

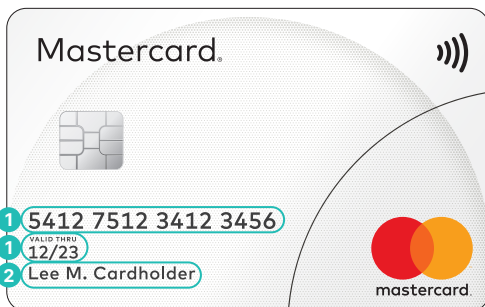
# Hotel reservation guarantee per credit card

## HOW TO PROPERLY PROCEED

Credit card holders (Visa, Mastercard, UnionPay, JCB, Diners Club International or Discover Card) can reserve the first overnight stay through their card. As a hotel, and/or potentially as an assigned agent, you must observe several important points that are listed in this datasheet. Make sure that the booking agent forwards all information regarding reservations and cancellations to you immediately.

### HERE'S HOW A RESERVATION WORKS

1. Request the following information from your guest during the reservation process:
  - 1 Credit card number, expiry date
  - 2 The cardholder's last and first name (must be identical with that of the guest), address, phone/fax number and e-mail address



2. Inform the guest about your conditions. It is best if you send the guest a confirmation via the postal service, fax or e-mail with the following information:
  - Price per overnight stay for the requested room category and the invoice total (including VAT)
  - Precise hotel address
  - The reservation number
  - Never send credit card data in the reservation confirmation
  - Information about cancellation and charging conditions:  
**If the cardholder does not cancel the reservation made by 6:00 pm local time on the planned date of arrival, then one overnight stay may be charged, including taxes.**

### HOW TO COMPLY WITH THE PCI DSS GUIDELINES

If you have a specific business need to store card data locally, then physical storage is preferable. Electronic storage is more complex and requires extensive PCI DSS certification to ensure the security of the card data. For more details related to physical storage, refer to our "Directives for complying with PCI DSS security requirements for merchants". Card data (card number and expiry date) in paper format must be stored in a secure location that is accessible to a limited and authorised group of people only. Make sure the card data is deleted/destroyed after the guest leaves. You completely avoid having to request or store card verification numbers (CVV2, CVC2, CID, CAV2).

### THESE ARE THE CONDITIONS FOR A CANCELLATION

You are basically required to accept all cancellations that are received by 6:00 pm local time on the date of the planned arrival. In addition, you must provide the cardholder with the cancellation number.

If this cancellation period is insufficient for you, then you can set it for up to a maximum of 72 hours before the planned arrival of the guest. In this case, you must bring this special cancellation period to the guest's attention in writing. Clearly list the specific date and time of this cancellation period in your confirmation letter.

If the customer does not appear and has not cancelled the reservation, then you can issue a sales slip for the charging of one overnight stay to the cardholder. Since you only have the card number and not the card, use the "manual card data entry" function<sup>1</sup>. In place of the signature, enter the comment "no show"<sup>2</sup> by hand in the signature field. If the cardholder disputes having made the hotel reservation him/herself, then you have no claim to reimbursement.

<sup>1</sup> The precise name can vary according to the payment terminal type. Please contact the manufacturer of your payment terminal should you have questions.  
<sup>2</sup> "No show" is a standard industry term.

## HOW TO PROCEED ON THE DAY OF ARRIVAL

Request the guest's credit card upon check-in and reserve the anticipated amount due through to the end of their stay using your payment terminal. Ask the guest to enter their PIN to authorize the reservation.

Be sure to read the card in on the payment terminal. Only enter the card number manually if neither the chip nor the magnetic stripe are readable and therefore the card cannot be read by the payment terminal. You are required to observe the Worldline special conditions in the General Business Conditions regarding the handling of manual transactions.

## SUBSTITUTE ACCOMMODATIONS

You are obliged to provide your guest with the reserved accommodation. If this is not possible for you, then you are required to organize accommodations of equal value in the same location. In addition, the guest is entitled to a transfer to the substitute accommodations as well as a three-minute telephone call; furthermore, you are required to forward all messages and calls to the new accommodations free of charge.

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Your local point of contact can be found at: [worldline.com/merchant-services/contacts](https://worldline.com/merchant-services/contacts)

