

HOTEL CHECK-IN PROCESS

1.

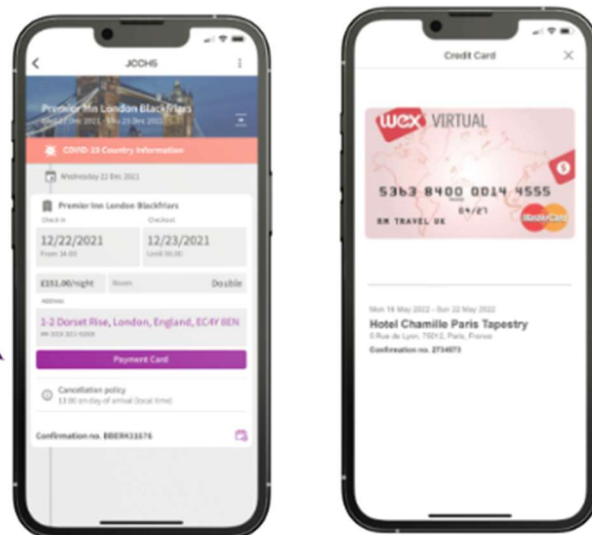
Ahead of arrival, we encourage all to travellers to download the R&M App, where they can retrieve the **virtual card details**, ready to show to the hotel at check-in

2.

When checking in, travellers should advise the hotel that the booking was made by their Travel Agency Reed & Mackay, and that the card details should be in the booking. If using the app, they can then show the virtual card in the R&M App. When showing the virtual card, they can show both the FRONT and BACK of the card by swiping left and right.

3.

Hotels should accept virtual cards. If there are any problems at check-in, travellers can always call Reed & Mackay using the dedicated telephone number, and a Travel Consultant will be pleased to speak to the hotel to clarify anything regarding payment arrangements.



Please note: unless a full billback has been specifically arranged, travellers will also be asked to provide either a personal card or a cash deposit to secure payment of extras that are not covered by the virtual card (e.g. room service, laundry). Any additional items additional items should be claimed via expenses, within your policy guidelines.