



FASTPAYHOTELS
B2B EVOLVES

Service Level & Procedures

Introduction

This document determines the service level that shall be maintained for the relationship between the Distributor and Fastpayhotels to maintain the online bookings management pre-arrival, during the service and post travel.

1. Timetable

Any queries received will be answered per the following time frames:

Queries	As from 24 hours before Check In	As from 72 Hours Before Check In	More than 72 Hours before check-in
Hotel Confirmation Numbers	6 Hour	24 Hours	+48 Hours
Book – Outs	6 Hour	24 Hours	+48 Hours
Amendment	N/A	N/A	N/A
Special Requests (Breakfast, Room Type like Upgrade, Smoking, Non-Smoking, Connecting, adjacent , Bed Type like King Size or Twin Beds, Honey Moon, Early/Late Check In, Early/Late Check Out, etc	6 Hour	24 Hour	48 Hours
Cancellation (Response Time)	N/A	N/A	N/A
Waiver	+ 3 Weeks	+ 3 Weeks	+ 3 Weeks
Refund	+ 3 Weeks	+ 3 Weeks	+ 3 Weeks

2. Customer Service

2.1 Timetable

24 x 7, 365 Days Support

Fastpayhotels will be functional 24 x 7, 365 days to deliver the best services to the Distributor and its clients.

Reservation Department

Monday – Friday from 9.00 to 17.30 (GMT+1)

+34 971 430 771

SUPPORT@FASTPAYHOTELS.COM

Reservation Team Leader

Monday – Friday from 9.00 to 17.30 (GMT+1)

GIADA VIGONI

+34 616 250 672

GIADA@FASTPAYHOTELS.COM

Emergency Department

24 Hours

+34 616 250 672

EMERGENCY@FASTPAYHOTELS.COM

Emergency number

Fastpayhotels Emergency number is only for issues on spot outside office hours. Emergency line is available for on spot issues such as:

- On arrival, guest reservation is not found by the hotel
- On arrival, hotel is not allowing guest to check-in
- Hotel requesting payment at check in or check out
- The hotel is not able to provide contracted services by the guest (room type, meal basis etc.)

In any case, the emergency number won't be dealing with cancellations, modification and or special requests.

During the following dates, a reduced support from customer service will be applied:

15th August 2016

12th October 2016

1st November 2016

6th, 8th, 25th, 26th December 2016

6th January 2017

1st March 2017

13th, 14th, 17th April 2017

1st May 2017

15th August 2017

12th October 2017

1st November 2017

6th, 8th, 25th December 2017

2.2 Pre-arrival queries

2.2.1 Information/Modification

The Distributor should autonomously use the XML/Web for these queries, nevertheless could contact Fastpayhotels in these circumstances:

- The Distributor cannot find what they need on our web
- The Distributor has an existing booking and needs modification - and it is not possible to carry out this amendment on the web and/or the Distributor requires information that cannot be found on the web.

2.2.2 Cancellation

The Distributor must always proceed to cancel through the web/XML. Should any technical issues occur, then the Distributor can contact the Fastpayhotels office for assistance.

All reservations at Fastpayhotels are non-refundable, non-modifiable and are subject to 100% charges of the booking unless a force majeure is applicable and the appropriate documentation is provided. Legal documentation can be requested at any time by Fastpayhotels as a justification of the force majeure.

Bookings made are part of the agreement between Fastpayhotels and the Distributor and cannot be waived directly with the property.

In case of exceptional circumstances, a cancellation of the booking can be required, the Distributor needs to inform Fastpayhotels at least 48 hours before check-in sending an email to support@fastpayhotels.com, and Fastpayhotels will try it's best to leverage the costs of the booking with the property. Fastpayhotels has no obligation to accept any modification of these conditions and no negotiation with the property directly will be accepted or considered as being part of a contract between the property and Fastpayhotels where no third parties can interfere.

In case of doubt, cancellations are not part of emergency, and will be actioned outside of this frame.

2.2.3 Relocation Pre-arrival

When it becomes clear that no option of reconfirmation in the original hotel is possible and the book-out becomes a fact, the client will be notified immediately by e-mail.

In those cases, where the reconfirmation is not possible, the alternative offered by Fastpayhotels should be the Best Option available.

Definition of "Best Option":

- o Equal category or superior
- o Equal characteristics and Trip Advisor Rating
- o Equal services
- o Equal destination & area
- o Equal room type or superior
- o Equal meal plan or superior

In case that a massive relocation arises, there will be special communication between Fastpayhotels and the Distributor to agree the best way to proceed.

Fastpayhotels will work with this guideline to process any case of Book outs.

2.2.4 Force Majeure

The following cases are considered as Force Majeure:

- Death of traveller or of a second-degree family member (brother, father, offspring). Official certification is needed.
- Illness (hospitalization, surgery) of traveller or of a second degree family member (brother, father, offspring). Official certification is needed.
- Riots, War, Act of Terrorism or Protest

- Acts of God (Hurricanes, earthquakes, etc.)
- Hotel closure (Refund of full amount but compensation and expenses in relation to relocation are not covered if in case post booking and if this is pre booking then relocation to the best available option with compensation will be provided by the Distributor)

Clients who may want to cancel their reservation will be able to do so without any cancellation charge. (Technically, this action will mean zero sales as well as there will be no costs related to the affected bookings).

In case of original booking cannot be fully utilized due to the force majeure situation, we will reimburse the part not used at a later stage.

2.2.5 Special Requests

Special request related with an already existing booking will proceed through the web for the following requirements: -

- Smoking room, non-smoking room
- Late Arrival
- Ground floor
- Except Ground floor
- Honeymoon
- Adjacent rooms
- Client without voucher

Nevertheless, the following needs will be dealt by Fastpayhotels support team:

- Rooms for Disabled guests.
- Pets
- Double or Twin beds
- Cots
- Late Check in
- Any other special request not stated above.

Serious efforts will be made by Fastpayhotels for the above special requests but they are never confirmed and always subjected to availability until check in.

2.2.6 Changes of facilities

In case of any change of facilities in the property, Fastpayhotels will inform the Distributor as soon as possible. The Distributor will then have the option to:

- Claim full refund and compensation like as room or meal upgrade or discount if in case hotel inform the change or closure of facility in advance (Pre-Booking) and Fastpayhotels fail to update that on their system.
- Modify the booking.
- Cancel the booking free of charge.
- Maintain the booking as originally.

2.2.7 Reconfirmation

The reconfirmation process will be done considering the following:

Fastpayhotels will not reconfirm bookings with the hotels, apart from the previous confirmation done by voucher.

2.3. Onsite issues – Book-outs

With on the spot incidents, the traveller must communicate through the Distributor. Fastpayhotels will not be responsible for decisions taken by customers outside of the conversation between Fastpayhotels and the Distributor.

Once upon notification of the incident, Fastpayhotels will act in the shortest time possible to propose an alternative solution to the customer or to cancel without any charge the reservation. Alternative solutions will be provided per the best equivalent alternative available and if possible with an upgrade to compensate for the inconvenience.

In the case where the same conditions of bookings cannot be respected due to non-availability, a compensation will be decided by the customer service department.

Once Fastpayhotels has provided some alternatives, it is the responsibility of the Distributor to ensure a fast answer to the solution to secure as fast as possible the possible allotment of the solution. Fastpayhotels will not be responsible that these alternatives are no longer available, at the risk of having to downgrading the offer, if a proper response to alternatives has not be provided in time.

In case the client does not accept any of the alternative accommodation options offered in the first place (whether Before Arrival or On the Spot) the following options will be proposed:

- Higher room/Suite category in the original hotel if available
- Another accommodation option if available
- Cancellation free of charge

The Distributor can also work out the alternative in the same time and in case, Fastpayhotels is unable to provide the resolution in the set time frame (as stated in the table above) than the Distributor will go ahead with the alternate. Fastpayhotels will then reimburse the full amount of reservation made through Fastpayhotels.

The traveller can be given the option to find his own accommodation at any rate that does not surpass the original booking's value by more than 5%. Proof of reservation needed. It will also consider as case to case basis for critical cases.

2.4 Post travel queries. Complaints.

Any queries received will be answered per the following time frame:

As per the table included in section 1.