

# UPDATE PROCESS: HOTELS

Stranded Passenger Tool

## Important information:

The purpose of the Stranded Passenger Tool developed by the AOC in 2015 is to provide all stakeholders with transparent handling of disruption scenarios at Zürich Airport.

Airlines and their handling agents will be able to assess hotel room availability quickly and place email reservations via the system. Hotels will benefit from last minute ad-hoc revenues.

In order for the system to be effective it requires updating by the hotel partners twice daily at 08:00 and 17:00 (+/- 30 mins) including weekends.

Updates should be actioned regardless of whether or not you have rooms available or if your availability has not changed since your previous update. The reason for this is that pressing the “Save Item” key on your update page automatically updates the precise date/time of your last input. Our handling agents will therefore be presented with the latest information on their display.

You may update the system at any time other than the stipulated minimum. The more often the update the more accurate the information displayed.

## Once familiar with the system the update process takes less than 1 minute.

Given the inevitable changes to many hotels operating procedures following the Covid-19 pandemic, it is now essential that all hotels update their “**Hotel Information**” field on your update page. This should include all relevant information about your hotel such as, but not limited to, the following:

Rates (including or excluding breakfast) and any supplement for a SGLB.

Ability to accept passengers 24/7: YES/NO. If no, please give times.

Partners with layover agreements will be granted their contracted rates.

Breakfast ... With timings

Lunch YES/NO. If YES ...With timings

Dinner: YES/NO. If YES ... With timings

Room Service: YES/NO

Shuttle Bus: YES/NO. If YES ... With timings.

You may also wish to add important information for our handling agents such as any limitations regarding passenger acceptance times and/or availability of meal service or meal boxes.

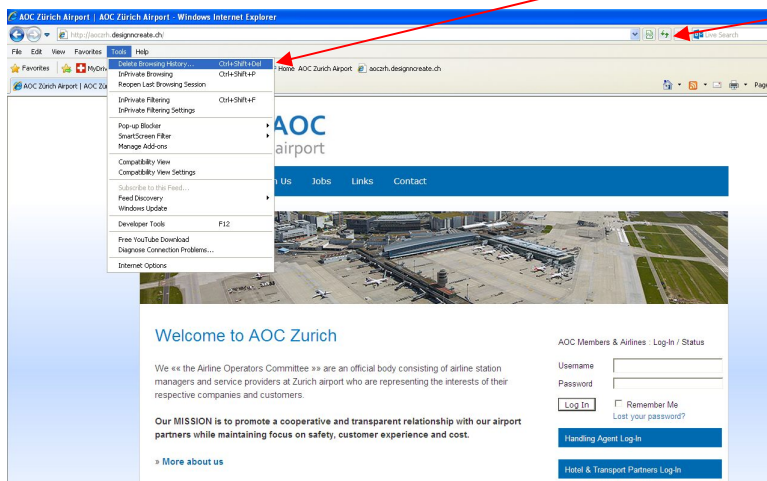
Please also ensure to enter your Hotel name, address, Email and telephone number at the bottom of the field. DO NOT remove this information as it is required by the system to identify your hotel for statistical purposes.

Our handling agents at Zürich Airport (Swissport, Dnata and AAS) are the sole users of the system and always check the Hotel Information field to obtain the latest information before making a booking.

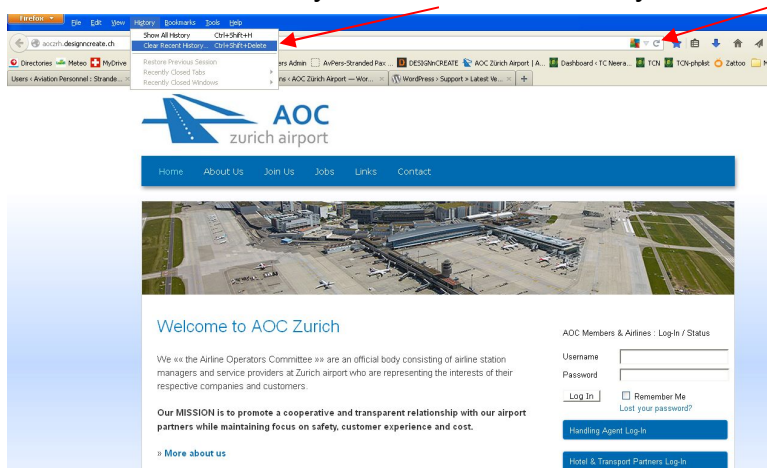
### 1. Clearing your browser cache:

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

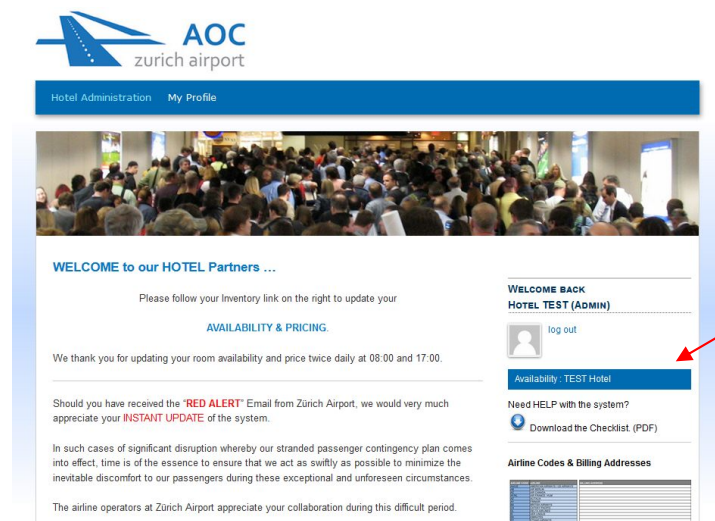


#### b) Firefox: Menu / History / Clear Recent History ... then refresh

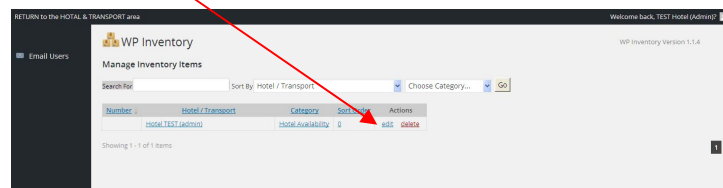


Updating the system:

Log-In <https://www.aoczrh.ch/hotel-partners-log-in/> and then click on the menu item “Availability: Your Hotel” on the right-hand side.

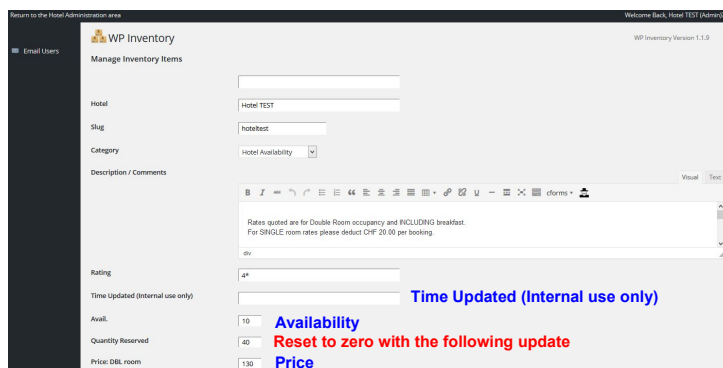


Click on “edit”



Now update the fields “Time Updated” (for your internal use only to enable you to see when you last updated the system), “Availability” and “Price” for a DBLB. The “Quantity Reserved” box will reflect the number of rooms booked via the system. The Availability will also be reduced by this number. Reset this to zero at the next update.

“Save Item” at the bottom of the page.



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.

3. Return to the Hotel area (Top left of your screen) and Log-Out.

4. The Stranded Passenger Alert:

The **“Stranded Passenger Alert”** will be generated by either our handling agents or the Zürich Airport authority. Once activated, the alert email will be automatically sent to all hotels on the system. When you receive this email, you should respond quickly.

These alerts are sent sparingly and only during times of significant disruption. The agreed timeframe for response, as agreed within the Stranded Passenger Working Group (SPWG), is 10 minutes from the time of receipt.

Please click on the link within the Stranded Passenger Alert email which will take you directly to the hotel partners Log-in page. Log-in and update your room availability and pricing. **“Save Item”** when finished.

Should you have any questions please don't hesitate to contact either Catherine Hauser Merz (Email: [c.hausermerz@elal.co.il](mailto:c.hausermerz@elal.co.il) / Tel: 079 668 1322), Philip Read (Email: [philip.read@aircanada.ca](mailto:philip.read@aircanada.ca)) or Robin Simons (Email: [rsimons@avpers.com](mailto:rsimons@avpers.com))

**Many thanks to all our Hotel partners for your collaboration.**