

Dear Hotel Customer,

We have previously focused on how you can make your hotel information look attractive to bookers by loading nice room and rate descriptions, images, adding marketing messages etc.

We would now like to give you some recommendations on rate structures which we believe could increase your booking volumes. We have suggestions on promotions you can load for different seasons, and how you can choose to sell your promotions as well as other rate types in different channels depending on the specific market they target.

We hope the information in this months' letter will inspire you!

With best regards,

Sabina Sundberg  
Myfidelio.net — Customer Service Manager EAME



[Sunstar Hotel Albeina Kloosters](#)

### Winter promotions



[Sunstar Hotel Lenzerheide](#)

Take the opportunity to offer special winter promotions! You can sell promotions via Mylink, GDS (Amadeus, Galileo, Sabre, Worldspan) and/or ADS channels (Pegasus websites).

You can make it simple by just adding an additional public rate code called for example 'Christmas promotion', or 'New Years promotion' with no other benefits than just a lower rate, or you can choose to set it up as a special promotion including additional features and make it available with a specific promotion code. [Click on this link for instructions on how to set up a rate using the Promotion code functionality.](#)

If you have questions please do not hesitate to contact [Customer Service](#) who will assist you in any way possible.

### Base rates



[Privilegehotel Villa Caesar](#)

The Base Rates function means that one rate code may be derived from another rate code, which is called the base rate. When you select a base rate code, its rate details will auto-populate into the current rate details. Any changes in the base rate's rate details will automatically affect other rate codes for which it is the base rate. The Amount and Rounding fields allow you to vary the rates for the current rate code by a percentage or flat amount over or under the base rates.

When a rate code is based on another rate, its rate details are restricted; the base rate controls them automatically. This feature is useful, for example, where you have negotiated rates that are a certain percentage of, say, RACK rate code. In the event that you have multiple negotiated rates all with different percentages of RACK, it is easy to manage rate changes. When RACK rates change, the rates based on it will automatically change.

[Click on this link for instructions on how to use Base Rates.](#)

If you have questions please do not hesitate to contact [Customer Service](#) who will assist you in any way possible.

### Latest News!

#### **myfidelio.net launched centralised commission payment services!**

We previously informed you about WPS - Worldwide Payment Systems, our partner specialized in the payments of travel agencies commissions.

We now have the pleasure of informing you that the Swiss hotel chain [Sunstar Hotels](#) is one of the hotel customers who have signed up to use this service.

#### **myfidelio upgrade planned for late November!**

A new upgrade of our software is currently being tested. This upgrade will contain features related to BAR rates (Best BAR by Day Rates and BAR Base Rates). As soon as we have defined the dates for the upgrade, we will publish them on our [website](#).

For more information please contact your [Customer Service](#).

#### **Note!**

Please note that if you download different toolbars on your pc, such as Google toolbar, Yahoo toolbar, etc. you will not be able to login to the myfidelio application. Your login attempt will fail and no error message will show up.

## ADS channels via Pegasus



[Sunstar Hotel  
Surselva Flims](#)

Have you made sure that you have your rooms- and rates distributed to the channels of your choice? [Please click on this link to see our latest updated list of top producers among the Pegasus ADS channels.](#)

[Click on this link for instructions on how to add new ADS channels and how to distribute your room and rates.](#) Depending on the different websites individual business model, we recommend that you contact each website directly if you want to make sure that your hotel is considered and available.

If you have questions please do not hesitate to contact **XXX** who will assist you in any way possible.

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## Rates for 2008



[Sunstar Parkhotel  
Arosa](#)

For those of you who are still a bit late in loading next years rates, we would like to remind you again; travel agents can book 341 days in advance on the GDS which means they can already book rooms for well into 2008. As most rates expire in December 2007 you could potentially already be missing out on room nights.

[Click on this link to download the document 'Rates 2008' with more information on recommended Public Rates and GDS Negotiated/ Consortia Rates](#)

If you wish for further guidance on how to get your 2008 rates loaded for myfidelio, please do not hesitate to contact **XXX** who will assist you in any way possible.

## Book an Online training session!

You can at anytime contact our Customer Service team to schedule an online training session.

## Customer Service contact details:

Mon - Fri, 09.00 - 18.00 CET.

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