

## **Centralised Domestic Commissions – Rezidor update**

**From May 2011, The Rezidor Hotel Group will enhance its commission payment process and policy to provide a faster and more comprehensive commercial proposition for the travel trade, venue finding and conference agencies sector.**

Frequently Asked Questions (FAQs)

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### ***1. How are domestic commissions processed for the UK?***

Transient commissions to UK agents from domestic hotels are processed centrally via WPS, Rezidor's preferred channel for commission settlements, alongside those from Rezidor's EMEA hotels,

### ***2. What about commissions for groups, meetings and C&B bookings?***

Commissions for groups, meetings and C&B bookings will continue to be paid via WPS for all Rezidor UK properties.

The same applies to Rezidor EMEA properties who use WPS.

### ***3. What about room rates inclusive of Breakfast?***

Commission will be calculated on packaged room rates, whether B&B basis or Dinner B&B basis where applicable for UK hotels.

### ***4. How often is commission paid?***

Rezidor and WPS will process all commission payments on a weekly rather than monthly basis originally. This will accelerate considerably the past process used by Rezidor.

WPS normally sets up all agencies/profiles on weekly payment, so this new process only requires Rezidor to change its own systems, not WPS itself.

(See more information about WPS at the end of this document)

### ***5. What happens with no shows or cancellations?***

Rezidor UK properties will pay the applicable commission on revenues from paid no shows and paid cancellation fees/charges (based on contracted items where commission applies).

## **Commission Percentages**

### ***6. What are Rezidor's commission levels by country?***

UK hotels commission is 10% of net revenue value plus VAT. This applies to all pre-booked items like accommodation, meeting space and banqueting, excluding 3<sup>rd</sup> party services i.e. equipment hire, laundry, etc.

Outside the UK (EMEA region), the commission on accommodation may be of 8% on net revenue in certain countries, to reflect local practice. For pre booked conference and banqueting revenues in EMEA Rezidor properties, a commission of 7% net of revenue value applies.

## **Next Step**

### ***7. What do I need to do next?***

Unless you have selected the set up as "monthly payment" in your agency profile in WPS, you do not need to take any action. You should contact WPS direct should you wish to alter your payment set up to weekly, as this will ensure prompter payment from Rezidor.

For any additional questions besides WPS please contact your account manager.

## **About WPS**

WPS consolidates commission payment for various international hotel groups including Rezidor.

If you need a log in to access WPS or have questions on WPS, please contact them directly on:

Tel: +34955031400

email: [logistic@wpsnetwork.com](mailto:logistic@wpsnetwork.com)

[www.wpsnetwork.com](http://www.wpsnetwork.com)

Only when logged in you have access to the Travel Agency user guide, plus your profile and payment information.