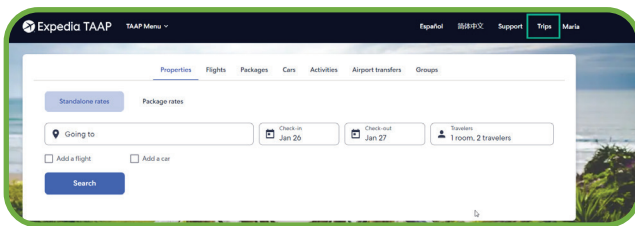


Message a Hotel

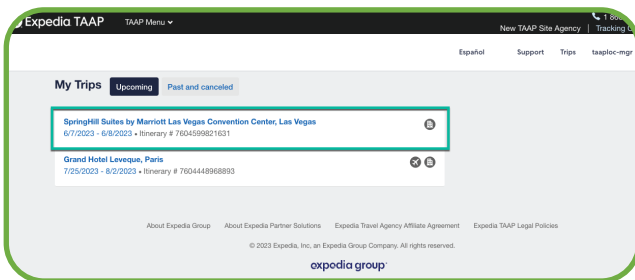
The Message Hotel function has moved to the Virtual Agent app



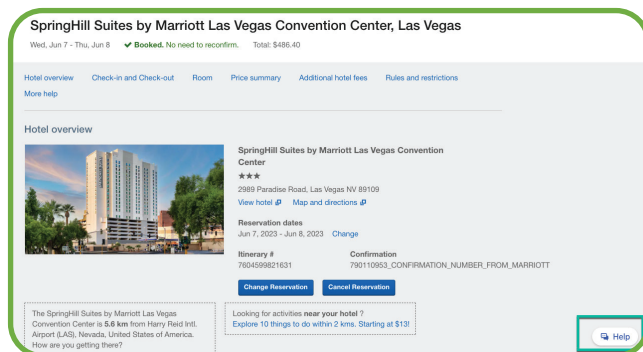
Step 1. Go to 'Trips'



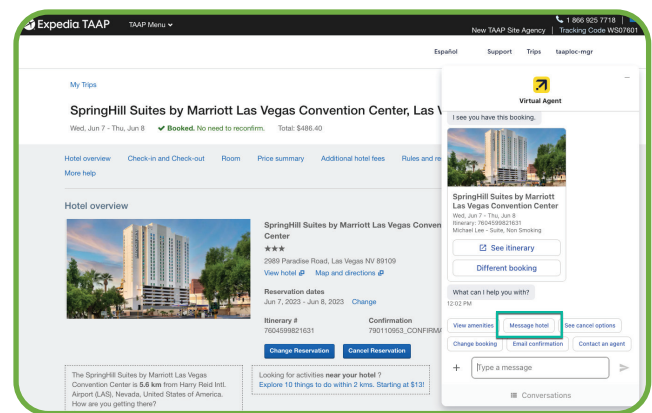
Step 2. Select the hotel you want to contact



Step 3. Click 'Help'

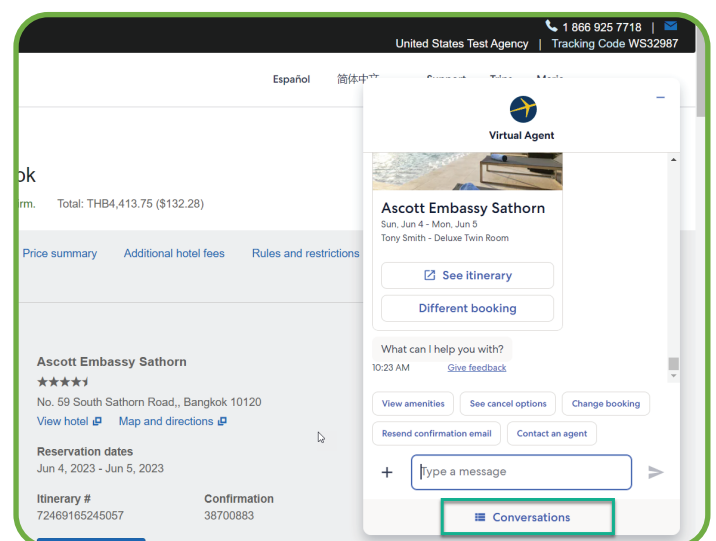


Step 4. Select 'Message Hotel', type your message and press send



Once the property responds, we'll notify you via email. The email is sent to the account holder's email address.

Step 5. If you want to access your conversations, open the Virtual Agent and click on 'Conversations'



Click the hotel name for the chat you want to view. In this chat, you will find your entire communication with the hotel.