



## Frequently Asked Questions

---

## Table of Contents

About Corporate Lodging Consultants_____	3
Hotel Rates _____	3
Hotels _____	3
CheckINN Direct Fees _____	7
CheckINN Card Usage _____	7
Credit Cards _____	8
CheckINN Direct Program Usage _____	9
CheckINN Direct Client Service Support _____	11

---

## **About Corporate Lodging Consultants**

Corporate Lodging Consultants, Inc. provides customized lodging programs to thousands of companies throughout North America. Through its sophisticated transaction processing technology and the purchasing leverage of 8 million rooms at more than 12,000 hotels, CLC delivers both unmatched savings and comprehensive solutions that include:

- Rate negotiation
- Electronic auditing
- Consolidated billing
- Flexible reporting services

If travel is a critical component of your business, CLC can reduce the cost of a small business lodging program, with less effort and increased traveler satisfaction.

## **Hotel Rates**

### **What kind of room rates do CheckINN Direct clients receive?**

The deeply discounted room rates typically save travelers on average up to 30% to 50% over walk-up rates. The amount of savings depends in part on the geographic location of the hotel and the type of hotel chain.

### **How can Corporate Lodging Consultants offer such low rates?**

CLC purchases millions of room nights each year from hotels across North America. This purchasing leverage allows CLC to obtain significantly lower rates than clients can negotiate for themselves.

Corporate Lodging Consultants (CLC) is the largest negotiator of hotel rates for businesses in North America. CLC's combined purchasing power of 8 million annual room nights has lowered lodging costs for its large customers for years. With CheckINN Direct, small and independent businesses can use CLC's negotiating strength and easy billing, too.

## **Hotels**

### **What hotels are available to CheckINN Direct clients?**

CheckINN Direct clients have access to more than 8,500 hotels nationwide. Locations include leading mid-scale and economy hotel chains such as Best Western, Super 8 Motel, Holiday Inn, Ramada Inn, Hampton Inn, Red Roof Inn, Howard Johnson, Comfort Inn, Econo Lodge, Quality Inn, La Quinta Inn and Days Inn, to name a few.



---

**Prior to enrollment, can CheckINN Direct clients view hotel listings and rates?**

Due to the sensitive process involved in hotel contract negotiations, CLC does not publicly share the CheckINN Direct hotel lodging directory or specific room rates.

Prior to enrollment, clients do have access to a limited hotel search to see how many hotels are available in their potential travel area. If a client is persistent in identifying specific hotels or room rates, the CSR may provide a room rate range. Contact Michael Williams.

**How do CheckINN Direct clients know which hotel locations are in the program?**

CheckINN Direct clients receive a CLC\*Web Account that provides online access to information on participating hotels for free. Clients can map up to 40 hotels instantly nearest to their travel destination. In addition, clients can search for hotels by zip code, city, state and by radius. Clients can also search for hotels by desired amenities, such as truck parking or a hotel business center.

A print version of the hotel lodging can be ordered for \$9.95 by calling 1-888-545-9391. Updated directory inserts can be ordered for \$2.95 by travelers who have already purchased the full hotel directory.

**Is hotel directory assistance available?**

Travelers also can call 1-888-545-9391 to receive hotel directory assistance in the area where they are traveling for \$1.95 per location and per call. For example, if a client asks for a hotel look-up in Wichita, Kansas, and an additional hotel search in Atlanta, the client is charged \$3.90.

**Do the hotel rate ranges online include tax or not?**

CheckINN Direct CSRs can look up hotel rate ranges on the CheckINN Direct Enrollment "Find Hotels" page. These ranges are CLC rate ranges. For example, a CLC hotel contract rate may be \$36.50, but the online rate range is \$35-\$40. These hotel rate ranges do not include tax.

However, actual contracted CheckINN Direct hotel room rates do include tax. If an exact rate for a hotel in the lodging directory is required, contact Michael Williams.



---

**How often is the hotel lodging directory updated?**

The online hotel lodging directory is updated once a week. The updated hotel lodging directory insert is typically updated quarterly and can be purchased for \$2.95.

**What do the dollar signs in the hotel lodging directory mean?**

The dollar signs indicate value ranges of hotel rates. One means less expensive; five means the most expensive.

**What happens if a CheckINN Direct client orders a print directory but then changes their mind?**

Send a notification to the either of the following e-mails:

- o [kdevrieze@corplodging.com](mailto:kdevrieze@corplodging.com)
- o [mwiens@corplodging.com](mailto:mwiens@corplodging.com)

The order will be canceled immediately and a credit will be issued to the credit card.

**Since CheckINN Direct offers hotels in Canada, are the rates billed to CheckINN Direct clients in U.S. or Canadian dollars?**

All rates are in U.S. dollars. Any Canadian hotel stays will be billed to a client's credit card in U.S. dollars and an international exchange fee will be charged directly to the credit card.

**Will Corporate Lodging Consultants make a hotel reservation for a CheckINN Direct client?**

CLC will make the reservation for a modest fee of \$4.95. Typically, clients prefer to make their own reservations using hotels in the approved hotel list. If they want CLC to make the reservation, CheckINN Direct clients can call 1-888-545-9391. A \$4.95 fee applies for each room reservation.

**Are hotel reservations required?**

Reservations are not required. Clients can check in with their CheckINN Direct card if a room is available and will receive the CheckINN Direct rate without a room reservation. If desired, room reservations can be made in advance by calling the hotel directly or by calling CLC for reservations.

When travelers make their own reservations, the hotel should be informed that the client is enrolled in CheckINN Direct and that the hotel reservation is a direct bill to CLC. Some hotels may still require a valid credit/debit card to hold the reservation.

---

**Do client travelers have 24-hour support with any hotel difficulties?**

Live operators are available 24x7x365 at CLC's Traveler Support Center to provide assistance. The Traveler Support Center telephone number is 1.888.545.9391.

---

## **CheckINN Direct Fees**

### **What does it cost to participate in CheckINN Direct?**

There are no annual fees, monthly minimums or other recurring charges. Clients pay a one-time activation fee of only \$9.95 (unless a promotional key code is provided to waive the fee).

Clients pay a service fee of \$7.95 per room night when staying at a participating hotel. CheckINN Direct clients can discontinue participation at any time. A valid credit/debit card is required for enrollment.

## **CheckINN Card Usage**

### **Does a CheckINN Direct client have to use the CheckINN Card a minimum number of times?**

No, there is no usage minimum with CheckINN Direct.

### **How many cards does a CheckINN Direct client receive?**

CheckINN Direct clients can order as many cards as they need at no cost. Additional cards may be ordered online by accessing the CLC\*Web Account at [www.checkinncard.com](http://www.checkinncard.com) or by calling 1-888-336-9378.

### **What happens if a client's CheckINN Card is lost or stolen?**

Replacement cards can be ordered by accessing the CLC\*Web Account or by calling the Traveler Support Center at 1.888.545.9391.

### **What happens if a company employee is terminated?**

CheckINN Direct clients can cancel a CheckINN Card anytime via their CLC\*Web Account. The CheckINN Card does not need to be returned to CLC.

### **Can other travelers use another account/card holder's CheckINN Card?**

No, to avoid unauthorized transactions associated with a specific CheckINN Card, only the account or cardholder may use his/her card.

Additional CheckINN Cards can be ordered for additional company business travelers either online or by calling the Traveler Support Center.

---

**Can a CheckINN Direct client reserve multiple rooms with their CheckINN Card?**

Yes, a CheckINN Direct Card holder may reserve multiple rooms—provided that at least one of the travelers has their CheckINN Card with them upon check-in.

**Can a “generic” CheckINN Card be set up?**

If a client requests to set up “generic” names on CheckINN Cards, this is permissible. For example, a fleet company may employ multiple independent truckers with a high turnover. Some companies want to be able to create a generic card with Driver 1, for example, to be able to pass the card to the newly hired driver. This practice is not encouraged due to the fact that the CheckINN Card, if lost or stolen, could potentially incur unauthorized charges.

**Can clients use their CheckINN Card for vacations or leisure travel?**

CheckINN Direct is a hotel lodging solution for small business owners and business travelers. CLC negotiates discounted hotel rates for business travel only.

**What happens if information on a CheckINN Card is entered incorrectly?**

Send an e-mail notification to:  
[sfoiles@corploding.com](mailto:sfoiles@corploding.com)

The error will be addressed prior to the CheckINN Card being mailed.

**Credit Cards**

**Why is a valid credit card required for enrollment?**

CLC bills the client’s credit card after first auditing the hotel bill to ensure the client has been charged the correct negotiated hotel contract rate. Any additional purchases at the hotel (phone calls, food, gift shop, etc.) are paid with a credit card by the traveler prior to checking out.

Credit card verification may result in a \$1.95 fee being charged to their credit/debit card. This fee will be credited back within 48 hours. All credit card charges will appear as Corporate Lodging Consultants (Wichita, KS).

**Why is the CVV2 credit/debit card number required?**

The CVV2 number is a security measure used to verify that the credit/debit card belongs to the traveler enrolling. It is only used during the enrollment process and is not kept on record or file at CLC.





---

**How long does it take before a client's credit card is billed for the hotel room stay?**

The billing process is dependent on the hotel's billing process. Almost 70% of CheckINN Direct hotels use WebCheckINN, an automated billing system that notifies CLC of a hotel lodging stay electronically within 24-48 hours. CheckINN Direct hotels not using WebCheckINN send hotel stay invoices directly to CLC via mail or fax. This process can delay the billing of the client's credit card.

**Can a CheckINN Direct client change or update a credit/debit card?**

Yes, travelers can access their CLC\*Web Account to update or modify and credit/card information; or they may call the CheckINN Direct Client Service Center at 1-888-336-9378.

**Can a CheckINN Direct client continue to use CheckINN Direct if the credit/debit card has expired?**

No, an expired credit/debit card will place the CheckINN Direct account on hold. Direct mail and e-mail communications are sent to clients with credit/debit cards about to expire. In addition, expired credit/debit card notifications are sent.

If a credit/debit card has expired, the CheckINN Direct client must call the CheckINN Direct Client Service Center at 1-888-336-9378 to re-activate their account.

**CheckINN Direct Program Usage**

**How soon can a CheckINN Direct client begin to use the program?**

CheckINN Direct clients can use the program immediately upon sign-up by accessing their online CLC\*Web Account and printing a temporary CheckINN Card voucher from the "Welcome" screen. This temporary voucher is available online for 14 days. The hotel will more than likely keep the voucher after the stay, so travelers should plan on using one per stay.

CheckINN Direct clients receive their permanent CheckINN Card(s) via mail 10 business days after enrollment.

**Is it possible to fax temporary CheckINN Card vouchers?**

Unfortunately we are unable to fax temporary vouchers for security reasons.

---

### **What happens during check-in at a participating hotel?**

Clients simply present their CheckINN Card and a photo form of identification at the front desk of a CheckINN Direct hotel upon arrival. A credit card is presented for hotel incidentals only, such as telephone calls or in-room service.

Clients experiencing difficulty checking in can contact the CLC's Traveler Support Center toll-free at 1-888-545-9391. There is no charge for the call. The Traveler Support Center is available 24x7x365.

### **What happens if a hotel refuses a card?**

Travelers should call the Traveler Support Center immediately at 1.888.545.9391. The only time a hotel can legitimately refuse to honor a CheckINN Card room is when there is a blackout date. The Traveler Support Center can determine whether or not a blackout date is found within the hotel contract.

The Traveler Support Center toll-free number, 1-888-545-9391, can be found at the top of the CheckINN Card.

### **What happens during checkout at a participating hotel?**

Upon checkout, the hotel presents the client with a folio to sign, which indicates that the room and tax have been billed to CLC. Any incidentals are paid for by the client's credit card.

After the invoices are audited by CLC, the client's credit card is charged for the hotel room, applicable taxes and the CheckINN Direct \$7.95 per room night transaction fee.

### **Can a CheckINN Direct client view past hotel stays and transaction history?**

Yes, the client can access their CLC\*Web Account to view all past hotel transaction history. This history is stored for three years. This transactional history can be used for tax purposes and expense reports. It includes the date of stay, the hotel, the name of the business traveler and billing details.

### **What happens if a client's account has been terminated and calls to re-enroll?**

If a CheckINN Direct client calls asking to re-enroll in CheckINN Direct, refer the call to the CheckINN Direct Client Service Center. Clients should never be re-enrolled in the event that their account was previously terminated due to a delinquent account. A past CheckINN Direct client account should never be re-enrolled until the account history has been researched.



---

### **What if a client doesn't like the program?**

Satisfaction is guaranteed. Clients may return their CheckINN Card for a refund of the enrollment fee. The address for returns is:

Attn: CheckINN Direct Customer Service  
Corporate Lodging Consultants, Inc.  
8111 E. 32nd Street North  
Suite 300  
Wichita, KS 67226

### **CheckINN Direct Client Service Support**

#### **Traveler Support Center Services:**

**1.888.545.9391**

- **Hotel Check-In Support**

CLC will provide toll-free, 24x7x365 Operator Assistance to help travelers if they encounter problems while checking into a CLC approved hotel. If questions or problems arise during check-in, the traveler or the hotel desk clerk may call Corporate Lodging's Traveler Support Center and speak directly to a Customer Service Representative. In most cases, the question can be answered or the problem resolved during this phone call.

This service is provided at no charge to all CLC clients.

- **Hotel Directory Assistance**

Toll-free, 24x7x365 Hotel Directory Assistance is available to all CheckINN Direct clients. The CSR will provide the caller a listing of the nearest hotels along with the phone numbers. The caller can then contact the hotel directly and make his or her own reservation.

A service charge of \$1.95 per call per hotel per location will apply.

- **Hotel Reservation Service**

Toll-free, 24x7x365 Reservation Assistance is available to all CheckINN Direct customers.

A service charge of \$4.95 per individual traveler reservation will apply.

---

**CheckINN Direct Client Enrollment Services:**

**1.866.226.1544**

- **Enrollment**

Travelers can enroll directly in CheckINN Direct by calling a CheckINN Direct Customer Service Representative.

Enrollment hours:

Monday–Thursday, 8 a.m.–7 p.m., Central Time

Friday, 8 a.m.-5 p.m., Central Time

**CheckINN Direct Client Service Support:**

**1.866.336.9378**

**[www.checkinndirect.com](http://www.checkinndirect.com)**

- **Client Service Support**

CheckINN Direct clients can call the CheckINN Direct Client Service Support team with billing and accounting questions. Clients also may call the CheckINN Direct Client Service Support Center to:

- Retrieve misplaced user name and password information.
- Order/replace additional CheckINN Cards.
- Update credit card information.

Service hours:

Monday–Friday, 8 a.m.-5 p.m., Central Time