Hotel Engine
Quick Start Guide

Save more on lodging with Hotel Engine

Hotel Engine is a hotel booking platform built specifically for businesses. But as a member of our fleet, you can leverage their exclusive rates to save on hotel bookings for your personal travel, too!

With your Hotel Engine account you can:

- Choose from stays at more than 700,000 properties worldwide
- Rely on 24/7 US-based customer support via live chat, phone, or email
- Earn Hotel Engine Rewards on every booking once you enroll
- Collect loyalty points from 15+ top programs on eligible rooms, too!
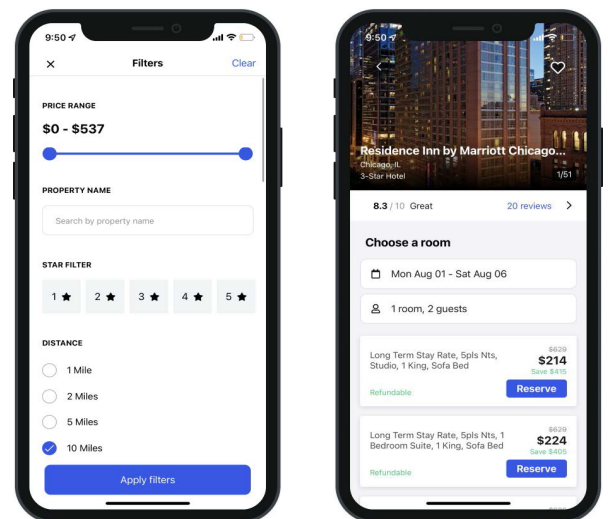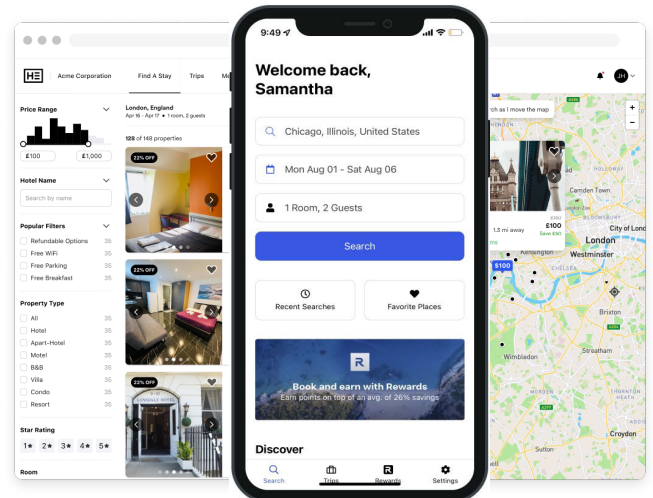
Accessing your account

You may have received a unique link to set up your free account or an email with login credentials direct from support@hotelengine.com. Click the link or navigate to members.hotelengine.com to log in.

Finding properties

Under **Find a Stay**, enter your desired destination, travel dates, and number of rooms. Click **Search** to see hotels matching your parameters, with favorite properties highlighted.

Sort your list by price, distance, rating, etc.— or use filters to modify your list based on amenities, stars, hotel loyalty programs and more.
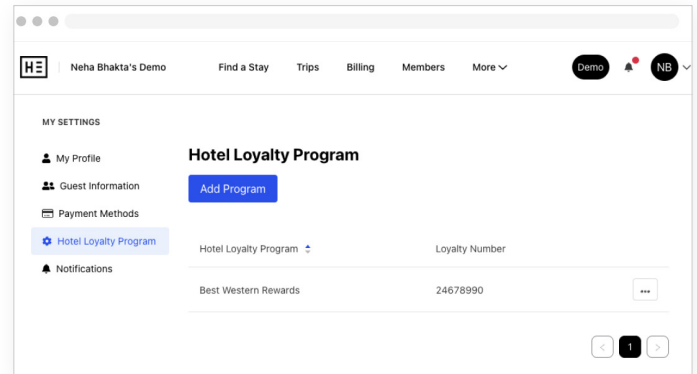
Click on a hotel from the list to see details for available rooms, including critical information like cancellation policies. Keep in mind that every booking will earn Hotel Engine Rewards once you're enrolled, and every room can be refundable or cancellable if you add Flex coverage at checkout.

Earning double the rewards

Enroll in Hotel Engine Rewards at members.hotelengine.com/rewards right away to earn points on every booking. There are no blackout dates, and points can be redeemed for discounts and free stays.

Double your earnings by adding loyalty information from your choice of 15+ top hotel loyalty programs before booking eligible rooms. The more you book, the more you earn!

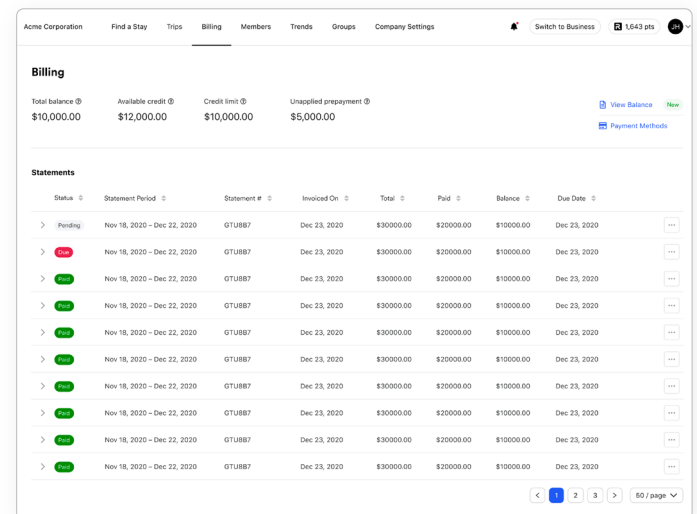## Protecting your travel

Experience truly flexible travel. By adding Flex during checkout, you can:

- Cancel any reservation up until noon on the day of check-in
- Cut a trip short mid-stay
- Get refunded, regardless of the hotel's cancellation policy

Completing a booking

Once you've selected your room(s) you'll be taken to the checkout page. Read over your booking summary to confirm its accuracy and make note of any hotel cancellation policies.

Next, input your guest information. Select your payment method and decide whether to save guest information or payment methods to your account for future use. When you're ready, complete your booking.

Modifying, cancelling, or extending

Make changes easily, right from your account. Navigate to the **Trips** tab and choose an itinerary to get started. From here you can:

- Change guest names
- Request a late check-in if arriving after hours
- Modify dates or cancel your reservation*
- Extend the trip
- Add special requests for the hotel

Note: Refunds without Flex coverage are subject to the hotel cancellation policies.

Checking in and out

Check-in

When you arrive at your hotel, simply check-in with your ID and credit card.*

Note: We highly recommend using credit cards at check-in rather than debit cards — as debit users may see those deposit funds frozen for a full 5-10 business days after checkout.
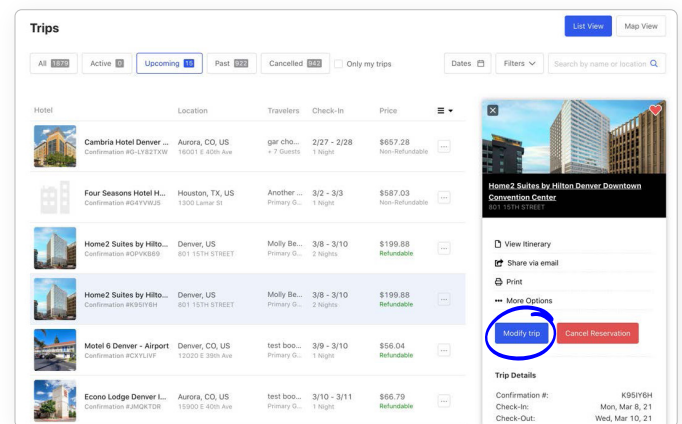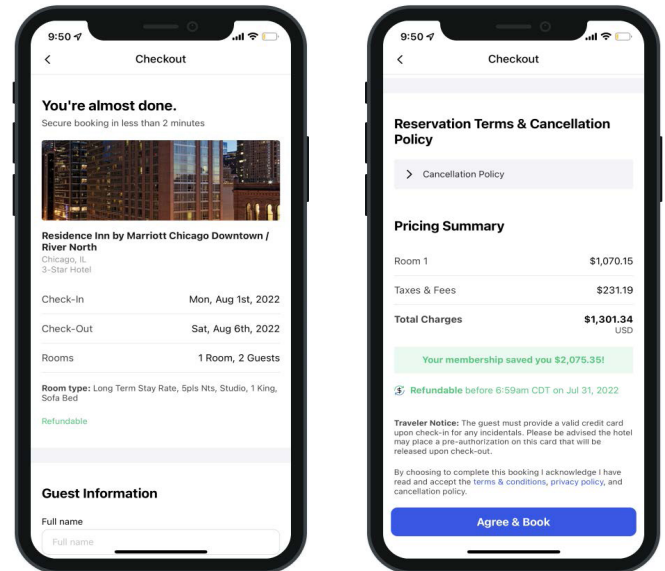
Checkout

To check out, simply let the front desk know.

Early Checkout

Travelers who need to check out early can modify their trip from the Hotel Engine platform in seconds, and then inform the front desk.

Note: When shortening a trip booked with Flex, make sure to check out of the hotel on time on your new departure day (usually 11am or noon).

Get the Hotel Engine mobile app

Download our mobile app to easily book hotels on the go.

Download on the **App Store**   GET IT ON **Google Play**

More great tips on using Hotel Engine

Check out these links for more information about some of our best features:

Favorite or Hidden Properties

Highlight or hide properties in results

Multi-Room Bookings

Book and manage as many as 8 rooms at a time

Trip Modifications & Extensions

Modify or extend your trips in a few clicks

Refer to Earn

Refer a friend to Hotel Engine to earn extra travel credit!

Contact us

Our Member Support team is available 24/7 to assist with bookings, modifications and anything else you need. To reach us:

Live chat from our website, email support@hotelengine.com or call:

UK: + 448000668697 | Ireland: + 3531800189189 | US/Canada: + 1 855 567-4683

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