**Family/Children's policy – Preferred Hotels and Resorts brand websites**
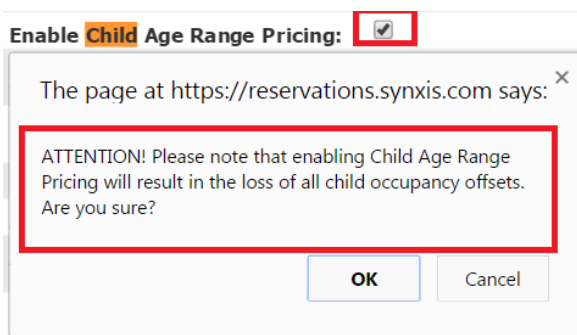
Preferred Hotel's brand websites are set to collect children's ages at time of checking availability and making a reservation. Each site is set to default to a maximum child age of 17 as shown below:



If for example a property's family/child policy I set lower than the age of 17, "*Children ages 12 and under stay free with adults*", and a hotel does not load "Child Age Based Pricing" in the Synxis CR, then it may be "assumed" that a child at the age of <u>17</u> will be eligible for the property's extra child charge (*not the adult charge*) .
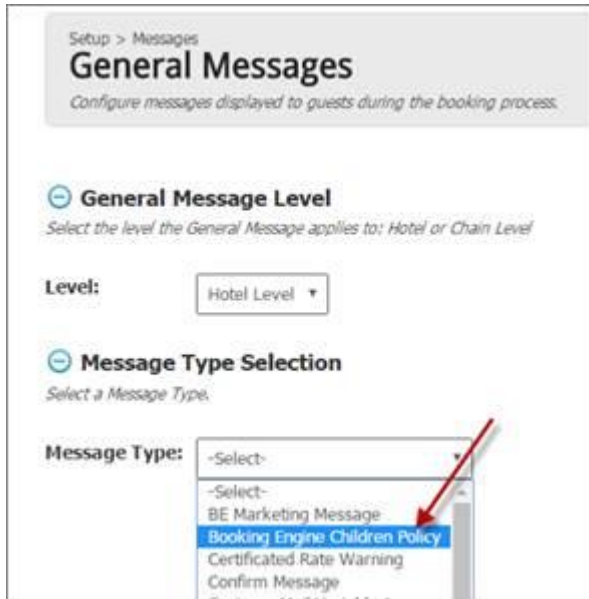
**Proposed solution** – To ensure the correct pricing is returned, a hotelier can apply the following actions:

- PH&R Revenue Account Manager or Reservation Database Services enables "**Child Age Range Pricing**" on the Hotel Maintenance Screen.



- Go to **Setup > Property > Child Age Ranges** in Synxis
- Configure Child Age Ranges up to "*at least*" the age of 17 as shown in the example below
- If the hotel's policy is up to the age of 12, build one age range from **0 to 12**, and one from **13 to 17.** (*Hotel may add as many age ranges in between depending on their child policy, but must always have one that goes up to the age of 17*).

- Once configured, any existing child pricing will immediately be deleted. The property must immediately amend ALL rate plans in Synxis to reflect the new child age range pricing. There is no default offset pricing for the property as whole, it MUST be done individually for each rate plan. Failure to do so may result in 0.00 charges for extra children for any subsequent bookings!

- Recommendation is to add age range pricing as well as a default extra child charge as shown in the below example:

*$20.00 = extra child charge ages 0-12*
*$40.00 = extra adult charge*

- Property can also configure 'Child Policy' test in Synxis that can be displayed on the Booking Engine with other policies.
- Go to **Setup > Messages > General Messages >** Add New General Message > Hotel Level > Select message type '*Booking Engine Children Policy*'



Setup > Messages

## General Messages
Configure messages displayed to guests during the booking process.

⊖ **General Message Level**
Select the level the General Message applies to: Hotel or Chain Level

Level:  Hotel Level ▾

⊖ **Message Type Selection**
Select a Message Type.

Message Type:  -Select- ▾

-Select-
BE Marketing Message
**Booking Engine Children Policy**
Certificated Rate Warning
Confirm Message

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Select Dates      **Rooms & Rates**      Select Packages      Checkout      Review

Confirmation

USD US Dollars ▼

### Your Stay

| Arrival | Departure |
|---|---|
| APR 2016 | APR 2016 |
| ◄ 21 ► | ◄ 24 ► |
| THU | SUN |

Guests
1 Adult

+ EDIT DATES/CODES (PROMO, IATA)

From **USD 200.00** / Night

Advance Purchase
Advance Purchase - Book in advance and save!
More Information

Policies Cancel 10 days prior to arrival to avoid charges Credit Card Required for guarantee

Children's policy: Children ages 0-12, extra charge of $20.00 per night. Ages 13 to 17 pay same extra charge as adults.

VIEW AVAILABLE ROOMS

### Refine Your Search

Rooms