

#HospitalityHelps provides an online booking platform for short-term hotel stays for people fleeing the war in Ukraine - across borders & across brands.

Set up instructions for hotels

21-03-2022



Fill the hotel participation form



<https://www.hospitalitysupport.org/apply-now?type=basic>

Hotel Participation Form
Hospitality Support

Title * - Select -

First name *

Last name *

Contact phone number * - Select -

Email address *

Confirm email address *

Hotel name *

Hotel country * - Select -

Hotel website *

Number of hotel rooms *

Position within the hotel *

I confirm that I am the owner of this hotel or I otherwise have the rights to enter into contract with HotelSwaps on behalf of the owner(s) of this hotel.

I confirm that I have read and agree to the [Terms & Conditions](#)

Submit

Hotel name as it appears on booking.com

Total number of rooms in the hotel (not the number of rooms you will allocate – this comes later)

Your role within the hotel

The T&Cs will change to reflect this effort – we are working hard right now to fine-tune such parts.

Submit your participation form



Wait for your participation confirmation email



- We will now set up your hotel in our reservation system. It can take anything from 10 min to 24 hours as we will prioritise the locations where we are mostly in need of accommodation.
- When your hotel is set up, you will receive an email with your log-in details to finalise the hotel set-up.
- This is how the link will look in your email:

Please follow the link below to get started.

Login and define your password



Finalise the hotel set-up

Hotel Membership settings

Appointment of Swap Manager

You have the option to appoint a Swap Manager to make deposits, handle reservations, update hotel information, pay fees and supervise all communication related to HotelSwaps. Should you decide not to appoint a Swap Manager, you can personally manage the HotelSwaps activities directly. You may add, remove or change your Swap Manager at any time from your account information page.

Would you like to appoint a Swap Manager? 

Title

First name

Last name

Phone number 

Email address

I would like to be copied on all HotelSwaps email communication with our Swap Manager 

You can nominate a second person to also have access to your hotel account via their own user account. The hotel manager is often the owner or the GM and the Swap Manager is often the front office manager or revenue manager in charge of rooms.

The hotel manager can decide if he/she would like to be copied on all reservations related emails or not.

Additional hotel information

What is your check-in time?

What is your check-out time?

Email address of your reservations department 

This email address will be copied on all reservation related emails but it cannot log in to the account. It could be the same email as the swap manager.

- I confirm that I am the owner of the hotel or I otherwise have the rights to enter into contract with HotelSwaps on behalf of the owner(s) of this hotel.
- I confirm that I have read and agree to the [Terms & Conditions](#). 

Again, the T&Cs will change to reflect this effort.

Next



Manage room deposits

Click on “Deposits and reservations” tab

LOG OUT ADD A HOTEL

HotelSwaps

Logged in as: John Doe

Deposits and reservations Questions?

HotelSwaps Hotel

Deposit room nights Return room nights List view & print

High season Mid season Low season Not available to deposit

Basic membership
0 Coins account balance
0 Coins available for transfer

News

Deposits and reservations

HotelCoin transfers

Reservation requests

Hotel satisfaction feedback

Supplier programme

Your hotel account

John Doe

0 Coins account balance

New reservation

Existing reservations

Satisfaction feedback

Your guest account

March 2022

Week 09	M	T	W	T	F	S	S
1 Coins per night				5	5	5	

April 2022

Week 13	M	T	W	T	F	S	S
1 Coins per night				1	2	3	

View previous month View next month

Deposit your room nights

Check-in	Check-out	Nights	Room(s)
<input type="text"/>	<input type="text"/>	0	1
04/03/2022	25/03/2022	21	5
04/04/2022	17/04/2022	13	4

CONFIRM

Deposit rooms

Remove un-booked rooms

View list of all deposits and reservations

Currently deposited rooms – both booked and un-booked

Number of rooms booked so far. Each reservation will trigger an email to the Swap Manager and the Guest with a reservation confirmation which should be shown at check-in (potentially on the mobile phone).

If your hotel does not have any more available rooms for reservation, it will not show up in availability searches any more.

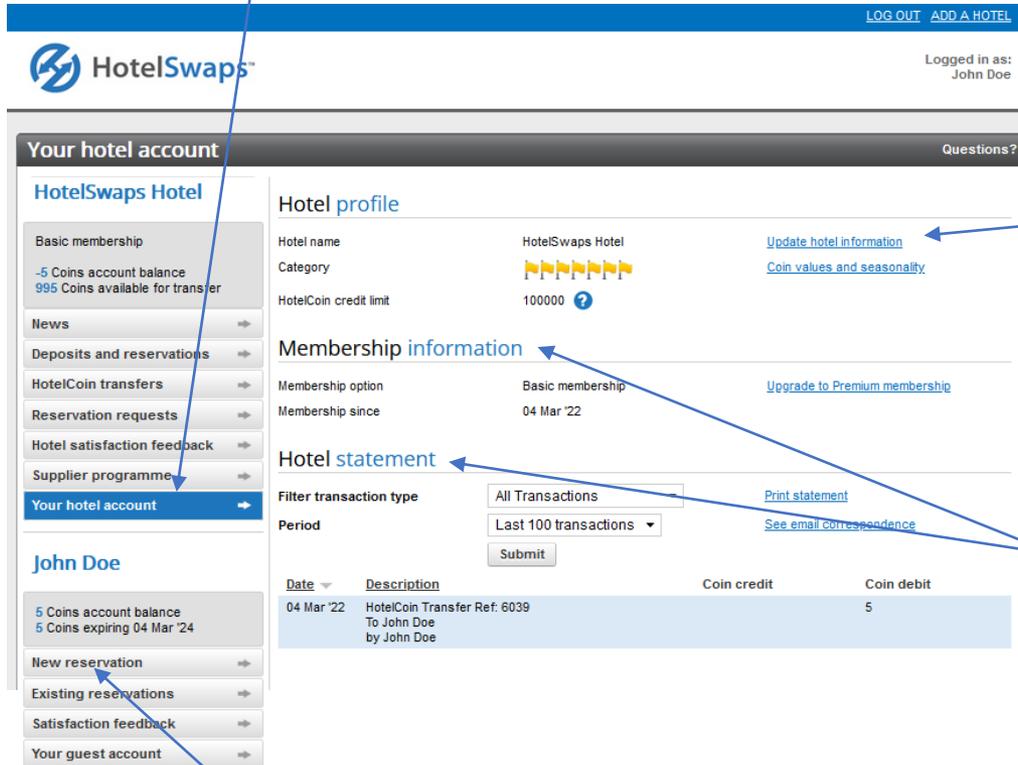
To deposit rooms, add the dates, the number of rooms and click Add. You can add several deposit periods before you click Confirm.

Click Confirm



Hotel account pages

Click on “Your hotel account” tab



LOG OUT ADD A HOTEL

HotelSwaps™

Logged in as: John Doe

Your hotel account Questions?

HotelSwaps Hotel

Basic membership

-5 Coins account balance
995 Coins available for transfer

News

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Your hotel account

John Doe

5 Coins account balance
5 Coins expiring 04 Mar '24

New reservation

Existing reservations

Satisfaction feedback

Your guest account

Hotel profile

Hotel name: HotelSwaps Hotel [Update hotel information](#)

Category:  [Coin values and seasonality](#)

HotelCoin credit limit: 100000 ?

Membership information

Membership option: Basic membership [Upgrade to Premium membership](#)

Membership since: 04 Mar '22

Hotel statement

Filter transaction type: All Transactions [Print statement](#)

Period: Last 100 transactions [See email correspondence](#)

Date	Description	Coin credit	Coin debit
04 Mar '22	HotelCoin Transfer Ref: 6039 To John Doe by John Doe		5

You can update hotel information and pictures here. You can also indicate if you will offer complementary breakfast. Also please indicate your pet policy.

Ignore all other parts of this page. HotelCoins credited for inbound reservations cannot be used for outbound travel by the hotel in this programme.

Here you can view the Guest reservation experience including all the other hotels which are participating and their rooms allocations. Please do not use the reservations functionality as rooms in this system is only for people fleeing the war in Ukraine.



Other programme rules

- The programme is solely for people fleeing the war in Ukraine. On the next page you will find various proof of Ukrainian citizenship or residency. Each hotel can apply their own discretion to this rule.
- The programme offers up to 5 nights for each participant. These can either be used in one hotel or spread across several hotels up to the total of 5 nights.
- In addition to viewing the deposit and reservations status on the website, each reservation and cancellation triggers a reservation confirmation email or cancellation confirmation email to the Hotel Manager/Swap Manager.
- Any cancellations prior to check-in will be communicated to you by email and the rooms will be returned to availability in our reservation system for booking by other people in need.
- Any partial cancellations after the check-in date (e.g. reducing a reservation from 4 days to 3 days) will not be updated in the HotelSwaps reservation system. You can release the remaining room nights locally and if you would like to offer the recovered nights to other people in need, you will have to deposit these again in the system.
- Guests will contact the hotel directly via the phone number you have provided in case they need to discuss any other requirements e.g. request for additional bed in room, baby cots, pets etc. Each hotel can apply their own discretion to this rule.
- There are no fees or other cost related to participation in this programme, neither for the hotels nor the guests. All companies involved in the programme are working on a free voluntary basis.
- In case you have questions, please contact hh-hotelsupport@hotelswaps.com

THANK YOU FOR YOUR SUPPORT



Documents confirming citizenship or residency of Ukraine



Passport



Refugee travel document



ID



Driving license



Passport (plastic)



Temporary residence permit



#HospitalitySupport



#HospitalitySupport



#HospitalitySupport



#HospitalitySupport