

## ***Pegasus ODD Switchover Procedures***

1) Request for switchover must be made in writing from an authorized employee of the property:

- The letter must be addressed to the company/office that will be responsible for updating the information of the property in question.
- The letter may be faxed, or e-mailed using the following guidelines:

Fax: The Fax number is - (480) 624-6258 Attn CSS department

If hotel is switching from one Representation (Rep.) Company to another, letter must be on hotel letterhead (if hotel is changing its name, letter may indicate either the old name or the new name). If hotel is switching from one chain to another within the same representation company, letter may be on either hotel or representation company letterhead.

E-Mail: the address is - [swapper@pegs.com](mailto:swapper@pegs.com)

If hotel is switching from one Rep. Company to another, sender's e-mail address must reflect name of hotel (if hotel is changing its name, address may indicate either the old name or the new name). If hotel is switching from one chain to another within the same representation company, e-mail address may indicate name of either hotel or representation company. (It is recommended that all email include return receipt notification.)

- The letter must be copied or cc'd to the old chain(s)/Rep. Company. Contact department name for the old chain/representation company must be indicated.
- The letter must include the following information and be on hotel letter head:
  - o Name of the hotel
  - o Address of the hotel
  - o Name, phone, email and title of the hotel personnel authorizing the switchover
  - o Date on which the switchover will take effect
  - o Name of the old chain/representation company
  - o Name of the new chain/representation company
  - o A contact name or Department name for the old chain/representation company must be indicated
  - o Signature from authorized staff member of Hotel

If a hotel is presently under different chain codes in the ODD, this must be indicated on the letter.

2) Pegasus Solutions, Inc. requires the gaining rep. company to notify a representative from the loosing chain anytime a property switches representation in the ODD. This will be done immediately after the gaining rep company requests the switch with the GDS's. Where possible, the gaining representation Company should include the name of the person, at the hotel or Rep.Company, by whom the letter was signed.

This can assist in expediting any 'retractions' which may need to take place.

Note: Failure to send this notice is not grounds for requesting a delay in switchover.

3) Switchover time frames:

Standard:

A minimum of 10-business days notice is required. The switchover will occur on (1) the eleventh business day after the date of receipt of the letter by the Rep. Company, or (2) on the date specified on the letter, whichever is later. (Date of receipt begins when it is actually delivered to a Rep. Company as confirmed by fax confirmation, email automatic notification, etc.)

The Rep. Company will also send an e-mail to the losing chain/Company that the change will be done within 24 hours as a courtesy.

Emergency:

A minimum of 3-business days notice is required by all Rep. Companies.

4) The Switchover can be delayed or retracted only if the hotel sends a letter, on hotel letterhead, advising of the retraction. This letter should be sent to the automation department of the chain or representation firm who will continue to represent the property in the ODD.