



# NEWS <sup>TO</sup> USE

September 5, 2023

## Weekly News to Use Updates for Radisson-Branded Hotels

### Action Required: Change Restrictions in Curtis-C

As part of the migration from Curtis-C to choiceEDGE, please be sure to update your property's restrictions. choiceEDGE does not have the functionality to process multiple restrictions for the same day. This limitation will no longer apply once the migration from Curtis-C is complete.

- **Take action:** If your property has a Closed to Arrival (CTA) restriction with a Minimum Length of Stay (MLOS) restriction, change this to MLOS only to prepare for the migration.

**Questions?** Please contact [rhgarevsupport@ChoiceHotels.com](mailto:rhgarevsupport@ChoiceHotels.com) or 888-232-4772 option 4\*.

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### Notice: Central Reservation System Confirmation Numbers on Opera

We are aware of an issue where the choiceEDGE confirmation number, which is provided in the confirmation email for any centrally booked reservation and when a guest books over the phone, is not being delivered to Opera.

### How do I find reservations on Opera?

- Please search for the reservation using the last name on the confirmation email, rather than the confirmation number.
- Front desk associates can also search in Customer Service Application (CSA) by the confirmation number—this will display the reservation and provide the details needed to find the reservation in Opera.
  - In CSA, select the “View” tab and select the “Reservation Search” link. Insert the confirmation number in the “Res No.” field and click the “Find” button.
  - If a front desk associate does not have access to CSA, your hotel's HSA administrator can provide them with access.

Once your property's Opera interface is migrated to choiceEDGE, confirmation numbers will populate correctly in Opera. All properties are expected to migrate by the end of January.

**Questions?** Please contact 888-232-4772 option 3 \*.

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### **Donate Choice Privileges® Points to Assist with Hawaii Wildfire Relief**

We're deeply saddened by the recent wildfires that caused devastation across Maui and the Island of Hawaii. The American Red Cross has mobilized to assist with relief:

- The teams are working to help families find information about their loved ones and place survivors in hotels near Lahaina and elsewhere on the island.
- They have also opened shelters and are supporting an evacuation center for nearly 6,000 stranded tourists.

Choice has a longstanding relationship with the American Red Cross. As members of the Annual Disaster Giving Program and Disaster Responder Program, our support helps enable the American Red Cross to quickly mobilize resources for disasters like this one.

**To further support the American Red Cross efforts in Hawaii, Choice Privileges members can now donate points to help those in need.**

- We will match Choice Privileges point donations up to a total of \$20,000.
- If you would like to donate your Choice Privileges points to the American Red Cross, click [here](#).

## Save the Date for the Choice Hotels 68th Annual Convention

Please mark your calendar to join us April 30-May 2, 2024, at Mandalay Bay Resort and Casino in Las Vegas, Nevada for the Choice Hotels 68th Annual Convention. Registration and housing will open in February. Stay tuned for more details.

*If you have any questions about News to Use, please contact your Area Director.*



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