

HOTELPLANNER

QUESTION AND ANSWERS

1. How to cancel a reservation?

Click on "View or Cancel Existing Reservation. Although you cancel a reservation you must adhere to the hotel cancellation policy (if applicable).

2. How to modify a reservation?

You cannot edit or change a reservation through the portal. A reservation must be cancelled and then rebooked, if rooms are available.

3. Why was my credit card charged immediately?

The traveler or traveler arranger chose a PAY NOW rate. When choosing this option you will not need to present a Tax exemption form.

4. Why is my Hotelplanner charge more than my hotel bill?

If you chose a PAY at Hotel, you will be charged taxes at the and incidentals, at the hotel.

5. How can I identify charges on my bank statement from hotelplanner?

To identify credit card statement charges go to the portal's HOME PAGE (upper right) and click on "View or Cancel Existing Reservation Type (do not copy & paste the number listed under the charge description, on your credit card statement and the email address that was used to make your reservation. If the correct email address is unknown, reach out to your program administrator, as their access to this information does not require an email address.

6. Why did the portal charge taxes?

The portal does not and cannot charge taxes

7. What are Negotiated rates?

These rates are displayed first and are vividly noted by the bright orange banner that reads, "This hotel rate meets PPM49 guidelines for single occupancy". These rates are specially negotiated with hotels that want a relationship with the State of Louisiana and have agreed to specific terms and conditions.

8. What Transient rates?

These rates are displayed after the negotiated rates, do NOT have an orange banner and can be lower or higher than negotiated rates, subject to the season and city-wide events.

While the same hotel may also offer a negotiated rate, transient rates do not fall under the same conditions as the negotiated rates.

Transient rates can be pre-paid (PAY NOW) rates, meaning that your credit card will be charged for the full amount of your reservation, at the time you book the reservation on the portal. Additionally, cancellation policies can be very restrictive and should be read and understood thoroughly

9. How can I obtain a copy of my receipt?

You may obtain/ view future reservations by referring to your reservation confirmation email and click the "View or Cancel Reservation" link at the bottom of the email or go to the portal's HOME PAGE (upper right) and click on "View or Cancel Existing Reservation". Type (do not copy & paste) your confirmation number and the email address that was used to make your reservation. Past reservations aren't available for viewing.

10. How can I view an old reservation?

An old reservation may not be viewed however your program can run a report to view your hotel stay.

11. Why was I unable to receive a refund from Hotelplanner when I booked through the portal?

Hotelplanner does not establish cancellation policies. Cancellation policies are established by the individual hotels.

12. How can I get my agencies to pay for my hotel lodging through the portal?

The traveler/traveler should chose *notify my program administration to approve and provide payment arrangement*. Once the traveler/traveler arranger choses this option an email will go to your agency approver. The approver will complete the credit card information and download the credit card form and send to the hotel. The option to send the credit card form is only available when a traveler/traveler arranger chose a "PAY AT HOTEL".

13. I did not receive the request to approve my traveler hotel reservation, why?

The traveler/traveler arranger may have not chosen the option "Notify my program administrator to approve for payment arrangement".

14. Why did I not get the credit card authorization form after I enter the card information?

The traveler/traveler arranger chose the option "PAY NOW". When this option is chosen the payment is immediately charged to the credit card. The traveler will only need to provide their drivers license and a personal credit card for incidentals.

15. Why did the hotel state they did not have my agency completed credit card form?

The agency program approver may have not download the credit card form or the hotel may have misplaced the credit card form. Best practice is to call the hotel the day the traveler checks in and verify that the hotel have the credit card form.

16. Why did the hotel not give me a receipt?

The traveler/traveler arranger booked a "Pay Now" through the portal. The traveler's email confirmation is the receipt when this process is chosen.

<p>17. The hotel charged me taxes and I am a state employee, Why? The hotel will charge you state taxes if you don't present a tax exemption form upon check in. The hotel may charge you city, occupancy and etc if the hotel does not receive the tax exemption form at check-in, they are not obligated to refund the state taxes.</p>	<p>18. How long is my hotel rate held, until I purchase it? Rates/rooms are never held. Rates/rooms are only confirmed or held, once they are purchased.</p>

**** Note****

No hotel contracts shall contain language that advises that rates are non-commissionable.