

## Guide to Hotel Check-in/Check-out

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This guide should be used when your hotel reservation has been facilitated by Corporate Travel Planners (CTP) as a Third Party Payment. Your room and tax is not prepaid, but will be charged to CTP upon check-out. Refer to this guide when checking in and out to ensure that expenses are charged appropriately.

- **Upon check-in:**
  1. Verify that the hotel has the **Third Party Authorization Form** from CTP on file.
    - The Third Party Authorization Form is faxed to the hotel prior to check-in to provide CTP's credit card billing details. If the hotel does not have record of the Third Party Authorization Form on file, contact CTP immediately, and request that it be resent to the hotel.
  2. Provide your personal credit card for incidentals.
    - Only room and tax are eligible for Third Party Payment. All other expenses must be charged to a personal credit card.
  
- **Upon check-out:**
  1. Verify that the room and tax has been charged to the CTP credit card listed on the Third Party Authorization Form.
  2. If applicable, verify that all incidentals are charged to your personal credit card.
  3. Request a copy of the folio itemizing all charges made via the Third Party Payment. This **must** be submitted with your post trip documentation.

**NOTE!** : In the event of a payment issue, contact CTP immediately to prevent any unnecessary direct cost to the traveler.

**Corporate Travel Planners**  
1-855-784-9282 M-F 8AM – 7 PM EST  
1-833-200-0261 – Outside Business Hours

This guide applies **only** to hotel reservations that have been facilitated by Corporate Travel Planners as a Third Party Payment. If you are not sure that this applies to your hotel reservation, contact your department Travel Arranger or Service Center for clarification.