



NEWCOMBE MEDAL  
Australian Tennis Awards

# ACCOMMODATION

## Booking Request Process:

Please use the following steps to make your booking request:

1. Click the link provided to access the booking portal.
2. Login by entering email address and password **OR** select Create a New User Account and click “Next”
3. Select Country and click “Next”
4. Read through Terms & Conditions and tick the agree box to continue
5. Enter the Check-In and Check-Out dates
6. Click “New booking” - this will show the hotels available
7. Select your room - **\*\*Note** – if you are booking using your Mobile device, you may need to rotate device to view full display
8. Scroll down to enter all details including additional guests, credit card and special requests.
9. Tick the “I have read and accept the Hotel Terms and Conditions” box. **\*PLEASE NOTE\*** The full Hotel Terms and Conditions can be found through the link under the description of the hotel.
10. Click “Next”
11. You will be directed to your Summary Page. This displays a summary of your booking request details.
12. Check the details and scroll down and click “Submit”
13. A Thank You page will appear, and your requests will be submitted to the Accommodation Team to be processed. You will receive an email with a summary of your Booking Request.

## Amendment Process:

This process includes any of the following:

- Adding a room
- Changing Room Type
- Changing Check In/Check Out dates

If you are wanting to amend any of your bookings, please follow the steps as below:

### To add a new booking:

1. Go to your Booking Form link which can be found in any of the emails that have been sent to you.
2. Log in using the email and password you created.
3. You will be directed to your Summary Page detailing all your current bookings.
4. Scroll to Accommodation Options.
5. Click the “Edit” button.
6. If you want to add another room to your booking, choose the Check In & Check Out dates and click “New Booking”.
7. Use the same steps 7 – 10 from Booking Request process (as above).
8. Click “Return to Summary” at the bottom of the screen.
9. This will direct you back to the Summary Page and give you updated details of the new booking request.
10. Click “Submit” and you will receive a Booking Amendment Request email. Your request will be submitted to the Accommodation Team to action.

***\*\*Please make sure you click “Submit” on your Summary Page after making any booking requests or amendments\*\****



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**To make any other changes (e.g. room type or dates) to your booking/s see below:**

1. Go to your Booking Form link which can be found in any of the emails that have been sent to you.
2. Log in using the email and password you created.
3. You will be directed to your Summary Page detailing all your current bookings.
4. Scroll to find the hotel Booking you wish to amend.
5. Click the “Edit” button \*\*\*
6. Scroll down to your selected room details and you will see an Amendment/Cancellation Request text box.
7. Enter your request details here (e.g. “I would like to request a twin room OR can I change my check in date to “insert date”).
8. Click “Next” to view your amended details or “Return to Summary” if you have finished your change request/s.
9. This will direct you back to the Summary Page and give you the updated notes created under the room type selected.
10. Click “Submit” and you will receive a Booking Amendment Request email. Your request will be submitted to the Accommodation team to action.

**\*\*\*PLEASE NOTE – DO NOT use the date calendars if you wish to change your check in and/or check out dates – please use the steps as above and enter your request in the text box provided.**

## **Cancellation Process:**

Repeat Steps 1- 10 above and just add notes such as “PLEASE CANCEL BOOKING” in the Amendment/Cancellation Request text box for Step 7.

Click “Submit” and you will receive a Booking Cancellation Request email. Your request will be submitted to the Accommodation team to action.

## **GROUP BOOKING PORTAL**

1. You should receive a link for the Group Booking Portal.
2. If you have already set up your account, you can login using your email and password and click the “Sign In” button **OR** click “Create New Account” fill in your details and click “Create New Account”
3. This will take you to a “Welcome” page
4. Go to the “Group Booker Details” tab
5. Add you details (name, email & phone number)
6. Go to “Your Group” tab
7. Click on “Add Group Member” and enter name
8. Click “Step 1-Select Category”
9. Check details, add an additional email (if required)
10. Once Tournaments are selected you will be prompted to put in the Category, and any other details that are applicable for that category e.g. Broadcast will be asked to enter the Company Name
11. You will be directed back to the Group Details page, where you can repeat steps 8 – 12 to add as many group members as you need to.
12. Once all your group members have been added you can then use the “Step 2 – Request Accommodation” to add in your booking requests for each group member.
13. This will direct you to the Booking Form and you can follow steps 1 – 13 in the Booking Request Process as above.

**\*\*Please make sure you click “Submit” on your Summary Page after making any booking requests or amendments\*\***