

Corporate Lodging Consultants | Reservation IDs

Thank you for your continued acceptance of CLC. It is a pleasure doing business with you! The intention of this document is to inform you of Corporate Lodging's policy of guaranteeing the first night no-show that may occur on a CLC Travel Support Center (TSC) reserved room.

When CLC's Travel Support Center calls to make a reservation for a guest, they will not have a credit card or guest CLC card number to give. Instead, they will provide your property with a 7-digit Reservation ID (Res ID) number to hold the room and for the first night no-show. If for some reason the guest does not check-in, your property can manually bill for this no-show using this Res ID number.

How to bill CLC for a TSC-reserved no-show, using a Res ID:

1. Print the guest's no-show folio from your property management system.
2. Write the provided 7-digit Res ID number on the folio.
3. Clearly label this folio as a "NO SHOW".
4. Fax the folio to 316-636-9258.

Though this policy is not explicitly detailed in the CLC contract that was signed by a representative of your hotel, CLC does expect to be able to use this system to reserve rooms for our customers. Denial of a reservation that is using a Res ID to guarantee is non-acceptance and can result in your property being reported to CLC's Contracts department. Non-acceptance of these reservations can result in the cancellation of your hotel's contract with CLC.

Note: This policy does not apply to reservations made directly with hotel by CLC guest.

If you have any further questions, please do not hesitate to contact us using one of the phone numbers listed below. Again, thank you for your continued acceptance of CLC. We look forward to continued business with your hotel!

- **E-Commerce** – 800-425-3562 | Assistance with web questions
- **Contracts** – 888-798-9383, Option 1 | Specific questions regarding your CLC contract
- **Accounting /QuickPay** – 844-271-5653 | General accounting/payment questions
- **CheckINN Certified** – 888-798-9383 | Questions regarding the program
- **Traveler Support Center** – 800-294-7682 | Assistance checking in a guest after hours (24 hours)
- **CLC Main phone** | 316-636-5055
- **CLC Main fax** | 316-636-9258