

star * Net

How To Book – A Step by Step Tutorial



Starwood Hotels & Resorts Worldwide continues to bring you a world of choices.

STARnet is a Global rate program for approved sellers of packaged travel that offers NET rates, 24/7 availability, web booking and access to more than 1300 hotels over 95 countries across 10 hotel brands. Our brands include Westin Hotels & Resorts, Le Meridien, Sheraton Hotels & Resorts, Four Points by Sheraton Hotels, St. Regis, The Luxury Collection, Element, Aloft , W Hotels and Tribute Portfolio.

About the Program

The STARnet program presents Global Leisure Net Rates for Approved Sellers of Packaged Travel. The program is designed for sellers of packaged travel who do not have the ability to negotiate local contracts based on local volume requirements. In addition STARnet can supplement your locally negotiated agreements with a single STARnet contract, opening up a world of new Starwood destinations and hotels.

Benefits

- Rate integrity
- STARnet rates float and fluctuate providing a discount off the lowest available retail rate
- No minimum production requirements
- Ability to book STARnet reservations 24/7 via starwoodnet.com and all branded Starwood sites.
- Access to more room categories and premium room types
- Access to property information and photography
- Simple online application process

STEP 1: Log onto starwoodnet.com

2015
Global Leisure Net Rates for Approved Sellers of Packaged Travel

star*Net
Global Leisure Net Rates for Approved Sellers of Packaged Travel

Featured Destination:
Starwood New York

Explore the sights, sound and energy of NYC with more than 20 hotels.

- STARnet Home
- About the Program
- How to Join
- How to Book
- Policies & Procedures
- Frequently Asked Questions
- Photos & Logos
- StarwoodPro Learning
- Support Line
- Contact Us
- Book Now**

> Sign up to receive STARnet updates

MERIDIEN | LOFT | THE LUXURY COLLECTION | WESTIN | FOUR POINTS

element | Sheraton | ST REGIS | W HOTELS | TRIBUTE PORTFOLIO

starwood
Hotels and Resorts

Clicking the above logos will take you to their respective sites.

Click on **Book Now** to get started! This will direct you to the online booking engine at www.starwood.com

STEP 2: Enter Search Data

Enter hotel search information and click search to continue. The search feature will display all Starwood properties in the desired area.

A screenshot of the Starwood Hotels and Resorts website. A white search form is overlaid on the page, circled in red. The form includes a search bar with the placeholder text "Destination, Hotel", "Check In" and "Check Out" date pickers, a "WHY BOOK HERE" checkbox, and a "SEARCH" button. The background of the website shows a tropical resort scene with a thatched umbrella and a lounge chair. The top navigation bar includes links for "SIGN IN TO SPG.COM", "HELP", "OUR BRAND SITES", and "LANGUAGE". The bottom navigation bar features various links such as "BOOK & STAY", "OUR COMPANY", "CAREERS", "TRAVEL PROFESSIONALS", "MEETING PLANNERS", "DEVELOPERS", "HOTEL DIRECTORY", "RESERVATIONS", "ADVANCED SEARCH", "NEW HOTELS", "VACATION OWNERSHIP", "OFFERS", "RESORTS", "BEST RATE GUARANTEE", "RESIDENCES", "CUSTOMER SERVICE", "spg. Starwood Preferred Guest", "SIGN IN TO SPG.COM", "GO TO SPG.COM", and "JOIN NOW".

Tip: Users can skip step one and log directly onto www.starwood.com or any other Starwood branded site

STEP 3: Select Desired Hotel

The screenshot displays a search results interface. At the top, there are buttons for 'FIND AVAILABLE DATES' and 'DATES FLEXIBLE?'. Below this, the first hotel listing is for the 'SHERATON NEW YORK TIMES SQUARE HOTEL'. It includes a small image of the hotel, its name, location ('New York, New York, United States'), SPG Category 5, and a guest rating of 3.7 out of 5 stars. A description states it is 'Steps from Times Square and a walk from Central Park'. Below the description is another 'DATES FLEXIBLE?' button. To the right of the hotel details are two buttons: 'LOWEST STANDARD RATE' (highlighted with a red circle) and 'BREAKFAST PACKAGE'. The 'LOWEST STANDARD RATE' button shows 'From USD \$429 per night'. The 'BREAKFAST PACKAGE' button shows 'From USD \$478 per night'. Below the Sheraton listing is the start of another listing for 'LE PARKER MÉRIDIEN NEW YORK'. On the far right, there is a vertical 'FEEDBACK' button.

Use the scroll bar to view all hotels. Once you have found the correct hotel, **click Lowest Standard Rate** to continue to the next step.



NOTE: *The rates displayed on this initial search page are the current publicly available rates. You will gain access to your contract NET rates in the next steps.*

STEP 4: Enter Unique STARnet SET Account Number

Click Update to continue.

Enter your unique STARnet ID in the box titled SET/Corporate Account Number

UPDATE

Accessible USD \$429 - USD \$662 / Night

Sort By: Price Low-High Currency Converter

WHY BOOK HERE?

RATE PREFERENCES
(Select Up to 4 Rates)

- Lowest Standard Rate
- Club Room & Lounge
- Promotions & Packages
- SPG Free Nights
- SPG Cash & Points
- SPG Hot Escapes
- SET/Corporate Account #
xxxxxxxx

Traditional Rooms

SPG Member Exclusive: Prepaid rate from **USD \$429** or SPG Free Nights for **12,000 Starpoints**

- 250-253 sq ft / 23-24 m²
- Sheraton signature sleep experience
- Flat screen TV

Available in all rooms in the hotel:

- [Additional Amenities](#)
-

Traditional King

+ SELECT YOUR RATE

[Dates Flexible?](#)

Lowest rate available is \$499 This will be discounted once you have entered your SET number and clicked search to the next step.

STEP 5: Selected Desired Room Type

WHY BOOK HERE?

RATE PREFERENCES
(Select Up to 4 Rates)

- Lowest Standard Rate
- SET/Corporate Account # [REDACTED]
- Club Room & Lounge
- Promotions & Packages
- SPG Free Nights
- SPG Cash & Points
- SPG Hot Escapes
- SET/Corporate Account # [REDACTED]
-
- Promotion Code: [REDACTED]
-
- Automobile Association
- Senior & AARP
- Government Employee

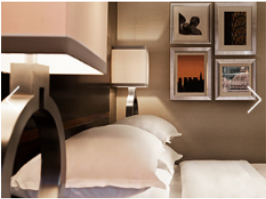
Traditional Rooms

Starnet Confidential Rate. For Approved Sellers Of Leisure Travel 48 Hrs Prior Non Refundable Prepayment Due. from USD **\$372**

- 250-253 sq ft / 23-24 m²
- Sheraton signature sleep experience
- Flat screen TV

Available in all rooms in the hotel:

- Additional Amenities >
-



Traditional King

[HIDE RATES](#) [Dates Flexible?](#)

Traditional, non-smoking: King Bed, 250 sq ft / 23 m², Newly renovated, High speed internet access for an additional charge

Starnet Confidential Rate. For Approved Sellers Of Leisure Travel 48 Hrs Prior Non Refundable Prepayment Due. • No penalty for changes/cancellations until 08/22/2016

USD \$372
Per Room / Night
+ charges & taxes
= USD \$431

[Terms & Details](#)

RESERVE

Rates now displayed are discounted 15% to your contracted STARnet rates. Be sure to scroll down, to select your bedding.

Always check **Rate Details** to confirm taxes and services charges prior to booking. - SEE NEXT SLIDE FOR SAMPLE.

Click **reserve** to continue with your booking.

SAMPLE RATE DETAILS PAGE

Rate Description

Starnet Confidential Rate. For Approved Sellers Of Leisure Travel 48 Hrs Prior Non Refundable Prepayment Due.. ROOM AND TAX CHARGED TO WHOLESALER CREDIT CARD 48 HOUR PRIOR TO** ARRIVAL. GUEST IS RESPONSIBLE FOR INCIDENTALS ONLY. Identification Required.

	Average est. room total per night	Estimated total for your stay 1 room(s) for 1 night(s)
Room rate:	USD \$372.30	USD \$372.30
Room rate excludes the following:		
Ny Unit Fee:	USD \$1.50	USD \$1.50
Occupancy Tax:	USD \$2.00	USD \$2.00
Room Tax:	USD \$54.91	USD \$54.91
Estimated total:	USD \$430.71	USD \$430.71

Billing Information. Accounts not on Bill-Back will see Prepay here. Standard cancellation policies apply for all reservations

TAX information. Most hotels will include a detailed per night and total stay break down of taxes and additional charges

STEP 6: Enter Reservation Information

Sheraton New York Times Square Hotel 811 7th Avenue 53rd Street New York, New York 10019 United States (1)(212) 581-1000	Check in 08/24/2016 - 3:00 PM Check out 08/25/2016 - 12:00 PM 1 Adult, 1 Room Traditional, non-smoking: King Bed, Non-smoking, 250 sq ft / 23 m ² , Signature Sleep Experience, Newly Renovated, High-speed Internet For A Fee, Flat Screen Tv
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RATE INFORMATION [WHY BOOK HERE?](#)

Rate Description: Starnet Confidential Rate. For Approved Sellers Of Leisure Travel 48 Hrs Prior Non Refundable Prepayment Due. Room And Tax Charged To Wholesaler Credit Card 48 Hour Prior To** Arrival. Guest Is Responsible For Incidentals Only
SET or Corporate Account Number: [REDACTED]

Average est. room total per night**	Estimated total for your stay**
Room rate: USD \$372.30	1 room(s) for 1 night(s): USD \$430.71
Taxes: USD \$58.41	
Estimated total**: USD \$430.71	

**Currency data provided by XE, a third party currency conversion provider, using live mid-market rates. The displayed totals are estimates only for informational purposes and do not include any additional charges that may be incurred at the hotel. The actual total will be calculated by the hotel in its local currency, based on the local taxes and currency exchange rate (if applicable) in effect at the time charging occurs.

[Get complete details about this rate, taxes and other charges.](#)

Enter booking information here. Guest name should be used. *All* other information should be agency information including the email address.

Verify hotel, dates and rate information is correct.

PERSONAL INFORMATION [Privacy Policy](#)

We value your privacy. Our [Privacy Statement](#) details how we protect your personal information.

Title

*First name Middle initial

*Last name

*Address

*City

*State/Province

Required for addresses in the U.S. and Canada

*Zip/Postal Code

Required for addresses in the U.S. and Canada

*Country

*Primary Telephone

Telephone Country Code

Enter a mobile telephone number and opt in to receive your reservation confirmation via text. Message and Data rates may apply.
[Add another number \(optional\)](#)

Please enter your email address to receive confirmation of your reservation, stay related communications and messages about your potential hotel interests.

Email

Retype Email

STEP 6: Enter Reservation Information Continued

Enter Agency Credit card for payment / guarantee. Refer to Terms and Conditions for guarantee/cancel policy.

If the account is bill back no credit card will be required – no asterisk will appear to the left of the credit card field.

Optional Information. Please note that guests will not earn SPG points for room revenue.

CREDIT CARD INFORMATION

[Privacy Policy](#)

*Credit card

*Card number

*Expires

STARWOOD PREFERRED GUEST INFORMATION

SPG Number

MY STAY PREFERENCES

Requested Arrival Time TBD/ don't know Standard check-in time is 03:00 PM

Requested Departure Time TBD/ don't know Standard checkout time is 12:00 PM

OTHER REQUESTS Anything special we can do?

STEP 6: REVIEW AND CONFIRM ALL YOUR INFORMATION

STEP 7: COMPLETE (OR CHANGE) YOUR RESERVATION.



Cancellations

Cancellations can be made online 24 hours a day. Please note cancellation policies prior to confirming your reservation. To cancel a reservation, please visit one of our brand sites:

<http://www.starwoodhotels.com/westin>

<http://www.starwoodhotels.com/sheraton>

<http://www.starwoodhotels.com/whotels>

<http://www.starwoodhotels.com/lemeridien>

<http://www.starwoodhotels.com/fourpoints>

www.luxurycollection.com

www.starwoodhotels.com/stregis

www.starwoodhotels.com/aloft

www.starwoodhotels.com/element

<http://www.starwoodhotels.com/tributeportfolio>

Click on the link for *reservations* or *check reservations* (depending on site)

You will need the last name of the guest and the confirmation number or credit card number.

Cancellations and modifications can also be made by calling the STARnet Reservations Support line at 1-800-626-3132.

NOTE: *Each site will bring up all reservations regardless of the brand of hotel booked.*

STARnet Reservations Support Line

Inside the United States: 1-800-626-3132

Outside the United States: +353-21-4930454 (long distance charges may apply)

The Support Line Offers:

- **Dedicated agents trained on STARnet
- **Support 7 days a week, with almost around the clock coverage (closed Sunday nights)
- **Full access to all bookings you have made online with STARnet

When to Call the Support Line:

- **Anytime you can not make a booking, cancel a booking or modify a booking online
 - **Anytime the Starwood website is down
 - **Anytime your company does not have access to the internet
 - **Date changes to STARnet reservations
 - **Adding or removing a room to an existing reservation
 - **Modifications with multiple rooms

STARnet reservations cannot be booked by calling the hotel directly.

More Information

STARnet customer website: www.starwoodnet.com

Email: starnet@starwoodhotels.com

Please contact your local Starwood representative
with questions or issues

