



WELCOME PACK

WHO WE ARE YOUR GLOBAL DISTRIBUTION PARTNER

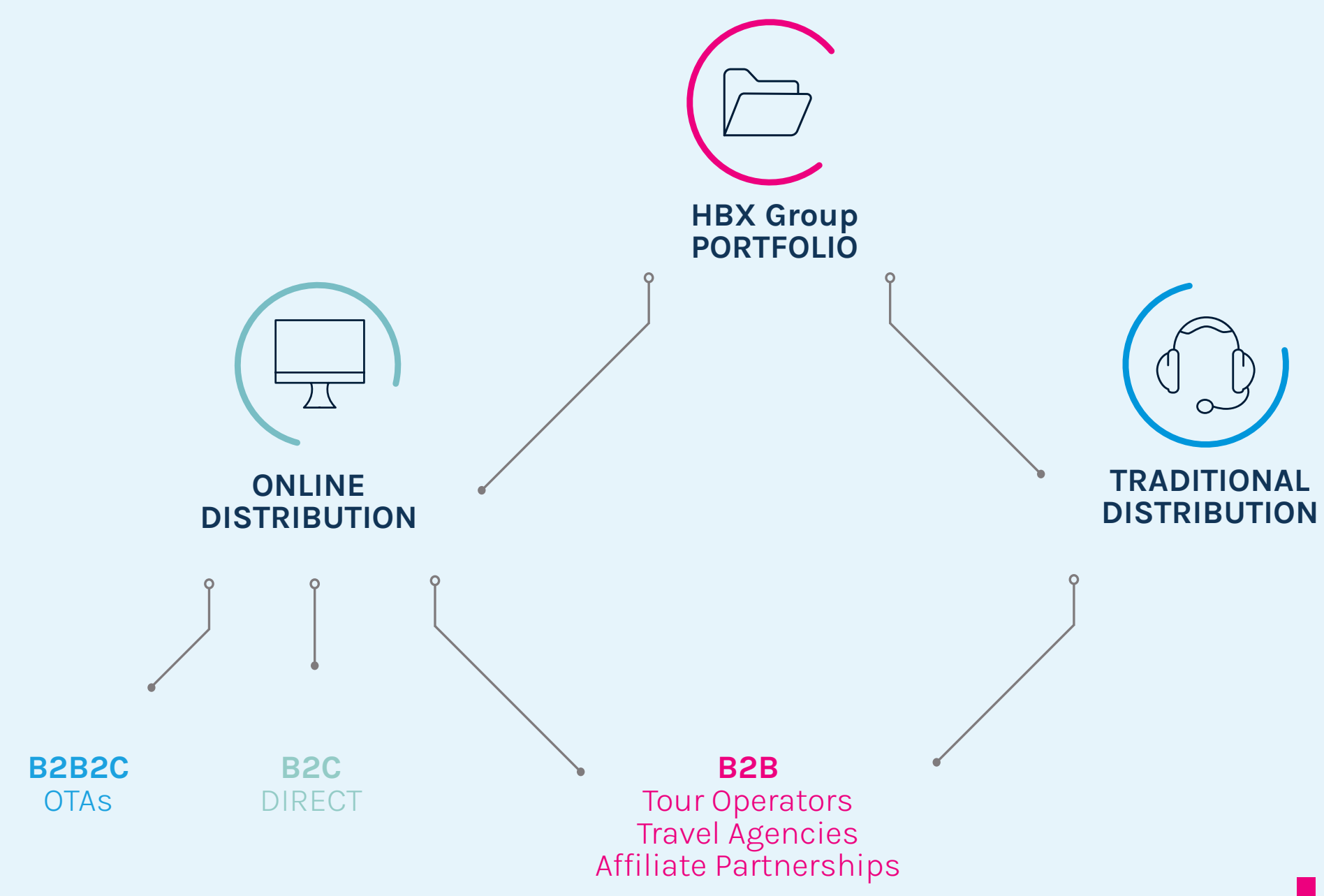
Today's travel distributors specialise in technology, global operational capabilities or local market knowledge. At HBX Group WE DO IT ALL, while adding a human touch that delivers expert and friendly support. Most importantly, we provide unique revenue generating solutions to over 85,000 hotels worldwide.



HOW WE WORK

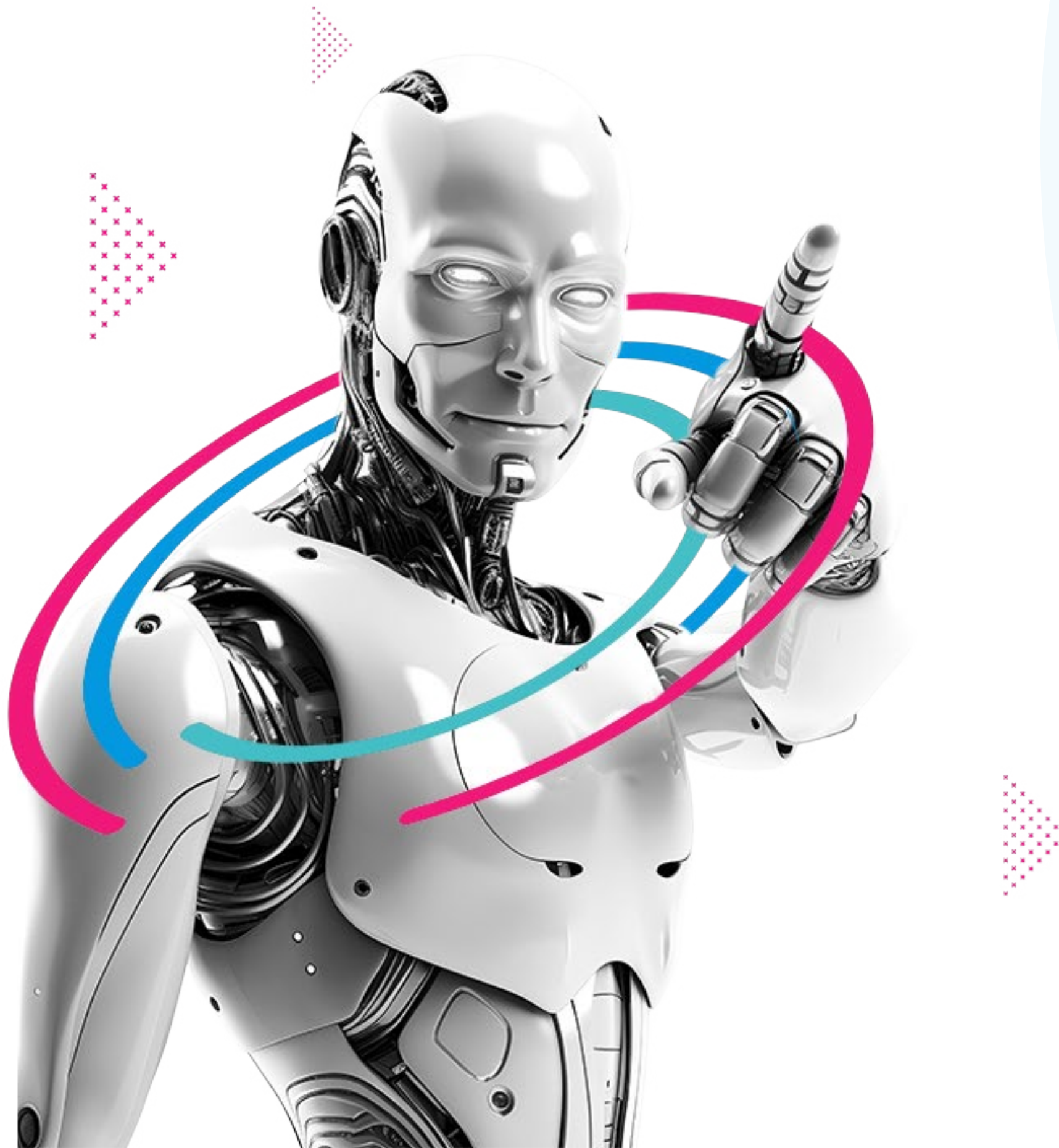
WE DISTRIBUTE HOTEL ROOMS

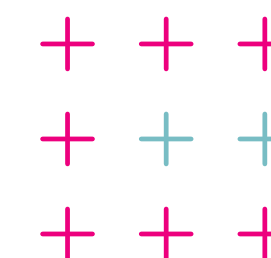
As a leading online accommodation wholesaler, we at HBX Group ensure mass exposure of your properties to a global client base:



HOW TO GET IN CONTACT

We want to make contacting us simple for you. In the Contacts section of our hotel partner's extranet, Partner Portal, you will find all the contacts you may need for your operational and daily management.





RATE PLANS

Our best-in-class technology allows you to choose the most suitable way to work with us. Our flexible contracting options meet your occupancy strategy and are adapted to the demands of the global marketplace.

Our rate mix and wide range of special offers mean we can help you to maximize the distribution of your property:

DYNAMIC RATES

- » Your daily Best Available Rate
- » Exposure on final selling channels

FIT RATES

- » Seasonal NET rates
- » Exposure through Tour Operator distribution

NON - REFUNDABLE RATES

- » Reduced DYNAMIC or FIT rates
- » Guaranteed payments

OPAQUE RATES & AIRLINE RATES

- » Special rate plan for Tour Operator or Airline Packages
- » Access to exclusive client agreements

OTHER RATE TYPES / SPECIAL OFFERS

- » Last Minute
- » Early Booking
- » Free night
- » Long Stay
- » Special Discount
- » Source-market specific



HOTELIERS USING OUR VARIETY OF RATE MIX AGREEMENTS HISTORICALLY EXPERIENCE OVER

25%
more revenue

15%
higher ADR





OUR EXTRANET PARTNER PORTAL

Partner Portal is our technology-driven extranet. It gives you the full potential and autonomy to increase exposure and maximize your revenue.

With Partner Portal you can manage your inventory and property details in real time: easier, faster and smarter.

You can also find your HBX Group contacts so it's easier to reach us and access everything you need: information about your contract, bookings, finance, reports, contents, manuals, etc. It is **your 100% managing tool!**

Please access Partner Portal (www.partner-portal.hbxgroup.com) using the credentials provided at the time of contracting.

INVENTORY MANAGEMENT

YOU CAN MANAGE YOUR CONTRACT(S):

- 1. VIA Partner Portal:** www.partner-portal.hbxgroup.com. If you have any question, please contact your **Hotel Support contact**.
- 2. VIA YOUR CHANNEL MANAGER** we work with the majority of Channel Managers worldwide.
 - For technical or performance issues with channel managers, please ask your Channel Manager to contact HotelConnect team (for incidences: hotelconnect.incidences@hbgroup.com; for connectivity/disconnection/modification request: hotelconnect.connectivity@hbgroup.com; for any other question: hotelconnect.questions@hbgroup.com).
 - If you would like to start working with a Channel Manager, please contact your Key Account Manager.
- 3. VIA INTEGRATION:** easy integration allows you to seamlessly offer dynamic pricing and inventory. For any questions, please contact your **Hotel Support contact**.
- 4. VIA OFFICE MANAGEMENT:** only for special distribution agreements, managed offline through your Hotel Support team. If you have this type of agreement, please contact updates@hbgroup.com for any availability change.





BOOKING

WE SEND BOOKING NOTIFICATIONS VIA:

E-mail (default sending)

Fax (if no e-mail is available)

BMS/PMS

Via XML, if you work with integration

ANY QUESTIONS?

If you have questions about our reservations, please go to the Booking section on Partner Portal (please note this information will be available for 7 days after check-out date) or contact your **Hotel Support contact**.

FINANCE GENERAL INFORMATION

YOU CAN MANAGE ALL YOUR FINANCIAL INFORMATION:

- » Check status of your invoices
- » Confirm your Fiscal and Bank details
- » Videos and manuals
- » Contact the person in charge of your account (ticketing)
- » Access ebilling (activation requested previously by ticketing)

Via **Partner Portal** by clicking on the Finance section (no credentials required).

Via our **SUPPLIER FINANCE WEBSITE** (www.ecobill.net), using your supplier code and password. Each hotel has a unique Finance Identification Number (supplier code). This is provided by your Finance Account Manager.



FINANCE INVOICING / PAYMENTS

YOU CAN INVOICE US RIGHT AFTER THE CHECK-OUT DATE:

- » **Via EBILLING:** our electronic invoicing platform available on our Supplier Finance Website.
- » **BY POST:** please check your postal address in your Account section on the Supplier Finance Website.

Please do not forget that the Booking reference must be included on each invoice.

OUR PAYMENT CONDITIONS AND METHODS ARE BASED ON YOUR CONTRACT AGREEMENT.

ANY QUESTIONS ?

If you have questions about Finance, please contact your Finance Account Manager.

Please note that the services available vary by country.

