

# HOTEL RESERVATIONS

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## HOTEL RESERVATION FORM

for the INTERNATIONAL CONFERENCE ON SAFETY OF RADIOACTIVE WASTE DISPOSAL (3-7 October 2005) and the WASTE SAFETY STANDARDS COMMITTEE (10-13 October 2005) Tokyo, Japan

**Please fill in and Fax this sheet to JTB Tokyo Shimbashi Office, Fax No. 81-3-3502-3169**

<b>YOUR INFORMATION</b>			
First Name(s):		Family Name(s):	
		[ ]Mr. [ ]Ms.	
Address:			
Your Country:		Institution:	
Phone:	Fax:	E-mail:	

<b>ACCOMMODATION</b>			
1 <sup>st</sup> choice of your Hotel:		2 <sup>nd</sup> choice of your Hotel :	
Check In (day/month):		Check Out(day/month):	No. of Night(s):
Room Type: <input type="checkbox"/> Twin(Double Occupancy) <input type="checkbox"/> Twin(Single Occupancy) <input type="checkbox"/> Single			
Room shared with (name):		Breakfast: <input type="checkbox"/> With Breakfast <input type="checkbox"/> Without Breakfast	

**PAYMENT CONDITIONS** (Please choose how to pay (credit card or by bank transfer))

- by **Credit Card** (Please select one of the payment options)  
 Please charge the amount of one night as the deposit for my reservation before 15 September and charge the remaining amount on 30 September.  
 Please charge the total amount of nights as the deposit for my reservation before 15 September.

<b>TOTAL AMOUNT OF PAYMENT</b> (Please see Hotel List with Prices)			
Room Rate per Night(¥):	No. of Rooms:	No. of Nights:	No. of Breakfasts:
One Night Amount(¥):	Total Amount(¥):		

<b>CREDIT CARD INFORMATION</b>	
Credit Cards: <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX	
Card Holder:	Card Number:
Expiry Date(month/year):	Signature:

- by **Bank Transfer** (Please pay the bank transfer fee with your payment) (Please choose one of the payment options)  
 The amount of one night will be paid via bank transfer by 15 September. The remainder shall be paid via bank transfer by 30 September.  
 The total amount of nights is paid via bank transfer by 15 September.

<b>TOTAL AMOUNT OF PAYMENT</b> (Please see Hotel List with Prices)			
Room Rate per Night(¥):	No. of Rooms:	No. of Nights:	No. of Breakfasts:
One Night Amount(¥):	Total Amount(¥):		

<b>BANK ACCOUNT INFORMATION:</b>	
<b>Bank :</b> SUMITOMO MITSUI BANKING CORP.	<b>Branch Name :</b> HIBIYA BRANCH
<b>Swift Code :</b> SMBCJPJT	<b>Bank Address :</b> 1-15-1, Nishishinbashi, Minato-ku, Tokyo, Japan
<b>Account Number :</b> 632-2177091	<b>Account's Holder:</b> JTB Corp.

**FOR JTB USE ONLY**

# RESERVATION

- Reservation in the hotel industry is defined as 'blocking a particular type of guest room (e.g., single room, double room, deluxe room, executive room, suite, etc.), for a definite duration of time (i.e., number of days of stay), for a particular guest'.

# Importance of Reservation

## – Importance of Reservation for the Hotel:

- Gives the first impression of the hotel to guests.
- Sells the main product of a hotel (accommodation).
- Generates customers for other departments.
- Provides important management information to other departments.

## \_ Importance of Reservation for the Guest:

- Assurance about accommodation:
- Choice in the type of accommodation
  - » Type of room or suite
  - » As per the guest's
  - » Preference of floor, view, and personal choice or low-floor room
- Receive correspondence at the hotel address

# TYPES OF RESERVATIONS

1. Tentative

2. Confirmed

- Guaranteed

- Non guaranteed

3. Waitlisted

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## TENTATIVE RESERVATION

- It is a reservation request that a prospective guest makes on a tentative basis for particular stay dates. The hotel holds the room for the guest till a cut off date, by which the guest should confirm the reservation. Upon confirmation from the guest the hotel changes the tentative reservation to a confirmed reservation, otherwise it cancels the tentative reservation, and updates its records accordingly.

## WAITLISTED RESERVATION

- A reservation is waitlisted when the requested category of room is not available for the requested dates.
- The waitlisted reservation is confirmed when the hotel receives a cancellation request for a room of the same category.
- This way the hotel ensures that its rooms will not remain vacant in case of cancellations.
- The hotel does not guarantee a room for waitlisted reservations; it is understood that the guest will be assigned a room only in the case of a cancellation or a no show.

## CONFIRMED RESERVATION

- Once a guest confirms a reservation request, the hotel blocks a room for specified stay dates and sends a written confirmation of the same to the guest. A confirmed reservation can be of the following two types:
  - Guaranteed reservation
  - Non-guaranteed reservation



# GUARANTEED RESERVATION

- A guaranteed reservation is a confirmation that the hotel will hold the reserved room for the guest and not release it to any other guest even if the guest doesn't arrive on time.
- This requires the guest to make an advance payment (part or full, depending on the hotel policy and the hotel occupancy for the requested stay dates), irrespective of whether the guest avails the reservation or not, unless the reservation is cancelled according to the hotel's cancellation procedures.
- The guaranteed reservation can be obtained through one of the following ways:
  - Pre-payment
  - Contractual agreement
  - Allotment

## PRE-PAYMENT

- A guaranteed reservation requires the payment of the room rent or a specified amount in advance, known as pre-payment. As the hotel holds the room for the guest even after the cancellation hours, pre-payment protects the hotel from any loss of revenue in case of a last moment cancellation or a no-show.
- Pre-payment can be made by sending demand draft or depositing cash at the hotel.
- Cash deposit is the most preferred mode of accepting guaranteed reservation.

# CONTRACTUAL AGREEMENT

- **Guaranteed reservations.** According to such a contract, the hotel confirms the reservation for the individual or a person referred by the company on a guaranteed basis, and the person or the company agrees to pay for the reservation, even in the case of a no-show. Hotels may have contractual agreement with the following:
  - Travel agencies/Tour operators
  - Corporate houses
- **Travel Agencies/Tour Operators:** Travel agencies and tour operators make bulk purchases of rooms at a relatively low contracted price. They guarantee the hotel a minimum number of room nights in a particular period and agree to pay the room charges even if they are unable to fill the number of rooms as per their agreement with the hotel.
- **Corporate Houses:** In this case, a company or a corporate body may enter into a contract with a hotel, whereby the company guarantees payment for its employees or sponsored guests and accepts the financial responsibilities for any no-shows.

## ALLOTMENT

- It is set of rooms blocked for a particular period of time for a company or a group. this type of reservation is made for conferences and conventions and private parties.
- it is controlled by reservation manager or reservation co-ordinator on their operational checks or daily basis.

## NON-GUARANTEED RESERVATION

- When a guest confirms her reservation at a hotel but does not guarantee it with an advance deposit, it is treated as a non-guaranteed reservation. In this type of reservation, the hotel agrees to hold the room for the guest till the cancellation hour, unless the guest informs the hotel about her late arrival.
- The cancellation hour is the time fixed by a hotel after which a non-guaranteed reservation stands cancelled and the room is released to a walk-in guest—it is generally 6 p.m.