

# pinSIGHT Quick Reference Guide

RATE CODES	PROPERTIES NEGOTIATED BY	COMMISSION EARNED	CLIENT PERKS	CLIENT'S CREDIT CARD STATEMENT	POST-PAID BY TRAVEL LEADERS IN USD*	TYPE OF BOOKING	CLIENT NOTIFICATION	GENERAL CANCELLATION POLICY**
<b>SELECT</b> <small>CREDIT CARD GUARANTEE</small>	Internova Travel Group	10%-25%	SELECT Amenities <sup>^</sup> & Earn Loyalty Points	Hotel Name	Commission based on check-out between 30-90 days	Credit card guarantee for late arrival or deposit required	Reservation confirmation	Cancellation is per hotel policy and is required before advised deadline OR if not, credit card is charged one night stay OR deposit is forfeited
<b>WORLDWIDE</b> <small>CREDIT CARD GUARANTEE</small>	Internova Travel Group	10%-20%	Earn Loyalty Points & Amenities <i>(when advised)</i>	Hotel Name	Commission based on check-out between 30-90 days	Credit card guarantee for late arrival or deposit required	Reservation confirmation	Cancellation is per hotel policy and is required before advised deadline OR if not, credit card is charged one night stay OR deposit is forfeited
<b>BONOTEL</b> <small>EXCLUSIVE TRAVEL</small> <small>PRE-PAY</small>	Bonotel <i>(Internova Travel Group owned company)</i>	17%	Amenities <i>(when advised)</i> \$150 & F&B Unable to Earn Loyalty Points	Travel Leaders Group pinSIGHT	<b>Payout Example:</b> Client checks out in May, commission is paid in June	Prepay	Voucher confirmation	1) No refund if canceled OR client no-shows <i>OR</i> 2) Refund is available if canceled within the time period specified
<b>hotelbeds</b> <small>PRE-PAY</small>	BedsOnline	17%	No Amenities & Unable to Earn Loyalty Points	Travel Leaders Group pinSIGHT	<b>Payout Example:</b> Client checks out in June, commission is paid in July	Prepay	Voucher confirmation	1) No refund if canceled OR client no-shows <i>OR</i> 2) Refund is available if canceled within the time period specified
<b>expedia group</b> <small>partner solutions</small> <small>PRE-PAY</small>	Expedia	9%	No Amenities & Unable to Earn Loyalty Points	Expedia Group	<b>Payout Example:</b> Client checks out in Aug., commission is paid in Sept.	Prepay	Voucher confirmation	1) No refund if canceled OR client no-shows <i>OR</i> 2) Refund is available if canceled within the time period specified

\* Based on Check-out

\*\* Specific Cancellation Policy is contained within the Booking Process

<sup>^</sup>**Select Amenities Include:** 1) VIP amenity valued at USD\$100. 2) Complimentary breakfast for two. 3) Upgrade upon availability. 4) Early check-in and/or Late check-out upon availability. 5) Complimentary WiFi. 6) An additional welcome amenity at participating properties *and* client's loyalty points apply, if entered during the check-out process.

*Disclaimer: Information was accurate as of July 2021; changes may occur without prior notification.*

**Q: How many hotels are in pinSIGHT?**

A: 1 million worldwide

**Q: How do I contact pinSIGHT?**

A: Support Center: [pinsight@travellers.com](mailto:pinsight@travellers.com) or 877-404-4169

**Q: Who do I call for 24/7 Emergency Customer Assistance?**

A: For Select & Worldwide, contact the hotel directly For Expedia, Hotelbeds or Bonotel, contact pinSIGHT. For Expedia, Hotelbeds or Bonotel contact pinSIGHT or the emergency number found on the client voucher.

**Q: What is pinSIGHT's Business Hours?**

A: Mon-Fri 8A - 8P (ET)

pinSIGHT is a booking engine owned by Internova Travel Group and the Quick Reference Guide is considered a confidential document not to be shared outside of the network.