

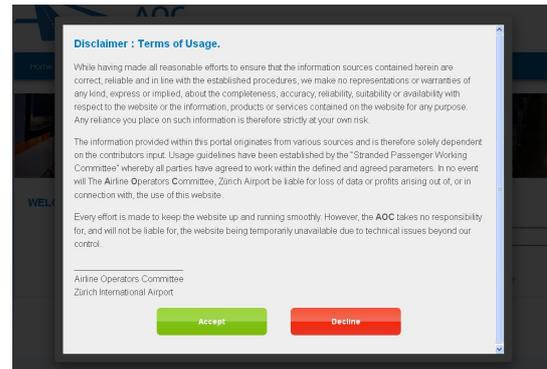
CHECKLIST : HOTELS

Stranded Passenger Solution



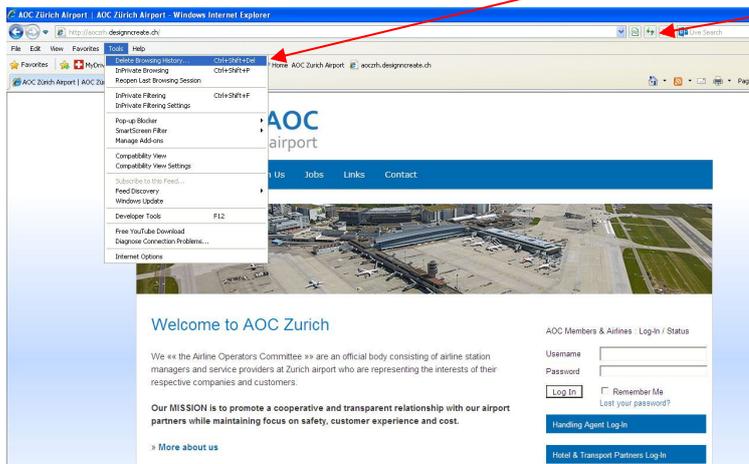
1. When the “**Stranded Passenger Alert**“ is received, update your room availability and pricing as follows:

Click on the LINK in the Stranded Passenger Alert Email and accept the disclaimer. You will not be able to log-in unless this is accepted.

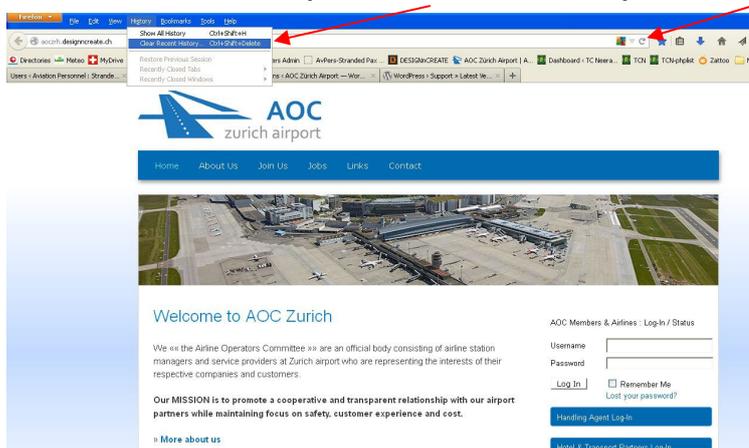


Delete your browsing history and refresh your browser ... This will ensure that the latest information is displayed.

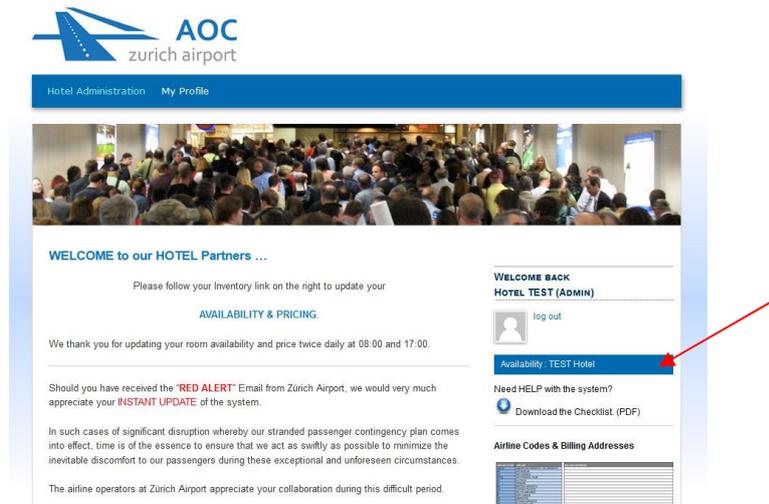
a) Internet Explorer: Menu / Tools / Delete browsing history ... then refresh



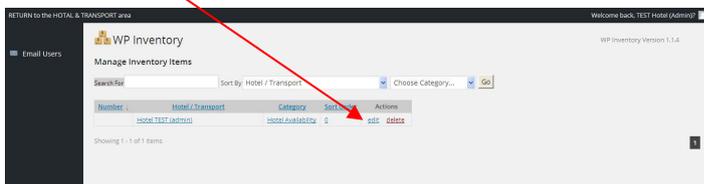
b) Firefox: Menu / History / Clear Recent History ... then refresh



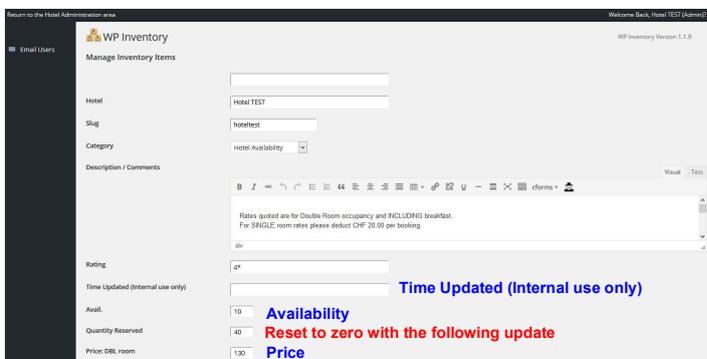
Log-In and then click on the menu item “Availability: Your Hotel” on the right hand side.



Click on “edit”

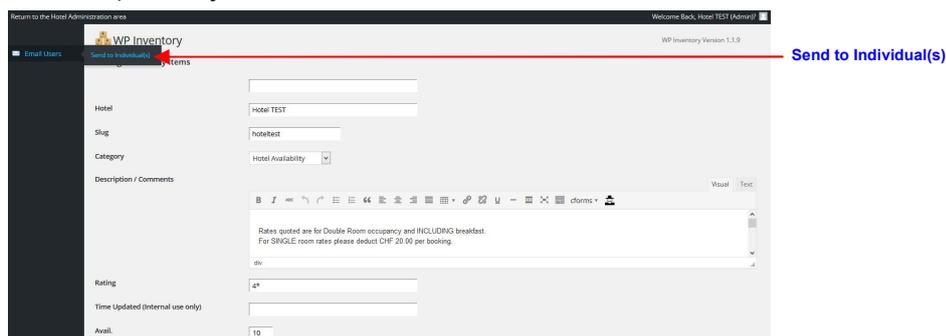


Now update your Time Updated, Availability (Avail.) and Price.
The “Quantity Reserved” box will reflect the number of rooms booked via the system. The Avail will also be reduced by this number. Reset this to zero at the next update.
“Save Item” at the bottom of the page.



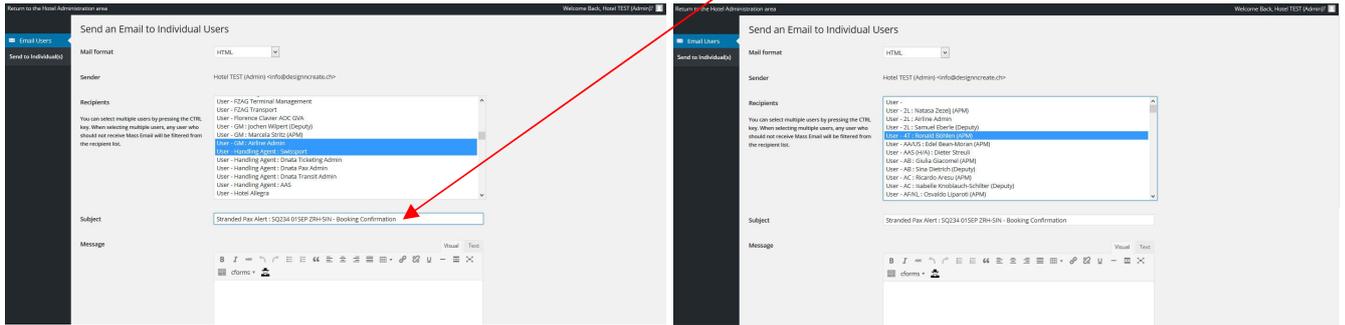
2. The reservation Email will also be generated through the system by the Handling Agent at Zürich Airport and will appear in your normal Email inbox. When receiving the reservation, Log-in to the system and action the following:

a) Roll your mouse over Email Users and then click on Send to Individual(s)



- b) In the “Recipients” window you can choose multiple users by holding down the “ctrl” key on your keyboard. Send a confirmation mail to the **Handling Agent** who generated the booking request **AND** the **Airline Admin** concerned. Where the Airline Admin is listed, the airport manager will always receive a copy of your Email. Where there is **no** Airline Admin listed please also copy the (APM) eg; **User - 4T : Ronald Böhlen (APM)**. You will see the airline information in the booking mail that you received.

Ensure to state the exact details in the “Subject” box. For example:
Stranded Pax Alert SQ345 24June ZRH-SIN - Hotel XYZ Confirmation



As per existing procedures, the Handling Agent will call you to make the booking and receive verbal confirmation. They will then send you the booking Email via the system. **Confirm** via the system **once the booking has been made in your own reservations system!** Include any limitations such as the ability to provide dinner where requested in the booking Email.

3. Return to the Hotel area and Log-Out.

4. Send final passengers accepted (Checked-in) Email to ALL recipients as per step 2b above.

The system is extremely user-friendly and easy to use after a short introduction. It is essential to action any Email Correspondence **within the system** to ensure that all parties are simultaneously informed. Simply replying to Emails from your normal inbox will defeat the objective of this platform.

Please scroll down for the supporting system processes.

Thank You!

The following underlying processes have been established between the Hotel Participants and the AOC Stranded Passengers Working Group:

1) Hotels who accept passengers during 24hrs:

ALL except Hotel Fly Away

2) Hotels that are able to provide some form of food with pre-advice before 22:30:

ALL but with the following exceptions:

a) **NO:**

Hotel Four Points by Sheraton
Hotel Ibis Budget Zürich Airport

b) **Possible on request:**

Hotel Crowne Plaza Zürich

c) **Possible until 22:00:**

Hotel Swiss Star, Wetzikon
Hotel Riverside, Glattfelden

d) **Possible until 23:00:**

Hotel Sheraton Zürich
Hotel Welcome Inn
Hotel Fly Away

d) **Possible until 01:00:**

Hotel Allegra

3) Hotels to update their availabilities and pricing twice daily at 08:00 and 17:00 +/- 30 minutes.

Please note that this information has been provided independently by each Hotel and therefore subject to change.

Responsibility for the correctness of this data lies with the Individual Hotels.

Any changes to individual Hotel procedures should be communicated to the AOC Zürich Airport at the earliest possible convenience.

AOC Zürich
c/o Swissport International Ltd.
P.O. Box
CH-8058 Zürich Airport
Email: zrh.aoc@swissport.com