

## Choosing a Hotel Payment Type in Egencia

When booking a hotel room, a traveler or an arranger can choose the hotel payment type. Generally, there will be two options available: "**Pay Online**" and "**Pay at Hotel**." The definitions for each payment type are provided below. Additionally, screenshots are included to highlight the negotiated rates with local hotels as well as the available payment types.

**Pay Online** - The credit card associated with the profile will be charged at the time of check-in for the room and taxes. The traveler will be responsible for paying any incidental charges separately. The charge on the credit card will display "Egencia" as the merchant's name, and the receipt will be available within Egencia.

**Pay at Hotel** - The credit card in the profile is used to guarantee the hotel room reservation. The traveler will be responsible for paying the room charges, taxes, and any incidental charges directly to the hotel. The charge on the credit card will reflect the merchant's name provided by the hotel, and the hotel will provide the receipt.

Step 1: Select the hotel of interest to view the payment options.

The screenshot displays the Egencia website interface for a hotel search in Palo Alto, CA, for the dates May 06 - May 09 for 1 guest. The search results are sorted by 'Recommended' and show 109 results. The following table summarizes the visible hotel listings:

Hotel Name	Rating	Reviews	Price (From)	Payment Type	Additional Info
Hotel Citrine, Palo Alto, a Tribute Portfolio Hotel	4.2/5	Very Good (1,001 reviews)	\$636	Pay online	SLAC National Accelerator... Preferred
AC Hotel by Marriott Palo Alto	4.6/5	Wonderful (104 reviews)	\$876	Pay online	SLAC National Accelerator... Preferred
Residence Inn Marriott Palo Alto Los Altos	4.4/5	Excellent (137 reviews)	\$306	Pay online	Negotiated rates: 28% of coworker bookings
Homewood Suites by Hilton Palo Alto	4.1/5	Very Good (301 reviews)	\$341	Pay online	1 room left at this rate!
<b>Hilton Garden Inn Palo Alto</b>	4.5/5	Wonderful (537 reviews)	\$352	Pay online	Negotiated rates: 3% of coworker bookings
Hotel Lucent	4.2/5	Very Good (1,000 reviews)	\$367	Pay online	Negotiated rates: 7% of coworker bookings

Step 2: View the payment options for the specific rooms offered.



**Note:** For Department Travel Administrators, Stanford Negotiated rates will only have a "Pay At Hotel" option available. After making the Egencia reservation, you can contact the hotel directly and request a credit card authorization form for visitors and sponsored guests.

The screenshot displays the Egencia website interface for a hotel booking. At the top, the Egencia logo and navigation menu (Book, Trips, Tools, Community) are visible. The main content area shows the hotel details for "Residence Inn Marriott Palo Alto Los Altos", including a 4.1/5 rating and location information. Below this, the "Change dates" section shows check-in on May 6 and check-out on May 9. The "Choose your room" section is active, showing two room options:

- Room, 1 King Bed - Breakfast Included**: Priced at \$399. It features a "Pay online" button (highlighted with a red box and arrow) and a "Reserve" button.
- Stanford University Corporate Rate-12pct Off 1 King Suite Mobility/Hearing Access Roll in Shower Vis Firearm/Door/Phn Alert - Complimentary WiFi Refrigerator-Microwave-Pod Coffee Brewer**: Priced at \$378. It features a "Negotiated Rate" label (highlighted with a red box and arrow) and a "Pay at hotel" button (highlighted with a red box and arrow), along with a "Reserve" button.