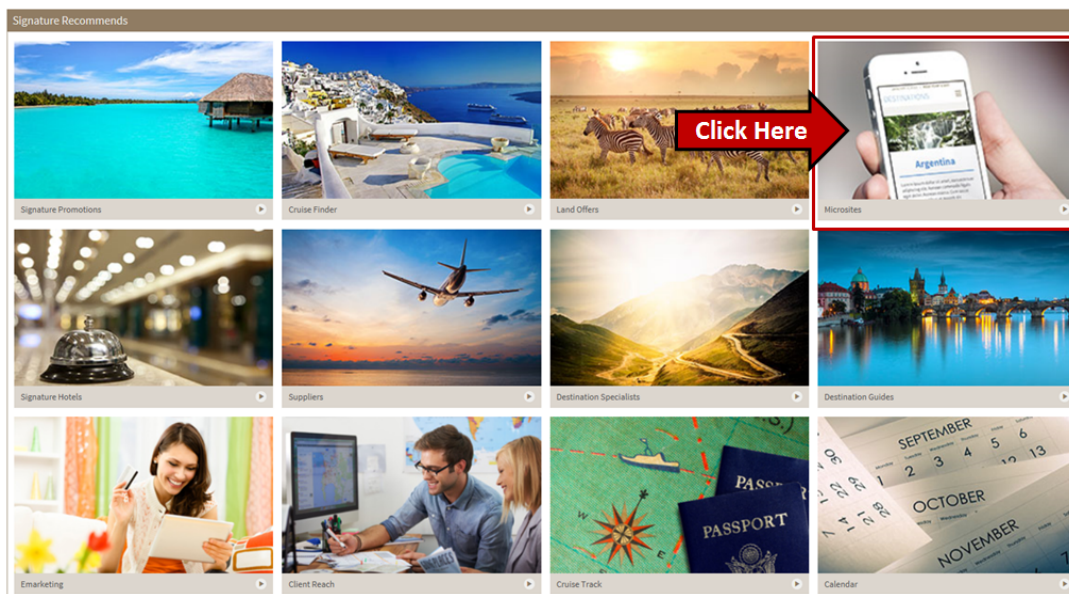
3. This displays all of the various microsite types and links to the Agent view, Consumer view and Customize & Email feature. Locate the **Hotels & Resorts Microsite** to access.

4. To email, click the link to **"Customize & Email"** to the right to access the email fill in form and then follow the onscreen instructions.

5. OR, click the Agent View link to preview the microsite and then click the link at the bottom of the page to **"Customize and Email".**

BOOK USING HOTELCONNECTION

HotelConnection is Signature's online booking engine powered by either Sabre or Apollo that provides booking capability for the hotels within the Signature Hotels & Resorts program from within the hotel's profile on SigNet.

This How To Guide will cover the steps for making a booking with HotelConnection, accessing existing HotelConnection bookings, Comparing hotel rates using HotelConnection and setting up ClientBase Live Connect with HotelConnection.

HOTELCONNECTION-LOCATING THE HOTELCONNECTION BOOKING ENGINE AND THE SEVEN (7) STEPS FOR MAKING A BOOKING

1. Access SigNet, **www.signaturetravelnetwork.com**, and sign in using your login credentials.

2. Hover over the **Hotels** menu item and select **Hotel/Admin** from the submenu OR cascade the **Hotels** menu and select **Hotel/Admin**. This will bring you to the hotel landing page. To find the Search Signature Hotels section you will have to scroll down the page. There are several search options including by country, state, city or airport code.   You can also type in the hotel name or use the keyword search.
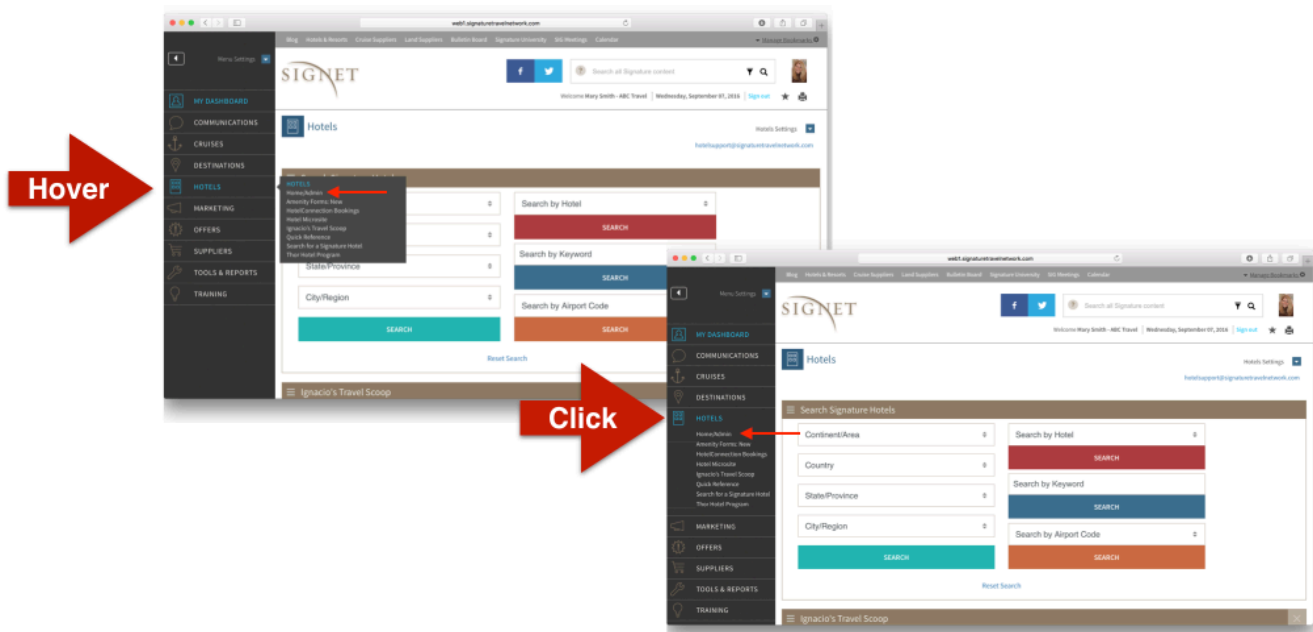
    OR

    Hover over the **Hotels** menu item and select **Search for Signature a Signature Hotel** from the submenu OR cascade the **Hotels** menu and select **Search for Signature a Signature Hotel.** This will bring straight to the Search Signature Hotels section.

HotelConnection is not a free-standing tool. You can only access HotelConnection once you have located the property you wish to book. To locate the desired property, use the Search tools provided. Then, click the link to the hotel's profile.

Hotel Name	Location	Price	Hotel Affiliation	Wholesaler Combinable	Specials
☐ Select All	Clear Selection				
☐ Blakely New York	New York,NY,USA	$	Independently Owned	No	No
☐ Gansevoort Meatpacking	New York,NY,USA	$$	GHG Gansevoort Hotel Group	No	No
☐ Gramercy Park Hotel	New York,NY,USA	$$	Design Hotels	No	No
☐ Hotel Plaza Athénée, New York	New York,NY,USA	$$$	The Leading Hotels of the World	No	No
☐ InterContinental New York Times Square	New York,NY,USA	$$	Intercontinental Hotels Group	No	No
☐ JW Marriott Essex House New York	New York,NY,USA	$$	Marriott International	No	No
☐ Langham Place, New York, Fifth Avenue	New York,NY,USA	$$$	Langham Hotels International The Leading Hotels of the World	No	Yes

3. Once within the desired hotel's profile, there are 2 ways to access Hotel Connection. Click directly on the "Book Now" link OR Click the Agent Tools link and from the dropdown menu you will see the **"HotelConnection – Book Now"** button. The link and button will only display for properties that can be booked within the GDS system. **And Remember, these links will only show if your agency currently uses Hotel Connection.**

Hotel Connection - 7 Step Booking Process

Step 1: Enter your client's desired check-in and check-out dates as well as the number of guests in the party. Note, some properties will not allow more than 2 guests per room. This is dependent on the individual property.

Step 2: Review the rate and room options. Notice that the top of the page will display in red the Signature Amenity Combinability Statement. This statement refers to the combinability of the Signature Amenities with the various rate options. As with this example, you can ONLY book the Signature rate in order for the Signature Amenities to be combinable. Signature Rates will ALWAYS show at the top of the rate list and will be noted in red as "Signature Travel Network Rate". To view the details of the category and rate, simply click on the Room Code for more information.

Step 3: Review the rate details. Note: all of the information loaded here is entered by the property into the GDS system. As you make your selections throughout the booking process, the right side of the page updates with your selections. Also, if you need to review the hotel details, you do not have to leave the booking process. Click on the Hotel Details link on the right side of the page in the Hotel Booking Info area.

Step 4: Enter the clients into the booking. If this is the first time you are making a booking for your client, you will not be able to search for a client using the look-up tool. You will need to use the link to add a new client.

Step 4 cont. Displayed here is the form to add a new client. The items marked with an asterisk are required. Once you have completed the form, click Submit.

Step 4 cont. For guest 2, I know the client is already in the system because I have made a booking for him previously. In this case, I used the **"Show All"** option to find the second guest. Note: if you know you have a rather large client database, it is best not to use the "show all" option. You will want to enter either your client's first or last name then click the Lookup button. Once you locate your client on the list of possible matches, click "Select" to add the client to the booking.

Step 4 cont. **Now that you have added both clients to the booking, review the information as shown here. Notice again, the right side of the page is keeping a running tally of the selections you have made. To proceed, click Continue.**

Step 5: The review and payment process. This is where you have the option to guarantee the booking with a credit card or apply a deposit. The guarantee options are listed in the yellow box and are set forth by the property. Most properties will require simply the client's credit card with valid expiration date to hold the booking. Very few will allow you to hold a booking without a credit card.

Note: in order to complete the booking in HotelConnection, the client's credit card expiration date MUST come after the actual travel date.

Step 5 cont. Once you enter the credit card information, you can then select various optional items within the booking process. It is here within the Special Instructions field where you would list any important information the hotel would need to know about your clients. This information is what is included on the Signature Amenity Request Form that is automatically generated when you complete booking in HotelConnection. You do not have to perform this additional step – and a copy of the amenity request form will be delivered to you as well via email as long as your agent profile has a valid email address.

Finally, you will have to agree to the Terms and Conditions listed in order to proceed. If you do not agree, you cannot continue to confirm the booking.

Step 6: Final review of the entries you have made.

Step 6 cont. Please note, you have the ability to set a date that will trigger the system to re-send the Amenity Request Form to the hotel contact. The amenity form will go to the Signature Contact at the time the booking is made and again on the date you enter. This is handy – especially if you make the booking several months in advance. By setting the reminder, it will be a friendly reminder to the current Signature Contact (as staffing on site at the hotel may change) advising that your clients will be staying with them soon. Once you have reviewed everything and set your reminder date, click Confirm to continue.

Amenities Reminder:

Date to Send Reminder:

Clicking the "Confirm" button below will automatically send this form to the hotel now. If you have entered a date to send a reminder, that a reminder request will automatically be sent to the hotel on that date as well.

Terms and Conditions:

Information and pricing is subject to change without notice. While Signature Travel Network does our very best to ensure that information appearing in this website is complete and accurate, we cannot be responsible for incomplete and inaccurate representations, which may or may not be under our control.

CONFIRM >

Guest 1: ...
Guest 2: William
...

Number of Rooms: 1
Check In Date: ...
Check Out Date: ...

Room Rate: ...

Room Description:

SIGNATURE TRAVEL
NETWORK
BREAKFAST FOR 2
DAILY
IN CASUAL COMP 60FL
AMENITY UPON
ARRIVAL
2 DOUBLE BEDS
SUPERIOR ROOM
WAKE UP
NEUTRALIZED

Approximate Total (may not include
all Taxes/Fees):

$490.20

Cancellation Policy:

CXL FIRST NITE
CANCEL OR NOSHOW
PENALTY APPLIES

Guarantee Policy:

GUARANTEE
REQUIRED
GUARANTEE
METHOD ACCEPTED
CREDIT CARDS
ARE APPLIED
ARC/IATA ABR
CC ACCEPTED AX CB
DC DS CH VI

Step 7: The final booking confirmation. You now have a GDS record locator number ADVANCE (note, HotelConnection is set up to work only with Apollo and Sabre. As long as your agency has a contract with either GDS, any bookings made within HotelConnection do get segment credits). You also have a confirmation number directly from the property. ADVANCE

From this step, you can View/Print a detailed booking receipt, send a customized receipt to your client via email and/or send a customized hotel property profile to your client via email.

How to access an existing HotelConnection Booking

1. To look-up an existing HotelConnection booking: Hover over the Hotels menu item and select HotelConnection Bookings from the submenu OR Click the Hotels menu item to cascade the submenu and select HotelConnection Bookings.

1. You can look up a booking by Guest Last Name, Guest first name, Agent Name, Property Name, Hotel Confirmation Number or GDS record Locator.

Once the list of bookings has displayed, you can click on either the Hotel Confirmation number or the GDS Record Locator number to access the booking.

The status of the booking will either be Active, Cancelled or Traveled/Unknown. This last option means the booking has either already passed or the booking was modified outside of the booking GDS and the current status cannot be obtained.

2. Once you have accessed the booking you have just looked up, from here you can cancel or modify the booking (modifications are subject to availability and based on what is allowable by the property). You can also access the links to View/Print a detailed booking receipt, send a customized receipt to your client via email and/or send a customized hotel property profile to your client via email.

CLIENTBASE LIVE CONNECT AND SIGNATURE HOTELCONNECTION

You can now enable total synergy through Live Connect and ClientBase Res Cards. ClientBase seamlessly passes client information to your HotelConnection reservation and upon completion imports the reservation details back into a Res Card for invoicing, printing trip itineraries and managing the administrative tasks involved in the trip planning process. You can also import
existing hotel bookings made directly online via HotelConnection.
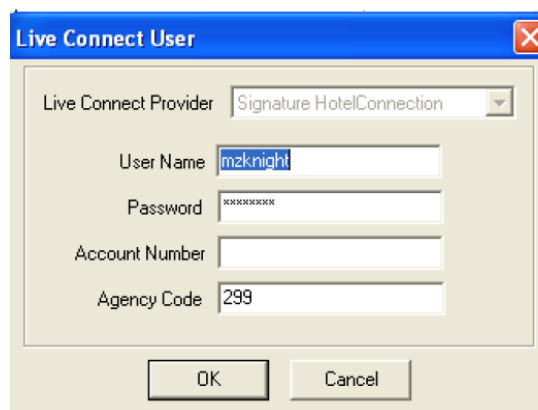
1. Add Signature HotelConnection to your list of Live Connect Providers.
    a. To do this, go to your Utilities menu within ClientBase Plus and click on Live Connect Providers. Use the "Add" button to add Signature HotelConnection to your current listing.
    b. Provider Name: Enter Signature HotelConnection
    c. URL: Enter the following URL exactly: **https://web2.sigtn.com/LiveConnectHotel/login.cfm**
    d. Travel Category: Select Hotel from the drop down list.

Press *OK* to save these settings.

2. Have each User set up their ClientBase Plus User Login so that it includes the Signature HotelConnection login information. Each User can do this by going to Utilities and clicking My Login. Select the Live Connect tab and click "Add" to add the Signature HotelConnection Login information.
    a. **Live Connect Provider:** Select Signature HotelConnection from the drop down list.
    b. **User Name and Password:** Enter your individual Signature Intranet login name and password .
    c. **Agency Code:** Enter your agency's Signature Agency Key number here. You can find this number on the agency profile in the Signature Intranet. Click **"Agency Tools"** in the upper right, and find the **"Agency Key"** number listed on the right side of the profile.

Press *OK* to save these settings.

USING LIVE CONNECT TO BOOK A NEW HOTEL BOOKING THROUGH SIGNATURE HOTELCONNECTION

1. Use the ClientBase Plus Res Card to launch Signature HotelConnection. Once the setup steps have been completed, retrieve the desired client profile and start or retrieve a Res Card. Click the Live Connect button in the lower right hand corner of the main Res Card screen to launch Signature HotelConnection right from the Res Card level. From within the ClientBase Plus Reservation record, click the Live Connect button to launch Signature HotelConnection.
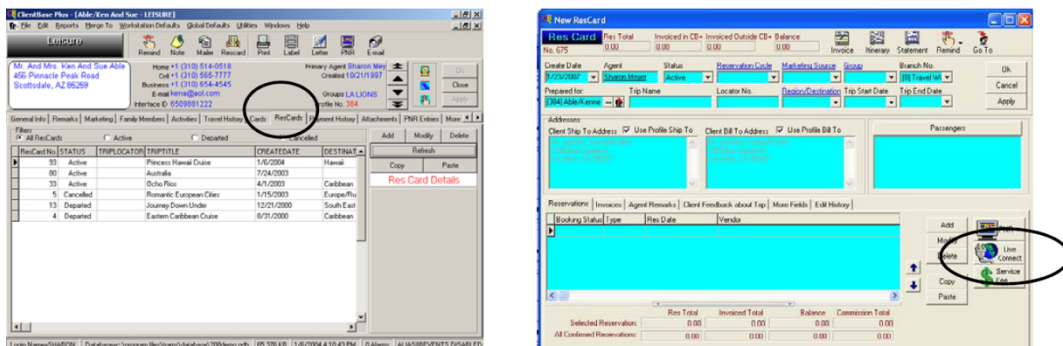
2. Verify the default Login information and select **"Create New Reservation".** A window appears with your default HotelConnection login information. Click the drop down arrow and select it from the list. Any of the login information defaulting in this window can be changed if desired. Use the "Create New Reservations" button to book a new reservation.
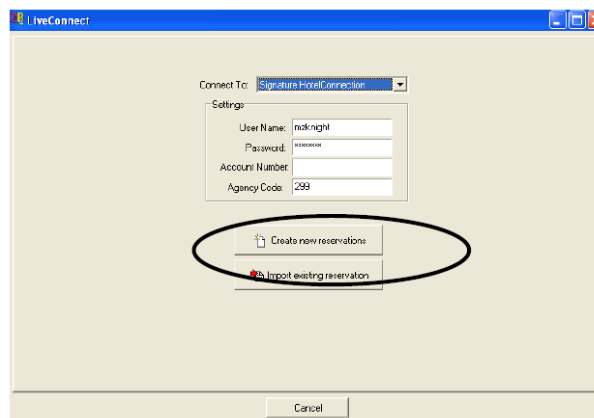
3. Next, select the desired client information to pass to HotelConnection. Prior to connecting you to the Signature HotelConnection site, a client selection screen appears, allowing you to select the desired client data you would like to automatically pass to Signature HotelConnection. Passing this data helps you save time during the booking process, as fewer fields need to be completed by hand.
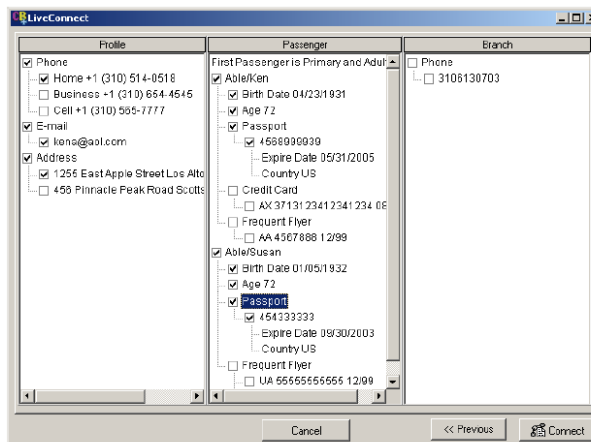
4. Use the Hotel Search to find the "perfect hotel". At the top left of the hotel profile you will see the following link:

HotelConnection - Book Online Now

Click on the link, and follow the steps to select the dates and rate. When prompted for passenger information Select each passenger using the HotelConnection **"Search for a Client"** feature. Or, if the client is not in the Signature database, use "Click Here to Add New Client" for each passenger traveling.

HotelConnection

step 1

Signature Amenities are only combinable with Signature Rates. The Signature Ra Rate and fluctuates based on availability. Signature Amenities are not combinab
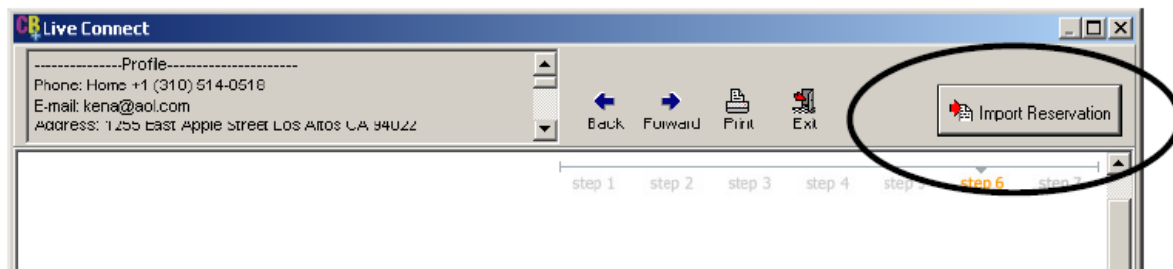
Step 4: Hotel Guest Selection
(Agency: Signature Travel Network)

**Guest number 1**

Click here to add new client

Search for a client: [   ] **Lookup**

5. Use HotelConnection to finish confirming your Reservation Upon completion of the reservation and upon receiving your confirmation number, use the **Import Reservation** button, located at the top right corner of the Window, and all reservation details are imported back to the ClientBase Plus Reservation record. This reservation information is now available for you to invoice, to create Reminders to track the administrative tasks involved in managing the trip and to report on for future marketing purposes.

CB Live Connect

--------------Profile---------------------
Phone: Home +1 (310) 514-0518
E-mail: kena@aol.com
Address: 1255 East Apple Street Los Altos CA 94022

Back   Forward   Print   Exit   Import Reservation

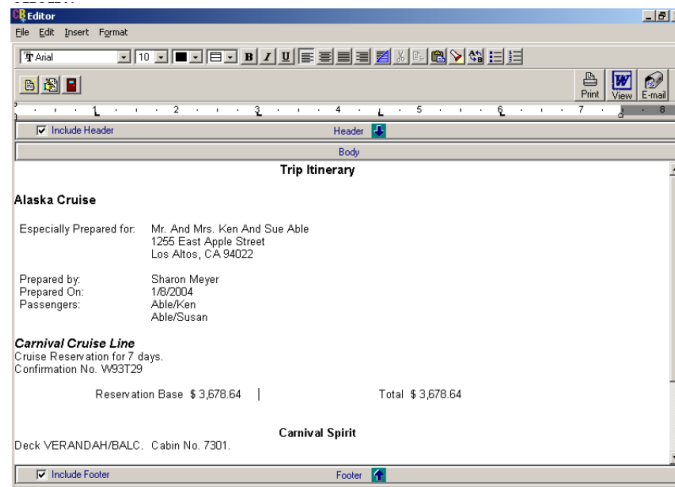step 1   step 2   step 3   step 4   step 5   step 6   step 7

USING CLIENTBASE TO MANAGE THE RESERVATION AND TRIP PLANNING PROCESS

1. Use Batched Reminders to track administrative tasks you need to complete throughout the trip planning process.
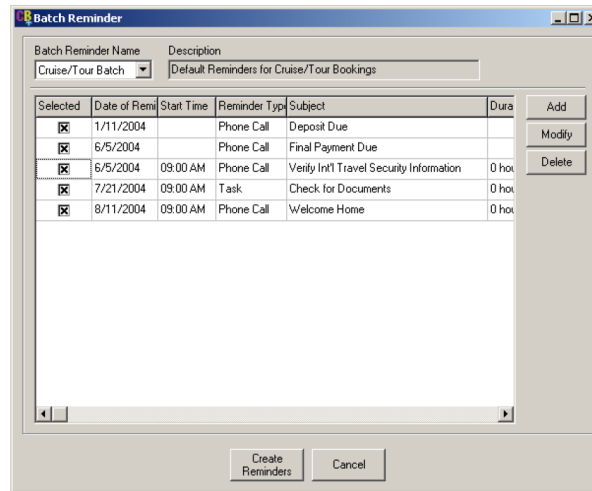
2. Use Client Quotes to print or e-mail a Quote with reservation details to your client.

3. Use the Invoicing feature to generate an Invoice when a deposit or final payment is collected.