

Manual Authorisation of Central Credit Card Payments - 3rd Parties

We wish to reiterate the standards for manual authorisation of central payments – these authorisations should come in the body of an email when Direct Connect or the GDS is used to book. As outlined below:

- a. TMC name, address, landline phone number and date
- b. Guest name
- c. Reservation number
- d. First six and last 4 digits OR last 4 digits only of the card to be charged*
- e. Expiry date
- f. Date of stay
- g. What is being authorised (e.g. room only, parking, F&B allowance etc)
- h. Date of authorisation

*Please note the card to be charged must be the card used to secure the booking.

If we receive any full credit card numbers, the authorisation will be destroyed immediately and payment will not be taken.

Payment Swaps

If the guest paid and the card that was meant to be charged wasn't used, the guest needs to be refunded and the card you supplied must be charged instead.

In-house:

Details of the card to be charged should already be in the reservation (from the point of booking)

- Authorisation will be emailed to the hotel (complying fully with the standards above)
- The hotel will refund the incorrectly charged card
- The hotel will then charge the original card within the booking, using the email as authorisation

Departed:

Details of the card to be charged will no longer be in the reservation, so we require them to be given over the phone

- Authorisation (complying fully with the standards above) must be emailed to and received by the hotel before they are called to give the new card details
- Once received, the hotel will need to be called to give the card number over the phone
- The hotel will refund the incorrectly charged card
- The hotel will charge the new card given over the phone, using the email as authorisation

Card failure at check-in

The card details within the reservation need to be changed.

Customer Contact Centre (CCC) opening hours:

- You will be directed to call the CCC team, where you can use Eckoh Protect to change the credit card number in the reservation
- Then email new authorisation to the hotel for them to charge the new card number

Outside of Customer Contact Centre (CCC) opening hours:

- Premier Inn will check the guest in
- Departed Payment Swap process (above) will need to be followed to take new card details to be charged



Premier Inn