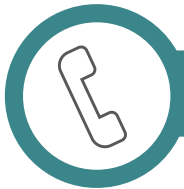


Premier Inn

Central Payment Failure



- The guest arrives at the hotel and queries why the reservation has not been centrally paid
- The guest will be asked to pay (a payment swap can be performed the next day if required)
- If the guest is unable to pay, the booker will be contacted to arrange payment. While this is being arranged, the guest will be able to check in
- If the correct card number is held in the reservation, compliant authorisation will need to be provided (Business Account password or email authorisation for credit card)
- If the incorrect card number is held in the reservation then this will need to be changed:



Inside of Customer Contact Centre (CCC) opening hours

You will be able to update the card information using Eckoh Protect. Compliant authorisation will be required (Business Account password or email authorisation for credit card).



Outside of CCC opening hours

The hotel will need to take the new card number over the phone. Compliant authorisation will be required (Business Account password or email authorisation for credit card).