PORTAL INSTRUCTIONS

The State Travel Office awarded a statewide contract to Lexyl Travel Technologies, dba, HotelPlanner. A portal was customized specifically for the University and it is available 24 hours/7 days a week. The HotelPlanner portal may be used by all individuals and/or groups traveling on official university business, to book hotels for in-state, out of state, and international hotels. HotelPlanner has negotiated with hotels to offer University travelers the hotel lodging rates or lower, as referenced in the FASOP AS-02, University Travel Regulations. The portal also includes Transient Rates which may or may not be lower than the FASOP AS-02 guidelines. This is a no cost service to the University and could be a tremendous savings to departmental budgets.

The HotelPlanner portal is available on the AP & Travel website under Travel at: http://www.fas.lsu.edu/AcctServices/acctpay or directly at: http://louisiana.hotelplanner.com/?sc=Louisiana_LSU.

Please be advised that it is always the traveler’s responsibility to ensure that lodging rates booked through HotelPlanner are within FASOP AS-02, University Travel Regulations, regardless of the portal notifications.

Travelers/Travel Arrangers are strongly encouraged to read the advisements on the Reservation Form VERY CAREFULLY, as it contains important information concerning cancellation policies, refund & nonrefundable conditions and the amount your credit card will be charged at the time of booking.

Waivers, exceptions and concessions will not be granted, for concerns that are addressed in written portal advisements. Traveler/Travel Arrangers will have to acknowledge that they read and understand the cancellation policy and payment condition, before the system will allow them to complete the transaction. Please do not click through these advisements, without reading and understanding thoroughly, as the financial consequences can be substantial.

For reporting purposes, the campus affiliation for the traveler should be selected from the Division drop-down box on the Hotel Reservation Form.

INDIVIDUAL BOOKINGS INSTRUCTIONS

There are two types of rates available on the portal: Negotiated & Transient Rates

NEGO TIATED RATES:

- These rates are displayed first and are vividly noted by the bright orange banner that reads, “This hotel rate meets FASOP AS-02 guidelines for single occupancy”.
- These rates have been specially negotiated with hotels that want to foster a relationship with the University.
- Request a search for one (1) room at a time, as some hotels may have a very limited number of rooms allocated at the negotiated rate, on a daily basis. A separate reservation will be required for each negotiated rate room. Consequently, the system will not produce negotiated rate hotel option results, if a search is requested for more than 1 room.
- Credit cards will not be charged until arrival at the hotel or the cancellation deadline has passed.
- A credit card or cash deposit, for incidentals, will be required upon check in to the hotel and subject to the hotel’s policy.
- Upon check in, to qualify for the contract rate and to be exempt from taxes, the hotel reserves the right to require a completed hotel tax exemption form and a LSUID to be presented.
- Upon check-out, the hotel will provide a receipt that lists the hotel room charges, as well as incidentals.
TRANSIENT RATES:
- These rates are displayed after the negotiated rates and they do NOT have an orange banner.
- While the same hotel may also offer a negotiated rate, transient rates do not fall under the same conditions as the negotiated rates.
- Request a search for one (1) room at a time, as some hotels may have a very limited number of rooms allocated at a particular transient rate, on a daily basis. Once a specific transient rate has been accepted, increase the search for the number of rooms needed (up to a maximum of 8) to see if the transient rate is still available. If available, multiple transient rate room reservations (up to a maximum of 8) may be processed in one booking.
- These rates can be considerably lower or higher than the negotiated rates, subject to the season and city-wide events.
- Cancellation policies are generally very restrictive and should be read and understood thoroughly.
- Transient rates are generally pre-paid, meaning that a credit card will be charged for the full amount of the reservation, at the time the reservation is booked on the HotelPlanner portal.
- A confirmation receipt and email will be provided once the on-line transaction is complete. The confirmation receipt and e-mail should be retained for reimbursement purposes.
- Upon arrival at the hotel, the hotel will not request payment for the room charges, since the room has been fully paid at time of booking the reservation on the HotelPlanner portal. It will not be necessary to present a tax exemption certificate to the hotel, since the booking was made on-line.
- Credit card statements will reflect the hotel reservation charge.
- Upon check out, the hotel will NOT provide a receipt that displays room charges. The room charge was paid to HotelPlanner. The hotel may provide a statement that shows the check in dates, check out dates and itemized incidental charges (room service, parking, etc.) upon request.
- The following three receipts will be issued by HotelPlanner within 24-48 hours of check out:
  1. Initial confirmation receipt at the time of booking noting the room charge
  2. Hotel receipt with only the itemized dates of stay and incidentals
  3. Post-trip receipt from HotelPlanner noting the room charge and dates of stay
- The post trip receipt from HotelPlanner indicating the room charge and dates of stay should be submitted for reimbursement/payment purposes. **Note:** This is the required receipt that should be attached to the LaCarte entry and/or Travel Expense Reimbursement

After the preferred hotel and rate type has been selected:
- Select the appropriate campus.
- Directly beneath the campus drop-downs complete the credit card payment information and the reservation will be confirmed.

RESERVATION CHANGES: Should the dates need to be changed, nights of stay decreased or the number of rooms booked decreased, simply cancel the original reservation (cancellation policies apply) and rebook the preferred dates or rooms needed. To increase the rooms needed or increase the nights of stay, simply make a new and separate reservation, for the additional rooms needed or additional nights of stay. Hotel rates change and may not be available for new bookings.

For any questions regarding HotelPlanner, please contact **Pat Smith, HotelPlanner Corporate Accounts Director** at Pat.Smith@HotelPlanner.com.