

Frequently Asked Questions & Answers pinSIGHT Web version & more!



For more information and assistance:

Email: TLGpinSIGHT@Travelleaders.com

Tel: 877-404-4169

Monday - Friday: 6:30am – 9:00pm Eastern

Saturday & Sunday: 9:30am - 6:00pm
Eastern

Q: What is pinSIGHT?

A: pinSIGHT is Travel Leaders Group's online hotel booking tool developed with state-of-the-art technology for easy, flexible booking.

Q: How many hotels are in pinSIGHT?

A: pinSIGHT offers hundreds of thousands of hotels worldwide.

Q: Who do I call for 24/7 Emergency Customer Assistance?

A: Emergency Customer Assistance service varies per the supplier booked. Please consult the hotel booking voucher for assistance. For GDS Bookings, call the property directly.

- GTA: Tel: (+1) 800-364-1670
- Tourico: Tel: (+1) 407-212-3513
- HotelBeds: Tel: (+1) 786-292-3146
- Priceline: Tel: (+1) 877-477-7441
- Expedia: Tel: (+1) 800-319-4834 / (+1) 404-728-8787

Q: Is there an agreement?

A: The Participation Agreement is included in the electronic registration form.

Q: Is there a User ID and Password required?

A: Yes, we will provide you with a username and password once your registration for pinSIGHT has been processed. You should plan on a maximum 3 day turnaround.

Q: How do I start using and making reservations on the web version of pinSIGHT?

A: Once you receive your pinSIGHT user invite, simply click the link to set up your password and start using pinSIGHT immediately.

Q: If I forget my User ID and Password, what do I do?

A: If you have forgotten your username, please contact the pinSIGHT support team. If you do not remember your password, please visit the pinSIGHT log in page to reset.

Q: Does pinSIGHT require me to periodically reset my password and if so, how often?

A: No, You do not need to periodically reset your password for pinSIGHT, once you have chosen your password, it remains effective until you choose to change it.

Support Center:

Q: How do I get assistance with existing reservations?

A: Please contact the pinSIGHT support team for assistance with existing reservations.

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Q: Is there a support center to help me use the hotel program?

A: Please log into your company intranet portal and navigate to the pinSIGHT program page to find a detailed training document.

Q: What are the hours of operation?

A: Standard business hours: Mon-Fri 6:30am-9:00pm Eastern, Saturday & Sunday 9:30am - 6:00pm Eastern; Email: TLGpinSIGHT@Travelleaders.com, Tel: 877-404-4169

Creating Reservations and Accessing Rates:

Q: How do I create a hotel reservation?

A: Enter point of interest including city, address or landmark and select the matching location from the drop down menu, then select dates from the calendar. Enter in the number of adults and minors - If selecting minors, another age field will appear. Once all of the options are selected, click Search. On the search results page you can filter results by hotel name, address, price, star rating, Trust You rating, hotel amenities, hotel chain, rate type and room type.

Q: Why do I see two (2) charges on my credit card?

A: When a reservation is made, the system will place a temporary hold or authorization for the amount of the reservation on the credit card. Once the Reservation is confirmed with the Supplier, the card will be charged. The initial Authorization will fall off the credit card, usually within 24 hours after the card was charged by the Supplier.

Q: Are all rates on pinSIGHT pre-paid?

A: Yes, All Friends and Family rates are pre-paid.

Q: Are all pre-paid rates on pinSIGHT non-refundable?

A: pinSIGHT offers you rates that are both fully refundable and non-refundable. The cancel policy varies by property and is clearly displayed within the booking path when you make a reservation.

Q: Can I add an additional hotel?

A: Yes, you can add each hotel to your cart and then checkout for all hotels in one easy step.

Q: Can I use more than one credit card to pay for a room?

A: You can use a different credit card for each room you reserve. Coming soon, you will be able to split payments on a single room reservation.

Q: Can I book more than one hotel stay in a single transaction?

A: Yes, you can add each hotel to your cart and then checkout for all hotels in one easy step.

Q: How many rooms can I reserve in one booking?

A: You can reserve up to 5 rooms per booking.

Q: What is the maximum bedding arrangements that can be made in one booking?

A: The maximum bedding arrangements depend on the room/rate selected. Standard rooms have 1 or 2 beds but suites may offer additional bedding options. Please read the room description to ensure the number of beds match the requirements.

Q: Does pinSIGHT quote children rates with adult rates staying in one room?

A: Yes, you can search for rooms for up to 7 occupants. When searching for rooms with children you will need to enter their age. Please ensure the room type you select allows the number of occupants you enter.

Q: Can I request special handling at time I book a reservations? For example, I have 3 couples staying at the same hotel. How do I alert the hotel to reserve rooms on the same floor?

A: Yes, during the checkout process you can enter special requests under Additional Remarks section.

Q: How are fraud and chargebacks handled?

A: Please note, each employee is responsible for the bookings made under your user account. Under certain circumstances the fraud department may call you to confirm that the booking is valid.

Some reasons for a follow-up phone call may include but are not limited to:

- Traveling within 3 days
- International travel
- 3rd party traveler –purchasing ticket for another person. The fraud department might contact the card holder to make sure they are indeed traveling under this reservation
- Email address on a black list (person that is flagged)
- High dollar amount - \$1000+
- Any time for the first booking for self-travel when we are unable to verify credit card info with the issuing bank.
- Any time for the first booking for 3rd party traveler with invalid billing info and invalid phone numbers or high dollar fare (over \$500)
- Any time when provided information links to our negative file and there is high risk for fraud
- Any time for the 3rd party traveler when the credit card status is now DO NOT HONOR or PICK UP
- Any time when we have a record, which was attempt to be booked with 3 different credit cards and two of them are in a DO NOT HONOR or PICK UP status
- If it is determined that an unusual amount of fraud is occurring through a particular participant, we may a tour sole discretion block access to pinSIGHT without notice

Cancellations, Changes, Refunds:

Q: How do I find the hotel's cancellation policies?

A: The cancellation policies for each rate listed are available on the rates page. Click on the Cancellation Policy link to see the cancellation policy for the rate and property you selected.

Q: What is the Cancellation Policy?

A: Each property has its own cancellation policy. For prepaid bookings, you are able to cancel the booking and receive a refund less any hotel imposed penalty if applicable at time of cancellation. Hotel cancellation information is shown at the time of booking and is also listed on the confirmation email.

Q: How do I cancel a booking?

A: In the admin section, click on Reports - > Reservation. Find the booking you wish to cancel and click on the Trip ID. Click on the Process Booking tab and click on Cancel Booking button. Review the cancel policy and click Cancel.

Q: Can I modify an existing reservation?

A: Changes to hotel reservations require a rebook and cancel. For prepaid bookings you are able to cancel the booking and receive a refund less any hotel imposed penalty if applicable at time of cancellation. Hotel cancellation information is shown at the time of booking and is also listed on the confirmation email.

Q: What type of written confirmation do I receive?

A: pinSIGHT generates a customer confirmation that lists all pertinent information including the hotel name, address, dates of stay, cancellation policy and total cost. Also, pinSIGHT generates a voucher with hotel name, address, dates of stay and a map of the hotel location. You can generate a new confirmation in the Admin section by navigating to Reports - > Reservation. Click the Trip ID of the booking you want to reprint. In the upper right hand corner of the display click on Email Communication and choose the document to re-send.

Q: If I cancel a booking, will I receive an e-cancellation notice?

A: Yes. pinSIGHT will send an email cancellation notice to the email listed on the booking.

Q: If I generate a booking and then have to cancel (within the hotel's cancellations policy), how do I know a refund

has been processed to my credit card?

A: Refunds are processed when a booking is canceled and should appear on your statement within 7-10 days after cancellation.

Administration:

Q: Can I pull reports?

A: Yes, you can pull reports in pinSIGHT by navigating the Admin section and clicking Reports -> Reservation and then the Export button on the reporting page.

Q: How do I modify my information?

A: On the Admin page click on Organization -> Profile -> Contact Information

Q: Where can I view my expected commissions?

A: All Employee rates are non-commissionable

Q: During the quoting and booking process, what are the currencies in which pinSIGHT manages?

A: pinSIGHT is available to quote and book in USD or CAD. When you start a search, simply select which currency to display and the booking will be done in that currency.

Q: What name will appear on the credit card charge?

A: Travel Leaders Group pinSIGHT will appear as the merchant on the credit card statement.

Q: Will the hotel see the booking is from my agency?

A: One of our suppliers will be the agency listed at the hotel.

More Questions about pinSIGHT:

Q: Are we getting the best rate in pinSIGHT?

A: pinSIGHT allows you to choose from multiple inventory types ensuring you have access to the most competitive rates available.

Q: Why did my rate change while making a booking?

A: The inventory within pinSIGHT is live. Therefore, in rare instances, a room type or rate may change during the booking process. Since the inventory is so dynamic it is always worth checking at a later day or time to see if a particular hotel, rate or room type has become available.

Q: How do I make a special request?

A: Enter special requests under "Additional Remarks" section during the checkout process.

Q: Can I save a booking/quote?

A: Yes, quotes are automatically saved when you send them. You can book directly from the quote once sent and pinSIGHT will automatically provide you with the latest rates available.

Q: Can I book Car Rentals, Activities or Transfers?

A: Currently only hotel stays can be booked on pinSIGHT. Check back in the future for updates.

Q: Can I book Groups?

A: Currently only individual reservations (up to 5 rooms) can be booked using pinSIGHT. Check back in the future for updates.

Q: When will my reservation be at the hotel?

A: Depending on the arrival date, it generally takes a minimum of 48 hours before the reservation details reach the properties reservations system. In some cases, your customers name will not appear at the hotel until 72 hours prior to your arrival date. Rest assured, your customer's room is booked but some of our suppliers have a pre-

negotiated block of inventory so names are not added until just prior to arrival.

Q: Can I earn Frequent Stay Loyalty Points?

A: Due to the special inventory that we have, some suppliers are not offering loyalty points or miles.

Q: Why doesn't pinSIGHT show the same room description as the hotel and why can't I find the room I want on pinSIGHT?

A: pinSIGHT enables you to see rooms and rates from multiple suppliers. This ensures that you have access to some of the most competitive pricing and policies in the market. Since these suppliers control their own inventory we don't have access to update their room type descriptions. This means that what is listed on pinSIGHT does not always match the hotels description or may not be as descriptive as you may like. Some items to note: If the room description lists something generic such as "Standard Double" this does not mean there are 2 double beds, it only means the room is a standard room that will sleep 2 but there is no guarantee on what the bedding will be. If you need a room that has 2 beds please look for a description that specifies 2 double beds in the rate description. ROH means Run of House which is an industry term means the guest will be assigned whatever room is available at time of check in. If your customer is asking for a room type that does not appear on pinSIGHT it means the hotel has not given any inventory to our suppliers to sell. **All the inventory we have access through our suppliers will display when you do a search, if the room you are looking for does not display, pinSIGHT does not have access to it for the dates you are searching.**

Q: Can I use a foreign credit card to book a reservation on pinSIGHT?

A: pinSIGHT only accepts North American (USA / Canada) credit cards for our pre-paid Friends & Family rates.