

	RESOURCE LIBRARY - RESERVATIONS Guaranteed Bookings	<i>CODE:</i> 03.01.063 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 1
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Policy: All FIT booking arrangers should be advised of 6pm release policy and request to guarantee their reservation by credit card or deposit.

政策：必须告知六点取消政策给客人，同事要求客人提供信用卡或者存款担保预定。

Goals: To maximize room revenue and protect the interest of Hotel

目标：提高房间收益，保护酒店利益。

Steps 步骤：

Explanation – Guarantee 解释—担保

- If a reservation is guaranteed, the room/villa would be held for late arrival either until claimed or until 12:00noon (i.e. check-out time) of the day following the expected arrival date.
担保预定的房间会为客人保留至客人抵店为止，最迟保留至预抵日期第二天中午十二点（标准离店时间）。
- If a guest cancels his/her (guaranteed) reservation by/before 6pm on the day of arrival, there would be no charge for the room/villa.
预抵日当天下午六点之前取消的预定不会收取费用。
- If a guest does not cancel the reservation before 6pm of expected arrival date, and fails to arrive by check-out time the following day, the hotel reserves the right to charge for one night's accommodation.
如果客人没有在预抵日当天下午六点之前取消预定，而且没有在标准离店时间之前抵店，酒店有权收取一晚房费。

Explanation – Release 解释—取消

- If a guest does not guarantee his/her reservation, the hotel reserves the right to release their reservation at 6pm on expected arrival date.
NB: This would usually only occur in a fully booked situation.
对于无担保预定，酒店可以在预抵日当天下午六点之前取消预定。
注意：这种情况通常只在酒店满房时发生。
- The benefit of guaranteeing a reservation is to avoid the above situation, i.e. a guest arriving to find that we had released his accommodation, and he is without a room because we have let it to another guest.
担保预定的好处在于避免以上情况的发生，即，客人抵店后发现他的预定被酒店取消，客人无房可住，因为酒店已经将他的房间分配给另外的客人。