

Hotel reservation guarantee by credit card

The right way

Holders of a Visa, MasterCard, Diners Club, Discover or JCB can guarantee the first overnight stay in a hotel using their card. As a hotel and/or booking agent, it is essential that you observe a number of important points listed in this leaflet. Make sure that the booking agent forwards all information regarding the reservation/cancellation to you immediately.

How to make a reservation

1. You should ask your guest for the following information when making the reservation:
 - 1 Credit card number and expiration date
 - 2 Last name and first name of the cardholder (must be the same as the guest), address, phone/fax number and e-mail address of the cardholder

2. You should inform the guest about your terms and conditions. The best way to do so is to send a confirmation by post, fax or e-mail listing the following details:

- Price per overnight stay in the requested room category and invoice total (including VAT)
- Exact hotel address
- Reservation number
- Information about the cancellation and debit conditions:

If the cardholder does not cancel the completed reservation by 6 pm local time on the scheduled arrival date, he will be billed for one night's stay (plus tax).

Compliance with PCI DSS

You should retain the card data in physical form and avoid storing it on a computer system. If you wish to store card data electronically, you need to be certified compliant with PCI DSS. To find out more, please refer to our instructions for merchants concerning compliance with the PCI DSS security regulations. You should keep the card data recorded manually (card number and expiry date) in a secure place that is only accessible to a limited group of people. This card data must be destroyed once the guest has left the hotel. Card security numbers (CVV2, CVC2, CID, CAV2) must never be stored.



How to deal with a cancellation

You are usually obliged to accept all cancellations reaching you by 6 pm local time on the planned day of arrival. In addition, you must inform the cardholder of the cancellation number.

If this cancellation period is not long enough for you, you can set it at a maximum of 72 hours before the planned arrival of the guest. In this instance, you are obliged to inform your guest in writing about the special cancellation deadline. You should clearly state the actual date and time of this deadline in your confirmation.

If the customer fails to appear and has not cancelled the reservation, you may submit a sales draft charging the cardholder for **one overnight** stay.

You should enter the comment "No show" on the signature panel. You are not entitled to compensation if the cardholder denies having made the hotel reservation himself.

What to do on the day of arrival

When your guest checks in, you should ask for the credit card and reserve the amount likely to be owed at the end of the stay on your terminal.

In all cases, you should read in the card on the terminal. You should not type in the card number manually unless neither the chip nor the magnetic strip is readable and the card cannot be read in on the terminal for this reason. In this instance, you should additionally create an imprint of the card in all cases using the imprinter ("knuckle-buster") and authorise the transaction.

Alternative accommodation

You are obliged to provide the properly reserved accommodation for your guest. If you are unable to do so, you are required to arrange comparable accommodation at the same place for him. In addition, the guest is entitled to a transfer to the alternative accommodation and a three-minute telephone call, and you are obliged to forward all messages and calls to the new accommodation free of charge.

<p>5404 4310 0000 0000</p> <p>07-10 Jacques Müller</p> <p>999 001 001 HOTEL CALIFORNIA AG 0000 ORTSCHAFT</p>		<p>VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> DISCOVER <input type="checkbox"/> JCB <input type="checkbox"/></p> <p>Authorization Number <input type="text"/></p> <p>Betrag / Montant / Importo / Amount CHF <input type="text"/> 180 <input type="text"/> CTS <input type="text"/></p> <p>Extras / Tips <input type="text"/></p>	
<p> <ul style="list-style-type: none"> Ich anerkenne den TOTAL-Betrag und verpflichte mich, den TOTAL-Betrag gemäss den Kartenbedingungen zu zahlen. Die Kartenorganisation ist ermächtigt, den TOTAL-Betrag bei ordnungsgemässer Vorlage zu zahlen. Je reconnais le montant TOTAL et m'engage à payer le montant TOTAL conformément aux conditions régissant l'utilisation de la carte. L'organisation de la carte est autorisée à régler le montant total sur simple présentation. Riconosco l'importo TOTALE e mi impegno a pagare l'importo TOTALE ai sensi delle condizioni della carta. L'organizzazione addetta alle carte è autorizzata a pagare il TOTALE dell'importo su debita presentazione. I acknowledge the TOTAL amount and hereby commit myself to paying the TOTAL amount according to the card conditions. The card organization is authorized to pay the TOTAL amount upon proper presentation. </p> <p>X No show</p> <p>Unterschrift / Signature / Firma</p> <p>CHF</p>		<p>TOTAL CHF <input type="text"/> 180 <input type="text"/> CTS <input type="text"/></p> <p>Datum / Date / Data DD MM YY <input type="text"/> 12 <input type="text"/> 08 <input type="text"/> 05 <input type="text"/></p> <p>ORIGINAL</p>	
<p>SIX MULTIPAY</p>		<p>SIX Multipay AG CH-8021 Zürich</p>	