

Dear Hotel Link Team,

1. Request Category* *(select one of the below)*

- a. Question *(e.g., API function, integration description)*
- b. Incident *(e.g., API errors, booking issues)*
- c. Other *(please specify)*

2. Description*: *(please provide a detailed description of your concern)*

3. Required* *(complete all necessary details regarding incidents)*

- Hotel name:
- Booking ID:
- Room type name:
- Rate plan:
- Request & response: *(attach XML file)*
- Time of incident: *(specify time as narrow as possible–include time zone)*

Best Regards,

[Your Name]