

Customer Handbook

Hotel Bookings in MySIM



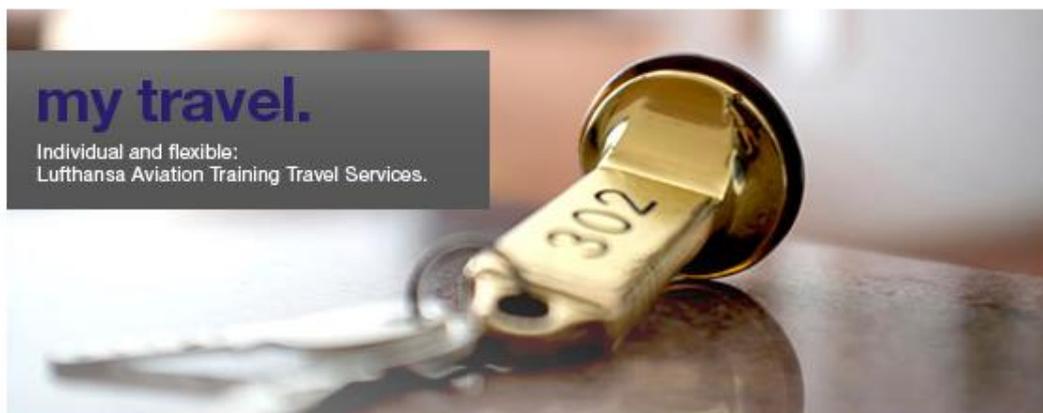
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1. Hotel Bookings in MySIM

We offer a large selection of hotels in different categories at all Lufthansa Aviation Training locations for you at discounted rates.

In our new hotel booking tool in MySIM, you can book hotels online, manage your bookings, and make cancellations or changes. The new and modern booking process ensures a fast, smooth procedure. With this, you can make bookings flexibly at any time and keep track of all bookings made.



Welcome. To more than 20 hotels in 5 locations.

To ensure that the training is efficient and successful, your employees need a suitable environment outside of training hours. Reliable quality standards, short distances, Wi-Fi access, individual check-in times, and guest services that meet their needs and make them feel relaxed. And it would be nice to have all of this with prices that stay low, a high level of planning reliability and simple booking methods. Our partner hotels offer you precisely what you and your employees need for a successful training experience.

You can choose your hotel and view your bookings here:

New Booking



My Bookings

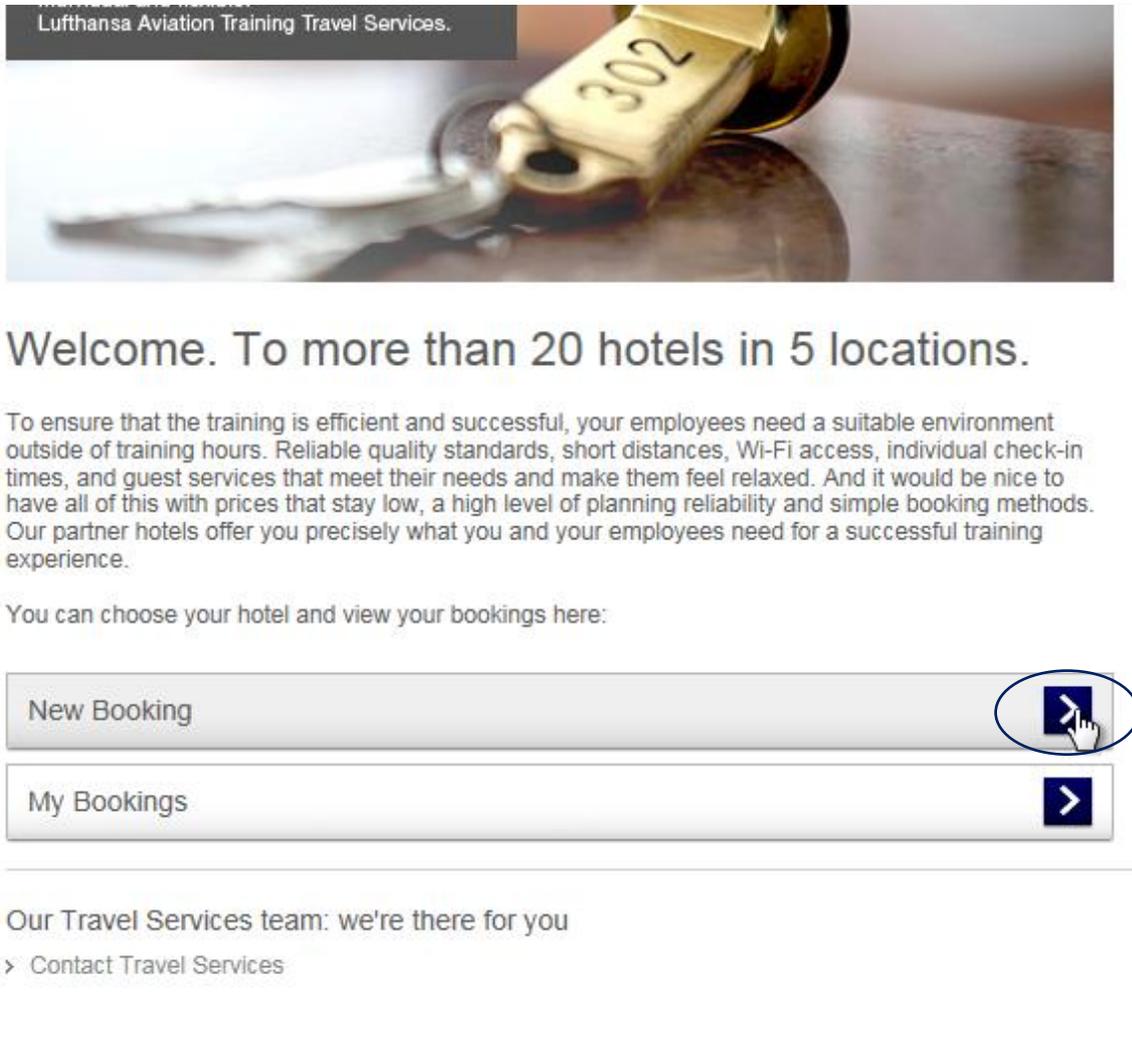


Our Travel Services team: we're there for you

> [Contact Travel Services](#)

2. Create a Booking – New Booking

Under “New Booking,” you can create new hotel bookings.



Lufthansa Aviation Training Travel Services.



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You can choose your hotel and view your bookings here:

- New Booking
- My Bookings

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Select your desired location:



New Bookings

- Berlin
- Munich
- Frankfurt
- Essen
- Vienna

Here, you can select your desired hotel from our various partner hotels in different categories.

New Bookings

Select hotel
Complete Request
Confirm Request

Frankfurt

Steigenberger Airport Hotel ★★★★★	View hotel	€ 124	Book hotel
Sheraton Frankfurt Airport Hotel & Conference Center ★★★★★	View hotel	€ 125	Book hotel
InterContinental Frankfurt ★★★★★	View hotel	€ 135	Book hotel
Hilton Frankfurt Airport ★★★★★	View hotel	€ 135	Book hotel
balladins SUPERIOR Hotel Frankfurt Airport ★★★★★	View hotel	€ 80	Book hotel
NH Frankfurt Rhein Main ★★★★★	View hotel	€ 90	Book hotel
NH Frankfurt Airport ★★★★★	View hotel	€ 92	Book hotel
Hilton Garden Inn Frankfurt Airport ★★★★★	View hotel	€ 132	Book hotel
MEININGER Hotel Frankfurt/Main Airport ★★★	View hotel	€ 68	Book hotel

Price per night and participant including tax and breakfast. Subject to availability. Subject to our [Terms and Conditions](#)

The prices indicated here correspond to the contractual rate with LFT, subject to availability.

Under "View hotel," you can get a first impression of the hotel.

Under "Book hotel," you can create a new booking request for your desired hotel. You will then proceed to the reservation request form.

Steigenberger Airport Hotel
✕

Unterschweinstiege 16
60549 Frankfurt - Germany
Phone: +49 (0)69 2601 20 02 288

[More details](#)

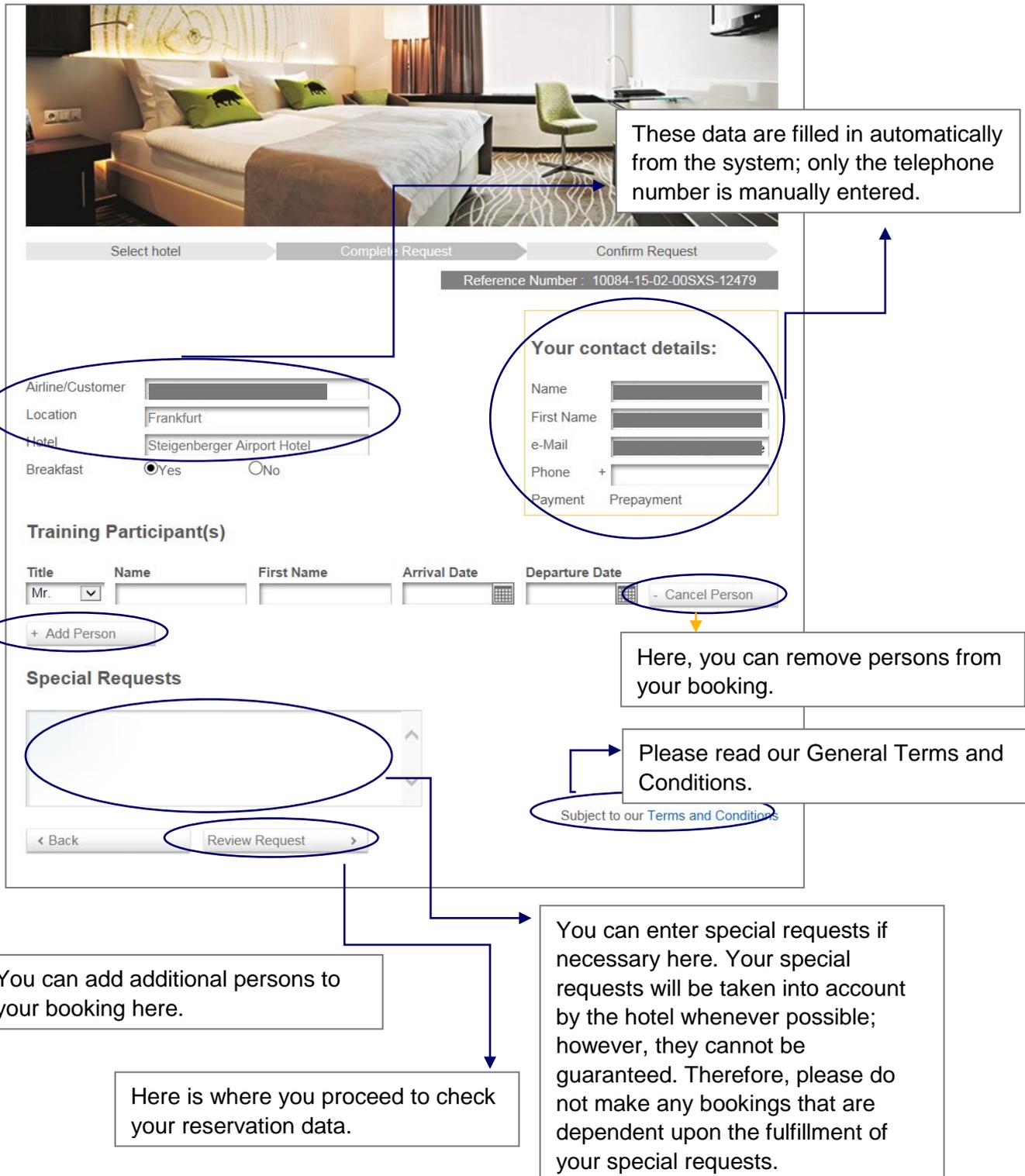
€ 124

Book hotel



Here, you will find further information about the hotel.

You will see the reservation request form here:



The screenshot shows a reservation request form with the following sections and annotations:

- Progress Bar:** Select hotel (greyed out) → Complete Request (active) → Confirm Request (greyed out).
- Reference Number:** 10084-15-02-00SXS-12479
- Hotel Selection:**
 - Airline/Customer: [Greyed out]
 - Location: Frankfurt
 - Hotel: Steigenberger Airport Hotel
 - Breakfast: Yes No
- Your contact details:**
 - Name: [Greyed out]
 - First Name: [Greyed out]
 - e-Mail: [Greyed out]
 - Phone: + [Greyed out]
 - Payment: Prepayment
- Training Participant(s):**

Title	Name	First Name	Arrival Date	Departure Date	
Mr.	[Greyed out]	[Greyed out]	[Greyed out]	[Greyed out]	- Cancel Person

+ Add Person
- Special Requests:** [Empty text area]
- Navigation:** < Back | Review Request >

Callouts:

- Top right: These data are filled in automatically from the system; only the telephone number is manually entered.
- Right side: Here, you can remove persons from your booking.
- Right side: Please read our General Terms and Conditions. (Subject to our [Terms and Conditions](#))
- Bottom left: You can add additional persons to your booking here.
- Bottom center: Here is where you proceed to check your reservation data.
- Bottom right: You can enter special requests if necessary here. Your special requests will be taken into account by the hotel whenever possible; however, they cannot be guaranteed. Therefore, please do not make any bookings that are dependent upon the fulfillment of your special requests.

After you have entered and reviewed all data, you can submit your booking. You will receive a confirmation e-mail from us. As soon as the hotel has responded to your booking request, you will be informed of this via e-mail and, if applicable, of any additional steps to take. The hotel can respond to your booking request in the following ways:

- By confirming it
- By rejecting it if there is insufficient capacity available
- By suggesting a new total price if the contractual rate is no longer available (e.g. during trade fairs). In the event that a new price is suggested, you must respond to this within a **period of 24 hours**. Otherwise, your booking request will expire and no booking will be made.

3. Manage Bookings – My Bookings

Under “My Bookings,” you can view all of your bookings as well as manage and edit them.



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You can choose your hotel and view your bookings here:

New Booking	
My Bookings	

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You have an overview of all bookings sorted by reference number.

My Bookings

▼ Filter
Reset Filter >

Status

- Select All
- Request in progress
- Request confirmed
- Request rejected
- Change in progress
- Change rejected
- Change confirmed
- Cancelled

Hotel

- Select All
- Radisson Blu Hotel
- Hotel Pullman Berlin Schweiz...
- Hotel Pullman Berlin Schweiz...
- Steigenberger Hotel Am Kanzl...
- Steigenberger Hotel Berlin
- InterCityHotel Berlin Hauptbah...
- InterCityHotel Berlin-Brandenb...
- Holiday Inn Berlin Airport - Co...
- pentahotel Berlin-Köpenick
- MEININGER Hotel Berlin Airport
- Leonardo Airport Hotel Berlin...
- Sheraton Essen Hotel
- Steigenberger Airport Hotel
- Sheraton Frankfurt Airport Hot...
- InterContinental Frankfurt

Reference Number

Select All

Reservation Number

Select All

Location

Select All

Name of Training Person

Select All

Arrival Date

Select All

Booking Date

Select All

Booking Month

Select All

Booking Range

Select All

Apply filter >

Reference Number	Reservation Number	Name of Training Person	Booking Date	Hotel	Check-In	Check-Out	Total price	Status	
10231-16-10-00ABR-16262	1654983	Ms. Blum Tanja	05.10.2016	Ricardas Test Hotel	11.12.2016	16.12.2016	€ 500,00	New Offer Change confirmed	
10231-16-10-00ABR-16261	585255	Mr. Schmitt Kevin	05.10.2016	Ricardas Test Hotel	17.12.2016	18.12.2016	€ 44,00	Cancelled	
10231-16-10-00ABR-16260	4544455	Ms. Berger Franziska	05.10.2016	Ricardas Test Hotel	10.12.2016	17.12.2016	€ 600,00	New Offer Change confirmed	
	2974961	Mr. Berger Kai	05.10.2016	Ricardas Test Hotel	10.12.2016	20.12.2016	€ 440,00 € 264,00	New Offer Change rejected	

Using the filter, you can organize your bookings according to your own personal needs and thus get an optimal overview of your bookings.

You can view all bookings that have been made, edit them, or cancel them. You can do this using the icons that are located on the right next to the individual bookings.

Reference Number	Reservation Number	Name of Training Person	Booking Date	Hotel	Check-In	Check-Out	Total price	Status	
10231-16-10-00ABR-16262	1654983	Ms. Blum Tanja	05.10.2016	Ricardas Test Hotel	11.12.2016	16.12.2016	€ 500,00	New Offer Change confirmed	   
10231-16-10-00ABR-16261	585255	Mr. Schmitt Kevin	05.10.2016	Ricardas Test Hotel	17.12.2016	18.12.2016	€ 44,00	Cancelled	 
10231-16-10-00ABR-16260	4544455	Ms. Berger Franziska	05.10.2016	Ricardas Test Hotel	10.12.2016	17.12.2016	€ 600,00	New Offer Change confirmed	   
	2974961	Mr. Berger Kai	05.10.2016	Ricardas Test Hotel	10.12.2016	20.12.2016	€ 440,00 € 264,00	New Offer Change rejected	 



-  ▪ Magnifying glass: You can view the details of the booking here.
-  ▪ Pencil: You can edit and make changes here.
-  ▪ Trash can: You can cancel a booking here.
-  ▪ Arrow: Here, you can apply the data set of one booking to another booking. When doing so, please make sure not to make any double bookings and, if necessary, to cancel any bookings that are no longer needed.

3.1 Changes/Amendments

In order to make a change/amendment to a booking made in the “My Bookings” menu item, go to the pencil icon next to the corresponding booking.



Via the pencil icon, you will proceed to the details of your booking and can make changes to your name, arrival or departure date, and send your change request to the hotel. Your changes will be marked in blue for improved clarity.

Reference Number : 10231-16-10-00 -16246

Booking Details for Mr./Ms Maeve Roche .

Airline/Customer

Location

Hotel

Breakfast Yes

Contract rate per night € 44,00

Training Participant(s)

Title	Name	First Name	Check-In	Check-Out	Total price	State
Ms. <input type="text"/>	<input type="text" value="Müller"/>	<input type="text" value="Sandra"/>	16.12.2016 <input type="text"/>	18.12.2016 <input type="text"/>	€ 88,00	Change in progress

Special Requests

Reservation History :

04.10.2016 15:44 : marcell.jourdan@lft.dlh.de : BOOKING REQUEST
 04.10.2016 15:46 : Hotel: : BOOKING CONFIRMED : Ms. Sabine Müller 16.12.2016 - 18.12.2016 (15657)
 04.10.2016 15:46 : marcell.jourdan@lft.dlh.de : CHANGE REQUEST : Old Title: Ms. Sabine Müller New Title: Ms. Sandra Müller.

In the “My Bookings” menu item, you will see the currently confirmed date under the magnifying glass. You will see your changed date under the pencil. If the changed date is confirmed by the hotel, you will see the last date requested by you as well as the confirmed date in both views. The change request is sent to the hotel and you will receive an e-mail indicating that your request is being processed.

As soon as the hotel has processed your change request, you will be informed of this via e-mail. The hotel can respond to your booking request in the following ways:

- By confirming it
- By rejecting it if there is insufficient capacity available (e.g. if the booking period has changed)
- By suggesting a new total price if the price at the agreed conditions is no longer available (e.g. during trade fairs). In the event that a new price is suggested, you must respond to this within a **period of 24 hours**. Otherwise, your booking request will expire and no booking will be made.

3.2 Cancel Booking

In order to cancel a booking, go to the “My Bookings” menu. Here, you will see your bookings and can make cancellations using the trash can symbol on the right next to the corresponding booking.



After you confirm your action again, the cancellation is made and an e-mail will be sent to you. The cancellation is effective immediately. You will not require any confirmation from the hotel.

If you need to cancel the booking, it is your responsibility to do so via the online booking tool. In order to avoid cancellation costs, cancellations should be made before 4:00 p.m. on the day of arrival. Costs that may arise as a result of a cancellation must be paid by you after an invoice has been issued.

In the “My Bookings” overview, the booking will now be shown to you with the status “Cancelled.”

3.3 Accept/Reject New Offer

If the hotel does not have any capacity at the contractual rate during the time period you requested (e.g. during trade fairs), the hotel may offer you a new total price. You will be informed of this via e-mail. You must respond to this **within 24 hours**. Otherwise, your booking request will expire and no booking will be made. In the “My Bookings” overview, you will then be shown the booking with the status “New Offer expired.”

Following the link in your e-mail will take you directly to your booking, or you can see a yellow symbol in your booking overview under “My Bookings,” which will alert you of the new offer.

Reference Number	Reservation Number	Name of Training Person	Booking Date	Hotel	Check-In	Check-Out	Total price	Status
10231-16-10-00ABR-16262	1654983	Ms. Blum Tanja	05.10.2016	Ricardas Test Hotel	12.12.2016 11.12.2016	16.12.2016	€ 176,00 € 500,00	New Offer Change

After clicking the  symbol, you can accept or reject the new offer.

Reference Number : 10231-16-10-00 16262

Booking Details for Mr./Ms Maeve Roche .

Airline/Customer [REDACTED]
 Location [REDACTED]
 Hotel [REDACTED]
 Breakfast Yes
 Contract rate per night € 44,00

Training Participant(s)

Title	Name	First Name	Check-In	Check-Out	Total price	State
Ms. [v]	Tanja	Blum	11.12.2016	16.12.2016	€ 220,00 € 500,00	New Offer Change <input type="radio"/> Accept <input type="radio"/> Reject

Special Requests

[< Back](#)

Reservation History :

05.10.2016 15:13 : marcell.jourdan@lft.dlh.de : BOOKING REQUEST
 05.10.2016 15:22 : Hotel : BOOKING CONFIRMED : Ms. Blum Tanja 12.12.2016 - 16.12.2016 (1654983)
 05.10.2016 15:25 : marcell.jourdan@lft.dlh.de : CHANGE REQUEST : Old: 12.12.2016 - 16.12.2016 New: 11.12.2016 - 16.12.2016.
 05.10.2016 15:44 : Hotel : BOOKING OFFER : Ms. Blum Tanja EUR 500,00

- If you accept the new total price offered, you will again receive a response from the hotel via e-mail with the reservation number and the status will change to “Request confirmed”
- If you reject the new offer, no booking will be made.
- If you do not take any action within the **24 hour period**, the new offer will expire and no booking will be made.

4. Contact

If you have any additional questions, our Team Travel Services would be happy to assist you.

Travel Services

Phone: +49 (0)69 696 -93750

E-mail: travelservices@lat.dlh.de