

SPECIAL-REQUEST: AN OFFER TO MEET EVERY DEMAND

Small and medium-sized accommodation companies often suffer from a lack of availability in online booking systems. This leads to non-display or failed bookings – despite the occupancy rate only yielding 60%. CUBE-TECH has analyzed this problem and created a solution that is unique worldwide: **SPECIAL-REQUEST**.

A limited number of beds or rooms offers several challenges regarding availability, especially when the available allotment is split up over several supply channels. If, for example, two adults with a child want to stay for three nights, booking systems automatically disqualify providers with less than 9 available room nights.

The problem is intensified by the ad-hoc release of block reservations (e.g. for group trips or tour operators) that return large capacities of rooms at short notice. This practice is particularly common among European tour operators. Many regional and often family-run businesses are left out of the process and therefore losing potential revenue. **CUBE-TECH** has developed a solution that can successfully increase booking rates without any additional effort, at attractive conditions.

Thanks to **SPECIAL-REQUEST**, accommodation providers remain bookable and available for the customer even if the requested number of room nights cannot be met at the time of booking. The customer can send a quasi-binding booking request and is not required to pay the deposit until the booking has been accepted by the hotelier.

Only when the accommodation provider has confirmed the availability and accepted the conditions for the overnight stays suggested by CUBE-TECH's booking system, a booking confirmation will be sent to the guests. This should generally happen within 24 to 36 hours – however, this period is customizable by each accommodation provider.

Of course, these inquiries can be delivered on any desired communication channel, including mobile. A timely response to the request is therefore guaranteed. The accommodation provider will further always retain full control over which requests will be given preference and on what terms.

The result: satisfied customers and market-compliant accommodation prices.

ADVANTAGES WITH SPECIAL-REQUEST

- Increased availability for guests
- Reduction of booking losses
- Full control over booking confirmations
- Preference for as many high-priced overnight stays as possible

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WE ARE HAPPY TO PRESENT OUR SOLUTIONS TO YOU PERSONALLY!