Amadeus Selling Platform Connect
Hotels Plus

Thai-Amadeus Southeast Asia Learning Centre

Contents

Chapter 1: Getting started with Amadeus Hotels Plus

What is Amadeus Hotels Plus?

Amadeus Hotels Plus is a graphic module that lets you search for and book hotels from a large variety of hotel providers.

You can search for hotel content from independent hotels, hotel chains, and aggregators. Content from multiple enabled sources will be merged into a common search results display without duplication.

You can select the aggregators of your choice and register with them online.

In Amadeus Hotels Plus you can:
- ✓ Search for availability within hotel chains and aggregator hotels in a city, at an airport, on a specific street, or close to a landmark.
- ✓ Display search results based on your customer's criteria, with real-time rate and room availability.
- ✓ Sort hotels according to criteria such as price and distance.
- ✓ Filter hotels and rates based on criteria such as hotel star rating, hotel amenities, traveler's budget, and form of payment accepted.
- ✓ Choose and book a hotel directly from a map (for example, road map or aerial view) based on its proximity to a landmark.
- ✓ Retrieve previous searches and bookmark up to ten favorite hotels.
- ✓ Display and email detailed information about the hotel, including real-time availability and rates, descriptive information, photos, and location on the map.
- ✓ Retrieve booking confirmations.
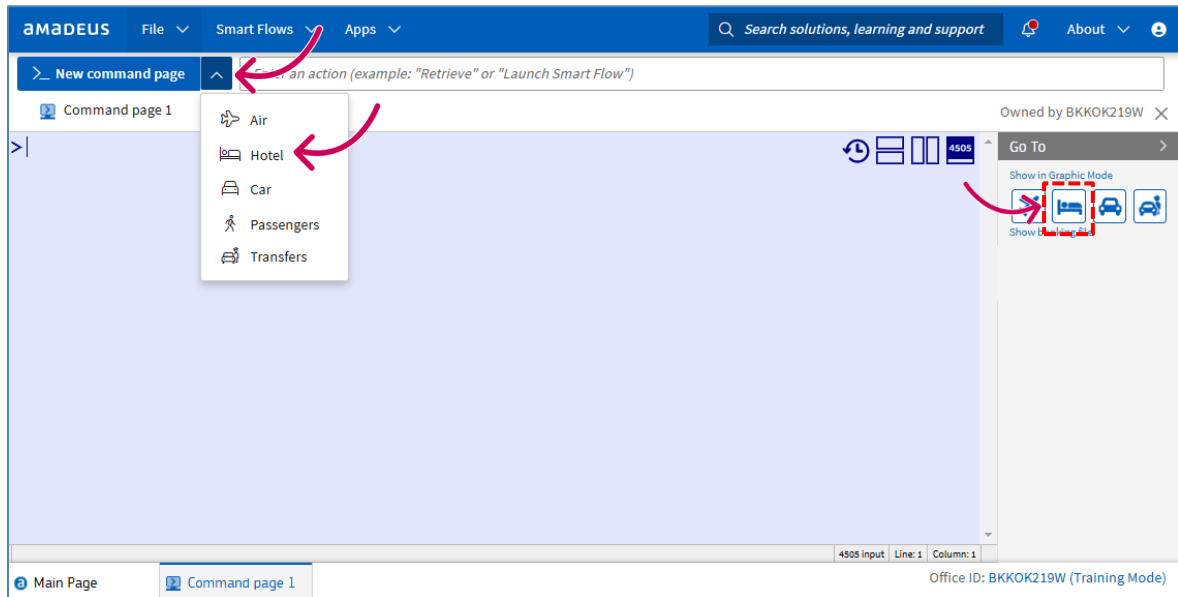- ✓ Modify or cancel bookings.

What types of hotel content are available?

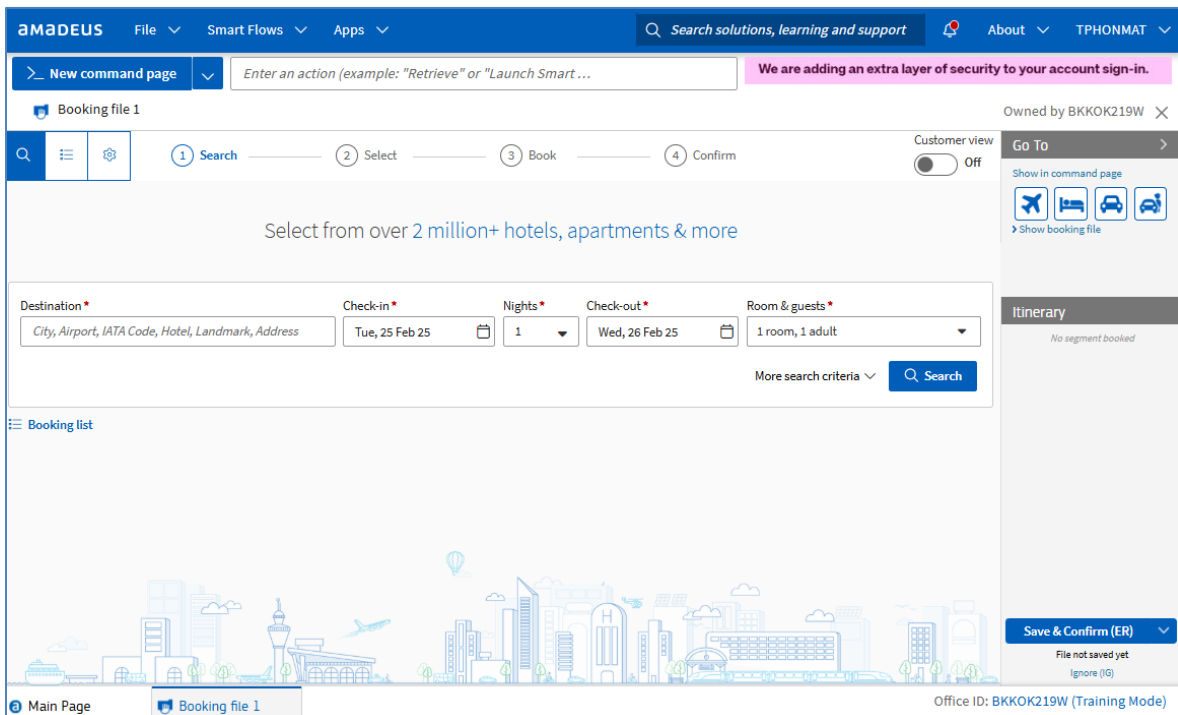Three types of hotel content can be booked through Amadeus Hotels Plus:
- Hotel chain
- Aggregator
- Amadeus Value Hotels (AVH)

How to go to Amadeus Hotels plus, please click on **_New command page** >> **Hotel**

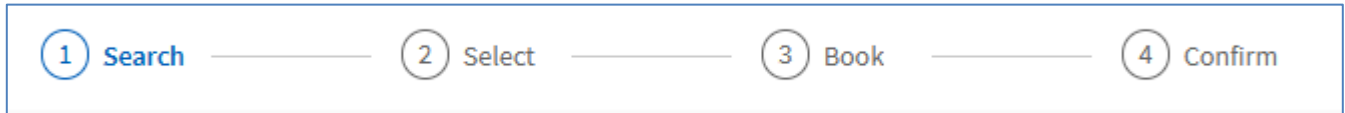**Alternatively**, Click on Hotels plus icon [icon] on the upper right

System Response:

Chapter 2 : Booking Flow

Understanding the hotel booking flow

The Amadeus Hotels Plus user interface guides you through the complete booking flow. Each step in the flow is presented on a separate page.

(1) Search	(2) Select	(3) Book	(4) Confirm

The steps are:
1. Search: Specify the search criteria, including location and dates of stay.
2. Select: Display hotel details and select a hotel.
3. Book: Enter the traveler and payment details.
4. Confirm: Complete the booking file by entering all the required booking file elements and save it.

1. Search → 2. Seclect → 3. Book → 4. Confirm
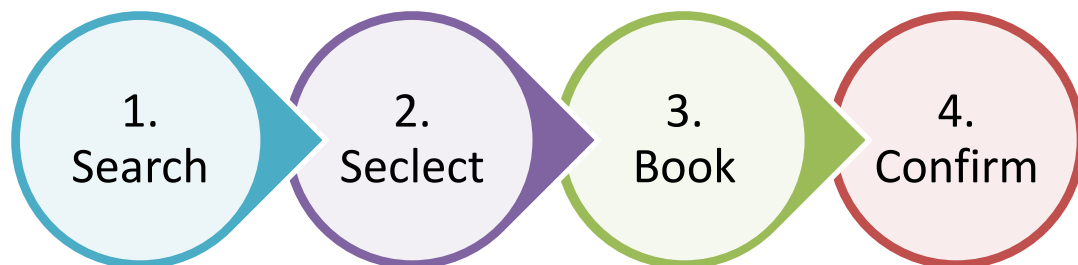
1. Hotel Search

1.1. How to search for a hotel

1.1.1. Start by filling out your client's destination hotel by city, airport, IATA code, address, point of reference or hotel code. check-in and check-out dates, the number of occupants, including children.

- *You can choose up to nine identical occupancy rooms, nine adults, and up to four children in each room. For children, you need select the age, from 1 to 18.*
- *With GDS bookings, you can select identical rooms only. When you change the number of adults or children for the first room, these numbers are adjusted automatically for the added rooms.*

1.1.2. When you start typing, an autocomplete list of suggested locations, addresses, or registered landmarks beginning with the entered letters is displayed. If the destination you want does not appear, continue typing until you have entered the full destination.

Tip: When you search for a specific hotel, enter the hotel name.

1.1.3. Use the **More search criteria** to find the most suitable hotel for your customer:

you can search for aggregator content only or for hotels with a specific meal plan, or exclude non-refundable rates. Or, through the Radius fields, you can specify how far the hotel can be from the destination you selected.

1.1.4. Click **Search.**

The Hotels page displays the results of your search.

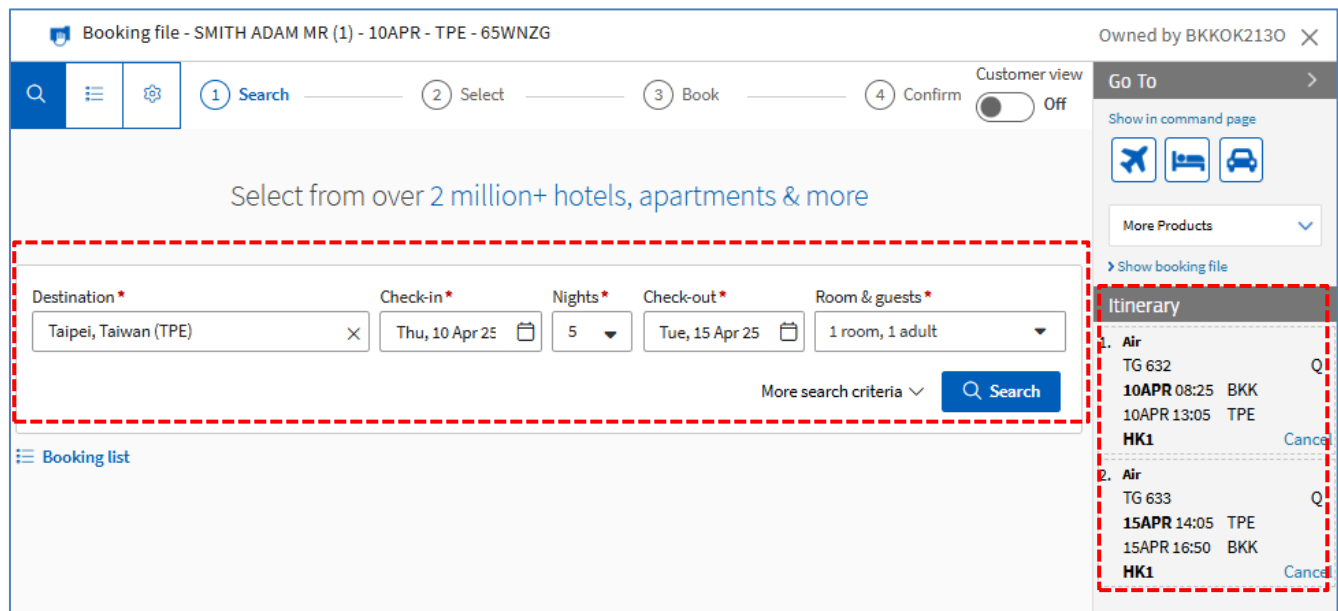## 1.2. How to search for a hotel from a booking file

1.2.1. Retrieve an existing booking file or create a new one.

1.2.2. Click the Hotels icon to search for a hotel.
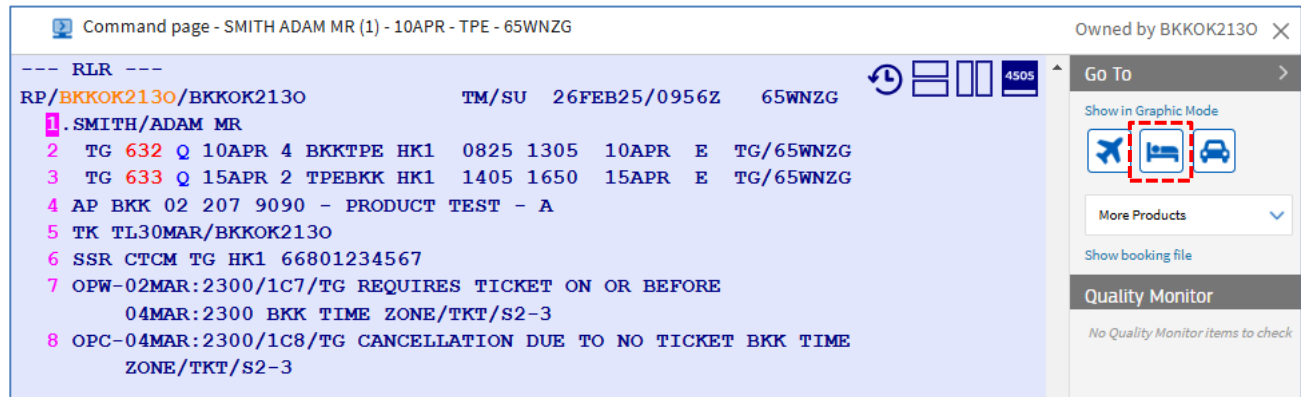
The Search page opens.

If you have already booked a flight using the city or airport, the dates and length of stay are taken from the flight segment and automatically loaded in the Search page.


1.2.3. Continue with your hotel booking process as usual.

If traveler information is already available in the booking file, it is filled in automatically when you are asked to enter traveler details.

Preventing customers from seeing financial information

By turning on the Customer view switch, you can prevent customers from seeing financial information, such as markup, commission and estimated earnings, during the booking flow.
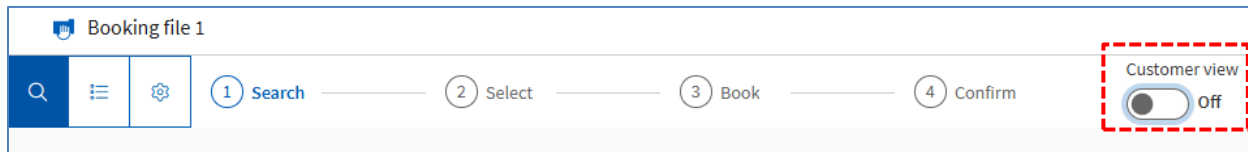
Depending on the LSS setup defined for your office, the customer view might be switched on by default.

2. Hotel Selection

2.1 How to view and filter the hotel search results

2.1.1 The Hotels page displays the hotels matching your search criteria. Only the first found hotels are shown. For every hotel, the lowest rate is shown first. Preferred hotels are displayed on top in the search results.

2.1.2 The total number of hotels available in the searched destination is displayed on top , Click **Show all** to show more hotels.

2.1.3 You can apply filter options in the search results to narrow down the selection. In the **Filter** panel on the left-hand side, select the filters you want to apply. If necessary, click to expand the filter option values.

2.1.4 To search for hotels in a specific area, move the map to the required area or zoom in on the map, and then click Search this area.

2.1.5 Click **View rates** to find other rates for a hotel.

Note: If you mouse over on **Multiple sources**, the source of the hotel will be displayed.

Rates section will display all the possible rates, forms of payment and rooms available for the selected hotel in each provider. Among those forms of payment, you will find guarantee and pre-payment.

Example :

Forms of payment:

Prepaid: Prepayment to provider required, Full payment of hotel stay is due to the provider. The hotel provider will either charge the credit card on your agency account according to your agreement.

Prepay to hotel: Prepayment to hotel required, Full payment of the hotel stay is due at time of booking. The hotel will charge the credit card immediately when the booking is confirmed

Deposit: Deposit needed, You will need to pay a proportion of the hotel stay costs in advance using a valid credit card. The hotel will charge your credit card the amount of the deposit as soon as you confirm the reservation.

Guarantee: Guarantee required, You will need to provide a valid credit card number in order to reserve a room. You will not need to pay for your stay in advance, but if you reserve a room and then do not show up at the hotel, the hotel may charge your credit card for at least 1 night's stay.

Hold 6 PM: PM Hold, This means that your hotel room will be reserved for you until the specified time on the 1st day of your stay. If you need any further information, please do not hesitate to contact me. Fail to check in by this time, the hotel may offer the room to another quest.

Note : You should check the hotel conditions for more information

2.2 Viewing the hotel room search results

2.2.1 In the Hotels list, Click on **Hotel Name** to see Hotel details.

2.2.2   The **Hotel Description** page is displayed. It contains the full property description, including , Hotel photos, Location, Map, Policies, Room types and Rates that you will be able to print or send to your customer by email.

The descriptive content provider can be selected from the providers list.

Example: Hotel description page

By default, the descriptive information is displayed from the provider who proposed the lowest price rate within the search results.

*Note: Using the **Copy to clipboard** button, you can copy and paste the hotel description into an email or document.*

The hotel descriptive information is shown in six tabs:

- **Amenities & Facilities**: Includes all data that is related to amenities and facilities provided by the hotel. It does not include room level facilities.
- **Location**: Gives information about the hotel location.
- **Policies**: Contains all the policies received from a provider, for example, time of check-in and check-out, cancellation conditions, tax, payment, additional guests, pets.
- **Rooms**: Contains information about the room types of the hotel.
- **Additional information**: Contains any additional information provided on top of the above.
- **Rate information**: Leads to the Rates list with filters panel and the possibility to book a rate.

2.2.3   Use the scroll button to read all the information on amenities and facilities.

2.2.4   To view other information on the hotel, such as location or policies, click the related tab.

Note: Always read the conditions carefully!

2.3 How to display rate details for a hotel

2.3.1   In the Hotels list, click the **View rates** button for the required hotel. This applies to single room searches only.

The Rates list page is displayed. All available rate types for the hotel are shown, as in the following example.
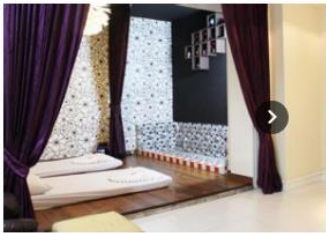
Tip: You can view the description by hovering over the information.

2.3.2 To check the **room rates policy**, click on **room type**.

Or Clicking on a **Rate information** form hotel description display.

🛡️ Booking file 1						
Amenities & Facilities	Location	Policies	Rooms	Additional information	**Rate information**	

Rates

Cancellation policy ︿

☐ Exclude non refundable

Meal plan ︿

✕ Clear all meal plans

☐ Accommodation only
☐ Breakfast
☐ Half board
☐ Full board
☐ All-inclusive

Payment ︿

✕ Clear all payments

☐ No Guarantee
☐ Guarantee
☐ Deposit
☐ Prepay to hotel
☐ Prepaid

12 out of 12 found rates   Sort by Price (low to high) ▾

Deluxe Room ROOM ONLY Exclusive discount: -9.97 EUR
Accommodation only
Free cancellation until 06 Dec, 2025   ⚖️ Add to compare
Hotelbeds PKG   Per night **EUR 56.47** (THB 1,998.00) ⌃   Book
Prepaid   Estimated earnings THB 259.76 (13%)

Deluxe Room
Book Now pay Later
Accommodation only
Free cancellation until 07 Dec, 2025   ⚖️ Add to compare
Agoda LEI   Per night **THB 2,042.35**   Book
Prepaid   Estimated earnings unknown

Deluxe Room ROOM ONLY
Accommodation only
Free cancellation until 06 Dec, 2025   ⚖️ Add to compare
Hotelbeds LEI   Per night **EUR 66.44** (THB 2,351.00) ⌃   Book
Prepaid   Estimated earnings THB 305.76 (13.01%)

Deluxe Room BED AND BREAKFAST Exclusive discount: -12.07 EUR
Breakfast
Free cancellation until 06 Dec, 2025   ⚖️ Add to compare
Hotelbeds PKG   Per night **EUR 68.38** (THB 2,420.00) ⌃   Book
Prepaid   Estimated earnings THB 314.61 (13%)

2.4 Viewing hotel search results using the map view

When you click a particular hotel in the Hotels list, the map marker indicates its location on the map. Only hotels that returned availability for the search request are displayed on the map.

When two or more hotel markers are too close on the map, they are aggregated into marker clusters with the number of hotels in this small area. To divide a marker cluster into hotel markers, zoom in on the map. You cannot click the hotel cluster marker.
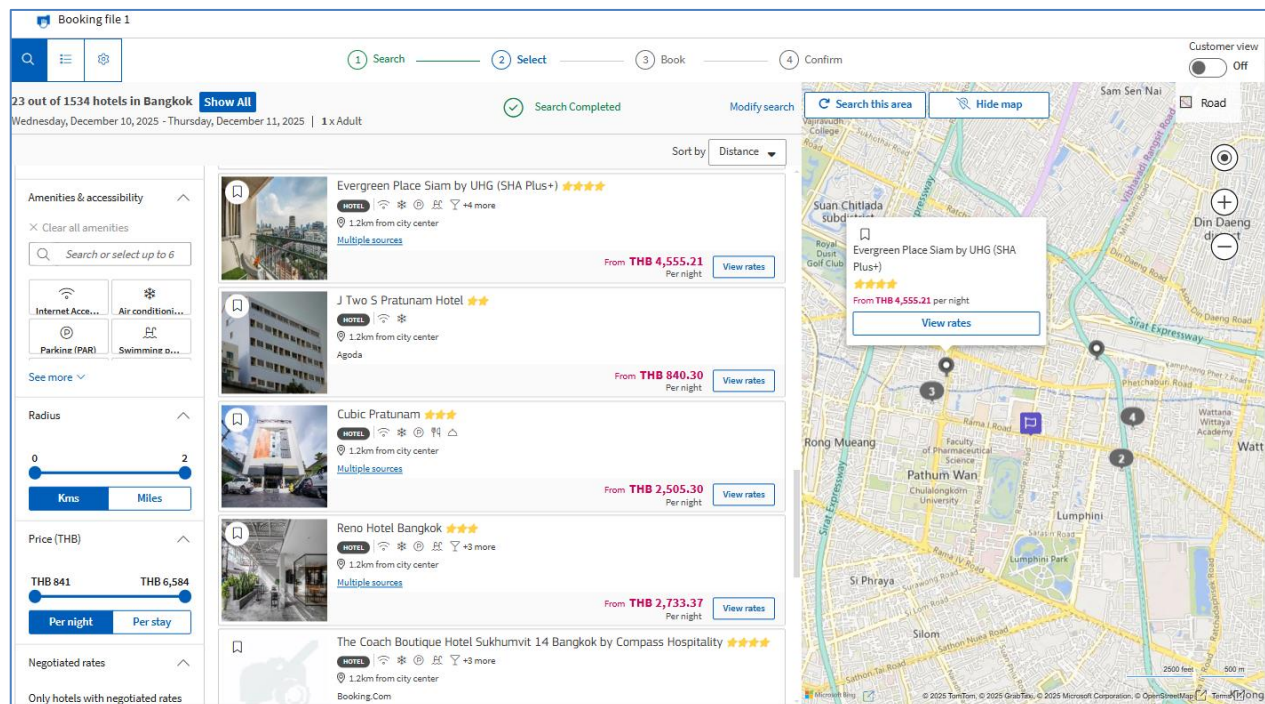
You can click a single hotel marker to see:

- Hotel name.
- Star rating.
- Cheapest rate per night in the client's currency.
- View rates button, which opens the Rates list page of this hotel.

When you return to the Hotels list from the Rates list by clicking on Back to list, the map is reset to the previous zoomed-out state.

Clicking on the total number of found hotels clears all the applied filters and zooms the map out to the default search zoom to fit all the found hotels on the map.

Note: To search for hotels in a specific area, move the map to the required area, then Click the Search this area button.

2.5 Comparing and saving hotel rates and details

2.5.1 In the Rates list, click a specific hotel rate and then click Add to compare. The rate is shown as Added to compare and is added to the Comparison bar. Up to five rates can be added for comparison.

2.5.2   Click **Compare**.

The Compare page opens.

2.5.3   Edit the rate information and add any necessary comments to the comparison. You can clear certain fields to remove them from the comparison.

2.5.4   Click   Copy to clipboard   to copy the comparison display to the clipboard.

From the clipboard, you can paste the comparison display to any other application, for example, text editor or email client. The fields that were cleared will not be copied to the clipboard.

2.6 Bookmarking hotels

2.6.1 In the search results, click the bookmark icon for the hotels you want to save for later.

You can also click the bookmark icon in the Hotel description page.

2.6.2   If want to bookmark hotel rates to compare, click Bookmark hotels in the Compare section.

Note: You can bookmark up to ten hotels.

The next time you search for hotels, bookmarked hotels are shown in the Bookmarked hotels section of the Search page.

In the search results, bookmarked hotels are indicated with a filled bookmark icon and listed in the Filter panel.

3. Booking a hotel room

3.1. In the Hotels list, click the View rates button.

For each hotel room, the rate and included services are shown, together with optional, chargeable services, if available.
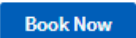
3.2. Click **Book**.

3.3. Enter the traveler and payment details in the Booking page.

After clicking on the "**Book**" button, you will be taken to the "Booking" page, where you will be able to fill in the traveler and payment information. Fill the traveler's name, your agency's e-mail and payment information then click on **Book Now**

Note: You can verify the booking conditions before you confirm your booking by moving your mouse pointer over the rate description.

If you wish to add markup, you just need to click on the **small gray** ✎ **icon**, insert the markup amount and then click on Total price or just enter.

- ✓ Prepaid
- ✓ Net rate
- ✓ Agencies can collect ~~mark~~ up at time of sale.
- ✓ Use Agencies 's Credit Card

Pricing details

Booking.com
PRO - PROMOTIONAL RATE
Breakfast

Commission 5 %		THB 2,462.24
Base amount		THB 2,462.24
Markup		THB 0.00
	THB 123.11	Estimated earnings
Total price		**THB 2,462.24**
		Guarantee

Booking.com

✓ Postpaid
✓ Agencies collect their commission after the stay is completed.

4. Confirmation

After you click on [Book Now] you will get the **Confirmation Number and booking details.**

In the booking details you will have access to: the booking status, it's reference and the actions available, the name of the hotel and its contact details, details about the stay and customer information, information about price and payment, descriptions of the room and the rate, and the terms and conditions of it.

4.1. Understanding booking confirmation

Booking type	Details
Hotel chain Booking	• Your booking is only fully confirmed after the booking file has been completed and saved. • You can do this in either the booking file module or the Command page. • You can still modify or cancel the booking after it has been confirmed. *However, it is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.*
Aggregator Booking	• The hotel booking is automatically confirmed at the time of booking. • You can cancel the booking after it has been confirmed. *It is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.* • All the modifications need to be done through cancel and rebook.

Example 1 :

Example 2 :

4.2. How to confirm a hotel booking in the booking file

4.2.1.Go to the Booking file module. Click on [Go to booking file]

aMaDEUS
THAI – Amadeus Southeast Asia

📁 Booking file 1   Owned by BKK1A0980 ✕

Gusto Pratunam Hotel ⭐⭐⭐ | Pricing details
📍 89 Newphetburi, 10400, Bangkok, Thailand |
                                                       | **Agoda**
                                                       |
                                                       | LEI - Leisure Rate
                                                       | Accommodation only   THB 1,000.55
Check-In: **Wednesday, December 10, 2025** | **1** | **1** room | **1** x Adult | Base price   THB 1,000.55
Check-out: **Thursday, December 11, 2025** | Night | | Markup   THB 200.00
                                                       | **Total price**   THB 1,200.55

Your PNR has been End Transacted.   * We recommend you make a note of the booking reservation number or print this page.

Traveler Information

- **Room 1**
  Ms. Amanda Amadeus

Payment

Credit card ***********4797

Room and rate description

Room 1

Room description superior twin bed

- **Other information**
  Free WiFi,ExtraBeds:0
- **Cancellation Policies**
  Cancel by Wednesday, December 10, 2025 00:00 local hotel time to avoid a 1000.55 THB charge.

Show less ⌃

Preferences and special requests

Please note that preferences will be passed on to the hotel. They are **not guaranteed** and may not be available. Special services may be subject to additional charges.

Hotel Notes

Additional taxes may apply.

[Start a new hotel booking]   [Go to booking file]

Go To   ▶

Show in command page

✈ 🛏 🚗 🚕

More Products   ▼

❯ Show booking file

Itinerary

1. **Hotel**
   GUSTO PRATUNAM HOTEL
   10DEC   Bangkok (...
   11DEC
   HK1   Cancel

Save & Confirm (ER)   ▼

Saved at 28FEB25 04:53 (GMT)

Ignore (IR)

Some of the elements that are mandatory in a booking file are already completed from the information you entered in the hotel booking, for example, the Name element and the hotel segment.

4.2.2. Complete the booking file with any remaining mandatory elements:

- Contact
- Received From
- Ticketing Arrangement

4.2.3. Click **Save & confirm** to end transact the booking file.

The booking file is assigned a record locator, which you can use to retrieve the booking file if required.

4.3. How to confirm a hotel booking in the Command Page

4.3.1.   Go to the Command Page. Click **Show in command page**

4.3.2.   Use the RT transaction entry to retrieve the active booking.

Some of the elements that are mandatory in a booking file are automatically completed using the information you entered in the booking, for example, the NM - Name element and the hotel segment.

4.3.3.   Complete the booking file with any remaining mandatory elements:

- AP - Contact
- RF - Received From
- TK - Ticketing Arrangement

4.3.4.   Use either the ET or ER transaction entry to save (end transact) the booking file and confirm the booking.

The booking file is assigned a record locator, which you can use to retrieve the booking file if required.

```
  Command page - AMADEUS AMANDA MS (1) - 10DEC - BKK - 4ZJSW5                    Owned by BKK1A0980  X

> RFPAX ; ER                                                            Go To              >

RP/BKK1A0980/BKK1A0980              TM/AS   28FEB25/0739Z    4ZJSW5     Show in Graphic Mode
BKK1A0980/0182TM/28FEB25
  1.AMADEUS/AMANDA MS(ADT)                                              ✈  🛏  🚗  🚙
  2 HHL AS HK1 BKK IN10DEC OUT11DEC 1ROHLEI THB1200.55 DLY C9U
    GUSTO PRATUNAM HOTEL/BC-******/BS-01234564/CF-837105114             More Products      ∨
    /DP-CCCAXXXXXXXXXXXX4797EXP0727/CV/IM *AS+
    SEE RTSVCH                                                          Show booking file
  3 APB +660801234567                                                   Quality Monitor
  4 APE THAYADA.TP@GMAIL.COM
  5 APE THAYADA@THAIAMADEUS.COM                                         No Quality Monitor items to check
  6 TK OK28FEB/BKK1A0980

> RTSVCH2

RP/BKK1A0980/BKK1A0980              TM/AS   28FEB25/0739Z    4ZJSW5
  2 HHL AS HK1 BKK IN10DEC OUT11DEC 1ROHLEI THB1200.55DLY C9U
    GUSTO PRATUNAM HOTEL/BC-******/BS-01234564/CF-837105114
    /DP-CCCAXXXXXXXXXXXX4797EXP0727 *AS+
+HOTEL COMPLETE RESERVATION DETAILS
--------RATE INFORMATION-----------------------------R - RAT
1200.55 THB      ROHLEI   D
    1200.55 THB PER NIGHT STARTING 10DEC25 FOR 1 NIGHT(S)
    1200.55 THB TOTAL RATE STARTING 10DEC25 FOR 1 NIGHT(S)
1000.55 THB ESTIMATED NET
MARK-UP INCLUDED: 200.00 THB
HTL/BC-******
--------ALL KNOWN TAXES AND ESTIMATED TOTAL AMOUNT------T - TTX
    1200.55 THB ESTIMATED TOTAL AMOUNT INCLUDING MANDATORY
            TAXES, FEES AND SURCHARGES
1000.55 THB ESTIMATED NET
MARK-UP INCLUDED: 200.00 THB
--------CANCELLATION POLICIES------------------------C - CXL
CANCEL ON 10DEC25 BY 00:00 LOCAL HOTEL TIME TO AVOID A CHARGE OF
1000.55 THB
MORE
+HOTEL COMPLETE RESERVATION DETAILS
```

Example of the email below, you will automatically receive the email provided by your agency email during booking process.

Booking confirmation with Agoda - Booking ID: 837105114

Agoda Customer Service <no-reply@agoda.com>
To   Thayada TM PHONMAT

(i) If there are problems with how this message is displayed, click here to view it in a web browser.

Confirmation_for_Booking_ID_#_837105114.pdf
72 KB

CAUTION:This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

agoda

Your booking is now confirmed!

Hi AMANDA AMADEUS,

For reference, your booking ID is 837105114. To view, cancel, or modify your booking, use our easy self service.

Manage my booking

Gusto Pratunam Hotel

★★★★★
กัสโต้ ประตูน้ำ

89 Newphetburi, Bangkok, Thailand, 10400
89 Phectburi 19, กรุงเทพ, ไทย, 10400
Directions

Check in	Check out
Wednesday December 10, 2025	Thursday December 11, 2025
(after 2:00 PM)	(before 12:00 PM)

You can also easily find out about property policies and amenities in Manage my booking

Contact property

For any questions related to the property, please contact them directly.

💬 Message property	📞 +6626564000

Booking Information

Reservation	1 room, 1 night
Room type	Superior Twin Bed
Lead guest	AMANDA AMADEUS
Occupancy	1 adult
Benefits	Free WiFi

Cancellation Policy

Free Cancellation
Until December 9th 11:59PM (Bangkok time)

Non-Refundable
From December 10th 12:00AM (Bangkok time)

Important Information

Risk-free booking! Cancel before December 10, 2025 and you'll pay nothing! Any cancellation received on your check-in date will incur a charge of 100% of the booking value. Failure to arrive at your hotel or property will be treated as a No-Show and will incur a charge of 100% of the booking value (Hotel policy).

Your booking is confirmed but not yet paid

1 room(s) x 1 night(s)	THB 850.03
Taxes And Fees	THB 150.52
Total Charge	**THB 1,000.55**

✔Agoda price guarantee

Will be paid with credit card   xxxx-xxxx-xxxx-4797

You will be automatically charged on 8 December 2025.

Manage my booking

Using our convenient self-service, you can sign into your account any time to re-send confirmations, get a receipt, make requests, cancel your booking, change dates or amend guest name.

Share booking confirmation
Resend your booking confirmation to yourself or others.

Send a receipt
Get a receipt sent to you for business use.

Special requests
Ask the property to add extra beds, breakfast, or amenities.

Cancel booking
Cancel your booking online easily.

Change dates
Amend your booking dates.

Manage guests
Amend the lead guest's name.

Need more information or support?

Keep your booking reference number **837105114** handy and within reach. You'll need it if you would like to contact our customer support.

Quickly find out how you can manage your booking online in our content rich FAQ library.

Browse our FAQ for quick answers

Important Notes

🏨 Thanks! Your booking is confirmed at Sino House Phuket Hotel - SHA Plus

Sino House Phuket Hotel - SHA Plus <custc
To   Amadeus Learning Center

↩ Reply   ↩ Reply All   → Forward   ⧉   •••

Tue 17-May-22 3:05 PM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION:This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thanks ADAM!
Your booking in Phuket Town is confirmed.

✓ **Sino House Phuket Hotel - SHA Plus** is expecting you on **2 December**

✓ Your **payment** will be handled by Sino House Phuket Hotel - SHA Plus. The '**Payment**' section below has more details

✓ You can cancel for FREE until 30 November 2022 23:59 [+07].

✓ Make your trip even more special. See if you can get a better room

Easily make changes online to all your bookings by creating a password.

ⓘ **Travel support**
Get the information needed before traveling to a destination as touristic travel may still not be allowed. In the case your travel plans change and you wish to modify your booking, check your options to manage the reservation by clicking the link below.

Modify your booking

Sino House Phuket Hotel - SHA Plus 🧳 Business trip *3-star hotel*

1 Montree Rd., Muang, Phuket Town, 83000, Thailand - Show directions

Phone: +66 76 232 494
Email property

Get the print version

Your reservation	2 nights, 1 room Change
Check-in	Friday 2 December 2022 (14:00 - 00:00)
Check-out	Sunday 4 December 2022 (10:00 - 12:00)
Booking number	2866969712
PIN code	4648
Booked by	ADAM AMADEUS (alc@thaiamadeus.com)

1 Deluxe Double or Twin Room
7 % VAT is included.
10 % Service charge is included.
1 % City tax is included.

Total price	**THB 2,462.24**

Chapter 3: Retrieving a hotel booking
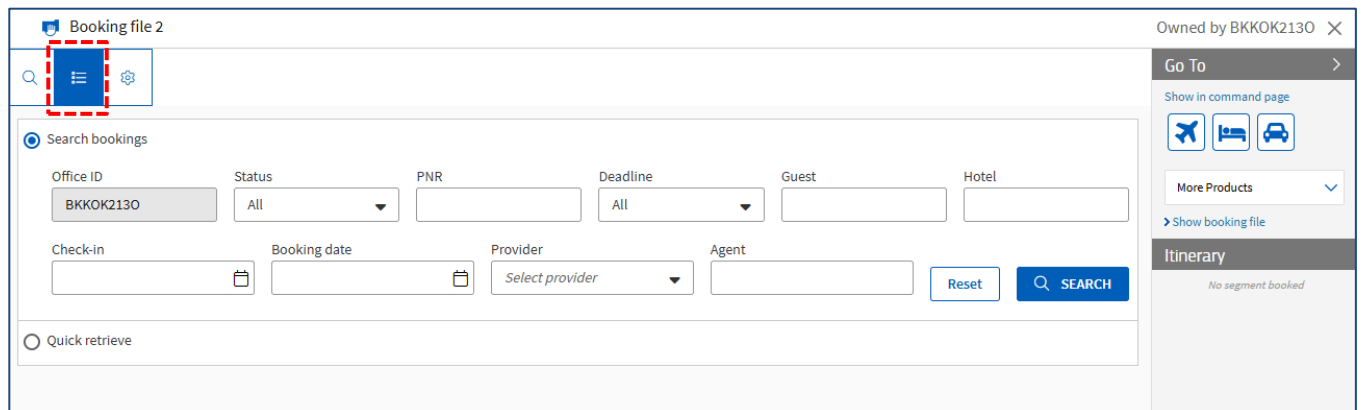
Retrieving confirmed hotel bookings from the booking list

3.1   How to retrieve a hotel booking using a general search

3.1.1 In the Search window, click the ⣿ tab or on Booking list.

The Search bookings panel is displayed. The office you are logged into is shown by default in the Office ID field. The search is based on this office.

Note: You cannot update the Office ID field for a search. To search for bookings made by a different office, you must sign into that office and search from there.

3.1.2 Complete the required search fields and then click **SEARCH**.

All active bookings that match your search criteria are displayed, up to a maximum of 200.

3.1.3 To display the details of a booking and access the follow-up actions, click the booking in the search results list.
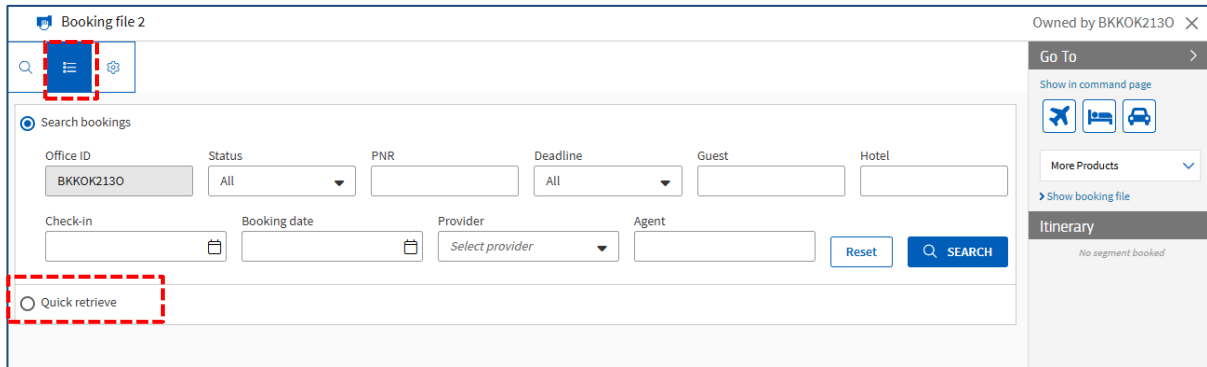
3.2 How to retrieve a hotel booking using the confirmation number and provider

3.2.1   In the Search window, click the ⬛ tab or on Booking list.

The Search bookings panel is displayed.
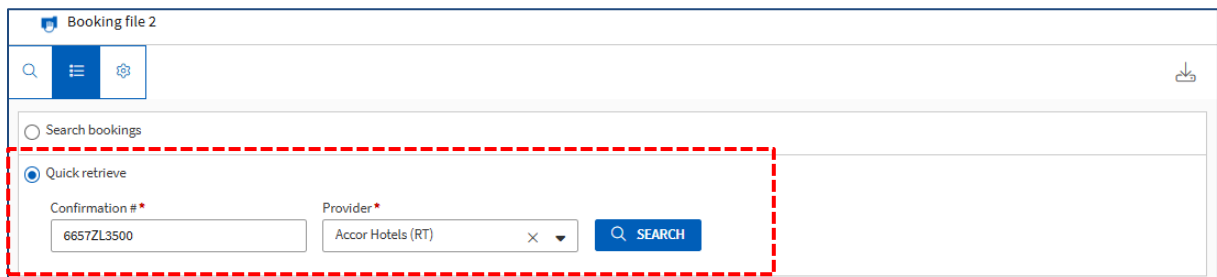
3.2.2   Select the Quick Retrieve option button.
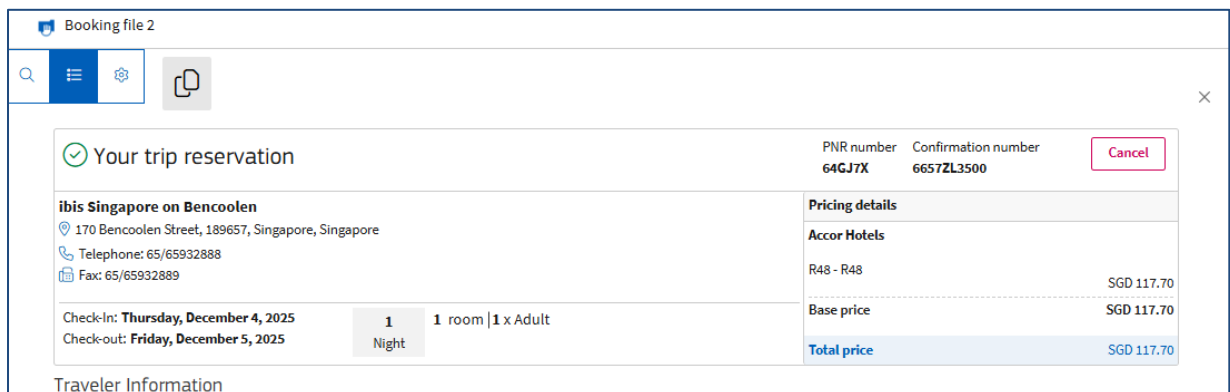
The Confirmation number and Provider fields are displayed.

Tip: You can retrieve a booking that was made by an office other than the office you are signed into, provided that you have the security rights for that office.

3.2.3   Enter the search criteria and click **SEARCH**.

The **details of a booking** page is displayed .

3.3   How to export the booking list as an Excel file

3.3.1   In the Search window, click the   tab or on Booking list.
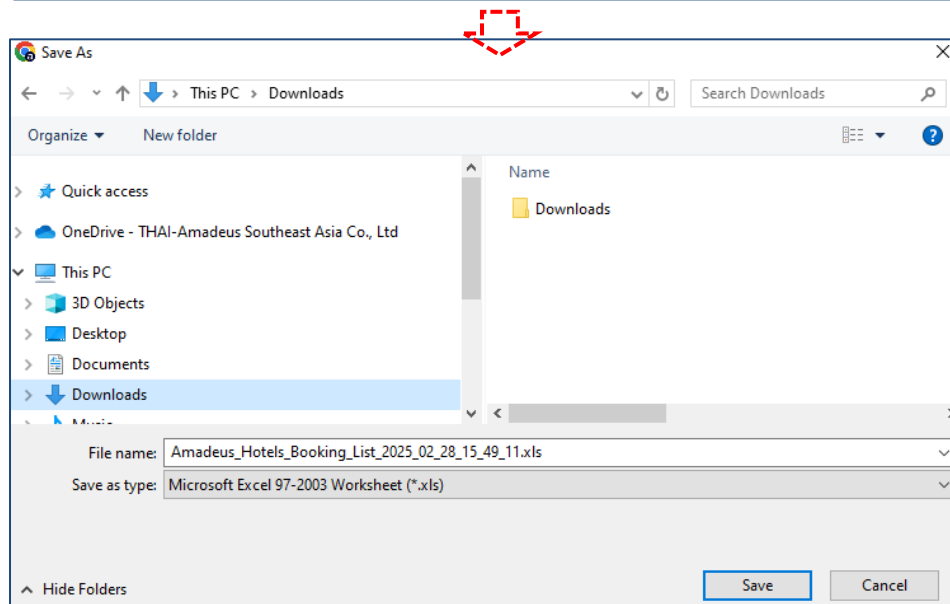
3.3.2   Retrieve the required bookings.

3.3.3   Click the Export icon .

The booking list is downloaded as an Excel file to your local drive.

Confirmation number	Booking date	Cancelation number	PNR	Cancelation deadline	Payment deadline	Confirmation deadline	Guest first name	Guest last name	Check-in	Check out	Hotel name	City	Country	Provider	Agent
6667ZL3500	26 Feb 2025 02:46:57 UTC		64GJ7X	Non Refundable			Adina	Smith	04 Dec 2025	05 Dec 2025	IBIS SINGAPORE ON BENCOOLEN	Singapore	Singapore	Accor Hotels	TPHONWAT
6163ZLB500	25 Feb 2025 09:00:05 UTC		5YBH2H	10 Dec 2025 23:00 Local			Adam	Adam	12 Dec 2025	14 Dec 2025	NOVOTEL SUVARNABHUMI AIRPORT	Bangkok	Thailand	Accor Hotels	TPHONWAT
28696463	24 Feb 2025 07:55:10 UTC		557UNW	23 May 2025 18:00 Local			Amanda	Amanda	24 May 2025	25 May 2025	HOLIDAY INN RESORT PHUKET	Phuket	Thailand	Holiday Inn	TPHONWAT
6163ZC9500	24 Feb 2025 07:24:55 UTC		5SS7SY	09 Mar 2025 00:00 Local			Adam	Smith	10 Mar 2025	11 Mar 2025	NOVOTEL SUVARNABHUMI AIRPORT	Bangkok	Thailand	Accor Hotels	TPHONWAT
66512278	11 Feb 2025 09:34:54 UTC		5NV6MT	30 Mar 2025 16:00 Local			Alpha	Amadeus	01 Apr 2025	02 Apr 2025	HOLIDAY INN SINGAPORE ORCHARD	Singapore	Singapore	Holiday Inn	PPETCHSUWA
6163ZC5500	11 Feb 2025 08:57:06 UTC		5NGTE2	05 Mar 2025 00:00 Local			Amanda	Amadeus	06 Mar 2025	07 Mar 2025	NOVOTEL SUVARNABHUMI AIRPORT	Bangkok	Thailand	Accor Hotels	PPETCHSUWA

Chapter 4 : Modifying or Cancelling a hotel booking

4.1 How to modify a confirmed hotel booking

1. Retrieve the required booking file.
2. In the **Products** section, click Modify. The Modify booking page opens.

3. Change any of the following data as required:
    - Check-in or check-out date
    - Frequent traveler program number
    - Supplementary information
    - Credit card type, number, expiry date and CVV

4. Click **Send modification request**.
   If a price change occurs, you will be prompted to confirm the updated price and rate conditions.

5. Click **Save & confirm (ER)**.

4.2 How to modify a confirmed hotel booking (Aggregator)

When you completed a Aggregator Booking, You will automatically receive the email provided by your agency email during booking process.

You can click on '**Manage my booking**' / '**Modify your booking**' to manage and modify your reservation directly through the Aggregator's website.

amaDEUS
THAI - Amadeus Southeast Asia
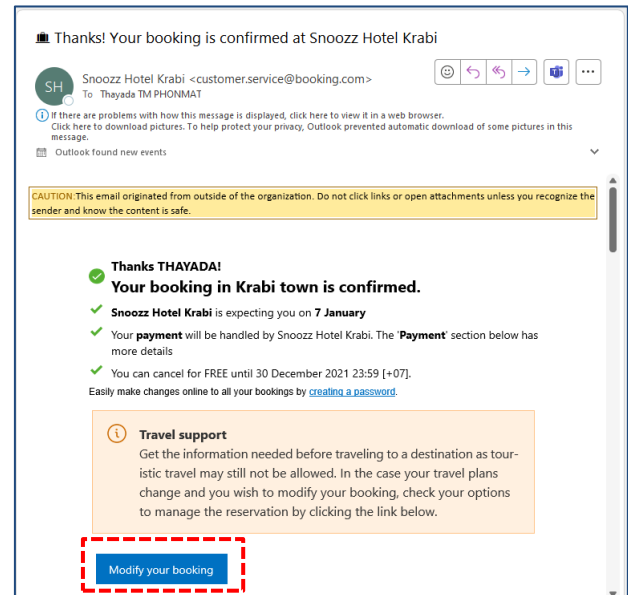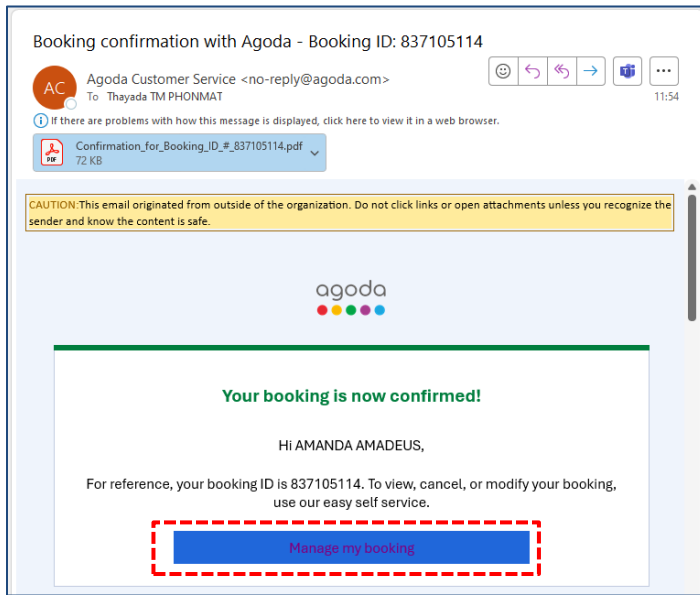
agoda

| Bundle and save! Flight + Hotel | Hotels & Homes | New! Transport ⌄ | New! Activities | New! Coupons & Deals | New! eSIM | Travel Guides | Travel Itineraries | List your place | 🇬🇧 | ฿ | Sign in |

◀ Back to bookings

- 📋 My bookings
- 💼 All bookings
- 🏨 **Hotels**
- ✈ Flights
- 🎯 Activities
- 💬 Property messages
- ⭐ Reviews
- AgodaVIP
- AgodaCash
- Cashback Rewards
- PointsMAX
- 👤 Profile

Your booking is **confirmed**.

No further action required. Your payment will be settled on Dec 08, 2025.

| Booking ID 837105114 | 📅 Dec 10, 2025 - Dec 11, 2025 | 1 🛄 |

Pay now   **Get booking confirmation**

Experienced issues during check-in?
Report check-in issue upon arrival

Gusto Pratunam Hotel
⭐⭐⭐
Property phone +6626564000

🖥 Message property

| Check-in Dec 10, 2025 14:00 | 1 night | Check-out Dec 11, 2025 12:00 |

➤ Get booking confirmation
📅 Change dates
📋 Special requests
❓ Notify arrival time
🗂 View property policies

Room information
1 X Superior Twin Bed

Change room

Benefits
Free WiFi

Guest Information
Lead guest
AMANDA AMADEUS

👥 Manage guests
👥 Change number of guests

Booked capacity ⓘ
1 adult

Cancellation policy

Now, cancellation is free
Until 09 Dec 11:59 PM (Bangkok time)

Non-Refundable
From 10 Dec 12:00 AM (Bangkok time)

✕ Cancel my booking

Risk-free booking! Cancel before December 10, 2025 and you'll pay nothing!

Any cancellation received on your check-in date will incur a charge of 100% of the booking value.

Failure to arrive at your hotel or property will be treated as a No-Show and will incur a charge of 100% of the booking value (Hotel policy).

✓ Pay nothing until December 8, 2025

Payment information

| 1 room(s) x 1 night(s) | THB 850.03 |
| Taxes And Fees | THB 150.52 |

| **Total Charge** | **THB 1,000.55** |

📧 Send e-receipt by email
💳 Pay now
💳 Change credit card to be charged

Payment method
| Card type | MasterCard |
| Card number | •••• •••• •••• 4797 |

Earn from this trip
AgodaCash

4.3 Cancelling a hotel booking

4.3.1   How to cancel a confirmed hotel booking

You are able to cancel your hotel booking through Hotels Plus, you will have to search for your booking in the booking list tab, and then you can click on the **Cancel** button.

When you cancel your hotel reservation through the Aggregator, you will receive a cancellation email directly from the Aggregator.
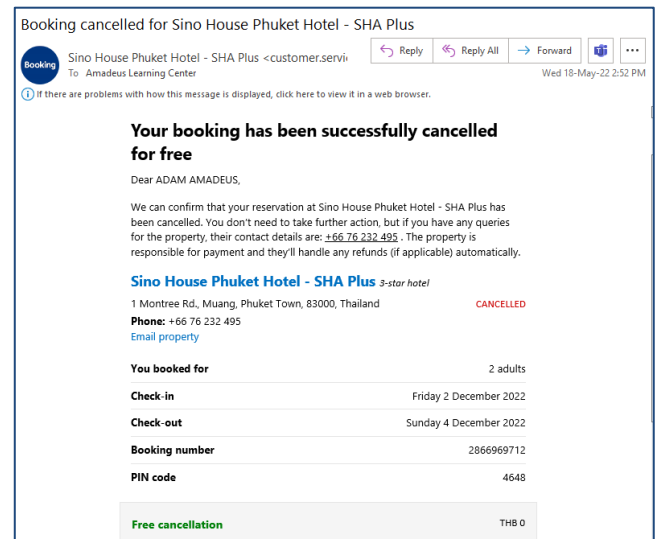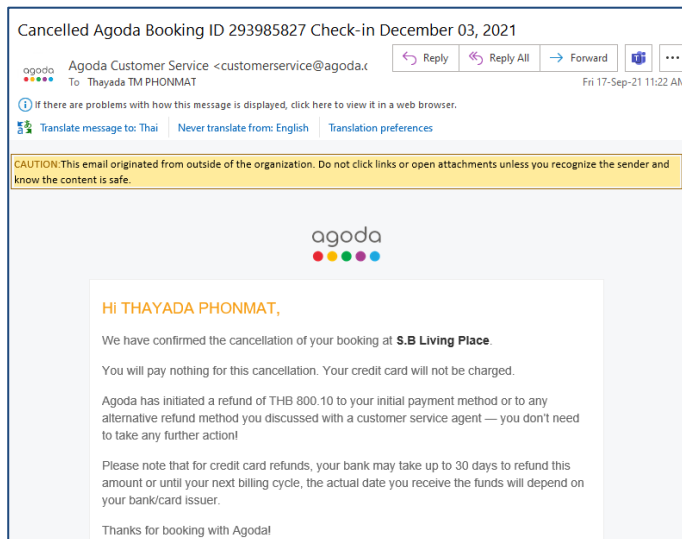
4.3.2 How to cancel a confirmed hotel booking from the booking file

4.3.2.1 Before you cancel a confirmed hotel booking, read the hotel's cancellation policies to check if any penalties apply.

4.3.2.2 Retrieve the booking file.

4.3.2.3 In the Products section, select the hotel segment you want to cancel, and then click **Cancel**.

The Canceling segments dialog box opens. To cancel the selected hotel segment, Click **Cancel.**

The canceled hotel segments are removed from the **Products** section.

An HHL remark with status HX and the cancellation information is added to the booking file. In the following example, the cancellation number (CX) in this remark is 0021.

```
  Command page - SMITH ADAM MR (1) - 10MAR - BKK - 5S57SY
> RT

 --- RLR ---
RP/BKKOK2130/BKKOK2130              TM/SU    3MAR25/0230Z    5S57SY
  1.SMITH/ADAM MR(ADT)
  2   TG 226 Y 10MAR 1 HKTBKK HK1  0730 0855  10MAR  E  TG/5S57SY
  3   TG 215 Y 11MAR 2 BKKHKT HK1  1500 1630  11MAR  E  TG/5S57SY
  4 APB +660801234567
  5 APE THAYADA@THAIAMADEUS.COM
  6 TK TL24FEB/BKKOK2130
  7 OPC-04MAR:2300/1C8/TG CANCELLATION DUE TO NO TICKET BKK TIME
        ZONE/TKT/S2-3
  8 RM HHL RT HX1 BKK 10MAR SUV/CF-6183ZC9500/CX-0021
>
```

Sum up

	Aggregator		GDS

	Aggregator		GDS
Content	agoda	Booking.com	Hotel Chain
Rate	Pre-Paid **Net rate	Post-Paid	Post-Paid
Payment Models	**Pre-Payment (Agency Credit card)	Pay at hotel	Pay at hotel
Revenue	Markup	Commission	Commission
Content Activation	Mass Activation	**Registration	Mass Activation
POS	Graphic & WBS	Graphic & WBS	Cryptic/Graphic & WBS

(Thailand) Amadeus Hotels Plus: Entry point

https://servicehub.amadeus.com/c/portal/view-solution/494770108/en_US/-thailand-amadeus-hotels-plus-entry-point

(Thailand) Amadeus Hotels Plus: Entry point

Updated 27/04/2022 | 541 Views | Audience = Customer | Owner = Thailand

Description

Discover your new contents

With Amadeus Hotels, you have access to 1.6 million unique, new properties and 6.3 million shopping options, including content from top regional and global aggregators. See following documents for your reference;

- Amadeus Hotels GDS Sales sheet
- Amadeus Hotel Aggregator Sales sheet
- Agoda partner Sales sheet
- Booking.com partner Sales sheet

How to get started?

For Agoda will be displayed as a new aggregator in the aggregator panel when Travel agents access to Amadeus Hotels Plus. It's ready to book and no registration required. For Booking.com there is a few steps to activate the content. Please follow to Booking.com Travel Agency Registration document.

- Amadeus Hotels Plus_Booking.com Travel Agency Registration
- Booking.com Oynx Profile Portal User Guide

Working with Amadeus Hotels Plus

Learn how to search for, book, pay and charge or cancel a hotel booking as well as perform other important Amadeus Hotels basics.

- Amadeus Hotels Plus Handbook

Special events

Amadeus Hotels Plus online seminar April 26, 2022

- Webinar Presentation - To Discover the future of Hospitality

Amadeus Hotels Plus (Graphic): Entry point

https://servicehub.amadeus.com/c/portal/view-solution/1029508412/amadeus-hotels-plus-graphic-entry-point?redirect=/group/thailand/search?q=forms%2520of%2520payment%2520for%2520hotels%2520plus

Amadeus Hotels Plus (Graphic): Entry point

Updated 10/12/2024 | 1799 Views | Audience = Customer | Owner = Central

Description

Amadeus Hotels Plus is a module in Amadeus Selling Platform Connect that lets you find and book hotel rooms. It searches through various sources, including hotel chains, aggregators, and Amadeus Value Hotels (AVH) content. AVH hotels are sourced by Amadeus and offered at net rates, which allows you to manage accommodations, set your markup and sell to customers.

How to articles

- What is the booking flow for a hotel?
- How to search for a hotel
- How to view and filter the hotel search results
- How to view detailed hotel information
- How to book a hotel room

- How to confirm a hotel booking
- How to hold a hotel booking and confirm later
- How to retrieve a confirmed hotel booking from the booking list
- How to modify a confirmed hotel GDS booking
- How to cancel a confirmed hotel booking

Documentation

User documentation	Related articles
- Amadeus Hotels Plus User Guide	- Hotels Plus - Frequently asked questions - Amadeus Value Hotels (AVH): Entry point

AMADEUS

THAI – Amadeus Southeast Asia

THAI Amadeus Learning Centre

E-mail : alc@thaiamadeus.com

Tel : +66 2 207 9090 Ext.3

www.thaiamadeus.com