

a hotel's guide to
priceline.com[®] HOTELS



THE REFERENCE BOOK



For questions about:

- Participation or hotel performance within the priceline program
- Priceline reports
- Or to speak with your priceline Regional Revenue Manager about where to set your priceline rates

Contact priceline's Hotel Partner Hotline at:

800-259-2091, Option 2 *(for hotel employee use only)*

For questions about:

- Guest Issues

Contact priceline's Hotel Partner Hotline at:

800-259-2091, Option 3 *(for hotel employee use only)*

For questions about:

- Billing Discrepancies

Contact priceline's Hotel Partner Hotline at:

800-259-2091, Option 4 *(for hotel employee use only)*

Please direct guests who:

- Want to cancel or change their priceline reservation
- Have questions about the amount they paid to priceline

To the priceline.com Customer Service Department at:

800-657-9168 *(for guest use only)*

IF YOU NEED ASSISTANCE



FIND THE ANSWERS TO THESE QUESTIONS...

- Do I have a contractual agreement with priceline.com?
- Where and how are priceline rates loaded?
- Can I change my priceline rates and inventory?
- How do I change my priceline rates and inventory?
- How can I check what priceline rates I have loaded?
- Am I able to load more than one priceline rate (tiered rates)?
- Why should I load tiered rates?
- Are there any restrictions on the rates that I can offer to priceline.com?
- Can I see what hotels in my competitive set are participating in priceline.com?
- I've activated my hotel in the program, why haven't I received any bookings?
- Do I pay a commission or fee to priceline.com?
- How does priceline determine the quality rating of my hotel?



DO I HAVE A CONTRACTUAL AGREEMENT WITH PRICELINE.COM?

When joining the priceline hotel program, we may have asked you to sign two agreements: a Memo of Understanding, and a Non-Disclosure Agreement (these agreements may have been signed by your corporate office). However, these agreements do not outline a commitment for specific room rates or specific allotments to priceline. Remember, with priceline, you are always in control of your rates and inventory. Your hotel's participation in the priceline program does not expire. Please ensure you have rates and inventory loaded whenever you have empty rooms to fill.

WHERE AND HOW ARE PRICELINE RATES LOADED?

With priceline, there are no additional systems needed for rate loading. Priceline books all reservations within the Worldspan GDS, therefore priceline rates are loaded into your central reservation system by the hotel. The initial loading of these rates may need to be done by your GDS desk.

CAN I CHANGE MY PRICELINE RATES AND INVENTORY?

Yes, you are always in control of the rates and inventory you make available to priceline.com.

HOW DO I CHANGE MY PRICELINE RATES AND INVENTORY?

Changes to your priceline rates and inventory will be made through your Central Reservations System or your GDS provider. Every hotel chain's procedures are different, therefore if you are uncertain how to make changes, please contact your CRS /GDS help desk.

HOW CAN I CHECK WHAT PRICELINE RATES I HAVE LOADED?

You can verify your priceline rates and inventory in your central reservation system, through your GDS provider or by contacting the priceline Hotel Partner Hotline. In addition, your priceline rates are displayed on the daily demand report.

AM I ABLE TO LOAD MORE THAN ONE PRICELINE RATE (TIERED RATES)?

Possibly. Please check with your corporate office or your GDS provider to determine if this functionality is available for your hotel.

INVENTORY MANAGEMENT



WHY SHOULD I LOAD TIERED RATES?

Priceline suggests loading a minimum of 3 rates (from competitive to aggressive). Since we collect a wide range of offer prices for your property, it is to your advantage to capture the higher offers at higher rates. Priceline always searches for your highest qualifying priceline rate to maximize your hotel's revenue. By creating several levels of pricing, you create a higher priceline ADR.

Example: Offer price: \$75
 Hotel rates: \$45, \$55, \$65
 Priceline will book the \$65 rate.

ARE THERE ANY RESTRICTIONS ON THE RATES THAT I CAN OFFER TO PRICELINE.COM?

When setting your rates, please keep in mind that priceline will not book a rate that is higher than your lowest non-qualified rate*. If a lower retail rate is displayed at the time of booking, we will move on to the next hotel in our allocation system. If you have loaded tiered rates, we will only book the priceline rates that are below your lowest non-qualified rate.

*We define non-qualified as a rate that is available to the general public. This does not apply to AAA, AARP, Government, negotiated corporate rates, etc.

CAN I SEE WHAT HOTELS IN MY COMPETITIVE SET ARE PARTICIPATING IN PRICELINE.COM?

Priceline does not disclose the identity or number of hotels participating in your area. We do, however, limit the number of hotels we bring into the priceline.com program in an area. We want to ensure that each of our participating hotels will receive a significant share of the demand for their area.

I'VE ACTIVATED MY HOTEL IN THE PROGRAM, WHY HAVEN'T I RECEIVED ANY BOOKINGS?

The daily and monthly reports help you monitor the reasons you are declining priceline demand for your property. If you have not received these reports, or if the information on the reports appears to be incorrect, please contact our Hotel Partner Hotline at **800-259-2091, Option 2**.

**Do I pay a commission or fee to Priceline.com?**

No, your priceline rates should be loaded as net, non-commissionable. Please inform your accounting department not to send us commission checks.

How does Priceline determine the quality rating of my hotel?

Priceline has developed its own rating system based on the amenities and services that your hotel offers. Although, we do not use AAA or Mobil's star ratings, our criteria is similar.



FIND THE ANSWERS TO THESE QUESTIONS...

- Priceline provides 2 reports to help you monitor your production in the priceline program:
 - *Daily Demand Report*
 - *Monthly Business Report*
- Is it possible to receive my reports via e-mail or online?
- How do I change the fax number that my reports are sent to?
- Is there someone at priceline that can help me maximize my revenue through the use of the hotel program?
- Why am I receiving denials on my daily demand report when I know I have a qualifying priceline rate available?
- Does priceline send a report that displays the reservations that have been booked at my hotel?
- When do I receive a Hotel Billing Discrepancy Report and what information does it provide?

**PRICELINE PROVIDES 2 REPORTS TO HELP YOU MONITOR YOUR PRODUCTION IN THE PRICELINE PROGRAM:**

Daily Demand Report — Each morning, this report is faxed to the hotel when priceline has attempted to book your hotel 5 or more times in a single day. It will display only offers that were declined by your hotel in the order of requested check in date.

Monthly Business Report — This report provides you with a detailed review of the priceline activity for stays during the past month, as well as a preview of the offers we attempted to book for the upcoming month. These reports are faxed to the hotel monthly and should arrive within the first two weeks of the month.

IS IT POSSIBLE TO RECEIVE MY REPORTS VIA E-MAIL OR ONLINE?

Not yet, but we're working on it!

HOW DO I CHANGE THE FAX NUMBER THAT MY REPORTS ARE SENT TO?

Please contact our Hotel Partner Hotline at **800-259-2091, Option 2**.

IS THERE SOMEONE AT PRICELINE THAT CAN HELP ME MAXIMIZE MY REVENUE THROUGH THE USE OF THE HOTEL PROGRAM?

Yes! Priceline has a team of Regional Revenue Managers available to help you position your rates in order to capture the most amount of priceline demand. You can reach your Regional Revenue Manager through the Hotel Partner Hotline at **800-259-2091, Option 2**.

WHY AM I RECEIVING DENIALS ON MY DAILY DEMAND REPORT WHEN I KNOW I HAVE A QUALIFYING PRICELINE RATE AVAILABLE?

At the time the customer made the request on our website, priceline searched the Worldspan GDS for rates and availability and either saw no availability or a priceline rate that was too high for us to book. Please re-check your rates and availability in your CRS or with your GDS provider. If you still have questions, please contact our Hotel Partner Hotline at **800-259-2091, Option 2**, or your priceline Regional Revenue Manager.

**DOES PRICELINE SEND A REPORT THAT DISPLAYS THE RESERVATIONS THAT HAVE BEEN BOOKED AT MY HOTEL?**

Yes, whenever a booking is made at the property, priceline will fax a reservation confirmation to the hotel the following morning. This report is confirming a booking that should already be in your reservation or property management system. If you are unable to locate a booking, please contact your GDS Help Desk.

These faxes are sent to inform you that a priceline reservation has been booked at your hotel. Please don't be alarmed if you misplace a confirmation fax since it does not serve as a credit card authorization and we do not require you to fax it back to us with a confirmation number.

If you would like us to send the report to a different fax number, please contact us at **800-259-2091, Option 2**. The fax can only be sent to one fax number at this time.

WHEN DO I RECEIVE A HOTEL BILLING DISCREPANCY REPORT AND WHAT INFORMATION DOES IT PROVIDE?

Although it is extremely important that our partner hotels are billing the correct amounts to the appropriate priceline credit card, we understand that mistakes do happen. When we find a discrepancy on a credit card, a Hotel Billing Discrepancy Report will be faxed to the hotel. This report will be directed to the hotel's accounting department and will provide the hotel with the opportunity to correct the discrepancy.

This report will be generated to the hotel when, our expected amount differs from the amount charged by the hotel or, we receive a charge from the hotel that we did not anticipate.

We ask that you research the discrepancy as quickly as possible and make the appropriate credit to the priceline credit card. If you have any questions, please contact our Hotel Partner Hotline at **800-259-2091, Option 4**.



FIND THE ANSWERS TO THESE QUESTIONS...

- How do I know that a priceline reservation has been made at my hotel?
- How do I identify a priceline reservation in my system?
- What if I receive a call from a priceline customer who wants to change their dates or cancel their reservation?
- If priceline reservations are non-changeable, non-refundable, why do I receive cancellation requests from priceline.com?
- What should I do if a priceline guest wants to extend their stay?
- How do I handle a customer's request for a specific room type?
- How do I respond to a priceline customer that asks me about the room rate?
- What should I do if my hotel is closing or undergoing a flag or management change?
- My tax percentage has changed. Who do I notify?

**HOW DO I KNOW THAT A PRICELINE RESERVATION HAS BEEN MADE AT MY HOTEL?**

Priceline reservations are booked directly in the Worldspan GDS and are transmitted to your hotels just like any other travel agent booking. In addition, priceline will fax your hotel a detailed confirmation each day of all reservations that we have booked.

HOW DO I IDENTIFY A PRICELINE RESERVATION IN MY SYSTEM?

Reservations are booked through the Worldspan GDS. Since rates are loaded exclusively for priceline.com, a unique market/rate code (SRP) has been assigned for priceline in your Central Reservation System. You will be able to distinguish a priceline booking by this code. Also, priceline.com's name and address should appear in the reservation.

WHAT IF I RECEIVE A CALL FROM A PRICELINE CUSTOMER WHO WANTS TO CHANGE THEIR DATES OR CANCEL THEIR RESERVATION?

Please refer the customer to priceline.com's Customer Service Department at **800-657-9168**. Priceline reservations are non-refundable and non-changeable. Please do not change or cancel a priceline reservation.

IF PRICELINE RESERVATIONS ARE NON-CHANGEABLE AND NON-REFUNDABLE, WHY DO I RECEIVE CANCELLATION REQUESTS FROM PRICELINE.COM?

Although we do inform our customers of these restrictions, we occasionally need to make some exceptions. Under certain circumstances, we will agree to cancel a booking for a customer. If this occurs, our Customer Service Department will contact the hotel via facsimile and ask for a refund. Please keep in mind that priceline will use their discretion in canceling reservations and these instances will be infrequent. Therefore, we ask for your assistance in promptly processing a refund to the priceline.com credit card.

Remember, the only person authorized to change or cancel a priceline booking is a priceline customer service representative.

**WHAT SHOULD I DO IF A PRICELINE GUEST WANTS TO EXTEND THEIR STAY?**

Priceline customers have the ability to request additional night(s) for their confirmed hotel by going to the Hotel Rooms Help Center on our website. Customers are able to request additional nights one time as long as it's within 30 days of their original offer date and it's at least one day prior to their original check-in date.

Here's how it works:

- Customers will opt to change EITHER their check-in or check-out date. They will not be allowed to change both.
- Priceline will check for availability in Worldspan for your hotel before confirming the additional night(s) to the customer.
- If your priceline rates are open and available, the additional nights(s) will come across like any other priceline reservation with a unique priceline credit card number. Please charge the credit card in the new reservation for the additional nights.
- As usual, a confirmation fax will be sent to the hotel. A column titled "Consecutive Nights" will indicate that an additional reservation has been made. This should serve as an alert to the hotel that a previous reservation exists. We ask that the hotel does everything possible to ensure that the priceline guest does not have to change rooms during their stay as a result of the extended reservation.
- If the guest has already checked-in to your hotel, or if your priceline rates are not available for the dates the customer would like to add, please quote them your best available rate. Please charge all additional room charges directly to the guest's personal credit card.



HOW DO I HANDLE A CUSTOMER'S REQUEST FOR A SPECIFIC ROOM TYPE?

Special requests (i.e. room types, smoking requests, etc.), should be handled by the hotel. Since customers cannot make any bedding requests prior to booking, please do your best to accommodate the special requests of the customer. Although Priceline.com always requests a non-smoking room, we do not guarantee a room type, smoking request, etc. to the customer.

wording on website: Rooms reserved through priceline are guaranteed to accommodate up to 2 adults comfortably. This includes rooms that have 1 double, 1 king, 1 queen, 2 doubles, 2 twins, etc. If you require a specific bed type, please contact your hotel directly. All bedding requests are based on hotel availability and are at the discretion of the hotel. A nominal fee may be incurred and is the responsibility of the customer.

HOW DO I RESPOND TO A PRICELINE CUSTOMER THAT ASKS ME ABOUT THE ROOM RATE?

Please tell the customer that room and tax charges have been pre-paid by priceline.com and you do not have that information. Remember, the room rate and applicable taxes are paid to your hotel by priceline.com, not by the guest. The amount the guest pays to priceline will usually be different from the rates provided to priceline by the hotel.

WHAT SHOULD I DO IF MY HOTEL IS CLOSING OR UNDERGOING A FLAG OR MANAGEMENT CHANGE?

Please contact our Hotel Partner Hotline at **800-259-2091, Option 2**. If your hotel is closing, we will need to disable your hotel from the priceline system. If you are undergoing a flag change, we will need to update your hotel's information in our database and inform any customers with upcoming reservations.

MY TAX PERCENTAGE HAS CHANGED. WHO DO I NOTIFY?

Please contact priceline's Hotel Partner Hotline at **800-259-2091, Option 2** or e-mail us at **hotel.hotline@priceline.com** immediately with any tax rate changes.



FIND THE ANSWERS TO THESE QUESTIONS...

- How do I check in a priceline.com guest?
- Who do I charge for additional fees such as resort fees or other incidental charges?
- How do I respond to a priceline customer that asks me about the room rate?
- Can I upsell upgraded room types (or suites) to priceline.com customers?
- What should I do if the customer asks for a receipt for room and tax charges?
- What should I do if a priceline guest wants to extend their stay?
- What do I do if my hotel is oversold?
- My hotel does not allow guests under the age of 21. Does priceline relay this information to their customers?
- What taxes am I authorized to charge to priceline.com's credit card for each reservation?



HOW DO I CHECK IN A PRICELINE.COM GUEST?

Please take the necessary precautions to ensure the room rate is not disclosed to the customer. The room rate and applicable taxes are paid to the hotel by priceline.com, not by the guest. Remember, the guest's credit card has already been charged by priceline.com.

- Create two folios: one for room and tax (charged to priceline), the other for incidentals (charged to the guest).
- Suppress the room rate on all registration materials as well as the guest incidental folio. Please ensure the room rate does not appear on video or express checkout services.
- Verify that the priceline.com credit card, located in the guarantee field of the reservation, has been charged for room and tax and has been posted to the room and tax folio.
- Like any other guest, priceline guests should be required to complete a registration card with their contact information. You will need to obtain address/phone/etc. information from the customer. Please be sure to ask for a photo I.D.
- Priceline guests are responsible for all incidentals charges. A credit card should be obtained from the guest to cover these charges.

wording on website: The reservation holder must present a valid photo ID and credit card at check-in. The credit card is required for incidental charges (phone calls, room service, parking, resort fees, etc.). These charges are not included in your offer price.

- Assign a room. Priceline customers are advised that a non-smoking room that can accommodate 2 adults has been requested for them. Please do everything possible to meet any specific needs.

wording on website: Rooms reserved through priceline are guaranteed to accommodate up to 2 adults comfortably. This includes rooms that have 1 double, 1 king, 1 queen, 2 doubles, 2 twins, etc. If you require a specific bed type, please contact your hotel directly. All bedding requests are based on hotel availability and are at the discretion of the hotel. A nominal fee may be incurred and is the responsibility of the customer.



How do I check in a Priceline.com guest? (Continued)

- Please do not discuss the room rate with the guest. The room rate paid to priceline by the guest will usually be different than the rate being charged by the hotel.

Who do I charge for additional fees such as resort fees or other incidental charges?

Any additional fees or incidental charges should be posted to the customer's incidental folio. Posting these fees and/or charges to the priceline credit card may result in a declined credit card or charge backs.

How do I respond to a Priceline customer that asks me about the room rate?

Please tell the customer that room and tax charges have been pre-paid by priceline.com and you do not have that information. Remember, the room rate and applicable taxes are paid to the hotel by priceline.com, not by the guest. The room rate paid to priceline by the guest will usually be different than the rate being charged by the hotel.

Can I upsell upgraded room types (or suites) to Priceline.com customers?

Yes, feel free to offer your upgraded room types to priceline.com customers. Be sure to advise the customer of any additional charges that will apply. If you charge an additional fee for the upgrade, please be certain to post this fee to the customer's incidental account. Please do not charge this fee to the priceline.com credit card.

What should I do if the customer asks for a receipt for room and tax charges?

Priceline has already provided the customer with a receipt for their room and tax charges. If they need an additional copy, please refer them to priceline's Customer Service Department at **800-657-9168** or they may print an additional copy from our website.



WHAT SHOULD I DO IF A PRICELINE GUEST WANTS TO EXTEND THEIR STAY?

Priceline customers have the ability to request additional night(s) for their confirmed hotel by going to the Hotel Rooms Help Center on our website. Customers are able to request additional nights one time as long as it's within 30 days of their original offer date and it's at least one day prior to their original check-in date.

Here's how it works:

- Customers will opt to change EITHER their check-in or check-out date. They will not be allowed to change both.
- Priceline will check for availability in Worldspan for your hotel before confirming the additional night(s) to the customer.
- If your priceline rates are open and available, the additional nights(s) will come across like any other priceline reservation with a unique priceline credit card number. Please charge the credit card in the new reservation for the additional nights.
- As usual, a confirmation fax will be sent to the hotel. A column titled "Consecutive Nights" will indicate that an additional reservation has been made. This should serve as an alert to the hotel that a previous reservation exists. We ask that the hotel do everything possible to ensure that the priceline guest does not have to change rooms during their stay as a result of the extended reservation.
- If the guest has already checked-in to your hotel, or if your priceline rates are not available for the dates the customer would like to add, please quote them your best available rate. Please charge all additional room charges directly to the guest's personal credit card.

WHAT SHOULD I DO IF MY HOTEL IS OVERSOLD?

We ask that you do not relocate priceline.com customers, as these are pre-paid reservations. In the unfortunate situation where you must relocate a priceline guest, please contact our Customer Service Department at **800-259-2091, Option 3** as soon as possible.

In these instances, the hotel will be required to find alternate accommodations in a comparable hotel (same star rating or higher), and located within the same priceline zone. The hotel will be responsible for room and tax for the first night, transportation to the new hotel, and one long distance phone call for the customer.



Priceline will process a credit to the customer's credit card for the first night. If applicable, we will attempt to contact the customer prior to arrival to advise them of the change in their itinerary.

MY HOTEL DOES NOT ALLOW GUESTS UNDER THE AGE OF 21. DOES PRICELINE RELAY THIS INFORMATION TO THEIR CUSTOMERS?

Yes! We inform our customers that they must be at least 21 years old to check into a hotel room.

wording on website: You must be at least 21 years of age to use priceline. Hotels will not allow customers younger than 21 to check into a room.

WHAT TAXES AM I AUTHORIZED TO CHARGE TO PRICELINE.COM'S CREDIT CARD FOR EACH RESERVATION?

Please verify that priceline.com has the correct tax amounts listed for your hotel. Your tax amounts are indicated on the reservation confirmation faxes that are sent when a booking is confirmed at your property. If the correct tax amount is listed on the fax, please charge all taxes (including occupancy taxes) to the priceline.com credit card. The amount you are authorized to charge is listed on the fax.

Please contact priceline's Hotel Partner Hotline at **800-259-2091, Option 2** or e-mail us at **hotel.hotline@priceline.com** immediately with any tax rate changes.



FIND THE ANSWERS TO THESE QUESTIONS...

- How does my hotel receive payment for priceline.com reservations?
- I can't find the priceline credit card that I need to charge for room and tax. What should I do?
- What should I do if the priceline.com credit card declines?
- Where do I charge incidentals?
- What if a priceline.com customer is a no-show?
- Why does the "total charge" amount listed on the reservation confirmation not match the amount I need to charge for room and tax?
- My tax percentage has changed. Who do I notify?
- Do I pay a commission or fee to priceline.com?
- When do I receive a hotel billing discrepancy report and what information does it provide?



HOW DOES MY HOTEL RECEIVE PAYMENT FOR PRICELINE.COM RESERVATIONS?

Every priceline booking will have a unique credit card number in the guarantee field of the reservation. This priceline.com credit card is your method of payment for room and tax charges. Each unique credit card number is authorized for the amount of the room and tax charges for that specific reservation.

We recommend billing this credit card prior to the customer's arrival and posting the room and tax as an advance deposit. Please keep in mind that every credit card has an authorized limit for the exact room and tax amount of the specific transaction. Therefore, if you try to pre-authorize the credit card and then try to post the charge to the card, you will be over the authorized limit and the credit card will decline. Posting the charge as an advance deposit should eliminate this problem.

Priceline only authorizes you to charge the room rate and tax rate that is reflected on your priceline confirmation. Charges made in excess of this amount may be charged back to the hotel.

I CAN'T FIND THE PRICELINE CREDIT CARD THAT I NEED TO CHARGE FOR ROOM AND TAX. WHAT SHOULD I DO?

Priceline sends the credit card number in 3 locations: in the guarantee field of the reservation, in the comments section of the reservation, and on the reservation confirmation fax. If you are unable to locate the number in any of the above locations, please contact the Hotel Partner Hotline at **800-259-2091, Option 2**.

It is not acceptable to charge the customer's credit card for room and tax charges. Violation of this policy may result in termination from the hotel program...

WHAT SHOULD I DO IF THE PRICELINE.COM CREDIT CARD DECLINES?

Occasionally, technical services may become interrupted and cause a card to decline. If the credit card declines, please wait and try again in a few hours. If the problem persists, please contact us at **800-259-2091, Option 3**. Please remember, it is never appropriate to charge the customer's credit card for room and tax.

WHERE DO I CHARGE INCIDENTALS?

All incidentals are the responsibility of the guest.

**WHAT IF A PRICELINE.COM CUSTOMER IS A NO-SHOW?**

In the event of a no-show, you are entitled to the room and tax charges for all nights of the confirmed reservation. We ask that you contact our Hotel Partner Hotline at **800-259-2091, Option 3**, to confirm the no-show.

WHY DOES THE “TOTAL CHARGE” AMOUNT LISTED ON THE RESERVATION CONFIRMATION NOT MATCH THE AMOUNT I NEED TO CHARGE FOR ROOM AND TAX?

The total charge amount listed on the confirmation is the amount we expect to be billed by the hotel. If you attempt to bill a different amount, it could result in a declined credit card or a charge back. To avoid this, please ensure your tax percentage is listed correctly with priceline and that you are not attempting to bill priceline for additional fees or incidental charges. If there is still a variance, please contact our Hotel Partner Hotline at **800-259-2091, Option 2**.

MY TAX PERCENTAGE HAS CHANGED. WHO DO I NOTIFY?

Please contact priceline's Hotel Partner Hotline at **800-259-2091, Option 2** or e-mail us at **hotel.hotline@priceline.com** immediately with any tax rate changes.

DO I PAY A COMMISSION OR FEE TO PRICELINE.COM?

No, your priceline rates should be loaded as net, non-commissionable. There are no additional fees to participate.

WHEN DO I RECEIVE A HOTEL BILLING DISCREPANCY REPORT AND WHAT INFORMATION DOES IT PROVIDE?

Although it is extremely important that our partner hotels are billing the correct amounts to the appropriate priceline credit card, we understand that mistakes do happen. When we find a discrepancy on a credit card, a Hotel Billing Discrepancy Report will be faxed to the hotel. This report will be directed to the hotel's accounting department and will provide the hotel with the opportunity to correct the discrepancy.

This report will be generated to the hotel when, our expected amount differs from the amount charged by the hotel or we receive a charge from the hotel that we did not anticipate

We ask that you research the discrepancy as quickly as possible and make the appropriate credit to the priceline credit card. If you have any questions, please contact our Hotel Partner Hotline at **800-259-2091, Option 4**.

