

Cruise N' Snooze Procedures

We have recently put together car and room packages with certain hotels. The hotel makes the car portion reservation with our local reservation office via fax (Sample enclosed). Each hotel has their own direct bill #, hotel ID #, rate code, preferred car size, and the price of the car.

We bill the hotel **time and mileage, plus tax ONLY**. If the customer wants to upgrade or buy coverage, they may do so by using their credit card. **DO NOT put upgrades, coverages, additional driver, gas replacement, additional hours, additional days, and cellular phone fees on the hotel direct billing. THESE ADDITIONAL FEES ARE THE CUSTOMER'S RESPONSIBILITY!!** Upon car check-in make sure the additional hours or additional days (if any) are billed to the renter's credit card, **not the hotel direct bill**. Also, the upgrade **must** be kept within the **rate code matrix**. **DO NOT CHANGE THE RATE CODE** under any circumstances.

The reservation will be set up as a referral by hotel ID# and person's name on Shift F6-Travel Agent Data screen.

In the message area on the reservation screen the 8 digit direct bill #, hotel ID#, and hotel name need to be entered.

Our reservation department will fax back the confirmation to the hotel with copies to the renting location, accounting department and local marketing department. The fax is the **Purchase Order**. The fax needs to be attached to the contract.

Confirmation should be faxed back to the hotel within 2 hours.

Any and all inquires about the car and room packages must be through the hotel. We cannot make reservations on car and room packages. The hotel must make the reservation, then fax the car reservation to our local marketing department.

Any additional questions, call (*your name*) in the Marketing Department.