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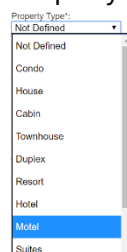
Mandatory and Best Practices Content Information

1. Phone/Email:
   a. **Business Phone –** Mandatory -Country Dial Code should be the Dial Code for the Country selected in the address. Furthermore Zero"0", Plus "+" not accepted as leading characters, Special Characters as "- "," (", ")", Spaces, are not accepted, the phone/fax numbers should be uploaded as a string of characters.
   Example: 342086042250
   b. **Fax Number** – Mandatory - if the hotel does not have fax number then please upload the phone number
   c. Notification Email-Mandatory
   d. Hotel Website -if available
   e. Toll Free-if available

2. Key Contacts – Mandatory- Check that at least 1 main contact is uploaded. First Name, Surname, Phone and email address

3. Credit Cards- check that the accepted credit cards are 'ACTIVE 'and the credit cards NOT accepted at the hotel are INACTIVE

4. Select Nearby Airports- Select the Main Airport, Secondary Airport can be also selected

5. Update Airport Information- Upload the following:
   a. Distance
   b. Directions to the hotel from the selected airports,
   c. Unit-Select (KM or MI) for all selected airports
   d. Text-please upload the driving directions to the hotel (please use Google Map)

6. Preview – Edit All –Property Type and Star Rating. Check all the mandatory fields.
   a. Property Type- Mandatory - Selected from the Drop-down List

   b. Star Rating- Mandatory- Selected from the Drop-down List

7. Preview Edit All -Mandatory Fields List

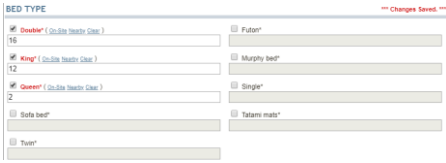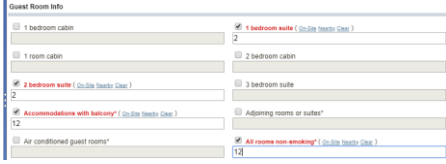| PROPERTY AMENITIES	ROOM AMENITIES	ADDITIONAL INFORMATION
Attraction category code -at least one is required to be selected, Name of Attraction and Distance to the hotel required**. Guidelines:** ONLY select those options that are important for hotel's target group customers, or the market segment the hotel is targeting	Room Amenity Type-at least one must be selected. NOTE: To some of amenities Free or Charge could be indicated if relevant	Meets/Exceeds Building Codes- FOR US PROPERTIES, ONLY-Yes or No must be selected from the drop-down list
Business Srvc Type -at least one to be selected-mandatory. Only services available at the hotel must be selected. Charge or Free must be indicated	Floors-Number of floors. Note: Ground floor is counted as Floor1	Award recognition-Star Rating, must be the same as the one selected in Star Rating field
City Center-distance to the hotel -km/mi	Total Rooms-Number of ALL Rooms, Suites and Apartments	Area Attraction-at least one is required. Add Attraction Name +Distance to Hotel
Hotel Amenity (at least one)- Only amenities available at the hotel. Exception: ATM Machine & Parking can be selected within walking distance. Charge or Free must be indicated if relevant NOTE: Hotel Amenities such 24hours Front Desk, Security, Reception, air-conditioning etc. should be selected without any additional text. Restaurant-Restaurant Name(s) & Numbers must be listed, Optional-Opening Hours, Cuisine.	Cribs- - NA or Zero (0.00) or AMOUNT (Format: 00.00)	Check-in time- Military Time. Example: 1400
Children Welcome-Text of the Children Policy must be placed here	Extra Adult Charge- NA or Zero (0.00) or AMOUNT (Format: 00.00)	Check out time-Military time. Example: 1100
Location category code- Only One that describes the location of the hotel best must be selected from the list. No Name, No Distance required	Extra Child Charge- - NA or Zero (0.00) or AMOUNT (Format: 00.00\0	General Commission info- Travel Agent Commission Percentage
Pet policy code- Pets Allowed or No Pets Allowed must be selected from the drop-down list. If Pets Allowed is selected, then the relevant Pets field must be checked, and any additional charges or weight restrictions uploaded.	Extra Child Charge for rollaway use- - NA or Zero (0.00) or AMOUNT (Format: 00.00)	General Policy Information- Same Text as in Children Welcome.
Property Class Type- Only One that describes the hotel best must be selected from the list.	Extra Person for rollaway use- - NA or Zero (0.00) or AMOUNT (Format: 00.00)	General Transportation Information- list of the means of transport to reach the hotel or available at the hotel Example: Bus/Train/Plane/Car
Segment Code - Only One that describes the hotel best must be selected from the list	FOR US PROPERTIES, ONLY-Americans with Disabilities Act (ADA) compliance- required for U.S. properties – Update Yes or No	Recreation information- list the recreation facilities available at the hotel or nearby (distance required) Example: Pool, Sauna, Park-0.3km
Transportation Code- The means of transport to reach the hotel, Distance to the hotel and Name advised if applicable.	Room location -at least one must be selected from the list and the number of rooms located there uploaded	Security information- list the security features at the hotel

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Preview Edit All- Mandatory Fields List -*Continued*

PROPERTY AMENITIES	ROOM AMENITIES	ADDITIONAL INFORMATION
FOR THE US HOTELS, ONLY * Fire Safety Compliant: Upload as Yes if the property meets U.S. Government Fire & Safety Standards, otherwise as NO	Room view type - at least one must be selected from the list and the number of rooms with this view uploaded	Year Built Example: 2014
Meal Plan Type- only Meal Plans that are available at the restaurant/ breakfast room/ cafeteria located on hotel's premises could be selected. Free or Charges must be indicated for selected meal plans Note: Room Only- Does NOT require Free or Charges indication IMPORTANT: Select Room Only for hotel that do not provide meal plan (Breakfast) .		Year Renovated-if relevant
		Kids Stay Free-' YES' if relevant OTHERWISE please DO NOT SELECT
		Usual Stay Free Child Per Adult- if relevant - Total number of children the hotel will allow to stay free in a room with a single adult, OTHERWISE please DO NOT SELECT.
		Usual Stay Free CutOff Age- if relevant -Cut Off Age until Children Stay Free as per Hotel's Children Policy, OTHERWISE please DO NOT SELECT
		Area information- Free Text. No Special Characters.
		Check in Instruction- Mandatory for hotels that work with **Central Reservation Number.** The below Text or similar text must be uploaded here: THERE IS A 24 HRS SUPPORT THAT CAN BE CONTACTED IN CASE OF EMERGENCY AND THAT AFTER THE BOOKING THE CUSTOMER IS PROVIDED WITH A TELEPHONE NUMBER THAT CAN BE USED IF HELP IS NEEDED FOR THE CHECK-IN OR ELSE. CONTACT NO......................
		Driving directions- Driving Directions from the Main Airport to the Hotel (Please use Google Map)
		Hotel information-at least 5-6 lines. Description of Hotel Amenities/Facilities/hotel location
		Marketing text-Must be different from the Hotel Information Text. Hotel's Facilities & Amenities, Recreations On-Site, Room Descriptions
		Parking- describe parking options at the hotel or nearby (distance required)
		Pets- Text -must be the same as the Pet Policy in Property Amenities>Pets Policy Code

8. Preview Edit All -Optional Fields List

PROPERTY AMENITIES	ROOM AMENITIES	ADDITIONAL INFORMATION
Property Information- Only Facilities/Amenities located on the hotel's Premises could be selected • Meeting information-Meeting Room Names if applicable, Number of Meeting Rooms, Max. Capacity • Restaurant Information- Restaurant Names if applicable, Cuisine, Opening Hours • Recreation Information-list of recreational facilities, Opening Hours if applicable Security Information- list the security features at the hotel	Bed Type- Bed Types available in Hotel's rooms could be selected here, if selected the number of rooms with this bed must be uploaded 	General Meeting Information-If the hotel has meeting rooms- meeting room and contact information for meetings rooms can be added here.
Main Cuisine Code- Only the cuisine(s) the hotel offer on its premises could be selected		Corporate Location Information- could be very useful for Business Hotels. List of important Corporations with distances to the Hotel in km/mi
	Guest Room Info- All listings under Guest Room Info require a NUMBER if selected o 1 bedroom cabin o 1 bedroom suite o 1 room cabin o 2 bedroom cabin o 2 bedroom suite o 3 bedroom suite o Accommodations with balcony* o Adjoining rooms or suites* o Air conditioned guest rooms*	Landmark-This is used by the Sabre GDS and should contain an important attraction that is closest to the property. **Important:** Only 19 characters are accepted in Sabre.
Meeting Room Code- only Meeting Room Codes that are available on hotel's premises could be selected. Free or Charges must be indicated for selected options		Miscellaneous Information- any information that is deemed important by the hotel but not reflected in any other fields
Meeting Room Format code- only the meeting room types that are available on hotel's premises could be selected, the seating capacity for each selected meeting room indicated		Search City- High Selling Point- City the hotel is located or the nearest City important for hotel's business. ONLY City Name, no distance
Recreation Srvc Detail Code- only recreation codes that are available on hotel's premises could be selected. Free or Charges must be indicated for selected		Additional Property Location Code-additional location information, free text.
Recreation Srvc Type- If selected then for Recreation Service NOT located on hotel's premises a distance must be provided, for recreation amenities located on the hotel's premises advise Free or Charge	o All rooms non-smoking* o Apartment for 1 o Apartment for 2 o Apartment for 3 o Apartment for 4 o Apartment for 6 o Apartments* o Available rooms*	Breakfast Items- Information regarding the breakfast served at the restaurant, Hours etc.

Preview Edit All- Optional Fields List-continued next page

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Completed Content Check List-*continued*

Preview Edit All -Optional Fields List -*Continued*

PROPERTY AMENITIES	ROOM AMENITIES	ADDITIONAL INFORMATION

Restaurant Category Code- Could be selected only for the restaurant/cafeteria located on hotel's premises	***CONTINUED***: **Guest Room Info**- **All listings under Guest Room Info require a NUMBER if selected**
	  o Available suites*
	  o Buildings*
	  o Bungalow*
		Cancelation Policy- the Default Cancelation Policy Text in Preferences can be uploaded here along with any Seasonal Cancelation Policies if applicable.

Restaurant Srvc Info- Services could be selected only if offered at hotel's restaurant/cafeteria/buffet. For relevant services, Free or Charge should be indicated	o Bungalows and villas*
	  o Cabin*
	  o Club levels*
		Child Policy Description-Same Text as in Children Welcome and General Policy Information can be uploaded here

Round Tables-Could be selected if the hotel has a restaurant, and offers these table types, if selected the number should be listed here	o Concierge levels*
	  o Condos*
	  o Connecting rooms or suites*
	  o Cottage*
	  o Double bedrooms*
	  o Double double bedrooms*
		Dining Information-Optional -High Selling Point- list of Restaurant(s)/Café(s)/Bar(s) located on hotel's premises, Opening Hours, Cuisine
		
		Nearby Restaurants- distance in km from the hotel must be given, Cuisine

Tables-Could be selected if the hotel has a restaurant, if selected the number should be listed here
  • Tables
  • For 8
  • For 10
	o Drive up rooms*
	  o Efficiency*
	  o Employees on property*
	  o Employees working for property*
	  o Executive floor*
	  o Family/oversized accommodations*
	  o First floor rooms*
	  o Freestanding units*
	  o Jacuzzi suite
	  o Junior suite
	  o King bedrooms*
	  o King king bedrooms*
	  o Lanai*
	  o Large suite
	  o Loft*
	  o Nonsmoking rooms*
	  o Parlour*
	  o Penthouses*
	  o Physically challenged rooms*
	  o Queen bedrooms*
	  o Queen queen bedrooms*
	  o Room*	

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Completed Content Check List-continued

Preview Edit All -Optional Fields List- *Continued*

PROPERTY AMENITIES	ROOM AMENITIES	ADDITIONAL INFORMATION
• **Meeting Room Format Code** **IF SELECTED WILL REQUIRE A NUMBER** o Classroom (Chevron) 2 per 6 ft. tables o Classroom (Chevron) 3 per 6 ft. tables o Classroom (Chevron) 3 per 8 ft. tables o Classroom (Chevron) 4 per 8 ft. tables o Cocktail Rounds o Conference o Crescent Rounds o Crescent Rounds of 5 o Crescent Rounds of 6 o Eshaped o Exhibit o Existing o Flow (no tables or chairs) o Hollow square o Island Exhibit o Open square o Peninsula Exhibit o Perimeter Exhibit o Perimeter seating o Reception o Registration o Rounds for 10 o Rounds for 8 o Royal Conference o Tshaped o Table top exhibits o Talk show o Theater Chevron o Theater Semicircle o Theatre o U Shape o Ushaped	***CONTINUED*: Guest Room Info- All listings under Guest Room Info require a NUMBER if selected** o Rooms that work* o Rooms with internet access* o Run of the house o Separate floors for women* o Single with pullout o Single-bedded accommodations* o Smoking rooms* o Studios* o Suites* o Total available rooms and suites* o Total rooms* o Total rooms and suites* o Twin bedrooms* o Twin twin bedrooms* o Villa* o Villa for 1 o Villa for 2 o Villa for 3 o Villa for 6 o Villa for 8	On-Site Facilities Text -Important for Hotels with Meeting Rooms/Conference Facilities- Detailed Information of the Meeting Rooms/Conference Facilities located on hotel's premise, Room Name(s), Max Capacity etc
		On-Site Property Text- any other information regarding the hotel that is not reflect in the other fields. We do not encourage the hotels to complete this field.
		On-Site Recreational Text-Detailed Information regarding the Recreational Services/Facilities on hotel's premises can be uploaded here, Opening Hours, Service Types etc
		Primary Point of Interest- HIGH SELLING POINT. Example: Primary Point of Interest Aquarium.............................. 5 Miles Zoo.............................. 8 Miles Houlihans.............................. 2.5 Miles Ford Museum.................... 10 Miles
		Reservation Agreement-Free Text
		Room Information - HIGH SELLING POINT. General information about hotel rooms highlighting the information about amenities, and the décor, for all of room types, or list of hotel rooms with descriptions. Information whether the hotel can provide/accommodate Rollaways in the rooms
		Tag Line **Important:** If using the Tag Line for date specific information be sure to inform the hotel to keep this information updated regularly, for example 'the pool will be closed from 15Sep to 30Sep 2017 for maintenance'
		Tax Information- the Default Lodging Tax Policy Text in Preferences can be uploaded here

Preview Edit All- Optional Fields List-continued next page

Preview Edit All -Optional Fields List- *Continued*

PROPERTY AMENITIES	ROOM AMENITIES
IF SELECTED WILL REQUIRE A COST in Format 00.00 or Free/Complimentary o Fee per additional page of incoming fa o Fee charged for first page of outgoing o Fee charged for first page o Fee per additional page of outgoing fa o Calling card calls (comp or cost) o Carrier access (comp or cost) o International calls (comp or cost) o Interstate calls (comp or cost) o Intrastate calls (comp or cost) o Local calls (comp or cost) o Operator-assisted calls (comp or cost) o Toll free calls (comp or cost)	**Physically Challenged Feature Code**-. Measurements/Numbers/Bed Types/Room Types on amenities that require it must be added if the option is selected o Bathroom vanity in guest rooms for disabled person height o Bed types of wheelchair accessible rooms (e.g. Double) o Door width in inches (numeric value) o Height of bathroom basin (numeric value) o Height of bathroom toilet seat (numeric value) o Height of controls at highest operable part for bath (numeric value) o Height of controls at highest operable part for roll-in shower (numeric value) o Height of disable guest bed including mattress (numeric value) o Height of elevator external buttons (numeric value) o Height of elevator internal buttons (numeric value) o Height of elevator internal handrails (numeric value) o Height of non-slip handrails adjacent to bath (numeric value) o Height of non-slip handrails adjacent to bathroom toilet (numeric value) o Height of non-slip handrails in shower area (numeric value) o Length/depth of clear floor space in front of bath (numeric value) o Length/depth of clear floor space in front of guest bathroom toilet (numeric o Light switches in guest rooms for disabled persons height (numeric value) o Light switches in guest rooms for disabled persons height (feet) o Light switches in guest rooms for disabled persons height (inches) o List available room types for disabled persons- 8 fields (room names or codes o Lowered deadbolt in guest room for disabled persons height (in feet) o Lowered deadbolt in guest room for disabled persons height (in inches) o Number of each room type equipped for disabled persons- 8 fields (Room nu 101, 204, 318) o Number of roll-in showers available for disabled person (numeric value) o Number of rooms for disabled persons equipped with standard tub (numeric o Nu4mber of rooms with Braille (numeric value) o Number of rooms with wheelchair accessible showers (numeric value) o Number of wheelchair accessible rooms (numeric value) o Other services for persons with disabilities (text) o Peephole in guest room for disabled person height (in ft)

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Preview Edit All -Optional Fields List- *Continued*

ROOM AMENITIES

CONTINUED: Physically Challenged Feature Code- Measurements/Numbers/Bed Types/Room Types
on amenities that require it must be added if the option is selected

- o Peephole in guest room for disabled person height (in inches)
- o Thermostat in guest for disabled persons height (in feet)
- o Thermostat in guest for disabled persons height (in inches)
- o What room types have wheel-in showers? (free form stringbox)
- o Which floors have handicapped rooms (numeric values e.g. 3,6)
- o Width/diameter of clear floor space at main hotel entrance (numeric value)
- o Width/diameter of clear floor space at main restaurant entrance (numeric value)
- o Width/diameter of clear floor space in front of bath (numeric value)
- o Width/diameter of clear floor space in front of guest bathroom toilet (numeric value)
- o Width/diameter of clear opening space at bathroom door (numeric value)
- o Width/diameter of clear opening space at bedroom door (numeric value)
- o Width/diameter of elevator clear door opening space (numeric value)
- o Width/diameter of maincorridors (numeric value)
- o Width/diameter of wheelchair turning space in bathroom (numeric value)
- o Width/diameter of wheelchair turning space in bedroom (numeric value)
- o Width/diameter of wheelchair turning space in lobby/reception area (numeric value)
- o Width/diameter of clear floor space in front of guest bathroom toilet (numeric value)
- o Width/diameter of clear opening space at bathroom door (numeric value)

- o Width/diameter of clear opening space at bedroom door (numeric value)
- o Width/diameter of elevator clear door opening space (numeric value)
- o Width/diameter of maincorridors (numeric value)
- o Width/diameter of wheelchair turning space in bathroom (numeric value)
- o Width/diameter of wheelchair turning space in bedroom (numeric value)
- o Width/diameter of wheelchair turning space in lobby/reception area (numeric value)

IMPORTANT: Ensure the amenities listed in the free form text in **Additional Information** and **Room Descriptions** in **Room Types** are listed (and selected) in **Preview Edit All>Property Amenities** and **Room Features**.

9. **Preferences**

   Ensure the following are selected:
   a. Currency – Required
   b. Default Language-**English**- Mandatory
   c. Generate OTA upon Checkin-**No**- Mandatory
   d. Child Age Range - Required
   e. Default Cancellation Policy-Required
   f. Default Guarantee Policy-Required
   g. Default Lodging Tax Policy-Required
   h. Default No Show Policy-Required
   i. Default Time Zone-Required

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