

Housekeeping



Webinar is Being
Recorded



Use the Q&A
Feature to Ask
Questions



Use Chat to
Communicate
with Hosts



The webinar recording, slides,
and any resources mentioned
will be shared in a **follow-up
email**.

Reservation Modifications & Addressing Hotel Issues

Kia Whittier, Elena Greene, Samra Mehmedovic

Agenda

The diagram features a central white circle with the word 'Agenda' in bold black text. To its right, a curved line with four circular nodes connects to four items. Each item consists of a circular icon and a text label. The items are: 'Reservation Modifications' (top, white background), 'Our Process for Addressing Hotel Issues' (second from top, dark background), 'Summary' (third from top, white background), and 'Q&A' (bottom, dark background).



Reservation
Modifications



Our Process
for Addressing
Hotel Issues



Summary



Q&A

Reservation Modifications

Modifications You **Can** Make



Requesting an early checkout, and extending, canceling, amending certain reservation information



Early check-ins are only available on the booking form. If needed post-booking, include it in the notes. Please notify us of late arrivals in the notes section.

Modifications You **Cannot** Make



Amending the check-in date



Cancel reservation after check-in time

Reservation Modifications

An **automated email** will be sent informing agent if modification was accepted or rejected. This is also included on the **Stay page**.

Modifications should be made ASAP!

To Modify a Reservation



Safe Stays site



All Stays Page



Select specific
reservation



Modification
options listed on
top-right (or notes)

Reservation Modifications

SafeStays

by ReloShare

New Hotel Booking

All Stays

Agency

Help Center

Kia Whittier

All Stays

Hotel

Status

Looking for previous stays?

Go to Safe Stays 1.0 →

STAY ID	STATUS	CHECK IN	CHECK OUT	GUEST	HOTEL NAME	CREATED
7X67-RZY7-SD6Q	PENDING	03/07/2024	03/08/2024	Lindsay Stokes	Extended Stay America Suites Montreal 1760	03/07/2024
MSFG-P76D-MZ84	PENDING	03/07/2024	03/08/2024	Thalia Abshee	Extended Stay America Suites PHL Airport 1	03/07/2024
6TZ5-7MFY-GCDL	PENDING	03/25/2024	03/26/2024	Maria Smith	Quality Inn Colchester - Burlington	03/07/2024
G4JN-RYF5-MVJ5	PENDING	03/18/2024	03/19/2024	Len Smith	Quality Inn St. Marys	03/07/2024
5Q4W-7C4N-RM9D	CONFIRMED	03/07/2024	03/08/2024	Los Cruchank	Sleep Inn and Suites	03/06/2024
4SH5-MBL7-MQGM	ACTIVE	03/06/2024	03/25/2024	Molly Waters	Extended Stay America Suites San Diego Mls	03/06/2024
CKLC-DLF6-J369	ACTIVE	03/06/2024	03/08/2024	Sarah Dooley	Cambria Hotel Ft Collins	03/06/2024
DMFB-RCDC-GYML	CONFIRMED	03/18/2024	03/19/2024	Jane Doe	Best Western Miners Inn - Yreka	03/05/2024

Get any questions? I'm happy to help.

Active

Stay ID: 1234-5678

Created March 6th, 2024

Watch

Contact 24/7 Team

Extend

Early Check Out

Cancel

Notes Log

Select note to edit or delete

+ Add Note

CONFIRM BOOKING

Mar 6, 2024 11:14pm

The stay has been confirmed with the hotel by a THD Coordinator (ReloBot).

Addressing Hotel Issues



Client's safety and security is our highest priority



Advisory Council: NNEDV, Freedom Network USA, Polaris, Ujima, NCVC



Notify us of any concerning hotel issues immediately



Will take necessary steps to rectify the situation



Addressing Hotel Issues



Reservation-Specific

help.safestays@reloshare.com

! Contact 24/7 Team

General Hotel Concerns

customersuccess@reloshare.com

Summary



Make **reservation modifications** in the Safe Stays portal



Contact the 24/7 Team if the modification option isn't available, and make sure to request modifications ASAP!



We take hotel issues seriously and prioritize client's **safety and security**



★ Advisory Council
★ Swift action is taken when issues are brought to our attention

2024 Lunch & Learn Series

January

All About the 24/7 Team

May

Considerations When Booking

September

Funding Sources

February

Hotel Check-ins & Overnight
Reservations

June

All About Agents

October

Building Blocks

March

Reservation Modifications &
Addressing Hotel Issues

July

Billing – Folios & Invoices

November

Cyber Security 101

April

Preparing Clients for Hotel Stays

August

Safe Stays Credits

December

Ask Safe Stays!



Questions?

kwhittier@reloshare.com

customersuccess@reloshare.com

help.safestays@reloshare.com