



The Choice Connection Integration Update: Changes to Group Functionality

We are excited by the progress we've made in bringing your hotels fully into the Choice central reservation engine. In less than a year since Radisson Hotels Americas joined the Choice family, your hotels are now bookable on ChoiceHotels.com, right in time to capitalize on peak summer travel season. As we focused on speed to get your hotel onboarded to the Choice system, we recognized that there were going to be other processes that will take additional time to finalize. Two of those that we wanted to inform you around are regarding Promotional Access Codes and group elasticity booking functionality. See below for more information.

Promotional Access Codes (PAC) Have Been Retired

Radisson Promotional Access Codes (PAC) have been retired as part of the move to ChoiceHotels.com. PAC codes will no longer be used for online booking and have been replaced with booking links. Below are the steps to take to manage this change.

How to manage your group booking links:

For any existing group booking link with a PAC code, choiceEDGE will create a booking URL that will replace the existing link. You can find this new booking URL in Rate Code Express (CEX) under the Group tab and the booking URL should be shared with the group

planner. Click into the group and look for the link in the Features section.

Rate Code Information	
Group Name: GROUP TEST	Commission %: 0.0
Market Segment Code: GR_C	Cut Off Days:
Commissionable Rate: No	Cut Off Date: Aug 05 2023 Sat
Book With: Central Reservation Office	Book Transient Past Cutoff: No
Contact Name:	Contact Phone:
Rate Code: G9654674	Block Code: 2308FA47Q3
Status: 0	Elastic: No
RMC Code: GROUP	PMS Source: BRD
Minimum Stay: 0	Currency: USD
Rate Segment: CORG	
PAC Codes:	

Features
https://www.choicehotels.com/reservations/groups/FA47Q3

How to manage private offer pages for local rates and promotional packages:

1. Request a new rate plan by submitting a ChoiceNOW ticket using the "[Non-Rates Center Local Rate Plan](#)" form.
2. In the ChoiceNOW "Non-Rates Center Local Rate Plan" form check the box indicating that that you would like to "Request a direct URL link to ChoiceHotels.com. The link will automatically bring up the special local rate plan for guests to check availability and book a room."
3. Once the rate plan is created, you will receive an email from ChoiceNOW with the new rate code and a booking URL.
4. Complete a test reservation using the booking URL.
5. If you have any issues with the link please call support at 1-888-232-4774 and press option 8.
6. Distribute the booking URL to your clients and travelers.

Action Needed:

- Review the group blocks for your hotel and contact each group planner to share the new link that they will need to use to make bookings on ChoiceHotels.com.
- For all new group bookings, you will continue to find your group booking URLs in CEX.
- Send private offer or promotional package links by requesting a new rate plan via ChoiceNOW. Once the rate plan is created

you will receive a booking URL to share with your clients and travelers.

Group Block Booking Changes – Elasticity Functionality

Another change to the group booking functionality is around elasticity. This will only impact hotels that use this functionality for groups that were booked using the default elastic setting. Elasticity enables guests traveling with a group to book their group rate on dates outside of their block or beyond the allotment for that group. This functionality does not flow through to your new Choice systems.

What booking channels does this impact?


- This will impact elastic groups booked over the phone through the 800 number, online and through a PAC URL.
- There will be no impact to group guests that book directly or through a rooming list.

Recommended actions:









- Determine which groups, if any, are impacted (only those that were booked as elastic, and are booking through the 800 number or online).
- Review group contracts as needed to determine inventory commitments, current allotments and any inventory commitments to dates outside of the group block. Adjust inventory as necessary based on these findings.
- If you would like your guests to be able to book their group rates outside of their block or beyond their allotment, you can add inventory for the shoulder date and/or contracted nights so they are bookable as part of the block. Adjust room types as needed so inventory flows through the group's entire stay.
- Monitor your group block inventory and adjust as needed.
- Contact group planners to update them on any process changes for their group, as needed.

We are reviewing all functionalities to understand the benefits and how they are used and are always looking at ways to create solutions that simplify your operations. We will continue to update you as we learn more about the process and implement enhancements to the reservation platform and recommended operating processes. We understand these changes impact your business and will continue to support you as we drive towards the next integration milestone. If you have questions or need assistance, email our Revenue Operations Support at rhgarevsupport@choicehotels.com or call them at 888-232-4772 option 4*.









The Choice Connection is your source for updates on every step of our integration journey. Be sure to check out the archives posted on CONNECT — click on the Choice Hotels + Radisson Hotels Americas quick link.









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