

# 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

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# Agenda



Reservation  
Modifications



Our Process  
for Addressing  
Hotel Issues



Summary



Q&A

# Reservation Modifications

## Modifications You **Can** Make



Requesting an early check-out, 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.

Amending the check-in date



## Modifications You **Cannot** Make



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

Safe Stays 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-R2Y7-5D6Q	PENDING	03/07/2024	03/08/2024	Lindsay Stokes	Extended Stay America Stes Marland 1760	03/07/2024
MSFG-P76D-MZR4	PENDING	03/07/2024	03/08/2024	Thalia Abshire	Extended Stay America Stes PHL Airport T	03/07/2024
6TZ5-7MFY-GCDL	PENDING	03/25/2024	03/26/2024	Maria Smith	Quality Inn Colchester - Burlington	03/07/2024
6QJN-RY5-MVJS	PENDING	03/18/2024	03/19/2024	Len Smith	Quality Inn St. Marys	03/07/2024
SQ4W-7C4N-RM9D	CONFIRMED	03/07/2024	03/08/2024	Lois Cruckshank	Sleep Inn and Suites	03/06/2024
45HS-MBL7-MQGM	ACTIVE	03/06/2024	03/25/2024	Molly Waters	Extended Stay America Stes San Diego Mis	03/06/2024
CKLC-DLF6-j369	ACTIVE	03/06/2024	03/08/2024	Sarah Dotey	Cambria Hotel Ft Collins	03/06/2024
DMFB-CRDC-GYML	CONFIRMED	03/18/2024	03/19/2024	Jane Doe	Best Western Miners Inn - Yreka	03/05/2024

Got 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](mailto:help.safestays@reloshare.com)

 Contact 24/7 Team

## General Hotel Concerns

[customersuccess@reloshare.com](mailto: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](mailto:kwhittier@reloshare.com)

[customersuccess@reloshare.com](mailto:customersuccess@reloshare.com)

[help.safestays@reloshare.com](mailto:help.safestays@reloshare.com)