How to use the "**Late Cancellation is Allowed**" function in the Synxis CR system to provide flexibility for your customers and travel agents during these uncertain times in the travel industry:

The "**Late Cancellation is Allowed**" function allows customers at your hotels to cancel bookings (in most channels) after the cancellation deadline has passed.

Examples include:

1. Customer made a non-refundable advance purchase reservation on your booking engine and they need to cancel. By adding the "**Late Cancellation is Allowed**" option, they would be able to do it on their own by going to the reservation lookup link located on your website or via the link in their email confirmation.

2. Travel agent made a reservation in the GDS and there is a 7 day cancellation deadline applied. If the travel agency tries to cancel only 2 days prior, they would be able to do it on their own in the original GDS system they booked

This feature increases the flexibility of the customer to handle the cancellations all on their own. It can also ease the cancellation process for your customers and staff by allowing them to cancel within the cancel period, and absolves you from having to contact Preferred Hotels for such requests.

A reminder that this is purely a technical capability. That the customer is canceling the booking after the allowable cancellation period **still allows the hotel to charge applicable fees** if they wish as the policy still remains.

*** Note, some systems may not actually allow the late cancellation such as OTA's , etc even if this feature is enabled and may be controllable only through that channel.

To make this change, simply edit your cancel policies by going to: **Setup > Property > Policies > Cancel Policies** and checking the button **"Late Cancel is Allowed"**

Setup > Property > Policies > Cancel Policies > Edit Cancel Policy

Edit Cancel Policy: 48H

Detail   **Descriptions**

★ Indicates required fields.   ✝ Indicates in one or more GDS and/or Channel Connect.

Policy Settings

Default: ☐

Level: Hotel

Code: 48H   ★ (29)

Default Description: Cancel 48 hours prior to arrival to avoid charges   ★ ✝ (71)

Cancel Type: Charge Within Days

Days: 2

Late Cancel is Allowed: ☑

Late Modifications: Allow except GDS/IDS within cancel policy

If you would like Preferred Hotels to set this up on your behalf for all (or some of) your cancel policies, please let us know by contacting preferred@preferredhotels.com advising which policies you would like changed with this feature.