



FREQUENTLY ASKED QUESTIONS

Below we have listed the answers to our clients' most commonly asked questions. If you don't see an answer to your question, please do not hesitate to contact **Agency Support at 866-246-2779**.

What products and services are available?

We have a **Global Product Offering** including over **72,000 hotels** (from budget to luxury), **self-catering establishments, attraction tickets, excursions, transfers and rental cars**. All products are available via our website www.bedsonline.com and/or through host to host connectivity. For details, contact **Agency Support at 866-246-2779 and Press #1 for the Sales Department**

Does it cost anything to work with Bedsonline?

No, access to Bedsonline inventory is **absolutely free!** You must be registered and possess the bona fide credentials of a travel industry professional (Licenses accepted ARC, IATA, CLIA, TRU).

How do you register with bedsonline?

Simply type in the URL www.bedsonline.com, enter your country of origin and click on **GO!** In the upper right-hand corner under the Login you will find the words **no access? Register now!** This will bring you to our **online registration** page. US-based agencies must complete a US W-9 Form please [Click here to download a US W-9 Form](#). You can email the completed form to: usa.can@bedsonline.com or fax to 407-352-7813.

Why is a W-9 form required to register?

If your agency is based in the USA, the IRS requires us to obtain your completed W-9 form/Federal tax ID # in order to pay commission to you/your agency.

How long does it take to process my online registration?

Once we have received all required information, the process is normally completed within 3 business days. The registration request must pass a compliance check by our Legal team. Once approval has been received, the account is created. We will send you a Welcome email with your **username and password** granting you access to our online reservation system.

How much commission are you paying on Retail bookings?

Bedsonline is pleased to offer its travel agency partners a **minimum of 14% commission for hotel bookings** made through the Bedsonline website and 10% commission for destination services and car rental. Higher commission levels may be available through Preferred Partnerships. For more information on how you can earn higher commission, contact your Strategic Sales Manager (SSM). Contact details are listed further below.

How often are commissions paid?

Commissions are paid via check twice a month after travel has been consumed.

What currencies does the website support?

Specific to Bedsonline North America: If you are a US-based agency rates will display and be charged in US Dollars (USD). If you are a Canadian based agency rates will display and be charged in Canadian Dollars (CAD).

What forms of payment are accepted and how are exceptions handled?



- Payment is applied online with a credit card – we accept MasterCard, Visa or American Express.
- We will, however, provide support offline for the following payment exceptions.
 - Charges using a Discover Card
 - Deposits, Split Payments/Multiple Credit Cards
 - Payments over **\$15,000**
 - Errors applying payment online

Please email Offline Payment requests to: creditcards@bedsonline.com by password protecting the document or call **Agency Support at 866-246-2779 and Press #2 to make an Offline Payment.**

- Under special circumstances we will accept payment via a check – please coordinate with your respective Strategic Sales Manager (SSM). See chart further below for the SSM handling your area.
- Bedsonline is happy to offer credit to select high volume agencies - please coordinate with your respective Strategic Sales Manager (SSM). See chart further below for the SSM handling your area.

Will you help me with a “Special Request”?

Yes. Bedsonline strives to provide access to a wide variety of inventory options via the website for immediate confirmation. However, we know there are times when you need something not available online, e.g. a **handicapped accessible room, adjoining rooms and suites**. If Bedsonline has a contract with that hotel or supplier, we will contact the supplier on your behalf and do our best to service your request. Simply email the details of your request to: usa.can@bedsonline.com or call **Agency Support at 866-246-2779 and Press #3 for Reservation Support.**

How do you modify a reservation?

Modifications are usually very simple to do, simply log on to the Bedsonline website with the same username and password used to make the original booking. To the right of the search engine is a white box, it should default to the Direct Access tab (if not click on Direct Access) then click on ‘My Bookings’ to access the reservation needing modification. Click the **“Modify”** button and make the necessary changes. .

If you are unable to modify online or require assistance, contact **Agency Support at 866-246-2779 and Press #3 for Reservation Support.** You can also Email modification requests to usa.can@bedsonline.com

NOTE: Bookings made using the **“Book Now, Pay Later”** option can be modified if the booking is fully paid. The Agency Support team can modify a “Book Now, Pay Later” booking with no payment, however ANY offline modifications disables the Auto Cancel functionality so the agent bears full responsibility for the booking if they do not manually cancel prior to penalty.

What is the cancellation policy for all bookings?

Most hotels allow you to cancel your bookings up to 3 days prior to arrival. The Florida Homes product is typical to be 30 days prior to arrival. However, cancellation policies do vary by destination and product, please refer to specific cancellation policies noted on the invoice once the booking is made.

NOTE: Agents are now able to cancel reservations on Day of Arrival up until 11:59pm (Hotel penalties apply)

What is the maximum number of rooms that can be booked?

The maximum number of rooms that can be booked in one reservation session is **5 per hotel** however Agency Support is happy to request additional Rooms offline – up to 10 rooms total. Simply email the details of your request to: usa.can@bedsonline.com or call **Agency Support at 866-246-2779 and Press #3 for Reservation Support.**

How does the Bedsonline charge appear on the client’s credit Card statement?

Our credit card merchant is World Pay – the name that appears on the statements should be Bedsonline.

What should I enter in the “Agency Reference” field?



The **Agency Reference** field is for your personal use, you can enter anything. However, if you don't have a booking reference we recommend entering your name. It is a **mandatory field** so you must enter something. This field can also be used for Special Promotions e.g. Bonus Commissions etc. Whereby, you will be required to enter a code in this field to qualify. For example, we ran a 20% commission promotion for newly registered agents. To qualify they had to enter NEW20. If you use this field to for an agency reference code and still want to participate in the promotion you would enter NEW20-(your agency reference code).

Can I add an additional mark-up or Agency Service Fee to a booking?

Yes, however it is currently being processed offline. At the very top of the booking engine page there is a link to "Calculate Admin Fees", you can calculate the final price of your booking by entering a flat dollar value or percent. Prices will only be modified in the search results and the email factsheet that you can send to your clients. It will NOT be reflected in the price displayed in the shopping cart. To have the **mark-up or Agency Service Fee** added to the payment due, please following the steps below:

- Create the reservation using 'Book Now, Pay Later'
- Email the booking reference and dollar amount to be added to Adminfee@bedsonline.com. You may also call **Agency Support at 866-246-2779 and Press #3 for Reservation Support**,
- Once complete, you can apply payment online.

Do you have a customer-friendly Invoice/Receipt?

Yes, you will be able to print/email a customer-friendly invoice/receipt from the Booking Administrative Panel. If payment is still pending, the invoice/receipt will denote "Payment Pending" in the background.

Once the booking is paid in full, you will be able to print/email the final Customer Receipt and Voucher from the website. If you opt to add an "Administrative Fee" the customer receipt will reflect the marked up amount.

What exactly is the "Book Now, Pay Later" option?

- The "**Book Now, Pay Later**" option is a confirmed reservation, not just a hold.
- The payment deadline will be approximately 3 days prior to the start of the cancellation penalty.
- The booking will Auto Cancel if payment isn't received on time (Luckily, reminder emails are sent out prior to cancelling to the **email address associated with the booking**. But, we urge you not to wait until the last minute!)
- Some modifications cannot be made online if the payment has not been applied, however we may be able to modify them offline if needed. Simply email desired change to usa.can@bedsonline.com or call **Agency Support at 866-246-2779 and Press #3 for Reservation Support**,
- Vouchers are only accessible once the payment has been applied
- "Book Now, Pay Later" is not available for non-refundable rates or bookings already within the payment deadline window.

Can I pay the NET price?

Yes, follow the booking process until the very end and this option will be given in the final payment process.

Do you price match?

Bedsonline strives to negotiate the Best Product at the Best Price. Apples to apples, if you find a cheaper price for the same product, please let us know! We will do our best to **Price Match** whenever possible. If the reservation is not within penalty make the booking on the site using the "**Book now, Pay later**" option. Feel free to email screenshots, invoice or other verifiable proof of the Competitor's pricing to pricematch@bedsonline.com. If we can match the price, we will adjust the booking and send you an email. If there's a considerable difference, we may need to forward to the product/contracting department for further investigation. We can't guarantee that we will accommodate you. But we'll let you know either way!



Do you offer special Travel Agent rates?

Bedsonline offers a wide variety of products and services at already discounted rates. Agents are encouraged to book via the website and pay the **Net Rate** during the payment process.

How do I earn a Bedsonline Reward Card?

Registered Bedsonline Travel Agents can earn \$1 USD for each consumed hotel room night booked online via the Bedsonline Agent Portal (www.bedsonline.com). A minimum of \$25 USD must be earned before a Reward Card will be issued. Additional funds will be loaded onto the Reward Card monthly provided the booking agent has earned an additional \$25 USD minimum. There is no maximum earnings potential.

Bedsonline tracks all bookings. Agents are not required to record or provide proof of bookings to receive a Rewards card.

Normal agency commission shall apply to these bookings. Rewards cards are separate from – and in addition to – commission received when agent is registered with Bedsonline.

Travel Agents may only enroll on an individual basis. Click this link for more details. [Bedsonline Reward Card Program](#)

Can I sell your products via my website (XML connectivity/White Label)?

Yes. Bedsonline has a dedicated team to assist you in integrating your system with Bedsonline via host to host xml connectivity. Seamlessly, offer the Bedsonline product portfolio direct to the public via your **own branded website** or provide agent access via your own **intranet portal** giving you greater control over your business. Please refer to the chart below for the Strategic Sales Manager (SSM) handling the state in which your headquarters is located.

Do you work with Groups?

Yes. We have a Groups division in the company. Feel free to contact your Strategic Sales Manager (SSM) during regular business hours: 8:00am-5:00pm, Monday-Friday for further assistance. Refer to the chart below for the SSM handling your area.

Can my agency logo be added to the vouchers?

Yes. Feel free to contact your Strategic Sales Manager (SSM) during regular business hours: 8:00am-5:00pm, Monday-Friday for further assistance. Refer to the chart below for the SSM handling your area.

Can customers earn loyalty points if their reservation is booked through Bedsonline?

Hotel loyalty program membership numbers can be added to a booking; however it is at the discretion of the hotel whether or not they will honor them.

Do you offer training on how to use your website?

Yes. We offer numerous training opportunities. Please email InsideBOL@bedsonline.com for a list of upcoming sessions.

Or, feel free to contact your Strategic Sales Manager (SSM) during regular business hours: 8:00am-5:00pm, Monday-Friday for further assistance. Refer to the chart below for the SSM handling your area.

Can consumers access the Bedsonline booking engine?

No. The Bedsonline booking engine is **exclusively for Travel Agents**. We do, however, provide you with useful tools that allow you to easily market Bedsonline products to your clients. For example; **Email Hotel and Destination Service** information directly from our website. Or try our “**Compare and Share**” function for Hotels.



Who do I contact if I still have questions?

See below for Bedsonline contact details. We welcome the opportunity to service you

| DEPARTMENT | TOPICS HANDLED | TELEPHONE | FAX | EMAIL | HOURS |
|-------------------|---|---|--|--|--|
| Inside Sales | Registration, Username/Passwords, Account Setup, Training, Website Errors, Commission Payments | 866-246-2779 | 407-352-7813 | insideBOL@bedsonline.com | 9:00am-9:00pm EST Monday-Friday |
| Agency Support | Pre/post travel inquiries, special requests, Hotel/Service description clarification, Resort fee/tax inquiries, Booking errors, Modifications | 866-246-2779 | 407-352-7813 | usa.can@bedsonline.com | 9:00am-9:00pm EST Monday-Friday 9:00am - 6:00pm Saturday/Sunday/Holidays |
| Emergency Support | In destination emergencies | 877-499-1020 | This number is for in destination emergencies only | | 24hrs a day 7 days a week |

| STRATEGIC SALES MANAGER/TERRITORY | | | | |
|-----------------------------------|--|--------------|--|--|
| Stephanie Governali | Northeast: ME, VT, NH, RI, CT, NY, NJ, PA, DE, MD, VA | 407-517-0283 | sgovernali@bedsonline.com | |
| Anthony Sepulveda | Southeast/Mid-Atlantic: (MI, IN, OH, WV, KY, TN, NC, SC, GA, AL, MS, FL) & Puerto Rico | 407-517-0283 | a.sepulveda@bedsonline.com | |
| Angie Sievers | Mid-Country: (ND, SD, MN, WI, NE, IA, IL, MO, KS, OK, AR, LA, TX) | 407-517-0283 | asievers@bedsonline.com | |
| Angela Restivo | West Coast: (WA, OR, ID, MT, WY, CA, NV, UT, CO, AZ, NM) & Alaska/Hawaii | 407-517-0283 | arestivo@bedsonline.com | |
| Jennifer Zammit | Canada | 407-517-0283 | jammit@bedsonline.com | |

| IMPORTANT EMAIL ADDRESSES | |
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| usa.can@bedsonline.com | Pre-travel inquiries or requests |
| feedback@bedsonline.com | Post-travel inquiries and refund requests |
| insideBOL@bedsonline.com | For questions regarding: Registration, Forgot Username/Password, |
| creditcards@bedsonline.com | To obtain form for offline payments such as: Deposits, partial payments, multiple credit card payments or payments with Discover Card. |
| training@bedsonline.com | To receive a list of upcoming training opportunities. |
| rewardcard@bedsonline.com | For questions regarding your Reward Card account or status. |
| pricematch@bedsonline.com | Send screenshots of competitor pricing for specific hotel, dates, category for Price Match consideration. |
| adminfee@bedsonline.com | Send booking #s and amounts to be added as an administrative/service fee. |