INTRODUCTION

Thank you for your participation in our test phase of the choiceADVANTAGE Rates Center program. This testing period or beta is an opportunity for Choice Hotels to work closely with our ‘best selected’ hotels who have strong leadership teams and who possess a solid foundation with best available rate fundamentals.

You will be participating in a pre-release this year before the full scale deployment going to the rest of the hotels in 2010. Beta testing allows the software, training and functionality to undergo usability testing with users who provide feedback so that Rates Center is fine-tuned and as effective as it can be as we begin the full release to a larger selection of hotels. Your involvement will be critical to our success.

Here is a quick overview of BAR and what to expect during the conversion process:

• Best Available Rate is a systematic approach to managing rates allowing hotels to efficiently and effectively respond to changes in the market by managing rates and inventory to pre-determined levels. The Rates Center system allows the hotel team to effectively manage their publically available ‘RACK” or “BAR” rates as well as any special rate plans to ensure parity with minimal effort.

• Your Brand Performance Consultant (BPC) will be working one-on-one with your hotel’s leadership team to assist and guide the hotel in reviewing current performance, market conditions, competitive landscape and historical trends to assist you in a comprehensive review with rate strategy and positioning for the migration to Rates Center.

• You will be provided with tools and additional support to assist you in determining what the appropriate rates should be for your hotel. Both a revenue manager and systems trainer will be providing support, along with the BPC, for your hotel.

What is the next step? You and your BPC will meet to review the Rates Center process and create a pricing and positioning plan. During this review you will complete a Rates Center rate conversion worksheet that will be used to configure your future rate structure within the new Rates Center Tool.
Upon completion and return of this worksheet:

- A Property Systems Trainer will review the worksheet and follow-up with you and your BPC.
- Schedule a conversion date

Conversion Day

- A Property Systems Trainer will meet with you remotely to start conversion. Rates from your conversion worksheet will be loaded into Rates Center with your assistance.
- You and the Property Systems Trainer will set BAR levels, stay restrictions and special event rates.
- Upon completion of conversion the Property Systems Trainer will provide training on the new Rates Center tool and deliver beta support information.

Thank you again for your participation in the beta program for the new Rates Center Tool. Your contributions will assist us greatly with a successful rollout and implementation of this important project.
What is Rates Center?
Rates Center is the new rates management tool that you will use to manage your rate structure within choiceADVANTAGE using the new BAR structure.

What is BAR?
BAR is a tiered rate structure that hotels are adopting to better manage rates within high and low rate seasons. BAR provides more flexibility over the traditional method of changing rack rates by date for each room type with additional follow-up required to make changes to other marketing programs.

BAR Overview
Creating a rate management structure centered around BAR will provide you with an easy way to manage your rate structure. The following is a brief example of how you will use the new BAR structure:

• You decide in advance what rate your property will charge on low, medium and high demand levels during a period of time (season) using a 3 level BAR structure.

• You will then decide what rate plan discount amounts your property will sell in each of the 3 BAR levels.

• You will then determine which nights should be set at BAR level 1, 2 or 3 based on demand and market conditions. Instead of making individual rack rate and rate plan decisions, you simply decide the BAR level.
Benefits of a BAR structure

The following are benefits you will experience with the introduction of a BAR management structure:

• Simple yet effective way to maximize revenues.
• Simplify process for managing your rates.
• Easier to maintain rate parity between channels.
• Much easier to react to changes in market and demand.

How will this differ from my current rate structure?

• You will yield discounts within each BAR level as opposed to setting a minimum rate to control rates.
• All of your rate plans will be synchronized with CRS.
• You will have the ability to create Special Event rate levels and control discount amounts sold in that level.
• Special Event levels will be limited to 30 days per calendar year.
• The ability to exclude individual room types being sold through CRS on a per rate plan basis. For example, a hotel may want to exclude suites for certain rate plans.
BAR Calendar Overview

The calendar gives you a snapshot about what is going on at your property one month at a time.

A. Legend

B. Events

C. Actions Menu

D. Apply Recommendations

What do the recommendations mean?

- When an explanation point is showing on a date within the BAR calendar, Rate Center is recommending a change to the current BAR level based on the forecast information from choiceADVANTAGE.

How do I apply recommendations?

- From the Actions menu, click on Apply Recommendations

E. Weekend/Weekday Rate

F. BAR Level

G. Change Month View:

- click the drop down next to the month and click to select the month to view.
- click the orange arrows to move the month forward or backward.
CHANGING A BAR LEVEL

How do I change my BAR level for one day?

1. From the BAR Calendar, click the BAR Level for the day that you would like to change.
2. The Edit Property Settings box displays. Click the BAR Level drop down and click to select the BAR level you wanted to set for this day.

3. Click the Save button.
4. The BAR Calendar page displays, verify your changes.
CHANGING A BAR LEVEL (CONTINUED)

How do I change a Minimum Length of Stay or Closed to Arrival for one day?

1. From the BAR Calendar, click the BAR Level for the day that you would like to change.
2. The Edit Property Settings box displays. Click the Selling Limits & Stay Controls checkbox.

3. To set a Minimum Length of Stay (MLOS), click in the Min LOS field and type the number of nights. If the rate plan has a minimum length of stay already set, that setting can be overridden from this pop up.
4. To set a Closed to Arrival (CTA), click in the CTA field.
5. Click Yes to confirm that you want to set the Closed to Arrival.

Note: The Selling Limits and Stay Controls section allows you to view Local Rate Plans, Choice Rate Plans or All Rate plans. To set a Max # of Rooms to be available by rate plan for this day, type the number in the field.

6. Click the Save button.
7. The BAR Calendar page displays, verify your changes.
CHANGING A BAR LEVEL (CONTINUED)

How do I change my BAR level for a range of days?

1. From the Actions menu, click Range Edit
2. The Range Edit box displays. In the Select Days section, type the Start and End date.

3. The Limit by Day of Week box allows you to select specific days of the week that the changes will effect.

Note: For example, you could type in the date range of July 1 through July 31 and then click Limit by Day of Week and select Friday and Saturday. Once you save your changes they will only effect Fridays and Saturdays from July 1 through July 31.

4. In the Set Values section, click the BAR Level drop down and click to select the BAR level you wanted to set for this day.
5. Click the Apply button.
6. The BAR Calendar page displays, verify your changes.
How do I change/add a CTA or MLOS for a range of days?

1. From the **Actions** menu, click **Range Edit**.
2. The Range Edit box displays. In the **Select Days** section, type the **Start** and **End** date.
3. Click in the **Selling Limits & Stay Controls** field.
4. If the rate plan has a minimum length of stay or CTA set, that setting can be overridden from this pop up.
5. Type in the number of nights in the **MLOS** field or click in the **CTA** field.
6. Click the **Apply** button.
7. The BAR Calander page displays, verify your changes.

**Note:** When you look at the BAR Calander, you will see the red hand icon. Click the red hand icon to display the Selling Limit & Stay Controls that are set for this day.
How do I modify my calendar view?

Modifying your calendar view effects what displays on the overview legend.

1. From the Actions menu on the BAR Calendar tab, click Edit Calendar View.
2. The Edit Calendar View dialog window displays. The Calendar Attribute column displays all items in the overview legend. Click in the Display Setting Column to either Show or Hide the calendar attribute:
   - Actual occupancy
   - Forecasted occupancy
   - 2 person base rate
   - ADR
   - RevPAR
   - Group blocks
   - Demand Season
   - BAR Level recommendations
   - Selling Limits and Stay Controls
   - Overbooking
3. When you are done making changes, click the Save button.
### Edit Calendar View

<table>
<thead>
<tr>
<th>Calendar Attribute</th>
<th>Display Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Occupancy</td>
<td>SHOW</td>
</tr>
<tr>
<td>Forecasted Occupancy</td>
<td>HIDE</td>
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<tr>
<td>2 Person Base Rates</td>
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<td>ADR</td>
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<td>Selling Limits &amp; Stay Controls</td>
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<tr>
<td>Overbooking</td>
<td>SHOW</td>
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</tbody>
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[Save] [Cancel]
**Midweek/weekend Rates**

*What is the difference between Midweek/Weekend Rates?*

By selecting the option to Divide Rates between Midweek/Weekend, you will be provided with additional sections within the rate matrix to offer rates that differ from Midweek to Weekday. If your property does not offer different rates on the Weekend vs. Midweek, you will NOT select this option.

**Note:** If you are making this change after conversion you must go to the Rate Matrix tab and update all Rate Years and Rate Seasons.

**Do I have to use weekend rates?**

No, you do not. Only use weekend rates if it makes sense in your business setting.

**How do I setup weekend rates?**

1. From the *Actions* menu on the BAR Calendar tab, click *Edit Rates Center Configurations*.
2. The Rates Center Configurations page displays, click the *Property Settings* tab.
MIDWEEK/WEEKEND RATES (CONTINUED)

3. Scroll down to the Rates Matrix section of the page and click in the box, **Divide Rates between Midweek/Weekend**.

4. The days of the week display and you have the option to configure each day of the week as either a midweek or weekend rate. Click the drop down by the day you want to assign and select either midweek or weekend.

5. Once you are done making changes, click the **Save** button.
ROLLAWAY AND CRIB

Where do I select to allow or not a charge for a Crib or rollaway?

Note: This option is driven by your brand standards and may or may not display.

1. From the Actions menu on the BAR Calendar tab, click Edit Rates Center Configurations.
2. The Rates Center Configurations page displays, click the Property Settings tab.
3. Scroll down to the Rates Matrix section of the page and click in either the box to Allow Crib Charge or Allow Rollaway Charge.
4. Once you are done making changes, click the Save button.
What is a Room Type Bucket?

Room Type Buckets hold similar room types. Some things to keep in mind about room type buckets are:

- All room types must be assigned to a bucket
- Room Type Bucket names are customizable.
- You are limited to a maximum of 6 room type buckets.
- With the exception of the ‘Standard’ room type bucket; room type bucket names may be changed.

How do I create a Room Type Bucket?

1. From the Actions menu, from the BAR Calendar tab click Edit Rates Center Configurations.
2. The Rates Center Configurations page displays.
3. From the Room Type Buckets tab on the Actions menu, click Create & Edit Room Type Buckets.

4. The Create & Edit Room Type Buckets window displays. Click Add Bucket.

5. Type the Name for this bucket in the Name field.

6. Click the Save button.
How do I change the name of a room type bucket?

1. From the Actions menu on the BAR Calendar tab, click Edit Rates Center Configurations.
2. The Rates Center Configurations page displays.
3. From the Actions menu, click **Create & Edit Room Type Buckets**.
4. The Create & Edit Room Type Buckets window displays, double click in the Name field for the Room Type bucket that you want to change and type the new name.

5. Click the **Save** button.
How do I assign rooms to a room type bucket?

1. From the **Actions** menu on the BAR Calendar tab, click **Edit Rates Center Configurations**.
2. The Rates Center Configurations page displays. From the **Room Type Buckets** tab, click next to the room type that you want to assign.
3. Click the drop down in the **Assign to** field at the bottom of the page and click to select the Room Type Bucket to assign this room type to.

![Rates Center Configurations](image)

**Note:** You can select each room type that you want to assign to a bucket and then click assign once.

4. Click the **Assign** button.
RATE CENTER CONFIGURATION (CONTINUED)

How many room type buckets can I have?

You are limited to a maximum of 6 room type buckets.

How do I delete a room type bucket?

Note: In order to delete a room type bucket there can be no Room Types assigned to it.

1. From the Actions menu on the BAR Calendar tab, click Edit Rates Center Configurations.
2. The Rates Center Configurations page displays. On the Room Type Buckets tab, on the Actions menu, click Create & Edit Room Type Buckets.
RATE CENTER CONFIGURATION (CONTINUED)

3. The Create & Edit Room Type Buckets window displays.

![Create & Edit Room Type Buckets Window](image)

4. Click the Remove button next to the name of the Room Type Bucket you want to delete.
5. The Create & Edit Room Type Buckets window displays showing the changes you just made. Click the Save button.
RATE SEASONS

What is a Rate Year?

A Rate Year represents the year time frame for which rates are configured. When updating or configuring rates you will need to select the Rate Year in which you would like to update.

What is a Rate Season?

A Rate Season represents the time frame within the Rate Year for which rates are configured allowing rates to fluctuate based on demand. You will be provided with three Rate Seasons per Rate Year (High, Mid, Low) and may be used multiple times throughout the year.
How do I add a rate year?

1. From the Actions menu on the BAR Calendar tab, click Edit Rates Center Configurations.
2. The Rates Center Configurations page displays. Click the Rate Season tab.

Note: Create the Rate Year, then assign your high, medium and low times, then create the rates, then go back in and assign the seasons.
3. From the *Actions* menu, click *Add Rate Year*.
4. The Add Rate Year window displays. Type the Start Date and the End Date, click the *Save* button.

*Note:* The Date must be in a MM/DD/YYYY format.
How do I add a rate season?

1. From the Actions menu on the BAR Calendar tab, click Edit Rates Center Configurations.
2. The Rates Center Configurations page displays. Click the Rate Season tab.
RATE SEASONS (CONTINUED)

3. Verify that you are in the correct Rate Year and click the Add Season button. The Add Rate Season window displays:

4. Enter the following information:
   - Type the Start Date
   - Type the End Date
   - Click the drop down to select the Demand Type
   - Type in the Extra Person, Crib and Rollaway charges if applicable
   - Type the Rates for each bar level and per person rate if applicable

5. Click the Save button.

6. The Rate Season tab displays. Verify your changes and click the Save button.
How do I change my rate season?

1. From the **Actions** menu on the BAR Calendar tab, click **Edit Rates Center Configurations**.
2. The Rates Center Configurations page displays. Click the **Rate Season** tab.
3. Verify that you are in the correct Rate Year and click the **Edit** button next to the season you want to change.

4. Enter/edit the following information:
   - **Start Date**
   - **End Date**
   - **Demand Type**
   - **Extra Person, Crib and Rollaway** charges
   - **Base Rates** for each bar level and per person rate

5. Click the **Save** button.

6. The Rate Season tab displays. Verify your changes and click the **Save** button.
How do I set my occupancy threshold?

Using your Forecasted Occupancy from choiceADVANTAGE you will set your thresholds. Rates Center will use this information when making recommendations, which will display on the BAR Calendar tab. **Note:** Rates Center will not automatically change BAR levels.

1. From the **Actions** menu on the BAR Calendar tab, click **Edit Rates Center Configurations**.
2. The Rates Center Configurations page displays. Click the **Property Settings** tab.

3. Set Thresholds by typing the number in the % field.
4. Click **Save**.
RATE BUCKETS

What is a rate bucket?

• A Rate Bucket will group like rate plans into one rate bucket. This will permit you to tie multiple rate plans to one rate bucket, eliminating the need to update individual rates within each rate plan.
• Rates and award eligibility are configured within a Rate Bucket.

What is a rate plan?

• Rate plans contain information specifically tied to the marketing of the rate plan. Information includes:
  o Qualification information
  o Allowed Booking Channels
  o cA folio and suppress rate options
  o Travel Agent Commission eligibility
  o Room type exclusions
  o Selling limits

What is a Local Rate Bucket vs. a Choice Rate Bucket?

• A Local Rate Bucket is created at your property and hold rates initialized by your property.
• Choice Rate Buckets hold rate plans created and defined by Choice Hotels International. These buckets include mandatory and elective rate plans and adhere to the policies established.
Rate Buckets (continued)

What should I be aware of before I build a new Local Rate Bucket?

- Rate buckets contain rates and award eligibility only allowing you to apply multiple rate plans to one bucket.
- Confirm no other rate bucket contains rates and award eligibility settings that meet your needs. If you have a Rate Bucket that meet your local rate plan requirement, tie the rate plan to the bucket.
- If a new rate plan does not match the rate and award eligibility configuration of an existing rate bucket, you must create a new rate bucket prior to building the rate plan.
- You are permitted to tie local rate plans to the following Choice percentage off rate buckets.
  - PCT1 (0%-5%-5%)
  - PCT2 (0%-10%-10%)
  - PCT3 (0%-15%-15%)
  - PCT4 (0%-20%-20%)
- You will have three Rate Bucket configuration options:
  - Fixed Rate - Rates configured are a flat dollar amount
  - Dollar amount off - Rates configured are a dollar amount off your BAR rate
  - Percentage off - Rates configured are a percentage off your BAR rate

Can I change Choice Rate Bucket settings?

- Allowable changes to Choice Rate Buckets will vary per bucket.
How do I create a fixed rate bucket?

1. From Actions menu on the Rate Buckets tab, click Create Fixed Rate Bucket.
2. The Please Confirm dialog displays with the following message, “Before creating a new rate bucket, confirm that no other rate bucket contains the Rate Type, Award Eligibility setting, and Rates that are required. If you have confirmed click the Confirm button. If you have not, click the Cancel button and verify that a rate bucket does not already exist for the type of rate plan that you want to create.
RATE BUCKETS (CONTINUED)

3. If you have confirmed, the Create Rate Bucket pop-up displays. In the Rate Bucket field type the code for this rate bucket.

4. In the Name field, type the descriptive name for this rate bucket.

5. In the Award Eligible field click the drop down to select Yes or No, depending on the parameters for this rate bucket.

6. Type in the rates for the High, Medium and Low rate seasons.

Note: You can view your Base Rates by clicking the View Base Rates link on the right side of the page.

7. Click the Create button.
How do I create an amount off bucket?

1. From the Actions menu on the Rate Buckets tab, click Amount off Rate Bucket.
2. The Please Confirm dialog displays with the following message, “Before creating a new rate bucket, confirm that no other rate bucket contains the Rate Type, Award Eligibility setting, and Rates that are required. If you have confirmed click the Confirm button. If you have not, click the Cancel button and verify that a rate bucket does not already exist for the type of rate plan that you want to create.

Note: If you make a rate unavailable the rate(s) associated will not sell during a BAR 1 situation. If you make it available and have a 0% it will match the Best Available Rate and the rate plan will still be sold.
3. If you have confirmed, the Create Rate Bucket pop-up displays. In the Rate Bucket field type the code for this rate bucket.
4. In the Name field, type the descriptive name for this rate bucket.
5. In the Award Eligible field click the drop down to select Yes or No, depending on the parameters for this rate bucket.
6. Type in the amount off base rate for each BAR level.
7. Click the Create button.
**How do I create a percent off bucket?**

1. From the **Actions** menu on the Rate Buckets tab, click **Percent off Rate Bucket**.
2. The Please Confirm dialog displays with the following message, “Before creating a new rate bucket, confirm that no other rate bucket contains the Rate Type, Award Eligibility setting, and Rates that are required. If you have confirmed click the **Confirm** button. If you have not, click the **Cancel** button and verify that a rate bucket does not already exist for the type of rate plan that you want to create.

![Please Confirm Dialog](image)

**Note:** If you make a rate unavailable the rate(s) associated will not sell during a BAR 1 situation. If you make it available and have a 0% it will match the Best Available Rate and the rate plan will still be sold.
3. If you have confirmed, the Create Rate Bucket pop-up displays. In the Rate Bucket field type the code for this rate bucket.
4. In the Name field, type the descriptive name for this rate bucket.
5. In the Award Eligible field click the drop down to select Yes or No, depending on the parameters for this rate bucket.
6. Type in the percent off base rate for each BAR level.
7. Click the Create button.
How do I edit a rate bucket?

Edits can be done from the Rates Bucket tab or from the Rate Matrix tab.

1. From the Rate Buckets tab, click on the rate you would like to edit.
2. The Edit Rate Bucket page displays.
3. Make the changes to this Rate Bucket and click the Save button.

How do I attach a rate plan to a rate bucket?

This is done when you create or edit a rate plan. There is a field to select which rate bucket the rate plan is attached to. See Rate Plans.
**Rate Buckets (continued)**

*How do I transfer buckets?*

1. From the **Rate Plans** tab, click to select the rate you want to work with. The Edit Rate Plan box displays.
2. Click in the **Transfer Rate Bucket** box.
3. Select the new Rate Bucket and the effective date.
4. Click the **Save** button.

![Edit Rate Plan](image-url)
RATE PLANS

What is a rate plan?

• Rate plans contain information specifically tied to the marketing of the rate plan. Information includes:
  o Qualification information
  o Allowed Booking Channels
  o cA folio and suppress rate options
  o Travel Agent Commission eligibility
  o Room type exclusions
  o Selling limits

Note: You can remove room types from a rate plan, but you have to have rate plans associated with it.

How do I create a rate plan?

1. From Action menu on the Rate Plans tab, click Create Rate Plan.
2. The Create Rate Plan box displays.
3. In the Attributes section, choose the rate plan type.

Tools • Technology • Skills
4. Enter the rate plan code and rate plan name.

5. In the Rate Bucket field, click the drop down and select the rate bucket to associate this rate plan with.

6. Is this rate commissionable? Travel Agent Commissionable or not. Enter Yes or No.

7. Enter override amount - This is to override the commission percentage paid. If you click to select a field displays, type in the percentage to override.

8. Enter Max# of Rooms field - works like a per diem, you can assign a booking restriction to this rate using this field. Then type the number of rooms to assign to this rate plan. For example, you may tell your client, “We will provide up to 5 rooms to you, after those 5 rooms are booked you will need to use our Best Available Rate.”

9. Enter any Excluded Room Types - click in this field and then click on the arrow next to the Exclude Room Types section to open that section of the page. You can exclude an entire bucket of rooms or click to select individual room types. Once you are done click next to Attributes to collapse this portion of the page.

10. If you would like to exclude the standard extra person charge for this rate plan, select this option.
**Rate Plans (continued)**

**Note:** Channels are booking sources from which reservations may be received.

11. In the channels section, click the Edit button.
12. The Edit Channels box displays.

13. From the Rate Plans tab, select the rate plan you wish to edit.
14. From the Channels section,
15. Select or de-select the channels for which you would like to receive reservations (or not receive reservations).
   - Property Direct (selected by default)
   - Reservation Sales (selected by default)
   - Choicehotels.com
   - GDS
16. Click the Save button.
Note: The Qualifications section is where you maintain specific booking restrictions for qualifying for this rate plan.

17. From the **Qualifications** section, click the **Edit** button.
18. The Add Qualifications box displays.

19. Click to select the qualifications for this rate plan:
   - **Policies** - You will only set a Guarantee and cancel policy if you wish it to be different than your house settings.
     
     **Note**: You will only use this if you wish it to be different from your house settings.
   - **Min LOS** - Enter minimum stay requirements for this rate plan.
     
     **Note**: You will only use this if you wish it to be different from your house settings.
   - **Min Booking** - The number of days in advance that a reservation may be booked.
   - **Max Booking** - Reservation cannot be book more than this many days out.

20. Click the **Apply** button.
Rate Plans (continued)

- Check-In requirements - Click to select what the guest needs to show at check in:
  - Coupon
  - Corporate Employee ID
  - Military Personnel ID
  - Organization ID
- Date Range - The date range that this rate plan is available.
  Note: You can set this for multiple available dates.
- Limit to selected days of the week - limit rate to be sold on specific days only. For example, if you are a leisure hotel and busy during the weekends, you could set the rate to be available Monday through Thursday only.

21. Click the Apply button.
22. Click the Create button.

How do I suppress the rate on the reg card/separate Room and Tax?

1. From the Rate Plans tab, select the rate plan you wish to edit.
2. From the Other section, click the Add button.
3. The Add Other box displays.

4. Click to select or deselect:
   - Suppress Rate on reg card
   - Separate Room and Tax - this will automatically create an additional folio view where incidentals may be applied.
5. Click the Save button.
**How do I inactivate a rate plan?**

1. From the Rate Plans tab, click to select the rate plan you wish to inactivate.
2. From the Edit Rate Plan page, click the **inactivate** button.

3. Click **Yes** to confirm that you want to inactivate the Rate Plan.

![Edit Rate Plan page](image)
RATE PLANS (CONTINUED)

**How do I re-activate a rate plan?**

1. From the Rate Plans tab, in the Display section click the drop down and select Inactive Rate Plans.

2. Click to select the inactive rate plan that you want to activate.

3. Click the Activate button.
RATE MATRIX

What is the rate matrix?

The rate matrix is the control center of Rates Center. Once you have built all of your rates this is where you will go to make changes. The rate matrix allows you to view your Base Rate and all rate buckets by Demand Year and by Demand season within a year. Things to keep in mind:

- Base Rate will always display
- Displays in the Season you are currently in
- Any changes you make to a demand season will effect any demand season with in that Demand Year. For example, if you have 2 high seasons within a demand year and you change one it changes the other high demand season too.
- Rate bucket column allows you to do a side by side comparison of 2 or more rates.
Rate Matrix (continued)

How do I look at a different demand season?

1. From the Rate Matrix tab, select the year and demand type you would like to view.
2. Click the GO button.
How do I make changes to my rates?

1. From the Rates Matrix tab, select the year and demand type you would like to edit.
2. Select the Rate Bucket that you would like to change, BASE rate is pre-selected.
3. Click the GO button.
4. Enter the desired changes.
5. Click the Save button.

How do I view multiple rates at one time?

1. From the Rates Matrix tab, in the Rate Bucket section, click to select the rates that you would like to view.
2. Click Go.
**Special Events**

**What is a special event?**

Special events are dates when you will sell higher than normal rates for an event in your area in which high demand is expected for the market. These special event rates will override current BAR rates being sold and will be limited to 30 days per calendar year.

**How do I create a special event?**

1. From the Bar Calendar **Actions** menu, click **Create Event**.

![Create Event dialog box](image)
2. The Create Event box displays:
   a. Type the **Name** for this Event
   b. Type the **Description** of the event
   c. Type the **Start Date**
   d. Type the **End Date**
   e. In the **Notes** field, type any specific information about this event
   f. Click to select the **Guarantee Policy**
   g. Click to select the **Cancel Policy**
   h. In the **Available Rate Buckets** section, click to select the rate buckets that should be available during this event.

**Note:** These will sell at the demand season rate and eligible rate buckets will sell at BAR Level 1 during the event. Negotiated rates will still sell depending on the contract.

- **Selling Limit & Stay Controls** allows you to set up stay restrictions for the dates that you have set for the event.
  a. Click in the CTA box for the day you want to set the CTA.
  b. Type the number in the MLOS box on the day you want to set the MLOS restriction.

**Note:** When calculating the MLOS the most restrictive setting always applies.

- **Event Base Rates** is where you input your rate for:
  a. Type the **Extra Person** charge, if any.
  b. Type the **Crib** charge, if any.
  c. Type the **Rollaways** charge, if any.
  d. Type the **1-2 person rate** for Standard, Deluxe and Super Deluxe, for this special event.

**Note:** During the event this is what will sell and it will supersede anything you had previously set up just for the date range for the event.

3. Click the **Create** button.

**Reminder:** **Limit of 30 days** per calendar year for all Special Events.
**How do I duplicate an event?**

1. From **Actions** menu, click **Create Event**.

2. The **Create Event** box displays.

3. Place a checkmark in the **Duplicate Event** field.

4. Select an event to duplicate and type in the event dates.

5. Click the **Create** button.
How do I delete an event?

1. Click the Event.
2. The Edit Event page displays.
3. Click the **Delete** button.
4. Click the **Yes** button on the **Delete Confirmation** pop up.

**Note:** Only delete an event that is not going to occur. Do not delete past events as you will lose that history.
## Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Stay Controls" /></td>
<td>This icon will display on BAR calendar dates that have house stay restriction settings for MLOS or CTA.</td>
</tr>
<tr>
<td><img src="image" alt="Overbooking" /></td>
<td>This icon will display on BAR calendar dates that have overbooking restriction settings.</td>
</tr>
<tr>
<td><img src="image" alt="Recommended Level" /></td>
<td>This icon will appear on BAR calendar dates when recommending a different BAR level setting based on forecast information from cA.</td>
</tr>
<tr>
<td><img src="image" alt="i-Information" /></td>
<td>Hover or click on this icon for additional information. This icon appears anywhere additional information is available.</td>
</tr>
<tr>
<td><img src="image" alt="Padlock" /></td>
<td>This denotes a locked item. Properties will not have the option to make updates to this area.</td>
</tr>
<tr>
<td><img src="image" alt="Notes" /></td>
<td>Click on this icon to receive additional information.</td>
</tr>
<tr>
<td><img src="image" alt="Alert" /></td>
<td>Something is incorrect, click the icon for a tip.</td>
</tr>
</tbody>
</table>
GLOSSARY OF TERMS

Compression = Demand

Rack Rate vs. BAR

Rate Efficiency

Achieved Rate

BAR1 vs BAR 2 vs BAR3

MLOS vs. Max LOS

Penetration

RevPAR, ADR

Booking Window

CSI

LOS= length of stay

LOS Tiers

Special Event

Demand Season vs Rate Season

Fencing
Floating Rates or Dynamic Rates

Selling Protocol: procedure which is followed to sell a room

Yieldable vs non-Yieldable

Minimum Rate

Rate Hurdle

Rate Sync vs Full Rate Sync

What are market tracks

OTA

LNR

Rate Differential

Index

CTA

Sell Through

Hurdle

Per Diem

CONUS
CONUS

Inventory Boxes and Control

Rival Tracker

GIS

Medallia