



• **CONNECTING HOTELS TO CUSTOMERS**

• **JUNE 2010**

Dear Customer,

myfidelio.net is constantly reviewing the market trends and enhancing technology and services to provide to you excellence in distribution. With this special edition of our newsletter, we wish to share the most important GDS features that are available for your hotel.

These features will meet the expectations and demands coming from the travel industry today, and at the same time considerably strengthen your positioning on the market, as well as potentially increase your business and revenue.

We would be happy invite you to a personal conversation on how your hotel could benefit from these options. Please do not hesitate to contact your Customer Service Consultant.

Kind regards,
myfidelio.net

EAME Central Customer Service contact details:

Mon - Fri, 09.00 - 18.00 CET.

E-mail: EAME-IQ@myfidelio@micros.com

Phone: +49 2131 137 113

Fax: +49 2131 137 404

• **Total Pricing**

Since the end of March 2009 myfidelio.net is compliant with Total Pricing in all four GDS (Amadeus, Galileo, Worldspan, Sabre) and in Pegasus ADS.

With the upgrade to Total Pricing, myfidelio.net now fully supports our hotel customers to provide accurate price information including taxes in each booking request made by travel agents.

The IQ chain and the following private label chains have been activated:

KI - Kempinski Hotels
MH - Marco Polo Hotels
RG - Rydges Hotels
PF - Pan Pacific Hotels
PL - ParkRoyal Hotels
SO - Sokos Hotels

• **Benefit**

All rates display inclusive of all known taxes, fees and service charges, which will increase the travel agent's loyalty and eliminating potential customer queries.

Example display from Amadeus:

```
-----RATE INFORMATION-----R - RAT
75.00 EUR A1SQB9 9S
75.00 EUR PER NIGHT STARTING 22JUN10 FOR 1 NIGHT(S)
75.00 EUR TOTAL RATE STARTING 22JUN10 FOR 1 NIGHT(S)
COMMISSION: NO COMMISSION AVAILABLE
HTL/BC-A1SQB9
-----ALL KNOWN TAXES AND ESTIMATED TOTAL AMOUNT-----T - TTX
15.00 EUR PACKAGE RATE FEE FROM 22JUN10 UNTIL 23JUN10 PER
ROOM PER STAY INCLUDED IN RATE
75.00 EUR ESTIMATED TOTAL AMOUNT INCLUDING MANDATORY
TAXES, FEES AND SURCHARGES
-----RATE INCLUSIONS / EXTRAS-----I - INC
EXTRA ADULT: 0.00 EUR PER NIGHT EXCLUDED
ROLLAWAY ADULT: 25.00 EUR PER NIGHT EXCLUDED
CRIB: 15.00 EUR PER NIGHT EXCLUDED
-----CANCELLATION POLICIES-----C - CXL
CANCEL BY 12AM 22-JUN-10.
```

• **Applicable for**

Amadeus, Sabre, Galileo, Worldspan and Pegasus ADS - at additional charge for chains not currently activated

• **Multi-room Shopping and Booking in Amadeus**

In February 2010, myfidelio.net successfully implemented the Multi-Room Shopping and Booking functionality in Amadeus for the IQ chain code, and thereafter followed by most of the Private Label chains:

KI - Kempinski Hotels
MH - Marco Polo Hotels
RG - Rydges Hotels
JD - The Doyle Collection
FX - First Hotels
PF - Pan Pacific
PL - Park Royal Hotels

myfidelio.net was one of the first CRS providers offering this option to our customers.

• **Benefit**

Travel agents now have the possibility of booking up to 9 rooms per booking.

At sell time, 1 booking segment per room will be created each with its own dedicated confirmation number (allowing for better management of the bookings)

After the sell, each booking segment will be independent and can therefore be modified or cancelled individually giving the flexibility that agents have asked for to manage such 'Multiple room bookings.

Example display from Amadeus:

```
DE MUC ALL AREAS TU 22JUN10-23JUN10 OCC:1
NR:9
AR CUR
1 KI$KEMPINSKI HOTEL AIRPORT MUENCH A EUR
-$ 266.60-425.00
2 KI$HOTEL VIER JAHRESZEITEN KEMPIN D EUR
-$ 179.50-1889.50
END OF DISPLAY
```

• **Applicable for**

Amadeus - free of charge

• **Increased Occupancy Pricing in Amadeus**

The Amadeus Increased Occupancy Pricing enhancement is precisely aimed at improving the customer experience and saving both hoteliers and travel agents time and money by enabling multi-occupancy bookings via Amadeus.

The IQ chain and the following private label chains have been activated:

KI - Kempinski Hotels
MH - Marco Polo Hotels
PF - Pan Pacific Hotels
PL - ParkRoyal Hotels
SO - Sokos Hotels
TL - Travelodge
JD - The Doyle Collection
GA - Global Hotel Alliance

• **Benefit**

Allowing the hotels to have different prices for different numbers of people staying in one room.

The maximum value is 9. Travel agents no longer need to contact reservations departments or call centers to book more than two people in one room.

• **Applicable for**

Amadeus – additional charge for chains not currently activated

• **Alternate Resort**

This functionality enables the travel agent to view and book an alternate property when the originally requested property is not available.

Alternate Resort can be used by private label chains as well as chains on the IQ chain code.

Example display from Sabre:

```
** DIRECT CONNECT AVAILABILITY **
** THE DOYLE COLLECTION RESPONSE **
JD0017804 THE NORMANDY HOTEL DCA
ADDR- 2118 WYOMING AVENUE NW 22JUN - 1NT1
WASHINGTON DC 20008 EMBASSY DISTRICT
PHONE- 1-202-4831350
FAX- 1-202-3878241
*****
*** PROPERTY NOT AVAILABLE - SEE ALTERNATIVE/S ***
HOD*AL1 FOR JD11676 - THE DUPONT HOTEL
PROPERTY IS 1 MILES SOUTH OF 17804
*****
```

The following private label chains have been activated:

MH - Marco Polo Hotels
JD - The Doyle Collection
KI - Kempinski Hotels

• **Benefit**

Allowing the hotel chain to encourage the travel agent to stay within the chain.

• **Applicable for**

Sabre – free of charge, Worldspan – free of charge, Amadeus – at additional cost (Alternate Resort is not available for Galileo)

• **Multi-Currency**

The multi currency feature will enable hotels to provide rates in a number of different currencies for the same hotel. This functionality is scheduled to be activated in the second half of June 2010.

• **Benefit**

This will be beneficial for hotels located in regions where multiple currencies are a standard use. It will allow the hotel to sell rates in different currencies.

• **Applicable for**

Amadeus, Sabre, Galileo, Worldspan – All free of charge