

LANYON – COMPLETE YOUR PROPERTY PROFILE

INTRODUCTION

As most clients request the same information to be completed as part of their RFP, Lanyon provides functionality to store this information for you. That means that you do not have to complete the same information over and over again.

This information is stored in your “Property Profile” within your Lanyon account. It is Quest Apartment Hotels policy that this section is completed and kept up to date with any changes.

You can access your Property Profile by clicking on Property Management in the navigation bar and selecting “Property Profile”.

IN PROGRESS VS. APPROVED

When you login for the first time, a yellow warning sign will be displayed on each of the tabs. This sign indicates that the category is incomplete with the status of “in Progress”. You can change this status once you have completed all necessary fields within the category on the bottom of the page by selecting “flag this category as approved” before clicking “save change”.

Flag this category as approved
 Keep this category in progress

Save Changes
Reset

Only once a category has been set to “approved” will the information be used when completing a bid. Categories with the status “in progress” within your profile will be ignored when completing a bid.

COMPLETING YOUR PROPERTY PROFILE

Some clients use the search functionality in Lanyon to determine which hotels will be invited to participate in a particular RFP. We would therefore highly recommend the property completes as many fields as possible within your property profile. Most fields are self-explanatory and just refer to generic information about your property. Below is an overview of fields that we would like you to pay extra attention to and questions that might be harder to complete:

General Profile:

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Division	Basic information	Please leave this field empty, the division field is not used by QAH.
Chain defined group	General	Please leave this field empty, the Chain defined group field is not used by QAH.
Brand	Brand and Ownership	This field should already be populated with QUEST HOTELS-QG.

Check-in and Check-out time	General Cancellation Policy	The QAH brand standard for check-in and check-out times are 2pm for check-in and 10am for check-out.
Cancel time	General Cancellation Policy	The QAH brand standard for cancellations is 24 hours prior to arrival. Therefore please set this field to 24hr.
Primary Property Type, Secondary Property Type and Additional Property Type	Ratings	Please ensure that the Primary Property Type has been set to "Hotel". In secondary and additional fields, please select what is most relevant to your property such as: Corporate/Transient, Extended Stay, Condo and Limited Service.
Market Tier, Secondary Market Tier and Additional Market Tier	Ratings	Please ensure that the Primary Market Tier has been set to "Upper Midscale". Depending on your property, you may want to add "Midscale" and "Upscale" in the secondary and additional market tiers.
Star Rating	Ratings	Please ensure this is set to 4 stars unless otherwise advised by your Franchise Relationship Manager.

Airports:

Please ensure that you include all relevant airports in your area. For example for Melbourne, include MEL (Melbourne Airport) and MEB (Essendon Airport).

Blackouts/ Fair Dates

The QAH Brand Standard is that there are no black-out dates for National Accounts. Therefore please ensure that you do not enter any dates in this section.

Communications

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Data Connection in Guest Room, Data Connection in Business Centre and Data Connection in Public Area	Communication	Please ensure that this is set to Yes for Wireless Internet with a suitable description. Free Wi-Fi is a QAH brand standard.

Contacts

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Management Company	Chain, Management or Representation Company Level Contacts	Please include: nationalaccounts@questapartments.com.au

Descriptions

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Short	Property	Please ensure this is completed with max 250 characters, getting across your location and key selling points.
Typical	Property	Please ensure this is completed with max 500 characters, getting across your location and key selling points.

Dining options

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Restaurants	Restaurants	Please upload your charge back restaurants but set the “on property field” to “No”.

Distribution Systems

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Sabre/Abacus/infini GDS	Distribution System Information	Please ensure you complete this with your GDS chain code and property number. If you don't know your GDS code, please see your GDS Switch over letter.
Apollo/Galileo GDS	Distribution System Information	Please ensure you complete this with your GDS chain code and property number. If you don't know your GDS code, please see your GDS Switch over letter.

Amadeus GDS	Distribution System Information	Please ensure you complete this with your GDS chain code and property number. If you don't know your GDS code, please see your GDS Switch over letter.
Worldspan/Axess GDS	Distribution System Information	Please ensure you complete this with your GDS chain code and property number. If you don't know your GDS code, please see your GDS Switch over letter.

Dining options

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Latitude and Longitude	Primary Location	You can find your Latitude and Longitude by searching on Google Maps. A quick link to the instructions can be found here: https://support.google.com/maps/answer/18539

Multimedia

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Multimedia Files	Multimedia Files	Please ensure that you upload a range of images, with a minimum of an external image, lobby image and one image for each bedroom type.

Rate General Information

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Rates will be loaded in CRS	Rate Loading and Guarantees	Set to: Yes
Rates will be loaded in GDS	Rate Loading and Guarantees	Set to: Yes
Rates Guaranteed without Credit Card	Rate Loading and Guarantees	Set to: Yes
Last Room Availability definition	Rate Loading and Guarantees	Set to: Last Room Availability means the last room that is sold to publicly available channels. To check the last room availability

		check www.questapartments.com.au
Room guaranteed for late arrival	Rate Loading and Guarantees	Set to: Yes
Rates guaranteed for the year	Rate Loading and Guarantees	Set to: Yes
Government Rates ID required at Check-in	Government Rates	Set to: Yes
Government Rates Available to Contractors	Government Rates	Set to: Yes Based on Availability
Preferred Rates Available for Personal Use	Preferred Rates	Set to: No
Preferred Rates Available for Retired Employees	Preferred Rates	Set to: Yes
Preferred Rates Available for Subsidiary Employees	Preferred Rates	Set to: No
Preferred Rates Available for Contractors	Preferred Rates	Set to: No

Rooms

<u>Field</u>	<u>Section</u>	<u>Instructions</u>
Rooms	Rooms	Please ensure that all your room types are added.

QUESTIONS AND CONTACT

If you have any questions on how to use Lanyon or about the content of this user guide, please contact the QAH Lanyon Administrator via revenue@questionapartments.com.au .