WEBBEDS

Overview

Introduction

This guide will assist you in managing rates, reservations and payments for bookings received from Webbeds.

Contents

Topic	See Page
Pricing Model Overview	2
Rate Type Overview	3-5
Managing Reservations	6-7
Merchandising and Visibility	8
Contacts and Support	9

Pricing Model Overview

Pricing Models

- Webbeds operates under the Net Rate and the B2B Net Rate Models as described below.

	Net Rate	B2B Rates
How is the rate calculated?	The hotel's sell rate is discounted by the Margin. The OTA marks-up the Net Rate to make it equal to the hotel's sell rate.	The hotel's sell rate is discounted by the Margin. The OTA marks-up the Net Rate and redistributes it.
How is the reservation booked?	OTA books the reservation and charges the consumer's credit card at time of booking.	OTA books the reservation and charges the consumer's credit card at time of booking.
How is the reservation paid for?	The hotel charges room and tax using the OTA virtual credit card provided for in the reservation.	The hotel charges room and tax using the OTA virtual credit card provided for in the reservation.
How much does the rate cost me?	12% Margin	18%-40% Discount* **Includes margin. No additional margin is added to the Discount.*

Rate Type Overview

Rate Types

In this section, we will review:

- Standalone & B2B Descriptions
- Webbeds Rate Plans
- Margin/Discounts

Standalone & B2B

Rates that are offered to consumers for hotel rooms only. These rates enable a guest to book exact room types at specific hotels. Compensation is paid to Webbeds for these reservations in the form of margin.

Rate Plans

Refer to your brand's rate plan master for additional details.

Best Available Rate	SO12	12% Margin	
Advance Purchase	SSO12 SBO12	12% Margin	
Flash Sale	SPL012 (Variable Discount) SF3O12 (Variable Discount)	12% Margin	
Brand Promotion	SPO12 SP3O12 SP5O12	12% Margin	

	SDO12 SD1O12 SDO3O12		
Local "On Demand" Promotions	S1O12 (-5%) S3O12 (-10%) S5O12 (-15%) S7O12 (-20%) S9O12 (-25%)	12% Margin	
Mobile Promotions	SMOO12 (-5%) SM1O12 (-10%) SM3O12 (-15%) SM5O12 (Variable Discount)	12% Margin	
BAR + Breakfast	SOBK12	12% Margin	
Value Add	SV2O12 SV4O12 SV6O12	12% Margin	
B2B Net Rates	SWH1 SWH1N SWH2 SWH2N SWH3 SWH3N SWH4 SWH4N SWH5 SWH5N	18% Discount* 20% Discount* 22% Discount* 24% Discount* 24% Discount* 26% Discount* 30% Discount* 33% Discount* 35% Discount* 40% Discount* **Includes margin. Not additional margin is added to the discount*	

Managing Reservations Overview

Managing Reservations

In this section, we will review:

- Managing Webbeds Reservations
- Special Circumstances

Reservations

	Managing Reservations
Check In/Check Out	• Prior to check-in, designate all net rate bookings as "rate confidential" on your check-in report. • At check-in, inform the guest that room rate and taxes have been pre-paid with their internet booking. • Create a folio for room & tax and a second folio for incidental charges. • Front Desk staff should obtain guest contact info & a credit card or deposit for incidental charges. • All rates are confidential and shouldn't appear on guest registration form. • UNDER NO CIRCUMSTANCES SHOULD NET RATE BE DISCLOSED. • Express and video checkouts should not be offered to hotel guests, unless the room rate can be suppressed on the express folio & video screen. • Hotels should not accept ANY cancellations requests or reductions in length of stay directly from guests for Net Rate reservations. Instruct the guest to contact the respective website's customer service number. • If guest requests a receipt for their stay, you may provide them with a receipt of incidentals, but receipt for the room rate should come from Webbeds. • If your hotel allows a guest to extend their length of stay or change room type, any additional charges are to be paid directly to the hotel by the guest.
Payment	• Webbeds provides a single use virtual credit card for each reservation. • Since the consumer paid Webbeds, Webbeds is responsible for paying the hotel for the room & tax. • If you have any questions regarding payment, reach out directly to Webbeds at the email listed on page 9 depending on your region. *Important: A credit card decline will occur on a VCC payment if your credit card merchant code is not set as the lodging industry. The credit card merchant code should be set as a "hotel" or "motel". If your credit card merchant code is not set*

	correctly, please contact your credit card service provider to update your merchant code.
Room Types	*NOTE: OTA Stand Alone room type policies are no different than brand website bookings.* • Guest chooses exact hotel room type that they want to book. • Webbeds books the room type and provides confirmation to the consumer.

Special Circumstances

	Special Circumstances
Cancellations and No Shows	During the reservation process, the cancellation policy is shown to the guest. Please adhere to the cancellation policy and charge applicable cancellation and/or no-show fees to the appropriate virtual credit card on file. Webbeds guarantees the reservation so the hotel should NOT accept any cancellation requests or reductions in the length of stay directly from guests. Instruct guests to contact Webbeds directly to cancel. *NOTE: Brand Standard Rate Plans define the cancellation policy and are not changeable. Local Promotion Rate Plans, however, allow changes to the cancellation policy*
Additional Person Fees	If a guest checks in at the hotel with more people than originally identified in the reservation, the hotel can charge the consumer directly for the additional person fees, or difference in room rate (if new room type required). The hotel should never attempt to charge the Webbeds single-use credit card for additional person fees, as the charge will be declined. Contact MyRequest Support to update extra person fees.
Overbooking	Webbeds is connected to WH&R's reservation system, therefore at the time of searching, rates and inventory were checked. If a reservation is booked, it is confirmed, and hotels should accommodate it. If you feel there was an error that resulted in an overbooking, contact the General Manager Hotline at gm.hotline@wyndham.com.
Walks and Relocations	Reservations booked by Webbeds are guaranteed and should be accommodated just like any reservation booked via the brand website or 800 number. If a hotel is unable to accommodate a Webbeds reservation for the entire length of stay, the originally booked hotel is responsible for finding alternative accommodations. These new accommodations should be in the same area and the same or better-quality hotel than the originally booked hotel. Any difference in room rate will be paid by the originally booked hotel. Hotel should contact gm.hotline@wyndham.com for assistance with walks/relocations. *Important: Webbeds guests are holding confirmed and guaranteed hotel reservations. Hotels should NOT prioritize walking any Webbeds reservation higher than consumers that booked via other channels.*

Contacts and Support

Overview Reach out to the right team when there are questions.

Common Questions

	Webbeds	DFO	MyRequest Support
The virtual credit card on the Webbeds reservation is being declined	X		
I am concerned with my placement on Webbeds	X *with guidance from DFO	X	
The guest called me directly to cancel a reservation	X		
I need to update my tax rate			X
I need to update my photos.			X
I need to update property content			X
My policies are not correct on Webbeds (i.e. deposit/cancellation)			X

- Virtual Credit Card inquiries:
    - Americas - vcc.usa@webbeds.com
    - Europe - vcc.eur@webbeds.com
    - APAC - vcc.eur@webbeds.com
- Customer Support Inquiries regarding reservations and guests in house:
    - Bookings in-house support: inresort@webbeds.com
    - Future bookings support: partnersupport@webbeds.com
    - Past bookings support, except payment: customerexperience@webbeds.com