

**ADDENDUM TO THE INSTRUCTION FOR SERVICING PAYMENTS BY BANK CARDS AT A POS TERMINAL**

**INSTRUCTIONS**

**FOR A HOTEL ROOM BOOKING/RENT-A-CAR GUARANTEE**

**WITHOUT THE PHYSICAL PRESENCE OF A CARD**

**1. Before a hotel room booking/rent-a-car guarantee without the physical reading of a bank card at a POS terminal.**

- 1.1. The merchant shall provide the cardholder with accurate and clear information in writing/electronically about:
- 1.1.1. Name and correct address of the hotel
  - 1.1.2. Accommodation price/vehicle rent price;
  - 1.1.3. Payment currency;
  - 1.1.4. Accommodation facility (bed, BB,HB, AI, etc.) at the hotels;
  - 1.1.5. Possible additional services included in the accommodation price/vehicle rent price;
- 1.2. Send/provide the cardholder by e-mail/by fax or another means with a form for a hotel room booking/rent-a-car guarantee;
- 1.3. The form shall contain the following obligatory details:
- 1.3.1. Name, contact information and mailing address of the hotel/rent-a-car company;
  - 1.3.2. Customer's personal and card data — number, expiry date, name, address and telephone of the cardholder.
  - 1.3.3. Names of hotel guests/car user (if different from the cardholder);
  - 1.3.4. Clear and accurate information about the offered booking — type and hotel accommodation facility/type and extras of the vehicle, services included;
  - 1.3.5. Number of booked rooms/cars and number of nights spent/days of using the vehicle;
  - 1.3.6. Length of stay/use, specifying a start and an end date and hour;
  - 1.3.7. Price per night/vehicle rent price per day;
  - 1.3.8. Conditions of the merchant for booking cancellation, methods and deadlines for cancellation;
  - 1.3.9. No-Show — conditions and penalty fee amount which the merchant will deduct from the customer's card in case the customer fails to appear at the hotel/rent-a-car place or if the cardholder is in breach of the conditions for booking cancellation.
  - 1.3.10. A cardholder accepts to cover additional expenses/adjustment amounts by debiting the card specified in the form after leaving the hotel/returning the car;
  - 1.3.11. Other conditions of the merchant;
  - 1.3.12. Declaration of confidentiality and keeping the received customers' personal data and card data by the merchant
  - 1.3.13. Data and cardholder's signature box
- 1.4. The form shall explicitly contain notification to the cardholder that a penalty amounting to the price for one night spent in a booked room/one-day rent of a booked car will be deducted if:
- The cardholder fails to check in at the hotel reception desk/fails to take the vehicle within one day as of the date of the accommodation/the time for receiving the car according to the guaranteed booking, or
  - The cardholder has not cancelled the booking in accordance with the policy of the hotel/rent-a-car company for booking cancellation.
- 1.5. The cardholder shall return to the merchant a completely filled in and **signed** form for a hotel room booking/rent-a-car guarantee by fax, e-mail or any other means;
- N.B.** The hotel/rent-a-car company **CANNOT deduct amounts in advance** from the customer's card before the persons who will use the the accommodation/hotel car/place of receipt of the vehicle have come.
- N.B.** If the merchant has not received a completely filled in and **signed** form for a hotel room booking/rent-a-car guarantee by the cardholder, the merchant **CANNOT** carry out a **No-Show** transaction at a later stage.

1.6. The GTC of the merchant shall comply with the following requirements:

1.6.1. The merchant cannot require a period for booking cancellation without due penalty longer than 72 hours before the hour and date of the accommodation/hour of receiving the vehicle;

1.6.2. In the cases when there is card booking guarantee within a period of 72 hours until the date and hour of the accommodation/receiving the vehicle, the time in which cancellation can be made cannot be earlier than 6 pm on the date of arrival of the customer on the address of the hotel/rent-a-car company where the car will be received. In such cases the information about the cancellation shall be provided to the customer in writing, including the exact time when the favourable conditions for cancellation are no longer effective.

1.6.3. If the customer fails to appear at the hotel/place of receiving the vehicle on the start date of the booking without it being cancelled, the merchant shall keep at the customer's disposal the booked rooms/vehicles up to the check-out hour on the next day following this date/24 hours after the hour of receipt specified in the booking.

1.6.4. If the merchant fails to provide the accommodation/vehicle when the customer arrives at the hotel to check in at the reception desk/to receive the vehicle from the previously determined place to rent, the merchant shall provide the customer with:

- Identical accommodation conditions for one night at another hotel/identical or a higher class car without additional expenses for the customer;
- Transportation to the other hotel — for hotels;
- Transmitting the received messages to the other hotel and a three-minute telephone conversation made by the customer if the latter has expressed his/her willingness to do so — for hotels.

## 2. Blocking of an amount on a card for a hotel room booking /using rent-a-car service guarantee

2.1. The merchant can **block** the due amount for the hotel room booking/rent-a-car service guarantee on the customer's card by **manually** entering card data specified in the form for a hotel room booking/rent-a-car guarantee at a POS terminal.

2.2. Blocking an amount without physical reading of the card is considered **approved (successful) only there is a printed POS terminal receipt with an authorization code consisting of 6 symbols** (digits and/or letters);

N.B. By blocking an amount on a card (authorization), the card **SHALL NOT** be financially debited.

## 3. Booking confirmation

The merchant shall send written confirmation to the cardholder by e-mail/by fax/by post about the booking guarantee. The confirmation shall contain the following mandatory details:

3.1. Name of cardholder and name of the persons who will use the service (in case of different persons);

3.2. Card number — the digits shall contain \* with the exception of the last four digits;

3.3. Expiry date;

3.4. **BOOKING CONFIRMATION CODE;**

3.5. Correct and full address of the hotel/place for receiving the vehicle;

3.6. Requirements of the hotel/rent-a-car company concerning customer's obligations.

3.7. Unambiguous notification about the exact payment amount and currency which will be deducted from the card as a NO-SHOW penalty in the cases in item 1.4.

## 4. Booking cancellation by the customer

4.1. The merchant shall accept each booking cancellation without deducing a penalty if the cancellation is made by the customer in accordance with the requirements the customer has agreed with during the booking and which are subsequently confirmed by the confirmation code;

4.2. If the guaranteed booking is cancelled by the cardholder in accordance with the cancellation conditions of the merchant, the latter shall unblock the amount (cancel authorization) of the guaranteed booking on the customer's card by a manual operation without the physical presence of the card at a POS terminal.

4.3. The merchant shall provide the cardholder with written confirmation about booking cancellation by fax/by e-mail/by post which must specify:

- CANCELLATION CODE with advice to keep it in case of future disputes;

- Cardholder's Name;
- Card number — the digits of the number are replaced by \* with the exception of the last four digits;
- Expiry date of the card;

#### **5. Deducting a No-Show penalty for a hotel/rent-a-car at a POS terminal without the physical presence of a card.**

If the cardholder/guest/user of the place for using hotel accommodation/receiving the vehicle does not appear **within 24 hours after the check-in time at the hotel/time to receive the car on the starting date of the accommodation/receiving the vehicle** or fails to comply with the conditions for booking cancellation of the hotel/rent-a-car company, the merchant can deduct a **No-Show** penalty amounting to 1 night for each room/1 day of use for each car.

**5.1.** The employee working at the POS terminal shall enter manually the due No-Show amount at the POS terminal according to the card data and the due No-Show amount at the POS terminal in line with the respective technological sequence;

**5.2** The printed POS terminal receipt should contain the following message in the cardholder's signature box: "NO-SHOW";

**5.3.** The merchant shall keep all documents about the hotel room booking/rent-a-car guarantee, the hotel room booking/rent-a-car guarantee form received and signed by the customer, the POS terminal receipt/s about the blocked amount, the confirmation to the customer about the card booking guarantee, the booking cancellation by the customer, the confirmation to the customer about the booking cancellation, the POS terminal receipt confirming the deducted amount for the No-Show penalty fee, etc.