

AOT HOTELS ONLINE CONTRACT USER GUIDE

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AOT Hotels Online Contract - User Guide (July 2015)

Step 1: LOGIN





Step 3: SELECT PROPERTY



Step 4: EDIT GENERAL INFORMATION

The system will prepopulate any section where we already have this information. If a section is prepopulated it will be greyed out and uneditable. If you need to change any of this information please email gsrates@aot.com.au.

Step 5: EDIT FINANCIAL INFORMATION

Please enter your BSB in the format 123-456. Please do not enter any spaces or dashes in the Account Number.	If your property is currently loaded in the AOT Group system, this section has been auto- populated with the current details. If any of these details need to be updated please contact us at <u>grates@aot.com.ay</u> . If you are a new supplier to the AOT Group please complete all fields and proceed to the next section. Bank Account Details Financial Institution:
Please enter your ABN – we are unable to transact with your property unless we have this information on file. Please select your tay type from	Branch/B58:
the drop down box	Currency / Tax Rates Provided in: Australian Dollars
Then select Save or Next.	Tax Type: Australia GST Inclusive ALL RATES MUST BE ENTERED INCLUSIVE OF ALL GOVERNMENT, STATE, CITY AND HOTEL TAXES THAT ARE APPLICABLE AND WHICH MUST BE COLLECTED AT TIME OF BOOKING.
	<< Prev Save Next >>

Channel Managers:

Step 6: BREAKFAST/PARKING/WIFI COSTS

If you offer fixed price breakfast options, please select the breakfast option from the drop down box and enter the cost in the space provided. If you do not offer fixed price options please leave this section blank. Complete the details relating to Parking and Internet.	Government Breakfast Rates & Ancillaries (Aust Please enter optional, fixed price breakfast rates if offered as well as det ALL RATES MUST BE ENTERED INCLUSIVE OF ALL GOVERNMENT, S TIME OF BOOKING. ADULT CHILD Meal Type Cost Cost Cost Cost	tralian Dollars) tails in relation to parking and Wi-Fi/Internet facilities. STATE, CITY AND HOTEL TAXES THAT ARE APPLICABLE AND WHICH MUST BE COLLEC	TED AT
If your parking or internet option is not listed here, please choose the closest option then email <u>gsrates@aot.com.au</u> with the full details. Then select Save or Next.	Ancillaries Parking Is parking available on site? Yes No Can parking be booked? Yes No Cost of parking Free of Charge or \$ per vehicle per night.	Internet Free Wi-Fi/Public Areas & Rooms Free Wi-Fi/Public Areas Only Free Wired Internet in Room Pay Wi-Fi/Nortee Wi-Fi Available Pay Wired Internet In Room No Internet available << Prev Save	Next >>

Step 7: SEASONS

In this section Seasons are to be set for your room rates that must cover the entire contract period. You will be unable to proceed to entering room rates until every date in the year is covered by a season. Every date within the contract period must have a rate.	Seasons The Government Accommodation Program requires rates to be provided which cover the entire contract year of 1st July, 2015 to 30th June, 2016. The Government's preference is for a single rate for the entire contract year in order to maximise your sales. Different rates for different times of the year can be provided by setting up a range of seasons. Please note that the seasons you define need to cover the entire contract year of 1st July, 2015 to 30th June, 2016. The Government's preference is July, 2015 to 30th June, 2016, the system will not advance to the next section if there are any gaps in the seasons. There are a number of predefined season names such High and Low, however, it is possible to select 'Other' and give the season a specific name (i.e. Special Event). Please Note: Seasons CANNOT overlap. Season Name Dates Image: Comparison of the season of the season season compared to season of the season season compared to season second to season second to season second to season second to second to season second to second to season seco
Once all dates are covered, the prange warning below the summary heading will disappear.	Summary No Seasons available for selected Property. Please add a Season using the 'Add Season' form below. THE SEASONS DO NOT COVER THE ENTIRE RATE YEAR. << Prev Next >>
To enter a season with its own name, for instance, NYE or School Holidays select Other and enter the	Season Name Dates
name of your choice. The season can have multiple date ranges.	Other Image: Wight of the state of the stat

The example has a gap in the in the Low Season date ranges to allow a New Year's Eve rate.

Step 8: ROOMS

New Suppliers

If you are new to the AOT Hotels program you will be asked to add your room types to the contract.

Select Add New Room.

Rooms Summary

If your property is currently loaded in the AOT Group system, this section details the Room Types we currently have loaded with Government rates. Please update, add or delete as required.

If you are a new supplier to the AOT Group or haven't provided government rates, please add the Room Types for which you will be providing Government rates. Please select Add New Room to add a Government room type.

Add New Room

<< Prev Next

Existing Suppliers

If you have previously provided rates in the AOT Hotels program, the previous room types will be listed.

You can edit the details if they have changed. You can also delete existing rooms and add new rooms if required. Select the button to complete the action required.

	Classification	Maximum Guests Per Room	Existing Bedding	Additional Bedding	
Standard Room	Hotel Room	4.	1 Queen or 2 Doubles	No additional bedding available.	Edit Delete
Superior City View	Hotel Room	3.	1 Queen or 2 Doubles	1 Rollaway	Edit Delete
Superior Room	Hotel Room	3.	1 Queen or 2 Doubles	1 Rollaway	Edit Delete

Step 8: ROOMS (CONTINUED)

Enter the number of	
Adults and Children	Add Boom Configuration
allowed in the room	
	Room Name
	Classification
Choose Maximum Adults	Maximum Adults and Children
from the drop down box	
(you will need to enter	Maximum Adults
rates for the number of	Existing Bedding 🥙
adults you select here.	
Fatas Fristing hadding	Additional Bedding
Enter Existing bedding	Roll Away
room that can be used in	
the cost of the room (this	is the sofa Bed / Kollaway considered as existing bedding for children:
may include Sofa Beds).	Apartment Style Room Features
	Does this room type have ALL of the features listed below? O Yes No It is not essential that any room type has any of these features.
Enter Additional Bedding	Kitchen (separate to bedrooms)
(you can enter costs for	Stove (Min 2 burners/elements) Oven
these in the rates	Microwave Sink (for washing dishes)
section).	Pantry (for food storage)
Apartment Style Room	Pors/Paris/Utensits 2 Door Fridge/Freezer (Bar Fridges are not acceptable. Combined Fridge/Freezer capacity should be approx 200L or greater)
Features To answer Yes	Cutlery/Plates/Glasses/Cups (Must have enough items/chairs for the maximum occupancy of the room type) Dining Table & Chairs (Must have enough items/chairs for the maximum occupancy of the room type)
to this question, the room	Room Servicing Information
must have every feature	
listed here as standard. If	Serviced Daily Serviced Weekly
the room does not have	Serviced On Request Australian Dollars
every feature you must	Payable Direct
leave the question	Serviced Times Weekly
answered as No.	Serviced Mid-Stay for Stays of Days or more Serviced on Day for Stays of Days or More
Select the Room	Not Serviced on Saturdays Not Serviced on Sundays
Servicing option that	Not Serviced on Public Holidays Not Serviced
relates to the room type.	ALL RATES MUST BE ENTERED INCLUSIVE OF ALL GOVERNMENT, STATE, CITY AND HOTEL TAXES THAT ARE APPLICABLE AND WHICH MUST BE COLLECTED AT
Keep your answer as	TIME OF BOOKING.
simple as possible.	

Step 9: RATES

The page has a heading	Nightly Rates for Room: Standard Room
indicating which room	
type you are entering	Government Pate
rates for. The Seasons	
that you have entered are	All rates must be entered as NEII (gross rates less commission).
listed above the rate grid	Optional Long Stay Rates
insted above the rate grid.	With approximately 25% of all Government bookings staying 7 or more nights, it is highly recommended that a reduced rate for a minimum 7 night stay is offered in order to maximize your long stay alse. In order to norder long stay rates, firstly enter rates for a minimum 1 night stay Mis offered a 7 night of the start stay Mis offered in order to maximize the normal long stay rates. If norder to maximize the normal long stay rates is firstly enter rates for a minimum 1 night stay Mis offered in order to maximize the normal long stay rates.
First shares the Oscera	minimum stay (Min Stay) and the applicable long stay rate. If long stay rates are not provided, daily rates will be used for all stays.
First choose the Season	Seasons
from the drop down list.	Low 01 Jul 2015 - 30 Dec 2015
Then choose the meal	NYE 31 Dec 2015 - 01 Jan 2016
basis. Start with room	Low 02 Jan 2016 - 30 Jun 2016
only. Enter the nett nightly	Gevernment Peter - Australian Dellarr
rate in each box that	
relates to the occupancy	Save Rate
in the room. Leave the	Season Enter NETT rates PER ROOM PER NIGHT.
Min Stay at 1 (nights) or	Single Double Triple Quad
optor the minimum hight	Meal Basis Nett
enter the minimum night	
stay for this foom type.	Min Stay Rate Code
X4	
You may enter a rate	Rates Valid All Nights 🗹 Save Rate
code if your system uses	
these, otherwise leave it	ALL RATES MUST BE ENTERED INCLUSIVE OF ALL GOVERNMENT, STATE, CITY AND HOTEL TAXES THAT ARE APPLICABLE AND WHICH MUST BE COLLECTED AT
blank. Then select Save	TIME OF BOOKING.
Rate.	
	NIGHTLY RATES HAVE NOT BEEN ENTERED FOR THE FOLLOWING SEASONS:
If you want to enter a B&B	• NYE
Pate do not enter Bod &	• LOW
Light Prookfoot and Pod 8	
Light Dreakiast and Deu &	
Full Breakfast – only offer	Return to Rooms Summary
one B&B rate	
<u> </u>	
Entering a Long Stay	Nightly Rates for Room: Standard Room
Rate	
After entering a nightly	Government Rate
rate it is recommended to	All rates must be entered as NETT (gross rates less commission).
offer a reduced rate for	Optional Long Stay Rates
long stove typically for 7	With approximately 25% of all Government bookings staving 7 or more nights, it is highly recommended that a reduced rate for a minimum 7 night stay is offered in order
iong stays, typically for 7	to maximise your long stay sales. In order to provide long stay rates, firstly enter rates for a minimum 1 night stay (Min Stay) and then repeat, entering a 7 night minimum stay (Min Stay) and the apolicitable long stay rate. If long stay rates are not provided, daily rates will be used for all stays.
nights or more.	
	Low 01 Jul 2015 - 30 Dec 2015
Repeat the same process	NYE 31 Dec 2015 - 01 Jan 2016
as per above, then	
change the Min Stav to 7	
or more nights. Then	Government Rates - Australian Dollars
select Save Rate	
	Save Rate
Vou mou report this	Season Enter NETT rates PER ROOM PER NIGHT.
rou may repeat this	Low V Single Double Triple Quad
process to offer extended	▲ Meal Basis Nett 90.00 100.00 190.00 ■
stay rates eg 28+ nights.	
	Min Stav Rate Code
	mir star i nate code

Step 9: RATES (CONTINUED)

Entering Rates for Different Nights of the Week	Nightly Rates for Room: Superior City View Government Rate All rates must be entered as NETT (grass rates less commission).
When entering rates the option 'Rates Valid All Nights' box is ticked. Untick this box and a new option appears to select nights of the week.	At rates index be entered as hETT (gross rates iess commission). Optional Long Stay Rates With approximately 25% of all Government bookings staying 7 or more nights, it is highly recommended that a reduced rate for a minimum 7 night stay is offered in order to maximise your long stay sales. In order to provide long stay rates, firstly enter rates for a minimum 1 night stay (Min Stay) and then repeat, entering a 7 night minimum stay (Min Stay) and the applicable long stay rate. If long stay rates are not provided, daily rates will be used for all stays. Seasons Low 01 Jul 2015 - 30 Dec 2015 NYE 31 Dec 2015 - 01 Jan 2016 Low 02 Jan 2016 - 30 Jun 2016
Untick the nights of the week the rate is NOT valid for, then select Save Rate.	Government Rates - Australian Dollars Save Rate Season Enter NETT rates PER ROOM PER NIGHT. Low Single Double Triple Meal Basis Nett 100.00
The page will display the rates entered – the nights the rate is not valid for is faded.	Room Only Min Stay Rate Code 1 Rates Valid All Nights M T M T Save Rate
The warning also advises the nights that have not had a rate entered. Repeat the process entering rates for the other nights. Sun-Thur &	NIGHTLY RATES HAVE NOT BEEN ENTERED FOR THE FOLLOWING SEASONS: • NYE • LOW SEASON - ROOM ONLY - UNCOVERED DAYS: FRI SAT Season Meal Basis / Rate Code Single Double Triple
recommended split. No more than 2 splits are recommended.	Low 1 Nett 100.00 100.00 150.00 Rate Code: Applicable Nights: AT WT F Sa Sa
Once all Seasons and Room types have rates	Government Rates
saved, the summary screen will allow you to proceed to the next section.	Room Name Government Rate Standard Room Edit Rates Superior City View Edit Rates
	Superior Room Edit Rates

Step 10: ALLOTMENT



section.

Step 11: POLICIES

If a Child Policy already	Government Child Policy
exists in our system for	
your property (be it	If your property is currently loaded in the AOT Group system, this section has been auto-populated with the current, details which will be used for the applicable
through our Leisure	dates of this contract. Please ignore any pre 1st April 2014 dates as these are currently being deleted from the system.
division or just	Valid for D1MAR13-30JUNE15:
Government) it will be	Infant: 0-2 years inclusive - cots available for hire, charges payable direct. Child: 3-12 years inclusive - adult rates apply.
prepopulated. The same	
policy will be carried over	
for period of this contract.	
If you want to make	
changes please email	
gsrates@aot.com.au	<< Prev Save Next >>
If a child policy does not	Government Child Policy
exist in our system you 🔍	If you are a new supplier to the AOT Group please complete all fields and proceed to the next section
will be required to select	
one. The Standard AOT	I Agree to the Standard AOT Child Policy
Child Policy option will be	The AOT Group Standard Policy is as follows:
preticked or you may	Children 0-11 years inclusive: Free of charge when sharing with adults and using existing bedding.
create a new child policy	Existing bedding is defined as any bedding, including Sofa Beds permanently in the room.
	Croste New Child Delicy
Government	Government Cancellation Policy
Cancellation Policy	ACT Whole of Australian Countryment Accommodation Dragery Cancellation Deliver
-	The applicable Government cancellation policy is based on the size and location of the property as listed below. Cancellation policies are set by the Government
The cancellation policy	and apply to all Government bookings for these rates and for Need It Now (if enabled). Cancellation policies differ depending on the length of stay and whether the head day is the Concernment bookings for these rates and for Need It Now (if enabled).
has been set by the	the booking is for work General Business of Defence Relocations.
Government and is	Short stay Policy (1-0 mights) - General pushess a Defence netocations
automatically applied to	For Capital City and Suburban Properties of over 40 rooms, cancellations may be made without penalty up to 20m on the day of arrival.
your property based on its	 For Capital City and Suburban Properties of 40 rooms or less, cancellations may be made without penalty up to 2pm the day prior to arrival. Non-Capital City Properties over 40 rooms, cancellations may be made without penalty up to 2pm on the day prior to arrival.
size and location. Once	 Non-Capital City Properties between 40 and 20 rooms, cancellations may be made without penalty up to 2pm two days prior to arrival. Non-Capital City Properties under 20 rooms, cancellations may be made without penalty up to 2pm three days prior to arrival.
you have read through	Any cancellations, or amendments whilst in house, within these periods or no shows will result in a fee equal to 1 nights room charge.
the policy please select	Long Stay Policy (7+ Nights) - General Business & Defence Relocations
Next.	For long-stay bookings, the following cancellation conditions will apply:
	General Business:
	Cancel up to 2 days prior - no charge Cancel up to 2 days prior - in fight cancellation fee Cancel within 2 days of arrival - 2 night cancellation fee
	Cancel up to 2 days prior - no charge Cancel up to 2 days prior - in light cancellation fee Cancel within 2 days of arrival - 2 night cancellation fee Defence Relocations:
	Cancel up to 2 days prior - no charge Cancel up to 2 days prior - in light cancellation fee Cancel within 2 days of arrival - 2 night cancellation fee Defence Relocations: Cancellations may be made without penalty up to 2pm the day prior to arrival Cancel after 2pm - 1 night cancellation fee
	Cancel up to 2 days prior - no charge Cancel up to 2 days prior - in right cancellation fee Cancel up to 2 days prior - in right cancellation fee Cancel within 2 days of arrival - 2 night cancellation fee Defence Relocations: Cancellations may be made without penalty up to 2pm the day prior to arrival Cancel after 2pm - 1 night cancellation fee Any cancellations, or amendments whilst in house, within these periods or no shows will result in a fee as per the above.

Government Needitnow Policy **Government Need It Now Policy** need it now is an online accommodation booking platform offering flexible and far-reaching distribution. Needitnow.com.au allows you to easily create and Please read through the maintain last minute offers online - anytime information provided and The site is simple and easy to use providing accommodation providers complete control over the rates, number of rooms, and inclusions you offer. make your selection. If It is possible to enable Need It Now rates to feed through for Government bookings. Once enabled, the AOT Hotels system will automatically take a feed of your dynamic Need It Now rates and availability. This allows Government travellers access to last minute inventory and rates which is a highly effective method of increasing room night your property provides production for your property. Need It Now also provides the ability to allow instant confirmation to Government travellers once inside your allotment release back periods. rates to our The Government Cancellation Policy applies to Government bookings made on Need It Now rates, regardless of the public policies attached to the room offer. www.needitnow.com.au I agree to allow Need It Now rates and availability to be fed through to AOT Hotels. As such I confirm acceptance of the same cancellation and payment policies for AOT's Whole of Australian Government Accommodation Program for bookings made via Need It Now. site, we recommend you Yes 🖲 No opt in to have these rates and inventory available to Government travellers.

Step 12: SUBMIT CONTRACT

The next page is the Submit Contract page. Each section is listed here to allow you to check what has been entered. If there is a red cross next to a section there is data missing from your contract and you will not be able to submit your contract until completed. Click the link next to the red cross, the site will take you to this section to complete the missing data.

YOUR CONTRACT IS NOT YET SUBMITTED.

Once all sections are complete it is recommended to preview the contract by selecting the Preview Contract button.

	Property Details
	Valid Property E-mail Address Valid Mailing Address Valid Physical Address Valid Physical Address Valid Government Contact
	rinancial information
	X Valid Account Information
1	Seasons
	¥ Valid Dates
	Rooms
	Nightly Rates
	¥ Valid Dates
,	Child Policy
	Child Policy Specified
	Ancillaries
	X Internet has not been selected
	By ticking this box I hereby agree that Hotel Sorrento will honour the rates and allotments submitted and abide by the AOT Hotels Terms & Conditions . You also acknowledge that you are authorised to submit these rates and allotments and accept the Terms & Conditions on behalf of Hotel Sorrento.
	lease provide the details of the person who has completed this contract:
Fi	irst Name: Last Name:
	Position Company:
	Submit Draviau Contract



Step 12: SUBMIT CONTRACT (CONTINUED)

Please accept the Terms and Conditions by reading the statement and ticking the box. The contract is unable to be submitted until this box is ticked.	 By ticking this box 1 hereby agree that H Hotel will honour the rates and allotments submitted and abide by the AOT Hotels Terms & Conditions . You also acknowledge that you are authorised to submit these rates and allotments and accept the Terms & Conditions on behalf of H Hotel. Please provide the details of the person who has completed this contract: First Name: John Last Name: White Position: Director of Sales Company: SoHotel x
Please enter name, Title & Position of the person submitting the contract.	Submit Preview Contract
Once all sections are complete, the T&Cs box is ticked, and the name/position/company has been entered, select the Submit button.	aothotels.com.au - GOVERNMENT SERVICES DIVISION
This will send the contract to AOT Hotels for review. You will also receive a copy of the contract in PDF format.	Thank you for submitted your AOT Hotels Government Accommodation Contract for the 2015/16 Financial Year using the Online Contracting Portal. We will now review your Contract and if we have any questions we will contract you. A PDF copy of the Submitted Contract has been sent to the nominated email address for your records. This contains detailed information which reflects what you have entered into the system. Thank you for your ongoing support of AOT Hotels - Government Services. Regards, AOT Hotels Contracting Team
The site will confirm that you have successfully submitted your contract with this confirmation screen. Your contract is now submitted.	AOT Hotels Contracting Team Contact Details: gsrates@aot.com.au

Your contract will be reviewed by AOT Hotels. We will reply to you with any questions or suggestions we may have to make your rates and allotment more suited to the Government business or to make your offer more competive so that you secure the highest sales for your property. Please complete the contract as soon as possible as contracts are loaded in the order they are received.

Thank you for your time in completing the online contract. If you have any further questions or feedback please email <u>gsrates@aot.com.au</u> or call 03 9867 7233.

-- END --