

Extending a Guest's Stay

Quick Reference Guide

Extend a Guest's Stay

	Old	New
Arrival Date	06/10/2004	06/10/2004
Number of Nights	2	4
Departure Date	06/12/2004	06/14/2004

- To extend a guest's stay, change either of these the reservation date fields:
 - Departure date
 - Number of days
 on the **Guest Reservation** screen and press **Enter**. This takes you to the **Change Arrival Date/Departure Date** screen, shows at the left.

Note: You can change the reservation dates on any screen in **Maestro** by following these instructions. Be sure to make the dates of the reservation cover the guest's **entire** stay. This ensures that the guest has a room for the entire stay and the property has accurate information about future occupancy levels.
- Select "**OK**" to confirm the new departure date

- This takes you to a Dialog box asking if you would like to select new rates.
- Select "**No**"

The guest checked into the original room during check-in and remains checked in.

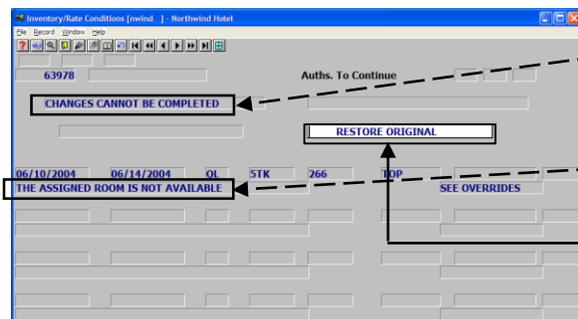
Potential Problems when Extending the Reservation

When you extend the guest's reservation, you may receive an error message that the inventory cannot be assigned for any of the following reasons:

1. **Room Number** is not available
2. **Room Type** is not available
3. Property's yield management strategies restrict the sale
4. **Rate Type** is not available
5. Property is overbooked

Room Number is not Available

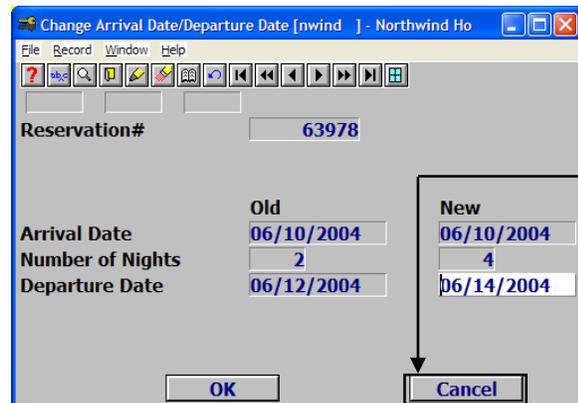
If you try to extend the dates of the reservation and the room is not available, because it is booked or off-market, Maestro displays the **Inventory Rate/Conditions** screen.



This screen tells you that, because the room is not available, the changes cannot be completed.

The problem in this case is that the particular room is booked or off-market for all or part of the guest's extended stay.

4. Click the "Restore Original" button. This returns you to the Change Arrival Date/Departure Date screen.



The user cannot select "OK" to automatically change the dates of this reservation, using the selected **Room Number** and **Rate Type**.

5. Select "Cancel" to return to the Guest Reservation screen.

To resolve the problem:

- Select a different Room Number within that Room Type (see instructions in the Move and Change Rooms Quick Reference Guide).
- Select a different **Room Type** (see instructions in section 0). Then select an available room number within that **Room Type**
- If these actions are consistent with your property's procedures, you can make the room available by:
 - Re-assigning the original guest to a different room and/or rate type
 - or
 - If the room is Off-Market, placing it back in inventory

Room Type is not Available

A **Room Type** can be unavailable for some or all days of the extended stay because:

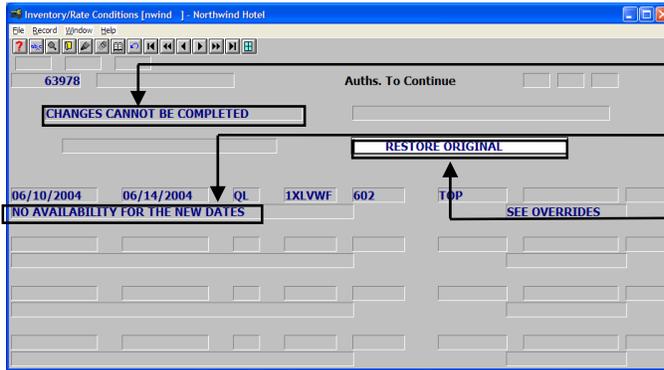
- All rooms of that **Room Type** (including any overbooking that the property permits) are reserved or **Off-Market**
- or
- Your property has restricted booking of this **Room Type** by applying a management override

When these situations occur, Maestro displays the following error message shown below:



6. Select "OK."
 - If all rooms of that **Room Type** are reserved and/or Off-Market, **Maestro** returns you to the **Quick Availability** screen to choose another **Room Type**. (see section 0)
 - If your property has restricted the sale of that **Room Type**, **Maestro** displays the **Inventory Rate/Conditions** screen so that the user understands how to deal with the override. (See section 0)

All Rooms are Reserved or Off-Market



The **Inventory Rate/Conditions** screen:

- Indicates that the changes cannot be completed
- Displays the error message “**No Availability For The New Dates**”.
- Highlights the “**Restore Original**” button

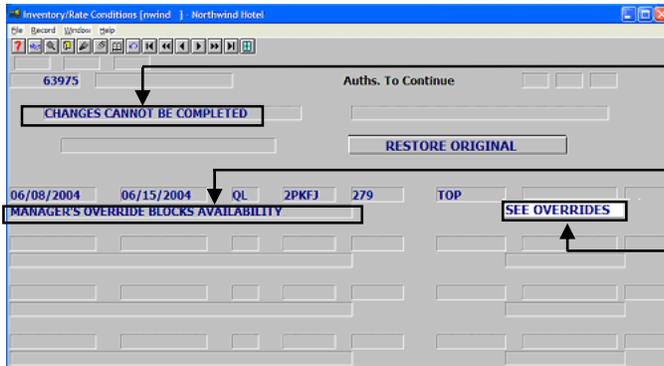
This means that none of the rooms of the selected **Room Type** are available for **ALL** days of the extended stay.

7. Select “Restore Original”

This returns you to the Guest Reservation. The reservation dates have not been changed. Go to section [Q](#) to select a new **Room Type**.

Yield Management/Manager's Override Restricts Sale of Room Type

If overrides restrict booking of the selected **Room Type**:



This screen:

- Indicates that the changes cannot be completed
- Displays the error message “**Manager's Override Blocks Availability**”.

8. Check the overrides by highlighting the “**See Overrides**” button and selecting **F5** Drilldown for information and/or instructions. These overrides have been created by your property, which also defines any corrective actions.

- In the example to the left, the “TOP” Rate Type is closed; no deluxe rooms can be booked.
9. To complete the reservation, go to section 0 to select a different (in this example, standard) **Room Type**.

Select a Different Room Type

The Guest Reservations shows the original dates of the reservation: June 10 – June 12.

You can extend the stay and change the **Room Type** from the **Quick Availability** screen.

Bld	Invtry	Rate Typ	Rate	#G	Total Stay
QL	602	TOP	250.00	1	500.00

Charges Total	1	500.00
Taxes to Add		
Total		500.00

1. F5 Drilldown from the **Rate** field to go to the **Assignment Chart** for the reservation
2. Select **Rates/Charges > Quick Availability**
This takes you to the **Quick Availability** screen.

Reservation# 63978
 Guest Name Lee, Ms. Susan
 Arrival Date 06/10/2004
 Number Nights 4
 Departure Date 06/14/2004
 Res Occup. 1
 Directives 1 1
 Rooms To Book 1
 # Rooms Booked 1

Bld	RmType	#Rms	TOP RATE PER ROOM	STD STANDARD RATE PER ROOM	RACK RATE PER ROOM
QL	STDDS	6	250.00	130.00	65.99
QL	STK	15	250.00	130.00	65.99
QL	STKS	2	250.00	130.00	65.99
QL	ZZZZZ	134	250.00	130.00	65.99

From this screen, you can select a different **Room Type** and/or a different **Rate Type**. In this example, we are changing both.

- Highlight the desired **Room Type** and/or **Rate Type**.
Note: These instructions also allow you to change the **Room Type** or the **Rate Type by themselves**.
- Double click or press **Enter**.

RESERVATION

Arrival Date 06/12/2004
 Number of Nights 2
 Departure Date 06/14/2004

Building QL
 Room Type STK
 Room Number 187
 Number Of Rooms 1
 Rate Type STD R
 First Day Rate 130.00

This takes you to the **Room Type Booking** screen. You can use this screen allows you to reserve a different **Room Type** for part of the reservation.

- Change the arrival date for the new **Room Type** to the beginning of the extended period: in this example -June 12. **Maestro** automatically changes the number of nights.
- F5** Drilldown to select the room number
- Select "OK"

Reservation# 63978

Guest Name Lee, Ms. Susan
 Arrival 06/10/2004 05:00pm THURSDAY
 Num Nights 4
 Departure 06/14/2004 11:00am MONDAY

Building QL
 Room Info 1XLVWF 602
 Rate 250.00
 Adult Rate No. AD 1

This returns you to the **Guest Reservation** screen. It shows the room assignment and its rate for the first night.

- Drilling down from the **Rate** field shows the **Assignment Chart** for the reservation.

Assignment Chart [nwind] - Northwind Hotel

Reservation# 63978 Lee, Ms. Susan Arrival 06/10/2004
 Num Nights 4
 Departure 06/14/2004

Rms By Attribute R# Chart & Attr

JUNE 2004 THURSDAY FRIDAY SATURDAY SUNDAY

Bld	Invtry	Rate Typ	THURSDAY	FRIDAY	SATURDAY	SUNDAY	#G	Total Stay
QL	602	TOP	250.00	250.00			1	500.00
QL	187	STD			130.00	130.00	1	260.00

** = WAITLIST INVENTORY NOT RESERVED

Charges Total 1 760.00
 Taxes to Add
 Total 760.00

The guest's stay has been extended by reserving a 2nd room for the last 2 days. We did this by assigning a different **Room Type**. (In this example, we also assigned a different **Rate Type**. As mentioned earlier, each can be done separately.)

Rate Type is not Valid

Inventory/Rate Conditions [nwind] - Northwind Hotel

63975 Auths. To Continue

CHANGES CANNOT BE COMPLETED

RESTORE ORIGINAL

06/08/2004 06/15/2004 QL 1XROYL 382 SHORT SEE OVERRIDES

RATE TYPE IS NOT VALID FOR THE NEW DATES

Another possible reason the reservation extension fails is that the **Rate Type** is not valid for some or all of the requested dates.

The **Inventory/Rate Conditions** indicates that the:

- "Rate Type is not Available For The New Dates".
- Select "Restore Original"

The user selects a different **Rate Type** from the Quick Availability screen, using the same procedure as selecting a different **Room Type**. To do this, follow the instructions in section [0, Select a Different Room Type](#).