

# CentralREZ

## CENTRAL RESERVATION SYSTEM

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## How to Close Availability for your Hotel on CentralREZ

### **Manage > Availability > Stay Restrictions**

In this document you will find information and hints and tips how to close out your hotel in CentralREZ when you do not have any availability i.e. when your hotel is completely full and you do not have any rooms left.

The easiest way is to close out on HOTEL LEVEL, as this level applies for all the restrictions to all rooms and rates.

It is however worth noting that you can however set a restriction/close out on the following levels:

- HOTEL LEVEL – restrictions applies for all rooms and rates
- ROOM CATEGORY – restrictions applies for all rooms in that category
- ROOM LEVEL – restrictions applies for room types only
- RATE CATEGORY – restrictions applies for all rates in that category
- RATE LEVEL – restrictions applies for rate types only
- PRODUCT LEVEL – restrictions applies for room/rate combination

See the specific job aid for “How to Set Stay Restrictions” for details of how set other stay restrictions listed above.

**NOTE:** The Hotel level restriction will override all other level restrictions; the most restrictive restriction will apply in case of duplicate restrictions on other levels.

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### Getting Started

You can configure Stay Restrictions in **Manage > Availability > Stay Restrictions** or **Manage > Availability > Express View**. In this example we use **Manage > Express View** but the process is the same if you go to the **Stay Restrictions** menu instead

1. Go to **Manage > Express View**
2. Enter Criteria on the left hand side to adjust page display by setting parameters and clicking **Generate View**. Criteria are shown below;

Selection	Description
Start Date	Select Start Date (or first date) this view generates.  <i>Date based on hotel date and time zone.</i>
Days to View	Select number of days to include in display. Default: 7 When applicable, resets <b>Next "X" Days</b> button.
Channel	Select <b>single Channel</b> or <b>All Channels</b> option.
Rate Categories	Select <b>Rate Categories</b> to include in display.
Rates	Select rates to include in display. Warning: You must select at least one Rate Category or Rate to display rate information.
Room Categories	Select <b>Room Categories</b> to include in display. If you select <b>Room Categories</b> , you do not have to select <b>Rooms</b> . Making this selection can reduce the number of results generated. Warning: You must select at least one <b>Room Category</b> or Rate to display room information.
Rooms	Select Rooms to display. Warning: You must select at least one Room Category or Room to display room information.

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Preferences	Defaults to setting established in Preferences in toolbar. It includes Restrictions and Levels.  Reset to update the page display. Changes do not affect Preferences set in toolbar.
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- Once you have clicked Generate View on the Criteria section, the main page will reflect your chosen Criteria. To close out the hotel on specific days, scroll down to Stay Restrictions and select at which level you wish to close out the hotel (a definition of the different levels stay restrictions can be set at can be seen above).
- This example is for “Hotel Restrictions” i.e. restrictions applies for all rooms and rates. Scroll down to the Hotel Restrictions section and click to “add stay restriction”. The box below will appear, that you can scroll through.

### Hotel Restrictions

Use the fields below to change stay restrictions for your entire hotel.

 Save
  Save and Close
  Cancel

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**Details**

**Channel:**

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**Date Range**

The end date can't be greater than 3 years from today.

**Quick Select:**

**Start Date:**   \*  No End Date

**End Date:**   \*

**Day of Week:**

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**Stay Controls**

**Closed:**

**No Arrival:**

**No Departure:**

**No Sell:**

- If you want to close out the hotel you should adjust the following options:

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- a. Select “Channel Independent” under Channel (which means the restriction applies to all channels).
  - b. Set the appropriate date range for the closure you are setting. Select the days of the week: If the closed out restriction applies to all days of the week within the date range selected you can keep it on 7 DAYS.
  - c. On Stay Controls – change the closed option to “Closed”
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6. Click the SAVE or SAVE and CLOSE button on top of the screen.

These steps will close out your hotel for all channels for the date range you selected.

The full list of fields available to you when you click to add a Hotel Restriction are covered in the specific job aid for “How to Set Stay Restrictions”.