

Hotel Waitlist Procedure

When guests request availability and we do not have what they have requested, we can take a few steps before offering to put on the waitlist.

- Step 1: Verify why there's no space
 - If no availability is displayed, first verify that this is not due to opening/closing dates or a hotel buyout. Should either of these be the cause, inform the guest, explaining that placement on the waiting list is not possible.
- Step 2: Upsell to a higher category
 - Example: Guest requests double room & they are unavailable, we should always offer the next category
- Step 2: If possible, always try and cross sell another hotel
 - Example: Guest requests VSA, but we are sold out. You should always offer GHT.

In some cases, we may be able to offer an exception and oversell a category to accommodate a guest. Follow the steps below to check.

Example:

Guest requests availability for a GRDR at VSA for April 18 - 21. When you open rate shop, it does not return.

Rate Shop

Dates * Fri, 18-APR-2025 - Mon, 21-APR-2025 Nights * 3 Guests 2 Adults Search

Room Rates

| Rate Plan | 18-APR-2025 Friday | 19-APR-2025 Saturday | 20-APR-2025 Sunday |
|--------------------------|-----------------------|-------------------------|-----------------------|
| Current Rates | -- | -- | -- |
| VSA: Villa Sant'Andrea | 6 | 12 | 12 |
| PREM | 1 | 1 | 1 |
| UGRBAR: Breakfast in ... | €1.500,00 | €1.720,00 | €1.500,00 |
| JRST | 3 | 3 | 3 |
| UGRBAR: Breakfast in ... | €1.740,00 | €1.820,00 | €1.700,00 |
| PJST | 1 | 1 | 1 |
| UGRBAR: Breakfast in ... | €1.850,00 | €1.950,00 | €1.950,00 |
| DLST | 1 | 1 | 1 |
| UGRBAR: Breakfast in ... | €2.150,00 | €2.130,00 | €2.120,00 |
| PSST | 3 | 3 | 3 |
| UGRBAR: Breakfast in ... | €2.250,00 | €2.250,00 | €2.250,00 |

You can put UGRBAR in the Rate Plan field and select Show Restricted Sell Options to see if it is unavailable for the entire stay, or if it is just certain nights.

Rate Shop

Dates * Fri, 18-APR-2025 - Mon, 21-APR-2025 Nights * 3 Guests 2 Adults **Search**

Room Rates

| Rate Plan | 18-APR-2025 Friday | 19-APR-2025 Saturday | 20-APR-2025 Sunday |
|--------------------------|-----------------------|-------------------------|-----------------------|
| Current Rates | -- | -- | -- |
| VSA: Villa Sant'Andrea | 6 | 12 | 12 |
| GRDR | -4 | -4 | -4 |
| UGRBAR: Breakfast in ... | €1.280,00 | €1.270,00 | €1.200,00 |
| SUPR | -5 | -3 | -5 |

NoAvailableInventory -4

You can also double check to see the true room inventory in Availability Summary:

| Room Types | 18 Apr 2025 FRIDAY | | 19 Apr 2025 SATURDAY | | 20 Apr 2025 SUNDAY | |
|------------|--------------------------|---|-------------------------|---|-----------------------|----|
| | GRDR - A - Superior Room | 7 | 29 % | 1 | 14 % | -4 |

This would be an appropriate time to ask for an exception to oversell the category, as there is only one night unavailable.

When not to check for an exception: For the below scenarios, you should proceed with inputting a waitlist without checking for an exception

- The guest is requesting an accommodation we only have 1 of
 - Example: Guest is requesting a SS&V or specialty suite that is not available
- The entire hotel is sold out (excluding buyouts as these should not be waitlisted)

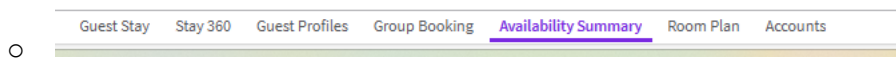
How to check for an exception:

- Advise the guest that we are going to double check our availability
 - If over email, use “Holding Statement – Availability Request” Template in Salesforce
- Check with the appropriate revenue team contact about the exception
 - Include which hotel, dates, and screenshot of availability for the team to review
- If able to make an exception, offer to the guest. If the guest would like to confirm, always include a note in the booking about the exception & who approved it
- If unable to make an exception, proceed with inputting a waitlist reservation in HMS
 - The waitlist needs to be inserted with all the correct details e.g. booked for the correct room category desired, all guest/TA information saved (email address, phone number etc.)
 - Always include notes on the booking with more details, such as their original request, if they have flexibility with dates/budget, etc.

- Also include note that you have checked with revenue and confirmed an exception was not available for specific dates.
- Ensure the Guarantee and Booking Status both show “Waitlist” as per the [HMS manual](#).
- If a guest books SPM but prefers SPL, enter a waitlist for SPL with detailed notes including the confirmation number and the fact that they are already booked at SPM. The same approach should be used for GHT/VSA, CAP/LAS, etc

When not to input a waitlist reservation:

- If a guest confirms a higher category but would prefer a lower priced category. This should be included as a note on the confirmed booking
- If there is a confirmed buyout of the hotel during the requested period. You can check this via the Availability Summary in HMS
 - Launch Reservation Deck and hit “Availability Summary” at the bottom of the screen



- Review “Inventory” total, expand the “Sold” tab and compare to see if there is a group block. If yes, this means there is a buyout and a waitlist should not be offered.

Availability Summary Property: Villa Sant'Andrea, Taormina Mar

| Navigation | Summary | 123 Count | 123 Percentage of Total | 123 Available | | | |
|--|---------|-----------------------------|-------------------------|-------------------------|----|----|---|
| Availability Summary ▶ | | | | | | | |
| Group Availability ▶ | | | | | | | |
| Allocation ▶ | | | | | | | |
| Calendar | | | | | | | |
| April 2026 | | | | | | | |
| M | T | W | Th | F | S | S | |
| | | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 | |
| 27 | 28 | 29 | 30 | | | | |
| May 2026 | | | | | | | |
| | | 16 Apr 2026 THURSDAY | | | | | |
| <input checked="" type="checkbox"/> Inventory | 66 | 100 % | | | | | |
| <input type="checkbox"/> Sold | | | | | | | |
| Transient Sold | 0 | 0 % | | | | | |
| <input checked="" type="checkbox"/> Group Blocks | 66 | 100 % | | | | | |
| Available | 0 | 0 % | | | | | |
| <input checked="" type="checkbox"/> Opportunity | | | | | | | |
| Minimum Sellable | 0 | 0 % | | | | | |
| Details | | 123 Count | * Overbooking Limit | 123 Percentage of Total | | | |

What to do once waitlist space has been offered:

- After offering space, either cancel the waitlist reservation or change the status to reserved