



Rate Hawk booking and registration Process

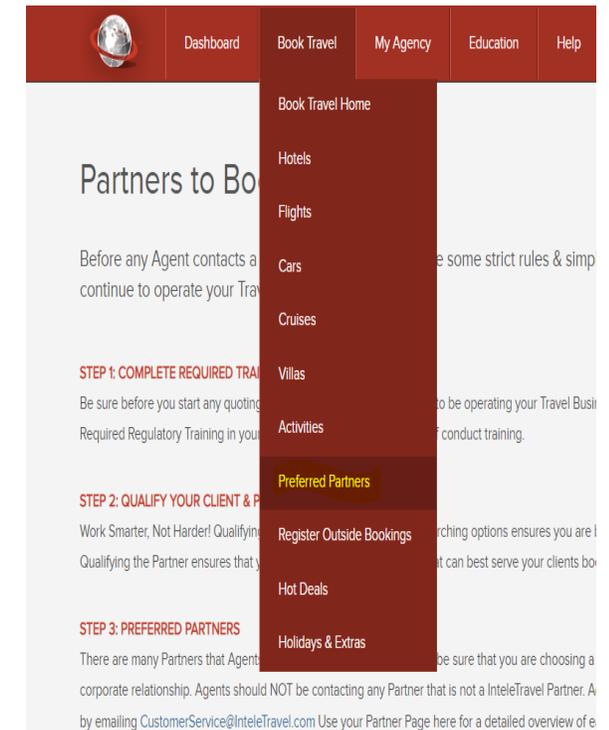
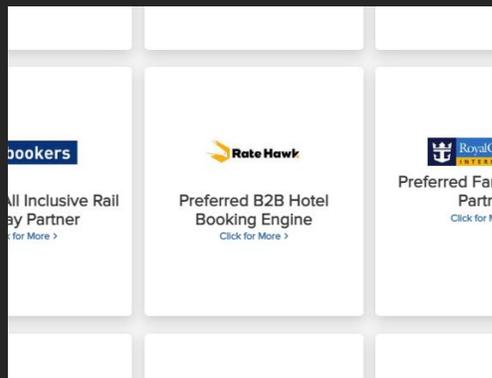
Hotel Bookings and Travel Services for Professionals

RateHawk.com is an innovative B2B hotel booking engine. It is designed to be the ultimate day to day hotel booking tool for travel professionals.

Ratehawk scans the globe for the best accommodation providers, hand-picks the strongest ones and passes on the best offers in the B2B hotel booking market. The rates and availability are taken from more than 100 global wholesalers, consolidators, OTAs and DMCs all brought together into one booking tool. In addition to these, Ratehawk have over 30,000 properties contracted directly and offer 1,400,000 properties.

Combining innovative technologies and extensive professional experience, Ratehawk provides travel industry players with the world's most relevant, responsive and user-friendly hotel booking backend technology.

- Go to the Inteltravel back office (see image to right)
- Select Book Travel tab
- Select Preferred Partner
- Scroll down to the Ratehawk tile (see below)





Read all the instructions on the tile and go to the **Agent registration & Booking Process** to request your log in

AGENT REGISTRATION & BOOKING PROCESS:

All agents must request their unique access from Ratehawk before booking. Please read the below instructions carefully. All direct approaches to Ratehawk are in violation of our contract and Agents will be denied access.

Email mladmanova@ratehawk.com, requesting your own login credentials. Once your request is verified by RateHawk you will receive a confirmation email with your registration details. Input these details to proceed with making a booking.

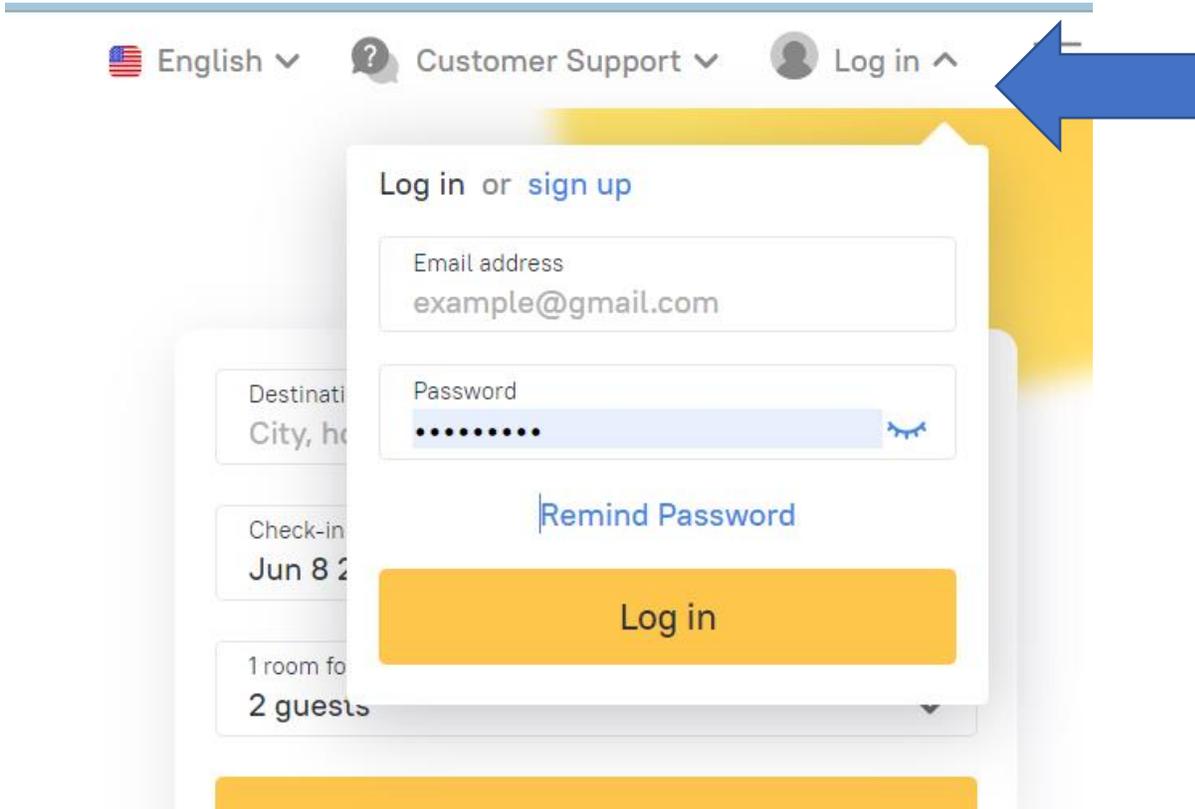
Please read the following instructions carefully as the method of payment has changed from May 4th 2022.

Bookings made prior to May 4th 2022 must be paid directly via InteleTravel using the payment link generated in your Back Office. Please see the payment instructions [here](#).

Before booking, agents must read the [Booking Process Manual](#).

Have questions? Please refer to our [Q&A doc](#).

- Once you have your log in details you are now ready to make bookings
- Go to [B2B hotel booking, hotel reservation for tour operators and corporate clients - RateHawk.com](#)



The screenshot shows the top navigation bar of the Rate Hawk website. It includes a language selector (English), a customer support link, and a 'Log in' link with a dropdown arrow. A blue arrow points to the 'Log in' link. Below the navigation bar, a login form is displayed. The form has a title 'Log in or sign up' and two input fields: 'Email address' with the value 'example@gmail.com' and 'Password' with masked characters. There is a 'Remind Password' link and a yellow 'Log in' button. The background shows a blurred search form with fields for destination, check-in date, and number of guests.

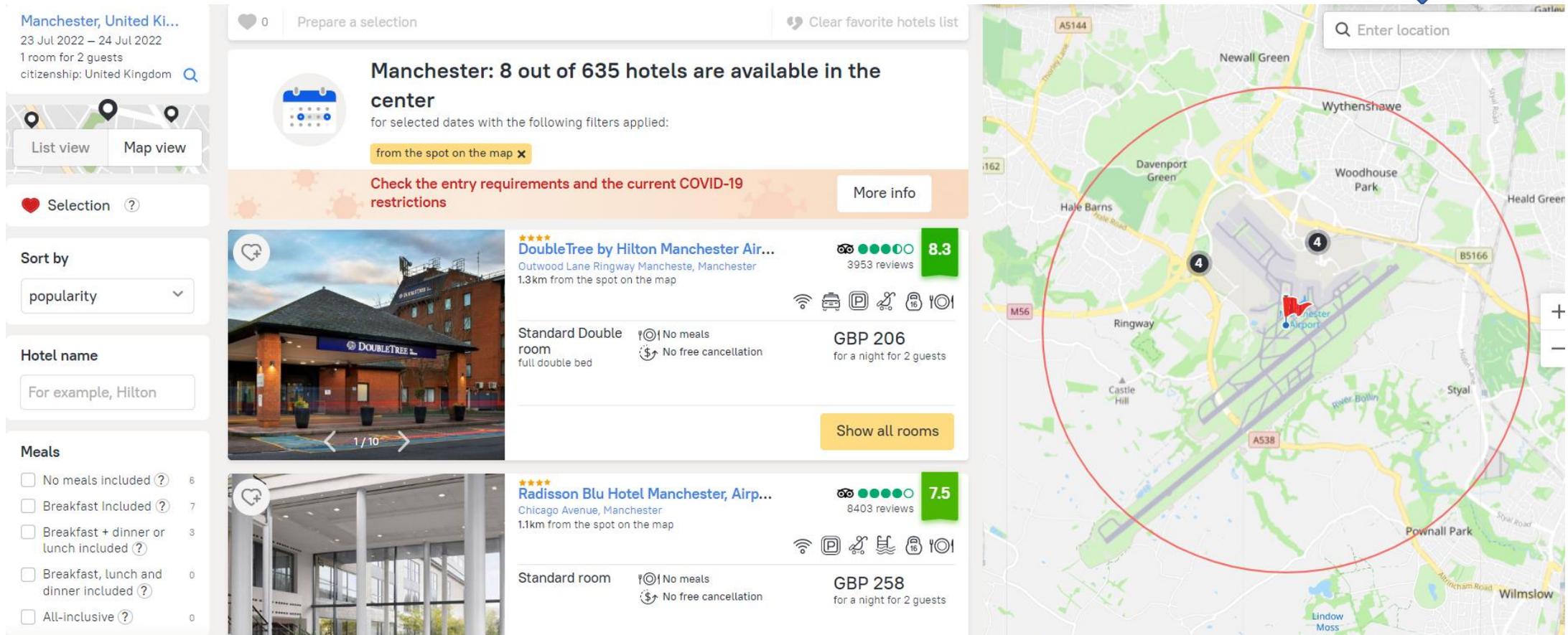
Log in here with the username and password provided

Once logged in you will be presented with a booking engine, its very self explanatory, insert what you are looking for in the details and hit Search



The screenshot shows the Rate Hawk website interface. At the top, there is a navigation bar with the Rate Hawk logo, a search bar, and links for Orders, Reporting, and Clients. On the right side of the navigation bar, there are options for language (English), currency (GBP, £), support, and a user profile for "inteletravelcheryl@g... Commissionable Intele...". Below the navigation bar, there are tabs for Hotels, Car rentals, and Group requests/FIT. The main content area is a search form with the following fields: Destination (Hale, United Kingdom), Check-in (Oct 2 2022), Check-out (Oct 3 2022), and 1 room for 2 guests. A yellow Search button is located to the right of these fields. Below the search fields, there is a section for "Additional parameters" with a dropdown for "Guests' citizenship" (United Kingdom) and buttons for "No stars", "2 stars", "3 stars", "4 stars", and "5 stars". There are also buttons for "RO", "BB", "HB", "FB", and "AI", and dropdowns for "Early check-in" and "Late check-out". A checkbox for "Free cancellation" is also present. Below the search form, there is a section titled "You've previously viewed" with a list of hotel cards. Each card shows a hotel name, star rating, dates, and price. The hotels listed are Hilton London Kensington (GBP 283), Hilton London Kensington (GBP 1,678), Hilton London Kensington (GBP 1,678), Holiday Inn Express Manchester Airport... (GBP 118), and Holiday Inn Manchester. At the bottom of the page, there is a link for "Blog for travel professionals".

I have searched Manchester, 23 July – 24 July, all of the available hotels have come up, you have the option at this stage to then filter, what date, what board, and price per night. You can also use the map section below to pin point an area. The box in the map that says “enter Location” you could insert for instance Manchester Airport and it will narrow your search down further



The screenshot displays the Rate Hawk search results for Manchester, United Kingdom, for the dates 23 Jul 2022 – 24 Jul 2022. The search is for 1 room for 2 guests. The results show 8 out of 635 hotels available in the center for the selected dates with the following filters applied: "from the spot on the map".

Check the entry requirements and the current COVID-19 restrictions [More info](#)

Hotel Name	Rating	Reviews	Price
DoubleTree by Hilton Manchester Airport Outwood Lane Ringway Manchester, Manchester 1.3km from the spot on the map	8.3	3953 reviews	GBP 206 for a night for 2 guests
Radisson Blu Hotel Manchester, Airport Chicago Avenue, Manchester 1.1km from the spot on the map	7.5	8403 reviews	GBP 258 for a night for 2 guests

The map on the right shows the location of the hotels in Manchester, with a red circle highlighting the area around Manchester Airport. A search box in the map says "Enter location".

I have written my location as Manchester Airport and its narrowed my search down further, I can then filter even more by star, board and rate per night



Hale, United Kingdom
23 Jul 2022 – 24 Jul 2022
1 room for 2 guests
citizenship: United Kingdom

Prepare a selection

Important message. COVID-19: due to the unstable situation, if you want to make a booking, please make sure that the city and country are receiving visitors and that tourists are able to reach the hotel and stay in it. You have selected guests' citizenship: United Kingdom

Hale: 10 out of 1190 hotels are available
for selected dates with the following filters applied:
from the spot on the map

Check the entry requirements and the current COVID-19 restrictions

More info

Sort by
popularity

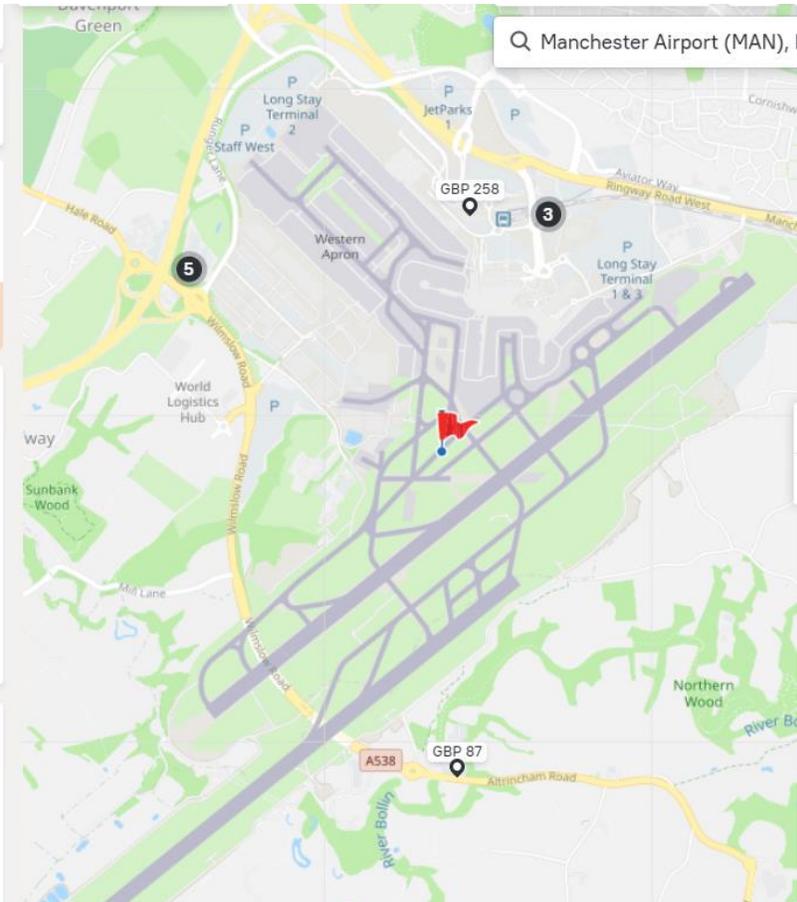
Hotel name
For example, Hilton

Meals

- No meals included 8
- Breakfast Included 9
- Breakfast + dinner or lunch included 3
- Breakfast, lunch and dinner included 0
- All-inclusive 0

Clayton Hotel, Manchester Airport
Outwood Lane, Manchester
1.2km from the spot on the map
7615 reviews 9
Deluxe room
No meals
Free cancellation
GBP 175
for a night for 2 guests
Show all rooms

Airport Inn & Spa Manchester
Altrincham Road, Wilmslow
1.4km from the spot on the map
1920 reviews 5
Standard Double room
full double bed
No meals
No free cancellation
GBP 87
for a night for 2 guests



- I have chosen the Holiday inn Express as it meets my customers requirements and is within budget . The search will then bring all the room types and rates. I am looking for a standard double room . As you can see there is multiple rooms with multiple rates, the first rate is a non refundable rate and must be paid before the booking is confirmed. The 2nd 3rd and 4th are all free cancellation and do not need to be paid up until the cancellation date. The 3 rates are the same and have the same room type, it is just different prices as its 3 different suppliers. I would pick the cheapest. Your commission is included in this price. The Commission is 15% but we get a 70/30 split and once you have earned overall £3500 worth of commission with Inteletravel our split goes 80/20

[Reload rates](#)



Standard Double room
full double bed

21 m²
Private bathroom
Free Wi-Fi
Window
Non-smoking
Coffee
Handicap accessible
TV
Towels

Room	Meals	Cancellation	Client price	Payment type	
<div style="font-size: 0.8em;"> 9 rooms DOUBLE STANDARD </div>	Breakfast Included ?	If canceled, the full reservation price will be charged. ?	GBP 150 ? No surcharge	By wire transfer or by card ?	Choose
<div style="font-size: 0.8em;"> 1 Double Bed Standard Bed type is subject to availability </div>	Breakfast Included ?	Free cancellation before July 20* ?	GBP 170 ? No surcharge	By wire transfer or by card ?	Choose
<div style="font-size: 0.8em;"> 1 Double Bed Standard Accessible Bed type is subject to availability, handicap accessible </div>	Breakfast Included ?	Free cancellation before July 20* ?	GBP 170 ? No surcharge	By wire transfer or by card ?	Choose
<div style="font-size: 0.8em;"> 9 rooms Standard Room (1 Double Bed) </div>	Breakfast Included ?	Free cancellation before July 20* ?	GBP 175 ? No surcharge	By wire transfer or by card ?	Choose

[Show 8 more rates](#)

I then email my Customer with the information below

Dear xxxx

Thank you for providing all your requirements, I am pleased to confirm that I have found you some really good options. Please note that these prices are live and are subject to availability.

Holiday Inn Express, Manchester Airport 22nd July 2022 – 2 adults Bed & Breakfast, standard double room £150 (Non refundable rate)

Holiday Inn Express, Manchester Airport 22nd July 2022 – 2 Adults Bed and Breakfast . Standard double room £170 – free Cancellation to July 20, 2022.

I hope you are happy with the above options, if they do not meet your expectations please let me know and I will have another look. If you wish to continue with the booking please confirm by return email.

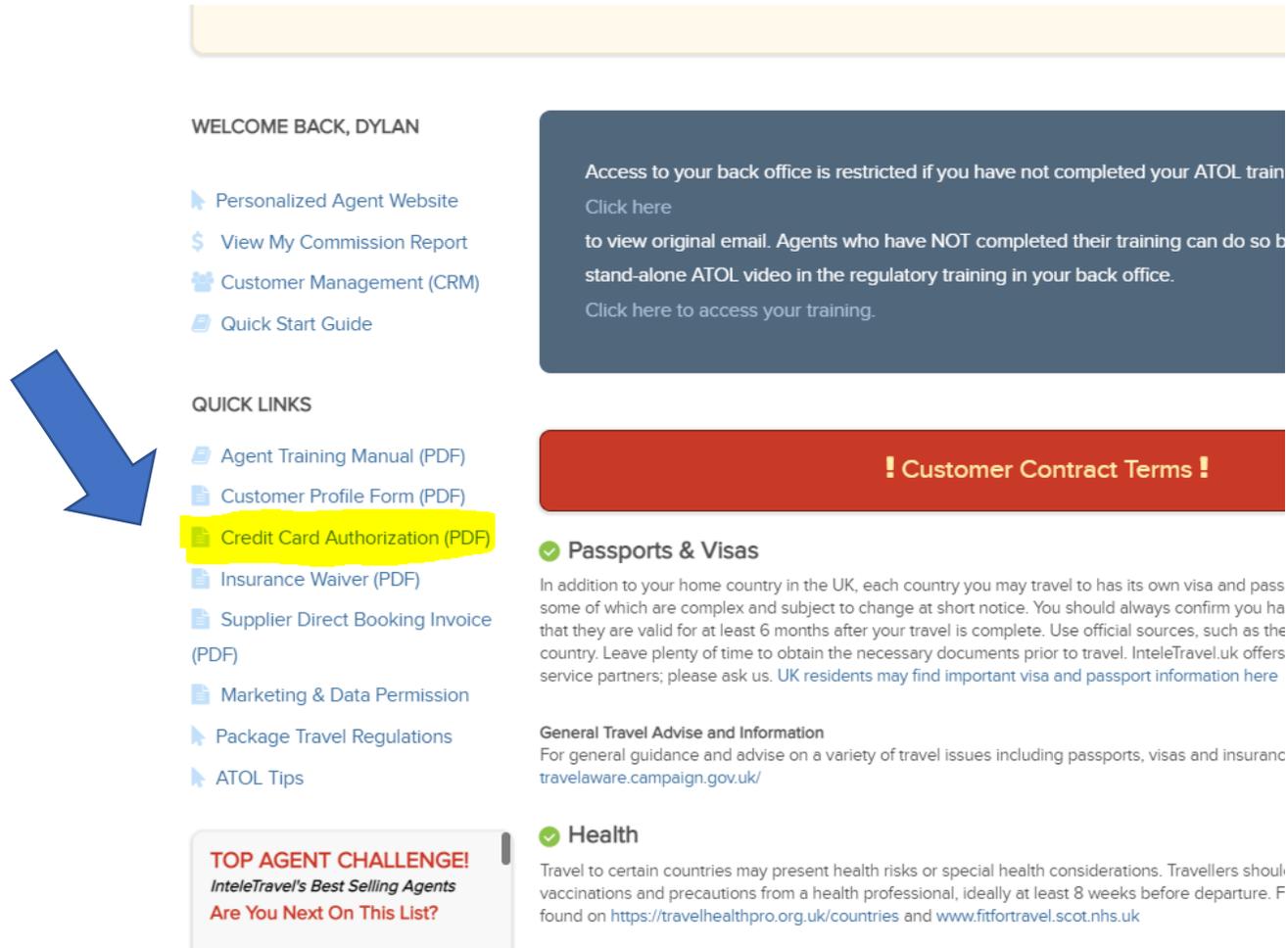
Kind regards

*Name
Independent travel agent
ABTA & ATOL Protected*



NON REFUNDABLE RATE

- If your customer chooses the Non refundable rate at the top you will need to ensure that you have your customers card details. You will need to obtain authorisation by completing a credit card authorisation form. You will get this from the Intel travel Dashboard



WELCOME BACK, DYLAN

- Personalized Agent Website
- View My Commission Report
- Customer Management (CRM)
- Quick Start Guide

QUICK LINKS

- Agent Training Manual (PDF)
- Customer Profile Form (PDF)
- Credit Card Authorization (PDF)**
- Insurance Waiver (PDF)
- Supplier Direct Booking Invoice (PDF)
- Marketing & Data Permission
- Package Travel Regulations
- ATOL Tips

TOP AGENT CHALLENGE!
IntelTravel's Best Selling Agents
Are You Next On This List?

Access to your back office is restricted if you have not completed your ATOL training. [Click here](#) to view original email. Agents who have NOT completed their training can do so by watching the [stand-alone ATOL video in the regulatory training in your back office](#). [Click here to access your training.](#)

! Customer Contract Terms !

Passports & Visas
In addition to your home country in the UK, each country you may travel to has its own visa and pass some of which are complex and subject to change at short notice. You should always confirm you have that they are valid for at least 6 months after your travel is complete. Use official sources, such as the country. Leave plenty of time to obtain the necessary documents prior to travel. IntelTravel.uk offers service partners; please ask us. [UK residents may find important visa and passport information here](#)

General Travel Advice and Information
For general guidance and advice on a variety of travel issues including passports, visas and insurance, visit travelaware.campaign.gov.uk/

Health
Travel to certain countries may present health risks or special health considerations. Travellers should consult a health professional for advice on vaccinations and precautions from a health professional, ideally at least 8 weeks before departure. Further information can be found on <https://travelhealthpro.org.uk/countries> and www.fitfortravel.scot.nhs.uk



NON REFUNDABLE RATE

The form is in a PDF format but is typable so you or your customer do not have to print this. I fill in the sections in yellow and send it to my customer via email asking them to complete the areas in blue and agree a time I will take payment as I advise them that when I put the details through the bank may request a security check and they may need to approve on their app. Include a copy of the Ratehawk terms with this email and ensure they are aware the rate is NON REFUNDABLE



Phone: 0203 617 1672

Customer: Joe Bloggs Date: 10 June 2022
 Independent Travel Agent: Agent name here PIN: uk00000000
 Agent Tel: 07777777777 Fax: _____ Email: agentname@yahoo.com

Travel Purchase Authorization Form

Thank you for your purchase. IntelTravel.uk is pleased to confirm the following travel arrangements. To complete your transaction and confirm your arrangements, your signature on this authorization is required. This form is NOT required for electronic purchases you complete yourself on our website, www.IntelTravel.uk, or its partner affiliates. Charges are payable ONLY to IntelTravel.uk or the hotel, resort, tour operator, cruise line or other travel supplier. Independent Travel Agents may not accept and process charges through any other account, paypal or accept checks, cash or other forms of payment.

Deposits, payment and final travel documents (tickets, vouchers, etc.) cannot be processed for you prior to receipt of the signed authorization form.

I, Joe Bloggs, authorize IntelTravel.uk and/or this travel supplier:

Agents name, to charge my:

(check one) AMERICAN EXPRESS MASTERCARD VISA DISCOVER

Credit Card Number : _____ CVV: _____ Exp Date: _____

Billing Address: _____ For the amount of _____ (GBP)

For the following travel arrangements:

Itinerary: Holiday Inn Express, Manchester Airport Double Room 2 People B&B

Dates of Travel: 22nd July 2022 1 Night Booking Number: _____

Passenger Names: Mr & Mrs Joe Bloggs

PLEASE SIGN ON THE LINE WHICH APPLIES

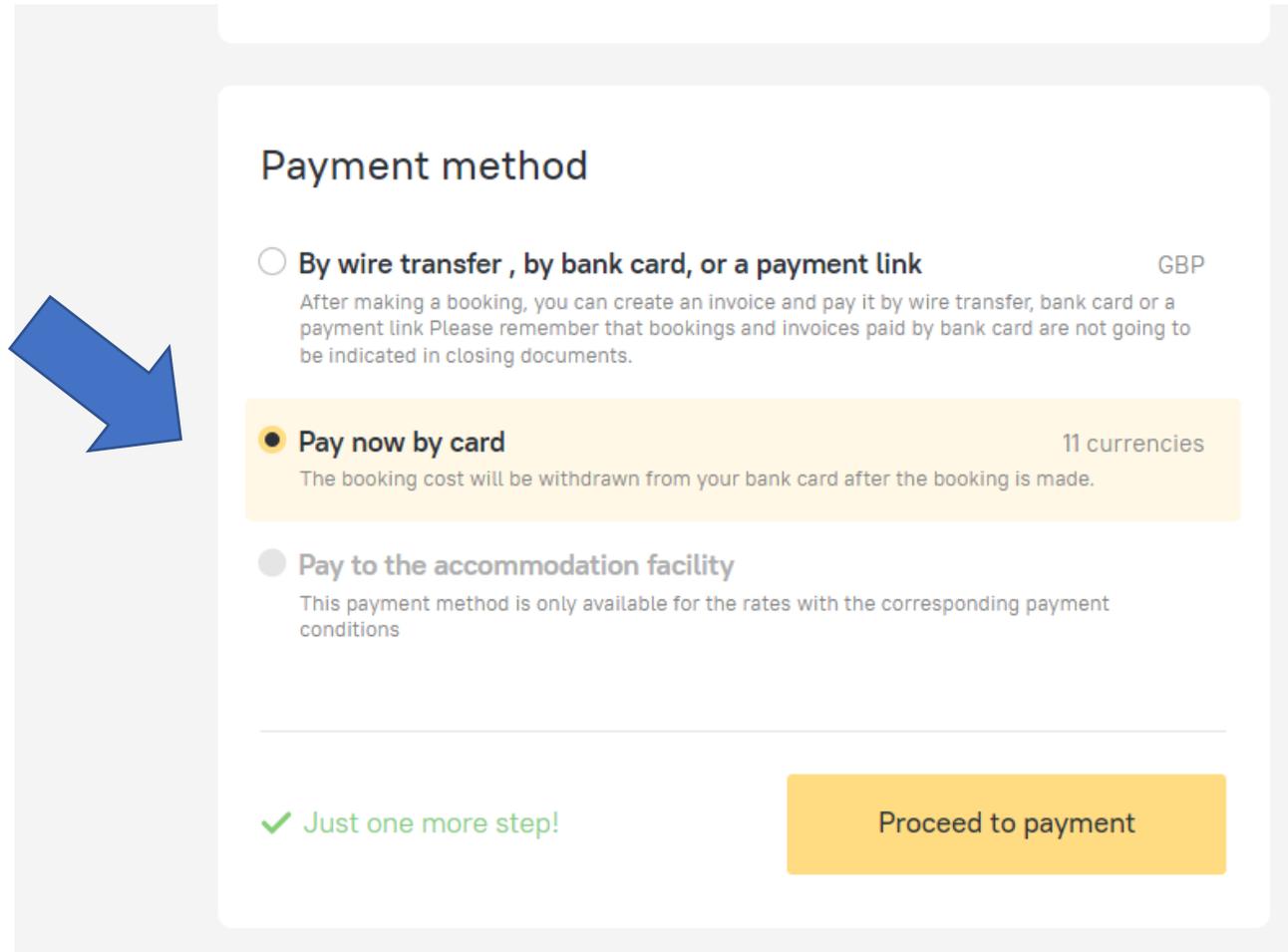
I have **ACCEPTED** and authorized the travel purchases above, and I am aware of any and all cancellation policy disclosed to me by my Agent.

Customer Signature: _____ Date: _____

IMPORTANT: Please attach a legible copy of the front and back of your credit card.

All rates subject to restrictions, availability and change. See www.IntelTravel.uk for complete terms and conditions. IntelTravel.uk is registered with the States of Florida (ST32452), Washington (602-735-106) and California (2091941-40) as a seller of travel.

- When the customer sends back the card details and you have agreed a time to take payment you will complete all the Guest details and include the guests mobile number. You will scroll down and select pay by Card and proceed to payment and insert the customers card details . The customer may be prompted to approve this payment on an app so ensure you have them available by text or email



Payment method

By wire transfer , by bank card, or a payment link GBP
After making a booking, you can create an invoice and pay it by wire transfer, bank card or a payment link Please remember that bookings and invoices paid by bank card are not going to be indicated in closing documents.

Pay now by card 11 currencies
The booking cost will be withdrawn from your bank card after the booking is made.

Pay to the accommodation facility
This payment method is only available for the rates with the corresponding payment conditions

✓ Just one more step!

Proceed to payment



NON REFUNDABLE RATE

Once the Non refundable booking is made your screen will come up with the booking confirmation and also will give you the booking voucher.

Save the booking voucher to a folder on your desktop as you will need this to send to your client and also when registering the booking to claim your commission.

I email my customer the following and attach the booking voucher you had downloaded after you paid.

Hi xxxxx

ITS BOOKED! – thank you for booking with me and your prompt payment

I am happy to confirm your hotel in Manchester. Please find attached your booking voucher.

-

[Holiday Inn- Rungler Lane Manchester Airport , Manchester, M90 5DL](#)

Check In at 15.00pm on 22 July 2022

Standard Double Room

Bed & Breakfast

Check out Saturday 23 July 2022 at 12 noon

Total price paid is £150 by credit card

If you require any airport parking, airport lounges, overseas transfers please do not hesitate to contact me as I have access to very competitive pricing

Name

Independent travel agent

ABTA & ATOL Protected



- Next Step I register the booking IMMEDIATELY on the Inteltravel back office, do not wait days to do this. It must be completed within 24 hours at the latest of the booking being made. The reason we record this is to show a record that booking has taken place and then Inteltravel can collect commission from Rate Hawk when it is due .
- Now go to to your Inteltravel back office to log the booking
- Select **BOOK TRAVEL** , then from the drop down select **REGISTER OUTSIDE BOOKING** and complete the form. Use the Upload button below to upload a couple of the voucher the same one you sent your customer and then register the booking

Each individual component of a trip (air, car, hotel, cruise, etc) should be entered separately when booked separately instead of through a single supplier.

If multiple components have been booked through a single supplier (such as booking air through the cruise line; or booking a hotel, car and/or air package through a tour operator or vacation package company), resulting in a single confirmation number for the whole booking, enter them as a single booking under the one confirmation number and select "Vacation/Tour" for the Booking Type.

“Only bookings made or traveled after your IntelTravel Advisor Join date can be registered.”

REGISTER ALL BOOKINGS WITHIN 24 HOURS OF MAKING A BOOKING.

REGISTER A BOOKING

Booking/Confirmation #: *	433944640
Booking Type:	Hotel/Resort
Primary Traveler Name: * <small>(Or Group Name)</small>	Joe Bloggs
Departure City Or Airport:	
Destination City Or Airport:	
Number Of Travellers:	
Supplier: * <small>(Cruise Line, Car Company, Vacation/Tour Operator, Etc.)</small>	Rate Hawk
Supplier Street Address: * <small>(Must Use Local Property Street Address For Hotels)</small>	72a High Street, Battle, East Sussex, England,
Supplier City & State: * <small>(Must Use Local Property City & State For Hotels)</small>	East Sussex, England,
Supplier Postal Code: <small>(Must Use Local Property Postal Code For Hotels)</small>	TN33 0AG
Supplier Phone Number: * <small>(Must Use Local Property Phone Number For Hotels)</small>	02039661656
Supplier Fax Number: <small>(Must Use Local Property Fax Number For Hotels)</small>	

Data you provide in these fields is for management information purposes only, and are estimates not final amounts. Actual commission payments to you will be based on accurate documentation and funds received by IntelTravel from suppliers. See [Commissions](#) for complete details on commission calculations and schedule.

Total Charges: * <small>(Including taxes, fees, etc.)</small>	150.00
Total Commission: <small>(Enter GBP amount, not percentage. Leave blank if unknown.)</small>	0.00

Supporting Documentation:

Each booking registration requires a supporting email or scanned confirmation or other form of receipt from the supplier (cruise line, hotel, car rental company, tour operator, etc.). Save any of these documents to your computer, then click the Browse button below. Select at least one such document, click Open, and then click Submit to complete the registration of your booking.

No file chosen

No file chosen

No file chosen

Confirmation for booking
ref 595352436

Rate Hawk

Holiday Inn Express Manchester Airport, an IHG Hotel
Manchester, United Kingdom

Guest name
Joe Bloggs

Check-in
23.07.2022

Check-out
24.07.2022

 Standard Double room (full double bed) (bed type is subject to availability)
For 2 adults

Order number	595352436
Invoice number	83534-01244
Due date	19.07.2022

After you have emailed your customer their hotel voucher and registered the booking in the back office. You will see in your emails a booking confirmation from Ratehawk.

I usually forward this onto support@ratehawk.com with the following

Hi Support,

Please may I have a precheck and HcN number for the below booking.

This will allow them to go to the hotel and confirm the booking directly and then they will reply usually within a week with the hotel confirmation number. This is just peace of mind that when your customer turns up there is a room at the hotel confirmed

- You have just completed the process for a NON REFUNDABLE Booking.
- However lets rewind, we send the options to the client and they said they didn't want to pay **Non refundable** they wanted the **free cancellation** rate as show below.



Standard Double room

full double bed

21 m²
 Private bathroom
 Free Wi-Fi
 Window
 Non-smoking
 Coffee
 Handicap accessible
 HD TV
 Towels

Room	Meals	Cancellation	Client price	Payment type	
9 rooms DOUBLE STANDARD	Breakfast Included <small>?</small>	If canceled, the full reservation price will be charged. <small>?</small>	GBP 150 <small>?</small> No surcharge	By wire transfer or by card <small>?</small>	Choose
1 Double Bed Standard Bed type is subject to availability	Breakfast Included <small>?</small>	Free cancellation before July 20* <small>?</small>	GBP 170 <small>?</small> No surcharge	By wire transfer or by card <small>?</small>	Choose
1 Double Bed Standard Accessible Bed type is subject to availability, handicap accessible	Breakfast Included <small>?</small>	Free cancellation before July 20* <small>?</small>	GBP 170 <small>?</small> No surcharge	By wire transfer or by card <small>?</small>	Choose
9 rooms Standard Room, 1 Double Bed, Accessible (1 Double Bed) Handicap accessible	Breakfast Included <small>?</small>	Free cancellation before July 20* <small>?</small>	GBP 175 <small>?</small> No surcharge	By wire transfer or by card <small>?</small>	Choose

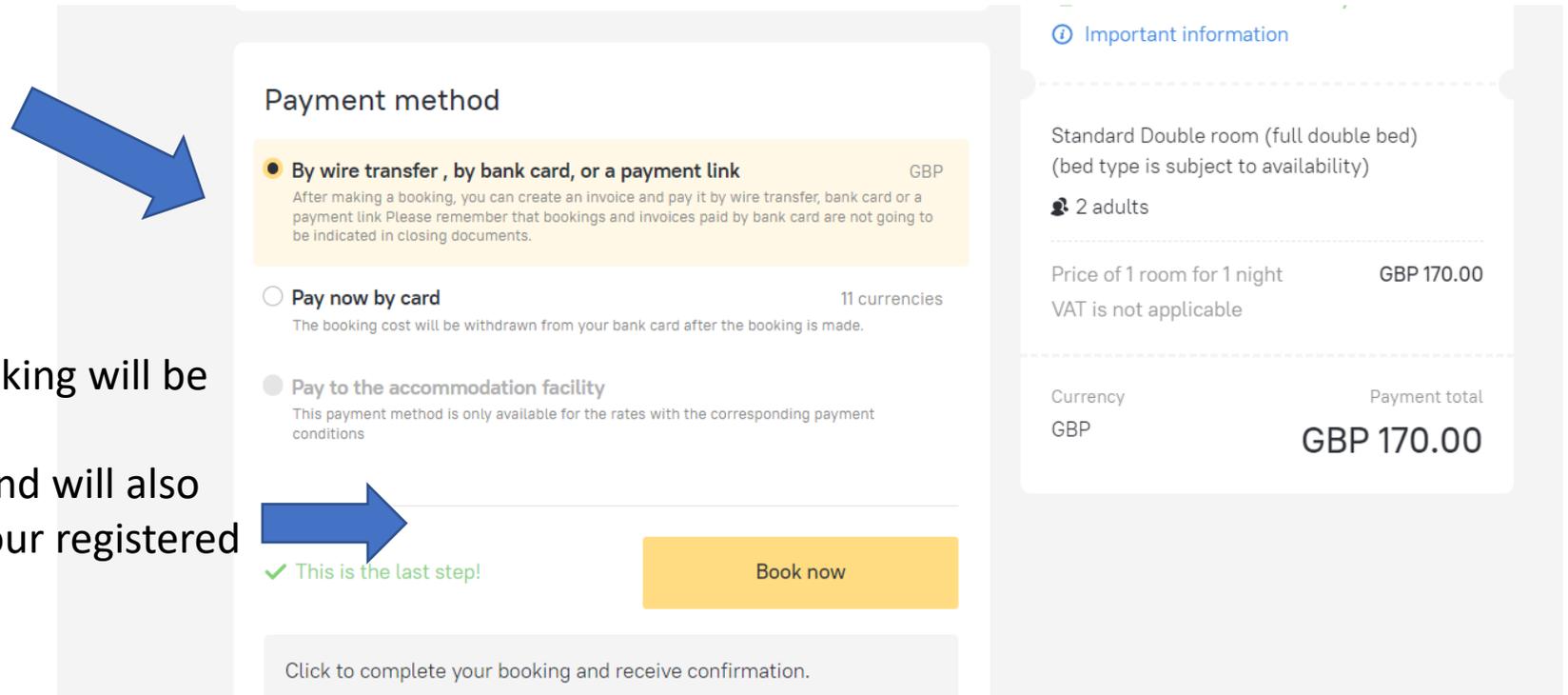
▼ Show 8 more rates



You select the **choose button**, fill in the guest details, you only need a lead guest name. You do not need all guests. Insert guests mobile number. This time you will **click pay by wire transfer, by bank card**. You do not need to collect credit card details as we are able to book this without taking payment and can send a payment link.

The payment must be made 1 hour before the end of the cancellation date. If it is not made within the time frame the booking will be automatically cancelled and can not be reinstated. The cancellation date for this booking is 20 July. Payment must be made 1 hour before this date. i.e. 11.50pm on the 19 July at the latest. Good practise is to remind your customers 8 days in advance payment is due in 1 weeks time and send payment link to make at their leisure that week. Their cut off is 1 day before the end of free cancellation date which then give you time to cancel if they have chosen not to pay.

Once you choose book now, the booking will be made and you will be presented with the next screen and will also receive a booking confirmation to your registered email address.



The screenshot shows a booking confirmation interface. A blue arrow points to the 'By wire transfer, by bank card, or a payment link' option under the 'Payment method' section. Another blue arrow points to the 'Book now' button. Below the button, there is a green checkmark and the text 'This is the last step!'. At the bottom, there is a grey button that says 'Click to complete your booking and receive confirmation.'

Payment method

- By wire transfer , by bank card, or a payment link** GBP
After making a booking, you can create an invoice and pay it by wire transfer, bank card or a payment link Please remember that bookings and invoices paid by bank card are not going to be indicated in closing documents.
- Pay now by card** 11 currencies
The booking cost will be withdrawn from your bank card after the booking is made.
- Pay to the accommodation facility**
This payment method is only available for the rates with the corresponding payment conditions

Important information

Standard Double room (full double bed)
(bed type is subject to availability)

2 adults

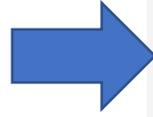
Price of 1 room for 1 night GBP 170.00
VAT is not applicable

Currency GBP Payment total GBP 170.00

Book now

Click to complete your booking and receive confirmation.

- Once booked you will have this screen





✔ The hotel is booked, order #595352436

Manchester, United Kingdom
Holiday Inn Express Manchester Airport, an IHG Hotel
 Standard Double room for Joe Bloggs

Download the voucher ▾
Pay now

Requests

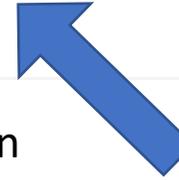
[Send information to the hotel](#)

[Learn more about the booking or the hotel](#)

[Order a service](#)

[Change the booking](#)

[Other](#)



Click the **PAY NOW** button

You will now have a screen like this, it's a summary, download the invoice and Voucher and save to a folder on your desktop

Order number 595352436	Status ✔ Completed	Canceled —	Refund amount —	User's e-mail inteletravelcheryl@gmail.com	Contract Number B2B-83534	Invoice ID 83534-01244 ✕
Created on Jun 9, 2022, 01:02	Payment pending Jul 14, 2022	Payment due Jul 19, 2022	Paid on —	Paid No	Overdue No	Payment type —
Commission, w/o add. services GBP 25.5	Client price, total GBP 170	Commission, total GBP 25.5	Commission, total, % —	Promo code GBP 0	Price w/o add. services GBP 170	Total price GBP 170
Group of clients —	VAT GBP 0	VAT including add. services GBP 0	NET price, no additional services included GBP 144.5	Client price, no additional services included GBP 170	To be paid, total GBP 170	Initial NET price GBP 170
Check-in Jul 23, 2022	Check-out at Jul 24, 2022	Free cancellation Jul 20, 2022, 00:00 ⓘ	Nights 1	Room-nights 1	Average daily rate GBP 144.5	Cancellation without penalty Yes
Country United Kingdom	City Manchester	Hotel Holiday Inn Express Manchester Airport, an IHG Hotel	Room type Standard Double room (full double bed) (bed type is subject to availability)	Original rate name from the supplier 1 Double Bed Standard	Hotel order ID —	
Guest Joe Bloggs	Number of adults 2	Number of children —	Supplier ID 20125806	Order source Website		
Bonuses No points available	Meal Breakfast					

Invoice
 Informational invoice
 Voucher
 Copy the passive segment (PNR) ▾
 Pay by card
 Payment link for a client
 Cancel

Customer Support: make a request



FREE CANCELLATION RATE

- Email your customer with the following template and payment link after the booking has been made . Do not send any attachments until they have paid .This will allow them to pay whenever they want. I also set a calendar reminder for 8 days before the cancellation date which in this case is 20 July, so I will email them on the 12 July reminding them that payment must be made within 7 days if they haven't already paid.

Hi xxxxx

ITS BOOKED! – thank you for booking with me

I am happy to confirm your hotel in Manchester.

[Holiday Inn- Runger Lane Manchester Airport , Manchester, M90 5DL](#)

- Check In at 15.00pm on 22 July 2022
- Standard Double Room
- Bed & Breakfast
- Check out Saturday 23 July 2022 at 12 noon
- Total price is £150

Payment is due by 19 July 2022 via this link <https://pay4.travel/billing/192233aa-acc8-493c-a32f-b2953a489bf2/>

If you can please let me know once you have paid the hotel and I will send over your hotel voucher for the stay.

If you require any airport parking, airport lounges, overseas transfers please do not hesitate to contact me as I have access to very competitive pricing

Name

Independent travel agent

ABTA & ATOL Protected

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Each individual component of a trip (air, car, hotel, cruise, etc) should be entered separately when booked separately instead of through a single supplier.

If multiple components have been booked through a single supplier (such as booking air through the cruise line; or booking a hotel, car and/or air package through a tour operator or vacation package company), resulting in a single confirmation number for the whole booking, enter them as a single booking under the one confirmation number and select 'Vacation/Tour' for the Booking Type.

“Only bookings made or traveled after your IntelTravel Advisor Join date can be registered.”

REGISTER ALL BOOKINGS WITHIN 24 HOURS OF MAKING A BOOKING.

REGISTER A BOOKING

Booking/Confirmation #: *	<input type="text" value="433944640"/>
Booking Type:	<input type="text" value="Hotel/Resort"/>
Primary Traveler Name: *	<input type="text" value="Joe Bloggs"/>
<small>(Or Group Name)</small>	
Departure City Or Airport:	<input type="text"/>
Destination City Or Airport:	<input type="text"/>
Number Of Travellers:	<input type="text"/>
Supplier: *	<input type="text" value="Rate Hawk"/>
<small>(Cruise Line, Car Company, Vacation/Tour Operator, Etc.)</small>	
Supplier Street Address: *	<input type="text" value="72a High Street, Battle, East Sussex, England,"/>
<small>(Must Use Local Property Street Address For Hotels)</small>	
Supplier City & State: *	<input type="text" value="East Sussex, England,"/>
<small>(Must Use Local Property City & State For Hotels)</small>	
Supplier Postal Code:	<input type="text" value="TN33 0AG"/>
<small>(Must Use Local Property Postal Code For Hotels)</small>	
Supplier Phone Number: *	<input type="text" value="02039661656"/>
<small>(Must Use Local Property Phone Number For Hotels)</small>	
Supplier Fax Number:	<input type="text"/>
<small>(Must Use Local Property Fax Number For Hotels)</small>	

Data you provide in these fields is for management information purposes only, and are estimates not final amounts. Actual commission payments to you will be based on accurate documentation and funds received by IntelTravel from suppliers. See [Commissions](#) for complete details on commission calculations and schedule.

Total Charges: *
(Including taxes, fees, etc.)

Total Commission:
(Enter GBP amount, not percentage. Leave blank if unknown.)

Supporting Documentation:
Each booking registration requires a supporting email or scanned confirmation or other form of receipt from the supplier (cruise line, hotel, car rental company, tour operator, etc.). Save any of these documents to your computer, then click the Browse button below. Select at least one such document, click Open, and then click Submit to complete the registration of your booking.

No file chosen

No file chosen

No file chosen

Confirmation for booking
ref 595352436

Rate Hawk

Holiday Inn Express Manchester Airport, an IHG Hotel
Manchester, United Kingdom

Guest name
Joe Bloggs

Check-in
23.07.2022

Check-out
24.07.2022

 Standard Double room (full double bed) (bed type is subject to availability)
For 2 adults

Order number	595352436
Invoice number	83534-01244
Due date	19.07.2022

After you have emailed your customer their hotel voucher and registered the booking in the back office. You will see in your emails a booking confirmation from Ratehawk.

I usually forward this onto support@ratehawk.com with the following

Hi Support,

Please may I have a precheck and HcN number for the below booking.

This will allow them to go to the hotel and confirm the booking directly and then they will reply usually within a week with the hotel confirmation number. This is just peace of mind that when your customer turns up there is a room at the hotel confirmed

- This is what I send them as a reminder 8 days before the cancellation date . If payment has not been made

Hi xxxxx

Its nearly time for your holiday, you must be getting very excited now.

This is just a gentle reminder that payment is due on your holiday within 7 days. Please make payment by 19 July 2022.

If payment is not made unfortunately the booking is automatically cancelled and will not be able to be reinstated at the price I previously quoted.

Holiday Inn- Runger Lane Manchester Airport , Manchester, M90 5DL

- *Check In at 15.00pm on 22 July 2022*
- *Standard Double Room*
- *Bed & Breakfast*
- *Check out Saturday 23 July 2022 at 12 noon*
- *Total price is £150*

Payment is due by 19 July 2022 via this link <https://pay4.travel/billing/192233aa-acc8-493c-a32f-b2953a489bf2/>

If you can please let me know once you have paid the hotel and I will send over your hotel voucher for the stay.

Name

Independent travel agent

ABTA & ATOL Protected

- To generate the payment link in the email to your customer. You will get it from the screen where you downloaded your invoice and voucher. This can be found by going to ORDERS on your rate hawk main screen and select the 3 little dots. At the bottom there is a section that states Payment link for client. Click that and copy the link and paste into your email

Order number 595352436	Status ✔ Completed	Canceled -	Refund amount -	User's e-mail inteletravelcheryl@gmail.com	Contract Number B2B-83534	Invoice ID 83534-01244 ✕	
Created on Jun 9, 2022, 01:02	Payment pending Jul 14, 2022	Payment due Jul 19, 2022	Paid on -	Paid No	Overdue No	Payment type -	
Commission, w/o add. services GBP 25.5	Client price, total GBP 170	Commission, total GBP 25.5	Commission, total, % -	Promo code GBP 0	Price w/o add. services GBP 170	Total price GBP 170	
Group of clients -	VAT GBP 0	VAT including add. services GBP 0	NET price, no additional services included GBP 144.5				Client price, no additional services included GBP 170
Check-in Jul 23, 2022	Check-out at Jul 24, 2022	Free cancellation Jul 20, 2022, 00:00 ⓘ	Nights 1	Room-nights 1	Average daily rate GBP 144.5	Cancellation without penalty Yes	
Country United Kingdom	City Manchester	Hotel Holiday Inn Express Manchester Airport, an IHG Hotel	Room type Standard Double room (full double bed) (bed type is subject to availability)	Original rate name from the supplier 1 Double Bed Standard	Hotel order ID -		
Guest Joe Bloggs	Number of adults 2	Number of children -					
Bonus points ❌ Not available	Meal Breakfast	Supplier ID 20125806	Order source Website				

No Points at this rate

Invoice
 Informational invoice
 Voucher
 Copy the passive segment (PNR)
 Pay by card
 Payment link for a client
 Cancel

Customer Support: make a request



FREE CANCELLATION RATE

- Once the customer has paid, whether this is when prompted or before I send the following and at this time I would attach the hotel VOUCHER. You will always receive notification from Rate Hawk via email when someone has paid via your payment link

Hi Name,

Thank you for your prompt payment.

Please find attached your hotel booking voucher. I will also be reaching out to the hotel directly to confirm your booking is all in place and ensure that you get a nice room.

Any questions please do not hesitate to contact me and should you require any extras such as airport parking, airport lounges or overseas transfers then please do not hesitate to contact me.

Thank you once again and have a lovely holiday

Name

Independent travel agent

ABTA & ATOL Protected

CANCELLING A BOOKING

- If you wish to cancel your booking even after your customer has paid, they will only get a refund if it is within the free cancellation date. If it's a non refundable booking or after the free cancellation date. No refund will be due.
- To cancel a booking go to your Ratehawk main page, click **orders** and your orders will be listed. Click anywhere on your order and this screen will appear, at the bottom click **cancel**. You will receive an email confirmation of the cancellation. If this has been registered in the back office contact live chat and ask them to cancel off this booking.

Order number 595352436	Status ✔ Completed	Canceled —	Refund amount —	User's e-mail inteletravelcheryl@gmail.com	Contract Number B2B-83534	Invoice ID 83534-01244				
Created on Jun 9, 2022, 01:02	Payment pending Jul 14, 2022	Payment due Jul 19, 2022	Paid on —	Paid No	Overdue No	Payment type —				
Client price, no additional services included GBP 170	Commission, w/o add. services GBP 25.5	Client price, total GBP 170	Commission, total GBP 25.5	Commission, total, % —	Promo code GBP 0	Price w/o add. services GBP 170	Total price GBP 170	NET price, no additional services included GBP 144.5	To be paid, total GBP 170	Initial NET price GBP 170
Group of clients —	VAT GBP 0	VAT including add. services GBP 0								
Check-in Jul 23, 2022	Check-out at Jul 24, 2022	Free cancellation Jul 20, 2022, 00:00 ⓘ	Nights 1	Room-nights 1	Average daily rate GBP 144.5	Cancellation without penalty Yes				
Country United Kingdom	City Manchester	Hotel Holiday Inn Express Manchester Airport, an IHG Hotel	Room type Standard Double room (full double bed) (bed type is subject to availability)	Original rate name from the supplier 1 Double Bed Standard	Hotel order ID —					
Guest Joe Bloggs	Number of adults 2	Number of children —								
Bonus points ⓘ Not available	Meal Breakfast	Supplier ID 20125806	Order source Website							
ⓘ No Points at this rate										
Invoice Informational invoice Voucher Copy the passive segment (PNR) Pay by card Payment link for a client Cancel										



[Customer Support: make a request](#)

- The commission we receive with Ratehawk is 15% on a 70/30 split. Once we have received £3500 worth of commission from Inteletravel our split will go to 80/20. We can not pay at a property upon check in. Bookings always have to be paid in advance at the latest just before the free cancellation date which is usually a few days before check in.
- The Ratehawk address for registering the booking is **72 High Street, Battle, East Sussex, TN33 0AG Telephone 02039661656**
- Bookings must be registered with Inteletravel back office immediately after you have made the booking or at the latest 24 hours from making the booking
- If booking multiple rooms book this as Separate bookings and not as one group booking. This can have an impact on the price negatively and also should you need to cancel one of the parties rooms it may not be possible and you could lose all the booking. You can email support@ratehawk.com after you have made the booking with the confirmation numbers to ensure they link the travelling party together.

Order number 595352436	Status ✔ Completed	Canceled —	Refund amount —	User's e-mail inteletravelcheryl@gmail.com	Contract Number B2B-83534	Invoice ID 83534-01244				
Created on Jun 9, 2022, 01:02	Payment pending Jul 14, 2022	Payment due Jul 19, 2022	Paid on —	Paid No	Overdue No	Payment type —				
Client price, no additional services included GBP 170	Commission, w/o add. services GBP 25.5	Client price, total GBP 170	Commission, total GBP 25.5	Commission, total, % —	Promo code GBP 0	Price w/o add. services GBP 170	Total price GBP 170	NET price, no additional services included GBP 144.5	To be paid, total GBP 170	Initial NET price GBP 170
Group of clients —	VAT GBP 0	VAT including add. services GBP 0								
Check-in Jul 23, 2022	Check-out at Jul 24, 2022	Free cancellation Jul 20, 2022, 00:00	Nights 1	Room-nights 1	Average daily rate GBP 144.5	Cancellation without penalty Yes				
Country United Kingdom	City Manchester	Hotel Holiday Inn Express Manchester Airport, an IHG Hotel	Room type Standard Double room (full double bed) (bed type is subject to availability)	Original rate name from the supplier 1 Double Bed Standard						
Guest Joe Bloggs	Number of adults 2	Number of children —								
Bonus points Not available	Meal Breakfast	Supplier ID 20125806	Order source Website							

If you have any special requests you can email support@ratehawk.com or click the customer support tab in your order (see arrow)



Special Offer bookings –SPO rates. These are extra rates that you now have access to but require payment within 3 days of booking or they will auto-cancel.

The free cancellation deadline still applies so your client would be refunded in full if they cancelled before the deadline but this upfront payment is required.

Make sure that if you book one of these that the payment is made within 3 days to prevent the auto cancellation as they cannot be re-instated once cancelled.

The screenshot shows a hotel booking interface with filters for Beds, Meals, Cancellation policy, and Payment. A 'Standard Double room' is selected, and a table of room options is displayed. A pop-up window highlights the 'Payment policy' for a Special Offer (SPO) rate, stating that payment must be made within 3 days.

Room	Meals	Cancellation	Client price	NET price	Payment policy	Action
HBS.B2B_DIRECT_PREPAY: DOUBLE STANDARD	BB	No	GBP 1,090 On the spot: EUR 01	GBP 1,090 On the spot: EUR 01		
ERA.B2C_SA_DIRECT: Double Room, Balcony (1 King or King side bed, balcony)	BB	GBP 0 until Jun 8	GBP 1,168 On the spot: EUR 01	GBP 1,168 On the spot: EUR 01	By wire transfer or by card within 3 days	Choose
HBS.B2B_AEROFLOT_DIRECT: DOUBLE STANDARD	BB	GBP 0 until Jun 8	GBP 1,209 On the spot: EUR 01	GBP 1,209 On the spot: EUR 01	By wire transfer or by card	Choose
HPR.CHAIN_B2B_INTERFACE_DIRECT: Standard Room, Balcony	BB	GBP 0 until Jun 8	GBP 1,226 On the spot: EUR 01	GBP 1,226 On the spot: EUR 01	By wire transfer or by card	Choose



Follow the free cancellation process as previously mentioned and include the payment link, ensure your customers know this must be paid within 3 Days



Your Account Manager



Michaela Ladmanova

Phone

+420 234 261 793 (ext. 2443)

Phone (United Kingdom)

020 3966 1656

Mobile phone

+447462938054

E-mail address

mladmanova@ratehawk.com

fit@ratehawk.com is the email address to use if there is a hotel rate not showing or a specific room. They will find for you if you email this address. Or the hotel isn't listed they will be able to source a rate

transfer@ratehawk.com for transfers

group@ratehawk.com for group booking enquiries

Support@ratehawk.com general help and enquiries and 24/7 support. If your query is unresolved cc in our account manager Michaela Ladmanova mladmanova@ratehawk.com

EXTRA CHARGES

When making any booking ensure that you highlight over the ? In the box next to the price and it will make you aware if there is any charges not included. In this booking below you can see 292 AED is not included. On the spot means at the hotel when the customer checks in. This price is over and above the £579 price



Superior Double room
full double bed

4 photos

37 m²
Private bathroom
Free Wi-Fi
Window
Sea view
Non-smoking
Safe
Minibar
Air conditioning

Room	Meals	Cancellation	Client price	Payment type	
 Double Superior superior room king Bed type is subject to availability	Breakfast Included ?	Free cancellation before September 5* ?	GBP 579 ? On the spot: AED 292	By wire transfer or by card ?	Choose
 Superior Room King Bed and Breakfast King size bed	Breakfast Included ?	Free cancellation before September 9* ?	GBP 586 ? On the spot: AED 295	By wire transfer or by card ?	Choose
 Superior Room King Bed and Breakfast King size bed	Breakfast Included ?	Free cancellation before September 8* ?	GBP 587 ? On the spot: AED 295	By wire transfer or by card ?	Choose
 Double Superior superior room king Bed type is subject to availability	Breakfast Included ?	If canceled, the full reservation price will be charged. ?	GBP 591 ? On the spot: AED 296	By card ?	Choose

 Show 32 more rates

- **The loyalty program has returned, with new conditions**
- Here we analyse in detail how the renewed loyalty program will function on RateHawk.
- **Program conditions:**
- 1 point = 1 contracted currency unit;
- you can start to use points from the second booking;
- to earn points the booking must be paid for within the time period shown in the booking profile in your online account.
- **How to earn bonuses:**
- Book a hotel on RateHawk.com.
- Pay for the booking on time. Wait for loyalty points to be credited 60 days after the guest's departure.
- **Accrual of loyalty points**
- The number of loyalty points that you earn for an order is shown on the hotel page next to the Book button.
- Loyalty points are not accrued for all rates. If you cannot see how many loyalty points you will be awarded, it means that they are not awarded for this rate.
- In the Orders section you may view how many loyalty points will be accrued for already completed bookings.
- **Spending loyalty points (additions to the rules!)**
- You may use points to pay for no more than 50% of the cost of a booking. This is a new rule.
- There will be a temporary limit on the number of loyalty points that you may spend.
- Loyalty points can be used within 730 days from the date of their accrual. After that points will expire.
- The limit to the number of loyalty points that you may spend is temporary, and as soon as we lift it we will let you know.
- As before, you may use loyalty points, to:
- Pay for personal bookings;
- Reduce prices on improving the room category.
- How to pay for a booking with loyalty points:
- On the booking page select payment method Pay Now.
- Tick Pay with points.
- Choose how many points you wish to spend.
- The amount will be added to the booking, i.e. if you wish to spend 50 points (£50) your customer will still pay their full price pf booking, £50 of points will be processed by Inteletravel along with your commission and then you receive a 70/30 split of this overall commission.



Mobile app for hotel booking

- **How to install the app?**
- In order to install the Ratehawk mobile app, download it from Google Play if you use an Android phone, or from App Store if you use iOS.
- **Do I need to create a separate account for the app?**
- No, you can use the same account so that you can store all your bookings and documents in a single online account.
- **Are prices and availability on the site and in the app all the same?**
- Yes, the site and app contain the same prices, rates and hotels, and you can book from whichever is more convenient at that moment in time.
- **Can I leave a request in the app to hire a car?**
- Unfortunately, no. You can only leave requests for services provided upon request on the site. This rule is the same for both group and individual bookings,
- **How to make a group booking request via the app?**
- Unfortunately, the mobile app does not have such a function. You can only leave requests for services provided upon request on the site. The same rule applies for car hire.
- **Can profiles be saved in the app?**
- Unfortunately, no. This function is only available on the site.
- **Can I create a selection in the app?**
- Unfortunately, no. This function is only available on the site.
- **Can I make changes to my profile data, and delete and add new users?**
- Unfortunately, no. This function is only available on the site.