

# Manual STC Extranet

Status December 2022

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## 1 General information on content management

Switzerland Travel Centre obtains static hotel data, hotel images and all updates from the Swiss hotel database <https://portal.swisshoteldata.ch>. This is where central data maintenance takes place. Make sure that this hotel entry always contains your current information.

You can view your hotel entry in the Swiss hotel database at any time with your user login and make adjustments. If you no longer have the password, you can request it by calling 031 370 44 55 or by sending an e-mail to [login@hotelleriesuisse.ch](mailto:login@hotelleriesuisse.ch)

What must be managed in the Swisshoteldata.ch database?

- Hotel name and address details
- hotel pictures
- Services (hotel information such as check-in / check-out times)
- Infrastructure (hotel / hotel grounds)
- Infrastructure (in town / surroundings of 10 km)
- Accepted means of payment
- Number of rooms / beds
- 

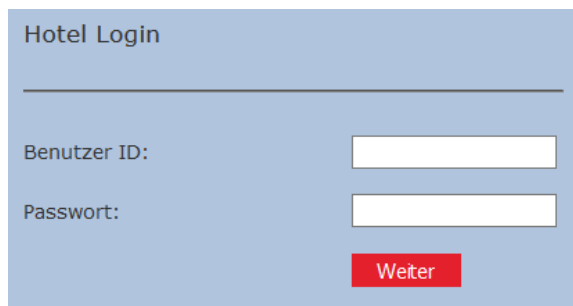
What must be managed in the STC database?

- Text material (hotel description and directions)
- Room entries (complete: room equipment, room description and room picture)
- Sales data (prices and availability)

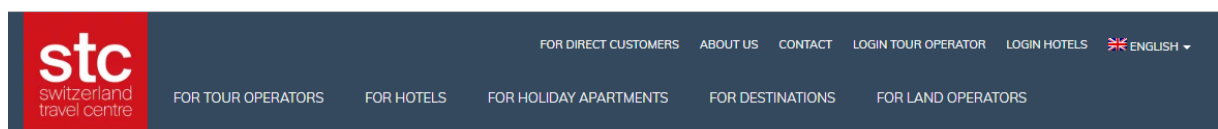
## 2 Login

There are two ways to log into the STC database:

either: <https://extranet.stc.ch>

A screenshot of a web form titled "Hotel Login" with a light blue background. Below the title is a horizontal line. There are two input fields: "Benutzer ID:" and "Passwort:". Below the password field is a red button with the text "Weiter" in white.

or: <https://trade.switzerlandtravelcentre.ch/en/>



Please select the "LOGIN HOTELS" tab and you will be taken to the hotel login screen.

Once you have logged into the STC database you will see the view below:

Disponibilità

Pension Fellenbärg, CH-3531 Oberthal - (ID: 16468 - Attivo)

Selezione: Mese **Marzo 2019** Livello di prezzo **RAC** **Aggiornare**

Disponibilità di camere: Ultimo aggiornamento: 21.02.2019 10:35:34

[Descrizione codice prezzo.](#)

	Marzo 2019												
RAC	19	20	21	22	23	24	25	26	27	28	29	30	31
Chiudere													
DZ	2	2	2	2	2	2	2	2	2	2	2	2	X
EZ	1	1	1	1	1	1	1	1	1	1	1	1	X

1-99 = Numero di camere disponibili  
 0 = Nessuna camera disponibile (annullamento per questo periodo = disponibilità riaperta)  
 X = chiuso  
☐ = prezzi non disponibili

Categorie di prezzo: ☒ RAC ☐ NRF

By default, the "Menu" bar is hidden.

The "Menu" bar is opened automatically as soon as you move the cursor to the left edge or press the button to open the menu (see 1) with a mouse click.

The "Menu" bar is closed again when a menu item is selected, or a mouse click is made in the content page.

At any time, you have the possibility to change the language selection (picture mask top right).

**Italiano** **Esci 16468**

Deutsch  
 Français  
 Italiano  
 English

### 3 Availability

#### 3.1 View

In the basic screen of the menu "Availability" you get a short overview of the created room categories for the current month as well as the created price level categories.

Disponibilità

Pension Fellenbärg, CH-3531 Oberthal - (ID: 16468 - Attivo)

Selezione: Mese **Marzo 2019** Livello di prezzo **RAC** **Aggiornare**

Disponibilità di camere - Ultimo aggiornamento: 21.02.2019 10:35:34

[Descrizione codice prezzo.](#)

	Marzo 2019												
RAC	19	20	21	22	23	24	25	26	27	28	29	30	31
Chiudere													
DZ	2	2	2	2	2	2	2	2	2	2	2	2	X
EZ	1	1	1	1	1	1	1	1	1	1	1	1	X

1-99 = Numero di camere disponibili  
 0 = Nessuna camera disponibile (annullamento per questo periodo = disponibilità riaperta)  
 X = chiuso  
☐ = prezzi non disponibili

Categorie di prezzo: ☒ RAC ☐ NRF

You have the possibility to change the month and the price level at any time.

Pension Fellenbärg, CH-3531 Oberthal - (ID: 16468 - Attivo)

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Selezione: Mese **Marzo 2019** Livello di prezzo **RAC** **Aggiornare**

To update the mask, confirm your selection with the button "Update".

## Overview over 1 year

Overview

---

Shows availability of the next months

Overview

Printer Friendly Version

Last 3 month

- Displays the availability of the selected rate level.
- For an overview of the other rate levels, select and update rate level.

[illegible][illegible]

STC distinguishes between **two types of availability**:

**Absolute availability:** independent room allotment

Marzo 2019									
RAC	19	20	21	22	23	24	25	26	27
Chiudere									
DZ	2	2	2	2	2	2	2	2	2
EZ	1	1	1	1	1	1	1	1	1

1-99 = Numero di camere disponibili  
0 = Nessuna camera disponibile (annullamento per questo periodo =  
X = chiuso  
 = prezzi non disponibili

Categorie di prezzo: ☒ RAC ☐ NRF

**Freesale:** Room allotment linked to daily availability

Marzo 2019												
NRF	19	20	21	22	23	24	25	26	27	28	29	30
DZ												
EZ												

 aperto  chiuso  
 = prezzi non disponibili

Categorie di prezzo: ☐ RAC ☒ NRF

### Explanation Freesale setting:

Room allotment in rate level NRF is derived from daily availability in rate level RAC.

This means that as long as rooms are activated in the RAC rate level, reservations can be generated for the daily rate as well as for the promotional offer.

If you only want to allow bookings at the daily rate, but not for the promotional offer for a certain period, you can close the corresponding room allotment of the promotional rate level (in this case, rate level NRF).

### 3.2 Maintaining Availabilities

If you do not transmit your sales data to STC via a PMS or Channel Manager provider, you can adjust the room allotment manually:

Room availability - Last update: 22.08.2019 09:35:27

---

[Rate code description](#)

	March 2020											
RAC	1	2	3	4	5	6	7	8	9	10	11	12
Close	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DZ	2	2	2	2	2	2	2	X	1	1	1	X
EZ	X	1	1	1	1	X	X	1	1	X	X	X

1-99 = Number of available rooms  
0 = no available rooms (in case of a cancellation for this period = availability will be in)  
X = closed  
☐ = no rate available

Rate levels: ☒ RAC ☐ NRF



**Save month**

---

Fast entry

---

Room type:    Begin (dd.mm.yyyy)    End (dd.mm.yyyy)    Available

☒ DZ ☒ EZ             

Rate levels: ☒ RAC ☐ NRF

**Save period**

#### Enter individually:

- Enter allotment per date
- 1-99 = number of available rooms
- 0 = no rooms available  
(For cancellations for this period = allotment will be reopened!)
- X = blocked (bookings not possible)
- Confirm modification with „Save month“

#### Fast entry:

- Pay attention to room types and rate levels.
- Several rate levels can be updated at once
- Confirm entry with „Save period“
- Information will be updated in the table

#### ADVICE:

If possible, always load availability one year in advance.

Save all adjustments / changes with the corresponding save button.

### 3.3 Adjust availability (ONLY for manual management)

#### 3.3.1 Manual (individual data)

Manual closing with setting „Absolute availability“:

Enter a **new value** in the table and save it

March 2020						
RAC	1	2	3	4	5	6
Close	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DZ	2	2	3	2	2	2
EZ	X	1	1	1	1	X

1-99 = Number of available rooms  
0 = no available rooms (in case of a cancellation)  
X = closed  
☐ = no rate available

Rate levels: ☒ RAC ☐ NRF

**Save month**

If completely „close“ ->**set hook** and save

March 2020									
RAC	1	2	3	4	5	6	7	8	9
Close	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DZ	2	2	3	X	3	0	2	2	2
EZ	X	1	1	1	1	X	X	1	1

1-99 = Number of available rooms  
0 = no available rooms (in case of a cancellation for this period =  
X = closed  
☐ = no rate available

Rate levels: ☒ RAC ☐ NRF

**Save month**

**IMPORTANT – do not forget to „Save“!**

Manual closing with „Freesale“ setting:

**Click** on the room category of the respective day

March 2020								
NRF	1	2	3	4	5	6	7	8
DZ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EZ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☒ open ☐ closed  
☐ = no rate available

Rate levels: ☐ RAC ☒ NRF

**Save month**

**IMPORTANT – do not forget to „Save“!**



### 3.3.2 Fast entry

The fast entry simplifies the administration of room allotments over a longer period, such as when allotments are blocked for several days due to a trade fair:

#### Manual closing with setting „Absolute availability“:

The screenshot shows the 'Fast entry' form with the following fields and values:

Room type:	Begin (dd.mm.yyyy)	End (dd.mm.yyyy)	Available
<input checked="" type="checkbox"/> DZ <input type="checkbox"/> EZ	23.03.2020	23.03.2020	3

Rate levels: ☒ RAC ☐ NRF

**Save period**

- Specify/select affected room types
- Enter time period
- Select number of rooms ( X = lock )
- Click on all affected rate levels

**IMPORTANT – do not forget to „Save“!**

#### NOTE:

Availabilities = 0: if you get a cancellation for this date, the allotment jumps back to 1.

Availabilities = X: blocked (for company holidays or overbooked data)

If a day is definitely fully booked, close all rooms in all price levels and confirm with "Save time period".

#### Manual closing with „Freesale“ setting:

The screenshot shows the 'Fast entry' form with the following fields and values:

Room type:	Begin (dd.mm.yyyy)	End (dd.mm.yyyy)	Availability
<input checked="" type="checkbox"/> DZ <input type="checkbox"/> EZ	27.03.2020	27.03.2020	<input checked="" type="checkbox"/> open <input type="checkbox"/> closed

Rate levels: ☐ RAC ☒ NRF

**Save period**

- Specify/select affected room types
- Enter time period
- Select room availability: red=closed / green=open
- Tick all affected price levels

**IMPORTANT – do not forget to „Save“!**

## 4 Room rates

### 4.1 View

In the basic screen of the menu "Availability" you get a short overview whether room rates have already been entered or transmitted.

A red border means: **no rate** has been entered yet.

For the rate entry or verification select the menu "Rates".

Pension Fellenberg, CH-3531 Oberthal - STC Switzerland Travel Centre AG - (ID: 16468 - Active)

Selection: Month **February 2020** Rate level **RAC** **Update**

Room availability - Last update: 22.08.2019 09:35:27

[Rate code description](#)

	February 2020																
RAC	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Close																	
DZ	2	2	2	X	X	2	2	2	X	1	X	2	X	X	X	X	X
EZ	1	1	X	1	1	1	1	X	1	X	1	2	X	X	X	X	X

1-99 = Number of available rooms  
0 = no available rooms (in case of a cancellation for this period = availability will be increased)  
X = closed  
☐ = no rate available

Rate levels: ☒ RAC ☐ NRF

### 4.2 Entering room rates (ONLY for manual administration)

Selection: Room **DZ** Rate level **RAC** **Update**

Rates per room (CHF) **DZ** **RAC**

[Rate code description](#)

On rate level defined values:  
Maximum stay: 0  
Guarantee: GTD CC

	Period	1	2	Meals	-	++		Arrival possible	
								Mo Tu We Th Fr Sa Su	
↳	22.08.2019 - 30.09.2019	150	300	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7 days
↳	21.02.2020 - 30.04.2020	100	200	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14 days
X	DD.MM.YYYY - DD.MM.YYYY			Without meals	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	18.00

Valid for the following weekdays:  
Mo Tu We Th Fr Sa Su  
☒ ☒ ☒ ☒ ☒ ☒ ☒

**Save period**

#### Time period:

**Enter/Loading:** To enter a new time period, fill the last line with the white fields with your details.  
The last day of a time period is the same as the last night.  
(30.03.2019 - 03.04.2019: still valid for the night of 03.04.2019).

**Rates:**

Enter here the rates for the corresponding number of persons. The rates are always per room and not per person, except for additional persons:



additional adult person



additional child (2 – 11.99 years)

**Crib (baby cot):**

Here you define how much a cot costs. (Baby 0 - 1.99 years)

**NOTE:**

Save each change

In double rooms or multi-bed rooms, the single occupancy price must always also be recorded.

(Price double room for single occupancy or the same price as for 2 persons).

**Listing and explanation of the individual parameters:****1. Meals:**

Enter the standard meals here:

Without meals

Continental breakfast

Breakfast buffet

Half board

Full board

**2. Advance booking period:**

Enter here how many days before arrival a booking is possible.

0: Bookings on the day of arrival are still possible.

1: Bookings possible 1 day before arrival

**3. Block stay:**

Defines how many nights a package has to be booked for. Make the same entries here as for the minimum stay. (Block stay 2: The offer can only be booked for 2, 4, 6 etc. days)

**4. Maximum stay:**

With the maximum stay you can limit the possibility to stay - but it is not recommended.

**5. Arrival possible / Valid for the following weekdays**

Indicate here on which days of the week the guests are allowed to arrive or on which days the offer is valid.

Further information on the recording of Midweek / Weekend rates as well as arrival possible only on certain days can be found in Chapters 4.3 and 4.4.

## 6. Cancellation policy:

Here is defined how many days before arrival a free cancellation is possible. It is only defined until when the guest can cancel free of charge. Possible costs, which can arise with cancellations, are not communicated, since this is very different from hotel to hotel.

## 7. Guarantee:

STC distinguishes between "GTD CC" and "PREPAYMENT":

Rates per room (CHF) DZ RAC	Rates per room (CHF) DZ NRF (10% off value RAC)
<a href="#">Rate code description</a>	<a href="#">Rate code description</a>
On rate level defined values:	On rate level defined values:
Maximum stay: 0	
Guarantee: GTD CC	Guarantee: Prepayment
	Cancellation policy: -

### GTD CC - Guaranteed by credit card

A free cancellation is possible. The guest deposits the credit card as a guarantee against late arrival. Payment is made on site by the guest.

### PREPAYMENT – by credit card

No free cancellation is possible. A deposit or the complete advance payment is due on receipt of booking. After receipt of the booking the credit card deposited by the guest can be charged accordingly.

## 4.3 Adjusting/Modifying room rates (ONLY for manual administration)

Selection: Room **EZ** Rate level **RAC** **Update**

Rates per room (CHF) EZ RAC

[Rate code description](#)

On rate level defined values:  
Maximum stay: 0  
Guarantee: GTD CC

	Period		Meals	-	++	-	Arrival possible Mo Tu We Th Fr Sa Su	
-	19.03.2020 - 30.04.2020	90	Buffet Breakfast	0	1	1	☑ ☑ ☑ ☑ ☑ ☑ ☑	14 days
+	01.05.2020 - 30.09.2020	130	Buffet Breakfast	0	1	1	☑ ☑ ☑ ☑ ☑ ☑ ☑	7 days
X	DD.MM.YYYY - DD.MM.YYYY		Without meals	0	1	1	☑ ☑ ☑ ☑ ☑ ☑ ☑	18.00

Click on the arrow to transfer the corresponding time period to the white input line. Then, for example, the date or the room rate can be adjusted and the adjustment can be confirmed with "Save time period".

Selection: Room **EZ** Rate level **RAC** **Update**

Rates per room (CHF) EZ RAC

[Rate code description](#)

On rate level defined values:

Maximum stay: 0

Guarantee: GTD CC

	Period		Meals				Arrival possible Mo Tu We Th Fr Sa Su	
	19.03.2020 - 30.04.2020	90	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14 days
	01.05.2020 - 30.09.2020	130	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7 days
	 19.03.2020  30.04.2020	 90	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14 days

Valid for the following weekdays:

Mo Tu We Th Fr Sa Su

☒ ☒ ☒ ☒ ☒ ☒ ☒

**Save period**

### ATTENTION, please:

An existing rate period cannot be shortened by writing the new shorter period over the existing one. You must tell the system which time period is no longer needed and overwrite it with the rate 0 (=zero) and save it.

#### Falsch:

	Zeitperiode			Mahlzeiten				Ankunft möglich Mo Di Mi Do Fr Sa So
	15.04.2014 - 31.12.2014	110	120	Frühstücksbuffet	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
X	15.04.2014 - 31.12.2014	110	120	Frühstücksbuffet	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

#### Richtig:

	Zeitperiode			Mahlzeiten				Ankunft möglich Mo Di Mi Do Fr Sa So
	15.04.2014 - 31.12.2014	110	120	Frühstücksbuffet	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
X	15.04.2014 - 31.12.2014	0	0	Frühstücksbuffet	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

## 4.4 Loading Midweek / Weekend rates

Selection: Room **EZ** Rate level **RAC** **Update**

Rates per room (CHF) EZ RAC

[Rate code description](#)

On rate level defined values:  
Maximum stay: 0  
Guarantee: GTD CC

	Period		Meals	→	←	↔	Arrival possible Mo Tu We Th Fr Sa Su	⌚
X	21.02.2020 - 31.12.2020	90	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7 days

Valid for the following weekdays:  
Mo Tu We Th Fr Sa Su  
☒ ☒ ☒ ☒ ☐ ☐ ☐

**Save period**

**IMPORTANT:** The fields for the respective days on which arrival at the Midweek rates is possible must be activated and in addition the check marks under "Valid on following weekdays" must be set **ANALOG**. Only then save the input.

Same procedure to enter the price conditions of the weekend rates.

Selection: Room **EZ** Rate level **RAC** **Update**

Rates per room (CHF) EZ RAC

[Rate code description](#)

On rate level defined values:  
Maximum stay: 0  
Guarantee: GTD CC

	Period		Meals	→	←	↔	Arrival possible Mo Tu We Th Fr Sa Su	⌚
X	21.02.2020 - 31.12.2020	100	Buffet Breakfast	0	1	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7 days

Valid for the following weekdays:  
Mo Tu We Th Fr Sa Su  
☐ ☐ ☐ ☐ ☒ ☒ ☒

**Save period**

## 4.5 Recording rates with restrictions of the days of arrival

If an arrival is not possible due to a closing day / rest day on a certain weekday, you can save this restriction in the price entry as follows:

Selection: Room **DZ** Rate level **RAC** **Update**

Rates per room (CHF) DZ RAC

[Rate code description](#)

On rate level defined values:  
Maximum stay: 0  
Guarantee: GTD CC

	Period			Meals	0	1	2	Arrival possible	
								Mo Tu We Th Fr Sa Su	
	21.02.2020 - 30.04.2020	100	200	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	14 days
X	01.05.2020 - 30.09.2020	120	240	Buffet Breakfast	0	1	1	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	7 days

Valid for the following weekdays:  
Mo Tu We Th Fr Sa Su  
☒ ☒ ☒ ☒ ☒ ☒ ☒

**Save period**

In contrast to the recording of midweek/weekend rates, **the days on which an arrival is possible** must be activated here and **all check marks must be set under "Valid on following weekdays"**.

## 5 Room services / Facilities

In the menu "Room" you have the possibility to verify or complement the room entry. Before making an adjustment / change, first select the room type (single room / double room ...).

### 5.1 Room occupancy / room equipment

Room type **EZ**

Bed type: **King** Standard occupancy: **1**

No. of rooms: **0** Max. occupancy: **1**

Max. available: **0** No. of cribs: **0**

GDS Classification: **Regular** Location/View: **No specific View**

Room category: **Standard** No. of beds: **1**

Sort order: **A** Minimal room size in qm: **0**

#### Bed type:

- Single: single bed
- Twin: 2 separate beds
- Queen: 140/150 cm wide bed
- Double: 160 cm wide bed
- King: 180 cm wide bed

### Standard occupancy:

Number of beds in room without extra beds

### Number of rooms:

How many of this type are available in the hotel (NO influence on room allotment!)

### Maximum occupancy / further settings

The maximum occupancy gives information on how many people can stay in the room in total.

Room type **EZ** ▼

---

Bed type: **King** ▼      Standard occupancy: **1**

No. of rooms: **0**       Max. occupancy: **1**

Max. available: **0**       No. of cribs: **1**

GDS Classification: **Regular** ▼      Location/View: **No specific View** ▼

Room category: **Standard** ▼      No. of beds: **1** ▼

Sort order: **A** ▼      Minimal room size in qm: **0**

Effect on room rate:

Selection: Room **EZ** ▼      Rate level **RAC** ▼      **Update**

Rates per room (CHF) **EZ** **RAC**

---

[Rate code description](#)

On rate level defined values:  
Maximum stay: 0  
Guarantee: GTD CC

	Period	90	130	Meals	0	1	1	Arrival possible	
								Mo Tu We Th Fr Sa Su	
19.03.2020 - 30.04.2020	90	0	0	Buffet Breakfast	0	1	1	☑ ☑ ☑ ☑ ☑ ☑ ☑	14 days
01.05.2020 - 30.09.2020	130	0	0	Buffet Breakfast	0	1	1	☑ ☑ ☑ ☑ ☑ ☑ ☑	7 days
X DD.MM.YYYY - DD.MM.YYYY				Without meals	0	1	1	☑ ☑ ☑ ☑ ☑ ☑ ☑	18:00

### Max. available

Specification has no influence on bookability or allotment

### Number of baby beds

How many baby cots (cribs) are possible in the room?

### GDS classification


**(not relevant for STC)**

### Location/View

What view does the room have?

### Room equipment

Click on the appropriate room equipment

 **Room amenities** (click to hide details...)

---

<input type="checkbox"/> Adapted for wheel-chairs	<input type="checkbox"/> Bath	<input checked="" type="checkbox"/> Shower
<input checked="" type="checkbox"/> Toilet	<input type="checkbox"/> T.V.	<input checked="" type="checkbox"/> Cable-Satellite T.V.
<input checked="" type="checkbox"/> Radio	<input type="checkbox"/> Mini bar	<input checked="" type="checkbox"/> Hairdryer
<input checked="" type="checkbox"/> Modem connection	<input type="checkbox"/> Air conditioning	<input checked="" type="checkbox"/> Safe
<input type="checkbox"/> Balcony	<input type="checkbox"/> Location with preferential view	<input type="checkbox"/> Fire alarm
<input type="checkbox"/> Desk		



## 5.2 Room texts

### Room description

We need the detailed room description at least in German and English.

The English text material is then automatically translated into the foreign languages Spanish/Dutch/Chinese and Russian using GoogleTranslator.

For the foreign languages French and Italian, the automated translation can be activated at any time using the "Translate" button.

The screenshot shows a web interface for room descriptions. It has two main sections. The top section is titled 'Descrizione camera (massimo 600 segni)'. It features a row of language selection buttons: Deutsch, Français, Italiano (highlighted), English, Español, Nederlands, 中国, and русский. Below these is a text area containing the following Italian text: 'Shore Pavillon, misura 68m2, dotato di telefono; doccia e vasca idromassaggio; toilette separata; minibar e macchina da caffè Nespresso; aria condizionata; sicuro; accesso gratuito a internet; Wi-Fi; televisione al plasma; media hub; terrazza privata, parcheggio gratuito'. To the right of the text area are two input fields with the values '329' and '271', and a red button labeled 'Tradurre'. The bottom section is titled 'Descrizione breve della camera (massimo 30 segni)'. It also has the same row of language selection buttons. Below them is a text area containing 'Padiglione riva'. To the right are two input fields with the values '15' and '15', and a red button labeled 'Tradurre'.

### Room type short description

A short description must be loaded for each room type, e.g. double room, single room. IMPORTANT: Do not use special characters or mutated vowel.

The room description appears online (see example below) - the room description can also be displayed.

#### NOTE:

Save each change

The same procedure for all room categories

If additional room categories are to be activated or deleted, please let us know in writing.

The room code can either be determined from a combination of letters or numbers.

**Important: The room code must NOT contain any special characters** - it can lead to problems with the administration of the sales data via Channel Manager.

## 5.3 Room pictures

A maximum of 5 room pictures can be stored in each room entry, whereby only the first item is published externally, i.e. is displayed with the room price.

Descrizione breve della camera (massimo 30 segni)

Deutsch Français Italiano English Español Nederlands 中国 русский

Padiglione riva 15 15

Tradurre

Salva modifiche

Immagine (Grandezza attuale 740 x 483 pixel) Ultimo aggiornamento: 07.11.2014 11:09:05



Scegliete un nuovo Immagine da  
(Grandezza minima 650 x 365 pixel - jpg)

Browse... No file selected.

**Padiglione riva** 



**CHF 410.00**

per 1 notte  
cancellazione gratuita fino a giovedì 28 marzo 2019

**Tariffa standard: Cancellazione gratuita**  
Nienti pasti  
Le cancellazioni e le modifiche che si svolgono a tempo debito, secondo i termini di cancellazione dell'hotel sono gratuite. Per cancellazioni e le modifiche tardive verranno applicati i termini dell'albergo.

[- Nascondere i dettagli](#)


**Tipo di letto**  
Twin  
Da noi restano ancora 2 camere a questo prezzo.

**Servizi in camera**  
Aria condizionata, AM/FM radio, Balcone, TV con via cavo/satellite, TV, Scrivania, Allarme antincendio, Asciuga Capelli, Minibar, Safe, Water closet, Doccia,

**Camera**  
Shore Pavillon, misura 68m2, dotato di telefono; doccia e vasca idromassaggio; toilette separata; minibar e macchina da caffè Nespresso; aria condizionata; sicuro; accesso gratuito a internet; Wi-Fi; televisione al plasma; media hub; terrazza privata, parcheggio gratuito

You can load room pictures into the STC database as follows:

Your choice (Actual size 1024 x 768 pixels) Last update: 16.10.2018 10:29:38



Select a new Your choice  
(Minimum size 650 x 365 pixels - jpg)

Browse... No file selected.

- Click on "Browser" at the corresponding image position.
- Select your image file (JPG format mandatory) on your computer and confirm with "Download".


## NOTES:

Images/pictures must have a minimum format size of 650x365 pixels. Only JPG format is accepted.

To replace an image/picture position, select the new image/picture file and confirm with Download. The new image/picture will then be displayed.

If this is not the case, click on the function key "F5" to update the so-called "cache". The image / picture will then be visible in the STC database - after the next image/picture update it will then be updated on all STC sales channels.

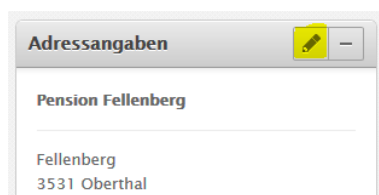
## 6 Content



CH-3531 Oberthal - (ID: 16468 - Active)	
16468	Pension Fellenberg
	Fellenberg
	3 Stock
3531	
	Oberthal
	BE
	Switzerland
Telephone (+...):	+41 79 228 16 75
Fax (+...):	+41 22 222 22 22
Email:	<input type="text" value="info@pension-fellenberg.ch"/>
Homepage:	<input type="text" value="https://www.pension-fellenberg.ch"/>
Manager:	<input type="text"/>

### 6.1 Hotel name and address

The hotel name and address must be entered in the Swiss hotel database <https://portal.swisshoteldata.ch> by HotellerieSuisse in the "Address details" section.




Adressangaben
Pension Fellenberg
Fellenberg
3531 Oberthal

## 6.2 Hotel pictures

Up-to-date, attractive and meaningful pictures must be stored in the Swiss hotel database.

<https://portal.swisshoteldata.ch> can be updated by HotellerieSuisse in the section "Pictures".

**Bilder** 

+

Aussenansicht Winter:

+

Aussenansicht Sommer:

+

Interiorbild - Lobby/Rezeption:

+

Zimmerbild:

+

Suite:

+

Bild Freizeit & Erholung:

+

Wellness & Poolbild:

+

Restaurant:

+

Bar:

+

Sitzungszimmer:

+

Saal:

+

Garten-/Parkanlage/Kinderspielplatz:

+

Diverses:

One picture per title is transferred to the STC database via the existing interface. This is the respective picture with sorting order 1.

At any time, you have the possibility to verify the picture material in the STC database:

Availability

Rates

Reservations

**Hotel**

Addresses

**Images**

Amenities

Descriptions

Payment

Restaurant/Meeting

Location & Area

Data Partner

Data Customer

Rooms

Ratelevels

Reports

Wählen sie ein neues Sommerbild - Aussenansicht aus (Mindestgrösse 650 x 365 Pixel - .jpg)

Browse...

No file selected.

Bildtitel in Englisch:

Bildbeschreibung in Englisch:

Wählen sie ein neues Winterbild - Aussenansicht aus (Mindestgrösse 650 x 365 Pixel - .jpg)

Browse...

No file selected.

Bildtitel in Englisch:

Bildbeschreibung in Englisch:

### 6.3 Hotel services

The menu items of the Swiss hotel database <https://portal.swisshoteldata.ch> marked in yellow below are provided by HotellerieSuisse supply the STC database with the information for the "Services" section.

Gebäude	 
Services	 
Richtpreise in CHF	 
Infrastruktur Hotel / Hotelgelände	 
Infrastruktur im Ort / im Umfeld von 10 km	 
Zahlungsmittel	 
Bankett / Seminar	
Texte	 
Anzahl Zimmer / Betten	 

Availability		CH-3531 Oberthal - (ID: 16468 - Active)	
Rates			
Reservations			
<b>Hotel</b>			
Addresses			
Images			
<b>Amenities</b>			
Descriptions			
Payment		Deutsch ▾	
Restaurant/Meeting		Property category	
Location & Area		First Class ▾	
Data Partner		1989	
Data Customer		No. of beds	
Rooms		18	
Ratelevels		Rooms	
Reports		10	
Check-out		No. of rooms for physically-challenged guests	
		2	
		Number of double rooms	
		8	
		No. of floors	
		2	
		Last renovated (year)	
		1999	

### 6.4 Hotel texts (Hotel description / How to find us)

Address the guest in his or her native language with attractive and informative texts.

We need the text material in the STC database at least in German and English. The English texts are automatically translated by GoogleTranslator into the foreign languages Spanish / Dutch / Chinese and Russian.

For the foreign languages French and Italian, the automated translation can be activated at any time using the "Translate" button.

For the hotel description as well as the hotel route description, a maximum of 900 characters are available per language.

Availability  
Rates  
Reservations  
**Hotel**  
Addresses  
Images  
Amenities  
**Descriptions**  
Payment  
Restaurant/Meeting  
Location & Area  
Data Partner  
Data Customer  
Rooms  
Ratelevels  
Reports

900 characters)

English Español Nederlands 中国 русский

l is located in Teufenthal  
ion, about 10 km south of  
individually styled rooms  
ell as free covered parking  
tes feature exposed wooden

501 399

Main language

ren (max. 900 characters)

English Español Nederlands 中国 русский

900 0

Area description (max. 900 characters)

Deutsch Français Italiano English Español Nederlands 中国 русский

always an expresstrain every 30 minutes or  
sometimes faster: with the AAR you will have a  
train every 30 minutes and during the weekdays  
(stressdays) there is a train every 15 minutes,  
driving throught Reinach/Menziken (Wynental). The  
train station is next tot he hotel.

156 744

Main language

Save changes

## 6.5 Visitor's tax and accepted credit cards

### 6.5.1 Payment: Visitor's tax / City Tax

You have the possibility to offer your room rates inclusive or exclusive of tourist tax / city tax. If you wish to change your tax amount, please inform us by e-mail at [contracting@stc.ch](mailto:contracting@stc.ch)

Hotel master data

Taxes

Sales Tax/VAT: 0 ☐ Percent ☐ Flat fee ☒ Inclusive Per room/per night ▼

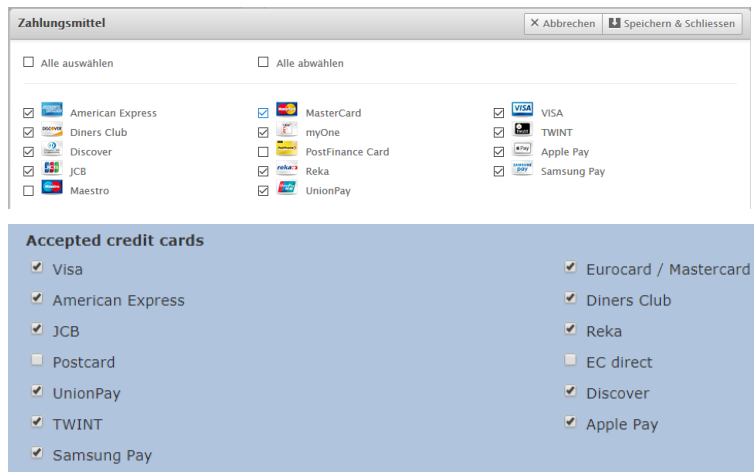
Service charge: 0 ☐ Percent ☐ Flat fee ☒ Inclusive Per room/per night ▼

Occupancy tax: 2.50 ☐ Percent ☒ Flat fee ☐ Inclusive Per person/per night ▼

Other tax: 0 ☐ Percent ☐ Flat fee ☒ Inclusive Per room/per night ▼

### 6.5.2 Payment: Accepted credit cards/ means of payment

The accepted means of payment must be entered in the Swiss hotel database <https://portal.swisshoteldata.ch> by HotellerieSuisse under the heading "Means of payment".



**Zahlungsmittel** [X Abbrechen] [Speichern & Schliessen]

☐ Alle auswählen ☐ Alle abwählen

<input checked="" type="checkbox"/> American Express	<input checked="" type="checkbox"/> MasterCard	<input checked="" type="checkbox"/> VISA
<input checked="" type="checkbox"/> Diners Club	<input checked="" type="checkbox"/> myOne	<input checked="" type="checkbox"/> TWINT
<input checked="" type="checkbox"/> Discover	<input type="checkbox"/> PostFinance Card	<input checked="" type="checkbox"/> Apple Pay
<input checked="" type="checkbox"/> JCB	<input checked="" type="checkbox"/> Reka	<input checked="" type="checkbox"/> Samsung Pay
<input type="checkbox"/> Maestro	<input checked="" type="checkbox"/> UnionPay	

**Accepted credit cards**

<input checked="" type="checkbox"/> Visa	<input checked="" type="checkbox"/> Eurocard / Mastercard
<input checked="" type="checkbox"/> American Express	<input checked="" type="checkbox"/> Diners Club
<input checked="" type="checkbox"/> JCB	<input checked="" type="checkbox"/> Reka
<input type="checkbox"/> Postcard	<input type="checkbox"/> EC direct
<input checked="" type="checkbox"/> UnionPay	<input checked="" type="checkbox"/> Discover
<input checked="" type="checkbox"/> TWINT	<input checked="" type="checkbox"/> Apple Pay
<input checked="" type="checkbox"/> Samsung Pay	

## 7 EU Data Protection Regulation (GDPR) / Channel Manager Configuration

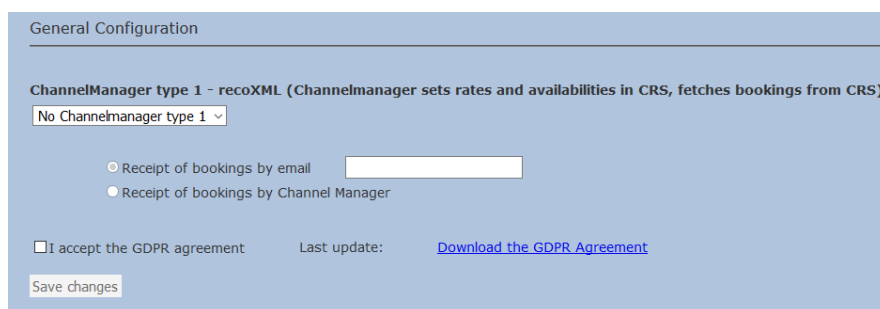
As you may have noticed from the media, the EU data protection basic regulation (GDPR) also affects Swiss companies that offer their services in the EU. The GDPR is intended to better protect the personal data of EU citizens and came into force on 25 May 2018.

This new data protection regulation also has an impact on Switzerland Travel Centre.

With the transmission of reservation confirmations, GDPR relevant data will be sent to you as a hotel and your partners (e.g. Channel Manager). For this reason, the consent of the GDPR is also mandatory for you as a partner.

In order to be able to approve the new regulation or to release the Channel Manager configuration to your Channel Manager provider, we ask you to carry out the following steps:

1. open the "Hotel" option in the menu bar and select the "Data Partner" menu item



**General Configuration**

**ChannelManager type 1 - recoXML (Channelmanager sets rates and availabilities in CRS, fetches bookings from CRS)**

**No Channelmanager type 1** [v]

☐ Receipt of bookings by email [text box]

☐ Receipt of bookings by Channel Manager

☐ I accept the GDPR agreement Last update: [Download the GDPR Agreement](#)

**Save changes**

2. with **manual management** of sales data, **leave the settings** as they are.

**When managing** the sales data **via Channel Manager**, select the **Channel Manager provider/user** and **activate the receipt of reservations** via Channel Manager.

3. download the GDPR Agreement. The regulation must be read and the duties described therein must be followed compellingly
4. the **agreement must be accepted** and then **saved** in order for consent to be given.

**Important for you to know:**

- The page may only be changed by you as a hotel. The access data may under no circumstances be passed on to third parties or your partners.
- The successful continuation of the services can only be guaranteed if the regulation is approved.
  - If the regulation is not accepted, all customer data can no longer be transmitted via the Channel Manager interface. Until the agreement is accepted, the booking confirmations will be automatically sent to you by e-mail.

## **8 Creating added value**

Get rate parity and offer parity by also having early booking or non-refundable rates activated by us.

Additional price levels can be added to the STC database at any time. These rates can be managed using the Channel Manager or derived from the daily rate using a premium/discount in CHF or % rate. The same possibility exists in the administration of room contingents.

**Examples:****Non Refundable Rate:**

For bookings up to 21 days in advance you grant a discount of 10%. Bookings cannot be cancelled and are non-refundable. The credit card will be charged directly on receipt of your booking.

**Half board Rate**

The surcharge for the arrangement including half board is CHF 45.00 per person per night.

**Stay 3 – Pay 2:**

The customer has the possibility to book 3 nights for the price of 2 nights.

**Package**

Put together a package that contains various services and thus added value. For example: Wellness services at a reduced price, a fruit basket in the room or similar.

If you are interested, please let us know your price conditions and general terms and conditions by sending an e-mail to [contracting@stc.ch](mailto:contracting@stc.ch). We will then set up or activate the additional price levels for you.

**Check your online presence yourself and put yourself in the position of the guest:**

<https://www.swisshotels.com/>