

Welcome



Hotel Accommodation Booking Service

St Andrews University

Client Code: UNISTANDR

Expotel

With over 430 staff Expotel is the UK's largest hotel and conference booking service, booking over 1.9million nights per year. Our client list includes many blue chip household names. We service over 150 government departments and agencies from our Stockport reservation centre, which is where the dedicated HENWP team is located.



Our Promise

We offer our commitment to the HENWP, focusing on managing expenditure and controlling costs, negotiating the best possible rates and securing room availability. We have room allocations available at many hotels – this means instant booking and confirmation. Our dedicated team is committed to delivering the level of service demanded by the HENWP.

A Step by Step Guide

Booking accommodation could not be simpler. You may book in three different ways.

Telephone:

Call **08000 155 254**

Online:

You can access the Expotel online site via www.expotel.co.uk. To utilise online reservations you will need to register your intention to use the service. On completion of the process, Expotel will confirm by email your user log in and password within one working day, this will then allow you access to your specific rates. Once logged in you have the option of changing your password.

You will then be taken through a process of selecting a location and a choice of accommodation. In most instances bookings will be confirmed immediately and you will receive an email confirmation. If your request cannot be confirmed online, the booking will be actioned by the dedicated HENWP team. Any amendments or cancellations for online bookings must be actioned by telephone.

Email:

unihotels@expotel.com

You will need to supply the following information:

1. Your client code (see above)
2. Your name as a booker
3. Telephone, fax number and email address
4. Number and type of rooms required
5. Date of arrival
6. Number of nights
7. Guest name if different from booker
8. Purchase order number / Cost Centre
9. Location
10. Any Special requirements

No reservation can be taken without the full name of each guest, purchase order number / Cost Centre and a contact email address.

You will be given a booking number. Please make a note of this number. You will need it in the event of a cancellation, amendment or query on your booking. You will then receive an email 'Confirmation of Booking', which also contains the booking number.

Late & non arrival

Subject to your chosen hotel's booking policy, your booking is automatically guaranteed for late arrival. If you do not arrive and have not cancelled, you will be liable for the cost of the room or rooms in accordance with the hotel's cancellation policy as detailed on the confirmation.

How to amend or cancel a booking

Call Expotel and quote your booking number. This is a unique number given to you at the time of booking and it appears on your confirmation. A confirmation of the cancellation will follow within two hours. Please retain the cancellation number, as you will need this in the event of a query.

Payment

All hotel accommodation ordinarily must be paid for on departure in line with your universities expense policy.

