

# Hyatt Company Travel Program – Booking on Hyatt.com

- 1) Go to the Hyatt.com homepage – [www.hyatt.com](http://www.hyatt.com)
- 2) Select the location you wish to visit and fill in the dates of travel

The screenshot shows the Hyatt.com homepage in Microsoft Internet Explorer. The browser address bar shows <http://www.hyatt.com/hyatt/index.jsp>. The page features the Hyatt logo, navigation links for Customer Service and English, and a Hyatt Gold Passport sign-in option. The main navigation bar includes: RATES & RESERVATIONS, HOTELS & RESORTS, SPECIALS & PACKAGES, MEETINGS & EVENTS, and GOLD PASSPORT.COM.

The "MAKE A HOTEL RESERVATION" section contains the following fields and options:

- Location:** A text input field with a red circle around it and a "More Search Options" link.
- Search by Hyatt Brand:** A dropdown menu set to "All Hyatt Brands" and a "Find Hotel" button.
- CHECK AVAILABLE HOTEL ROOM RATES:**
  - Check-in Date:** Sep 2008, 10
  - Check-out Date:** Sep 2008, 11
  - Special Offer Code:** An empty text field.
  - Group/Corporate #:** A text input field containing "CR524" with a red circle around it.
  - Adults per room:** 1
  - Children per room:** 0
  - Number of rooms:** 1
  - Rate Type:** Best Available Ra
- CHECK AVAILABILITY:** A button.
- Redeem Gold Passport / Redeem Gift Certificates:** Links.
- Modify Existing Reservations / Add Flight and/or Car:** Links.

Below the reservation form is a "Our Guaranteed Best Rate" badge and a promotional banner for "ALONE AT LAST" featuring a couple on a beach. The banner includes the text: "Enjoy a free night together, daily breakfast for two, and a room upgrade when you book the Three for Free package at Hyatt Resorts. Book Now >". Below the banner are three promotional cards: "BALANCE RELAXATION", "AAA/CAA SAVINGS. FREE BREAKFAST.", and "EVERY 2 STAYS = 1 FREE NIGHT".

- 3) Enter your CR # under the “Corporate/Group #” field
- 4) Select “Check availability”

# Hyatt Company Travel Program – Booking on Hyatt.com – Cont.

5) Rates will display as “Company Tvl Rate”

The screenshot shows the Hyatt.com website interface. The browser title is "Rates - Microsoft Internet Explorer". The address bar shows the URL: [http://fishermanswharf.hyatt.com/hyatt/reservations/flow6/propSelectedHotelRates.jsp?xactionid=11c4db33dc2&\\_requestid=34178](http://fishermanswharf.hyatt.com/hyatt/reservations/flow6/propSelectedHotelRates.jsp?xactionid=11c4db33dc2&_requestid=34178). The page header includes the Hyatt logo, "Customer Service | English", and "Hyatt Gold Passport Sign In or Join". The navigation menu includes "RATES & RESERVATIONS", "HOTELS & RESORTS", "SPECIALS & PACKAGES", "MEETINGS & EVENTS", and "GOLD PASSPORT.COM". The main content area is titled "HYATT AT FISHERMAN'S WHARF" and features a large image of the hotel. Below the image, there is a "RATES" section for the dates "Wed 10 Sep, 2008 - Thu 11 Sep, 2008". The "Sort rates by:" dropdown is set to "Rate Type", and the "View rates in:" dropdown is set to "Hotel Currency". The "Company Tvl Rate" is highlighted with a red circle and a red arrow pointing to it. Below this, there are three room type options: "Oversize Room 1 King Bed" (303.50), "Oversize Room 2 Double Beds" (303.50), and "Business Plan" (303.50). Each room type has a "Room Details" link and a "BOOK" button. The "Business Plan" room type has a "BOOK" button that is also circled in red with a red arrow pointing to it. Below the room type options, there is a "Hyatt.Com Rate" section with a "Rate Details" link. The "Hyatt.Com Rate" section includes a warning: "Rate requires full prepayment and is subject to special cancellation penalty." and a table showing the room type and price: "1 King Bed" for 315.00. On the right side of the page, there is a "RESERVATION ASSISTANCE" section with contact information for U.S. & Canada (1-800-492-8804) and International assistance. Below that is a "Reservation Summary" section for "Hyatt at Fisherman's Wharf San Francisco California USA" with check-in and check-out dates (Wed 10 Sep, 2008 to Thu 11 Sep, 2008) and occupancy details (1 Adults, 0 Children, 1 Room). At the bottom of the right sidebar, there are buttons for "EDIT RESERVATION", "UPDATE RATE", and "Special Rates" with input fields for "Special Offer Code", "Group/Corporate #", and "Select Rate Type" (set to "Best Available Rate").

6) Select the room type and press “Book”

# Hyatt Company Travel Program – Booking on Hyatt.com – Cont.

5) Fill out all guest information completely and “Confirm reservation”

The screenshot displays the Hyatt.com booking interface in Microsoft Internet Explorer. The browser address bar shows the URL: [https://www.hyatt.com/hyatt/reservations/commonGuestInfo.jsp;jsessionid=ZDS2BZTJOBEKJCTEAGCCFFAKMQAYKIV0?xactionid=1144dbe1b5a&\\_requestid=36732](https://www.hyatt.com/hyatt/reservations/commonGuestInfo.jsp;jsessionid=ZDS2BZTJOBEKJCTEAGCCFFAKMQAYKIV0?xactionid=1144dbe1b5a&_requestid=36732). The page header includes the Hyatt logo, "Customer Service | English", and a "Hyatt Gold Passport Sign In or Join" button. The navigation menu shows "RATES & RESERVATIONS" selected, with other options like "HOTELS & RESORTS", "SPECIALS & PACKAGES", "MEETINGS & EVENTS", and "GOLD PASSPORT.COM".

The main content area is titled "GUEST INFORMATION" and features a sidebar for "Hyatt at Fisherman's Wharf" with contact details and links to "Visit Hotel Site", "View Photo Gallery", and "View Virtual Tour". Below this is a "Room Preferences" section for an "Oversize Room 1 King Bed", including options for smoking preferences and special requests like "Quiet Room" or "Honeymoon Couple".

The right side of the form contains a "Confirmation" section with fields for "City", "State/Province", "Country", "Zip/Postal Code", "Phone", and "Email". An "Optional" section includes fields for "Gold Passport #", "Travel Agent ID: (IATA or TIDS)", and "Private Line #". A "Credit Card Information" section has fields for "Credit Card Type", "Credit Card #", and "Expiration Date". A "Cancellation Policy" section states "Cancel By 4pm PST 48 Hours Prior To Arrival" and includes a checkbox for accepting terms. At the bottom, a blue "CONFIRM RESERVATION" button is visible, with a red arrow pointing to it from the text above. Below the button, there is a "Reservation Guarantee" section.

6) your reservation is automatically delivered to the Hyatt hotel property you have selected.