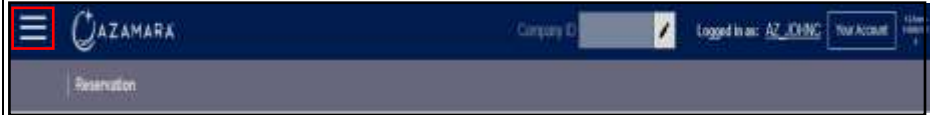


## Travel Agent - How to Cancel a Hotel Stay for Groups

### Step 1

Let us start on the Reservations screen. Click the **3 Bars** symbol on the left side of the screen.



### Step 2

This will open the Main Menu screen. Click on the **Find Group** line.



### Step 3

We will arrive on the Groups screen. Under the Find Groups section enter **Group RES Number** in the **Group #** field. Then click the **Search** button.



### Step 4

The Group Results menu will open. Click on the Group you wish to work with, and it will become **Highlighted**. Then click the **EDIT** tab inside the Group booking.



## Step 5

This will take us to the Review Group screen. Scroll down to the **Hotel Requests** line. On the right side of the Hotel Request line click the **Pen & Pen** symbol.

The screenshot shows the 'Group Review' screen for reservation 10000121. The 'Hotel Requests' section is expanded, showing a table with columns: Location, Hotel Code, Room Type, Start Date, End Date, Nights, Capacity, Qty, and Avail. The first row shows 'PERTH (FREMANTLE), AUSTRALIA' with Hotel Code 'PRE-PACIFIC', Room Type 'STANDARD', and a price of \$0.00. The 'Pen & Pen' icon is visible in the top right corner of the 'Hotel Requests' section.

## Step 6

We will be brought to the Booked Hotel Rooms section. Here we will see our Hotel Rooms that are booked. If the Hotel Room has been booked through Groups we may cancel it by going to the far right of the Hotel Requests line. Click on the **Trash Can** symbol.

The screenshot shows the 'Booked Hotel Rooms' section for reservation 10000121. It displays a table with columns: Effective Date, Check In, Check Out, Nights, City, Hotel Code, Room Type, Capacity, Qty, Avail, and Price. The first row shows 'Dec 23, 2022, 8:10:00 AM' to 'Feb 20, 2024' for 'PERTH (FREMANTLE), AUSTRALIA' with a price of \$0.00. A red box highlights the 'Trash Can' icon in the top right corner of the 'Booked Hotel Rooms' section.

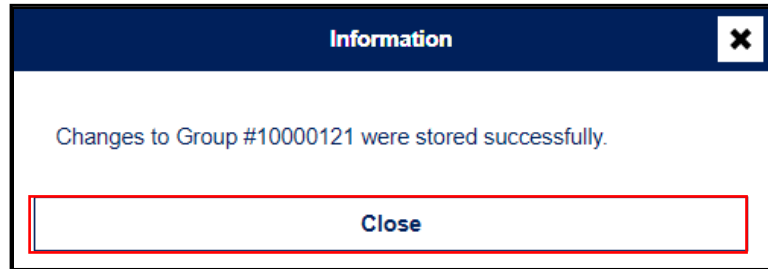
## Step 7

This will bring us back to the Booked Hotel screen. Click the **Continue** button at the bottom of the screen.

The screenshot shows the 'Booked Hotel Rooms' section for reservation 10000121. It displays a table with columns: Effective Date, Check In, Check Out, Nights, City, Hotel Code, Room Type, Capacity, Qty, Avail, and Price. The first row shows 'Dec 23, 2022, 8:10:00 AM' to 'Feb 20, 2024' for 'PERTH (FREMANTLE), AUSTRALIA' with a price of \$0.00. A red box highlights the 'Continue' button at the bottom right of the screen.

## Step 8

We will receive an Information message telling us we have stored our changes to our Group successfully. Click the **Close** tab.



## Step 9

This will bring us back to the Review Groups screen. On the **Hotel Requests** line, we will now see the Hotel Requested has been removed.

