

The background features a stylized globe with a grid pattern, overlaid with a white, glowing, curved line that suggests a path or connection. The top right corner is filled with a pattern of binary code (0s and 1s) in a light gray color. The overall design is modern and tech-oriented.

**Res-Avenue**<sup>®</sup>  
www.resavenue.com

Online Hotel Reservation Software with Payment Gateway

## About Avenues

- ❖ Avenues is a leading provider of internet payment processing solutions in South Asia that is supported by a wide network of financial institution partners, merchant partners and Independent agents.
- ❖ It is headquartered in Mumbai, India and has subsidiary companies in USA, Singapore and China.
- ❖ Avenues has three Business Units
  - ❖ Avenues Commercial Services
  - ❖ Avenues Travel Industry Services
  - ❖ Avenues Community Related Services

Avenues®		
COMMERCIAL SERVICES	CC-Avenue®	Trust-Avenue®
TRAVEL INDUSTRY SERVICES	Res-Avenue®	Hotels-Avenue®
COMMUNITY SERVICES	Event-Avenue®	Members-Avenue®

## About ResAvenue

- ❖ ResAvenue is India's only Multi-lingual Internet Hotel Reservation System with an in-built Multi-currency, Multi-payments Options Online Payment Solution.
- ❖ ResAvenue offers the hospitality industry advanced features not available with any other booking engine.
- ❖ ResAvenue enables hotels to accept reservation from anyone, anywhere, anytime, thereby maximizing their revenue from the Internet.



INTERNET >> BOOKING ENGINE	INTERNET >> MARKETING SERVICES	GLOBAL >> DISTRIBUTION SYSTEM	INTERNET >> DISTRIBUTION SYSTEM
Direct Customers	Google	amADEUS	hotels.com
Agents	YAHOO!	GALILEO A CENDANT COMPANY	Expedia.com
Corporate Entities	overture	Sabre	travelocity
VISA	msn	worldspan	ONTraveller
MasterCard			and more...

## What is unique about ResAvenue?

### Multi-lingual

- ❖ Users can choose to complete the reservation process in any of the 9 major international languages available.



- ❖ A hotel will not lose a sale because the customer can now book in his own language.
- ❖ Such a wide range of international language choices enhances the brand image of the hotel.

## What is unique about ResAvenue?

### Multi-currency

- ❖ ResAvenue is a solution operating on a global scale. To ensure the maximum transaction coverage, ResAvenue enables hotels to accept payment in multiple currencies.
- ❖ ResAvenue offers hotels the facility to transact in 20 different currencies as:- USD, GBP, Euro, SGD, INR, MYR, OMR, AED, CAD, CHF, HKD, AUD, CZK, DKK, HUF, JPY, NOR, NZD, SEK and BHD
- ❖ This covers all major currencies customers use to trade at the global level.

## What is unique about ResAvenue?

### Multi-payment

ResAvenue has 5 payment modes:

- ❖ Credit Cards: Customers can pay through any of the 8 major international credit cards.
- ❖ Net Banking: Customers from India, China and Singapore also have the option of paying through their Internet Banking Accounts. We have partnered with 22 Indian, 17 Chinese and 3 Singaporean banks.
- ❖ Debit Cards: Customers from India can now also pay through their Debit cum ATM cards.
- ❖ Indian Customers can also have a Cash Card & Mobile Payment option and Debit cum ATM cards.

## Payment Options: Credit Cards



- ❖ With all major cards processed, ResAvenue gives your guest the freedom to choose.
- ❖ 9 out of 10 credit card bookings are made using one of the 8 major credit cards we provide.
- ❖ Moreover, the use of online credit payment is increasing, thus improving your chances of getting an online booking.

## Payment Options: Net Banking (India)



- ❖ Despite low penetration of credit cards in India, you can count an additional 170 million Indians as potential customers with our unique service of the country's 17 leading Internet banking providers.
- ❖ Net Banking is used more as compared to credit cards in India thus increasing chances of bookings.
- ❖ With tie ups with major private banks, net banking payment gets so easy.



## Payment Options: Debit Cards (India)



- ❖ Many Indians do not have a credit card but hold a debit card.
- ❖ By processing Debit Cards, ResAvenue expands your guest base to include these audiences.

## Payment Options: Cash Cards & Mobile Payments (India)



Indian Customers who do not have a credit card or a net banking account can pay for products or services via their mobile phones or with a cash card.



## ResAvenue – Value Additions

### ❖ **GDS and IDS connectivity**

ResAvenue in association with Pegasus can seamlessly connect you to the leading global distribution systems - Sabre, Galileo, Amadeus and Worldspan through the Pegasus Switch. These GDS channels can effectively reach 99% of all global travel agents. It will also list your hotel inventory on Expedia, Orbitz, Travelocity, CNN Traveller and 2000 other travel websites.

### ❖ **ResAvenue Channel Connect**

Avenue is a wholesaler of room inventory and is looking to partner with your esteemed organization to source your room inventory and offer it to 1000's of B2B global travel agents and also give your hotel global distribution through our online and offline travel agents and affiliates.

## ResAvenue – Value Additions

### ❖ **Voice Reservation Services**

Cater to guests who prefer to reach you through the telephone for reservations – without allocating precious resources to set up a voice handling system. With the ResAvenue Voice Services in play, our state-of-the-art call centre will deliver high quality service to telephonic reservations from guests from around the globe at a low cost. Private Label Service also available.

### ❖ **Search Engine Marketing**

ResAvenue in conjunction with eBrandz brings special packages for the hospitality industry. eBrandz is a Search Engine Marketing (SEM) company with vast experience of over 500 successful Search Engine Marketing campaigns. These campaigns have special features which will drive quality traffic to the hotel website and will deliver great value for your hotel property.

## ResAvenue: The Guest's Perspective

Step 1: The Customer visits the hotel website.

Step 2: He decides to reserve a room.

Step 3: He clicks on the 'Reservation' Button.

Step 4: Selects a Room from your available inventory.

Step 5: Pays through his credit card or net banking account.

Step 6: Receives an instant room confirmation via email.

**The entire reservation process is simple & quick.**

# Just a Click Away

Accommodation Packages Services & amenities Location Reservations Contact Us About Us Tour

HOTELS.COM

GET MORE for less with FREE COUPONS BOOK TODAY!  
CLICK HERE

FEATURED SPECIAL OFFERS

Special Offers:  
Summer spectacular at the Hotels & Golden Door Spa. Includes \$100 food & beverage credit, buy one, get one free activities and more. Click here for details.

#4 Breakfast FREE

CHOOSE YOUR FREE BONUS WHEN YOU BOOK ON HOTELS.COM

TAKE A TOUR

Contact Us | Suggest Our Services | Directory | Privacy Policy  
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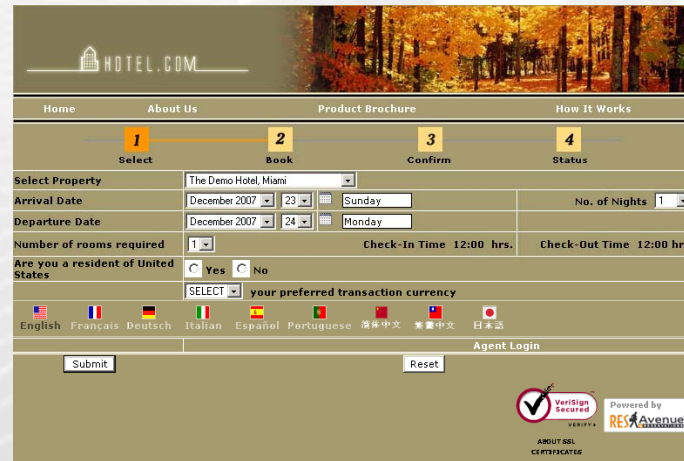
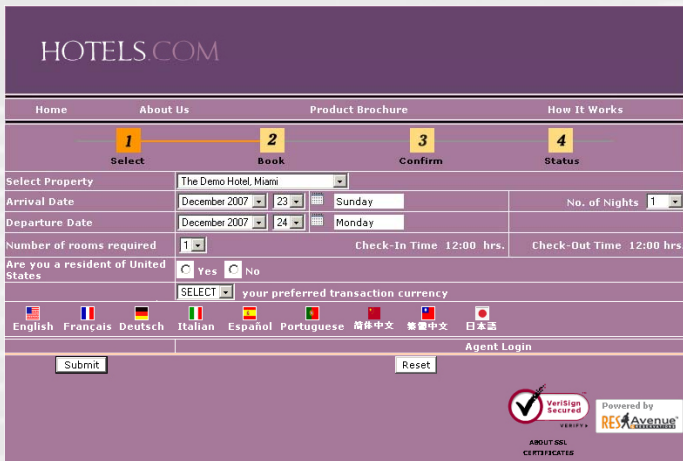
## Seamless Integration

ResAvenue works from your own website. To book, your guest simply clicks the reservation link on your website.

# Entirely Customisable



ResAvenue's customisable controls allows your booking interface to be an identical reflection of your group's/hotel's home page



## 3-Step Reservation Process

**HOTELS.COM**

Home    About Us    Product Brochure    How It Works

**1** Select    **2** Book    **3** Confirm    **4** Status

Select Property: The Demo Hotel, Miami

Arrival Date: December 2007, 22, Saturday    No. of Nights: 1

Departure Date: December 2007, 23, Sunday

Number of rooms required: 1    Check-In Time: 12:00 hrs.    Check-Out Time: 12:00 hrs.

Are you a resident of India:  Yes  No

SELECT your preferred transaction currency

English   Français   Deutsch   Italian   Español   Portuguese   简体中文   繁體中文   日本語

Amend/Cancel Reservation   Corporate Login   Agent Login

Submit    Reset

VeriSign Secured    Powered by ResAvenue

ABOUT SSL CERTIFICATES

**From Look To Book In Just 3 steps!**

**1** Select dates and rooms

**2** Book his chosen room(s)

**3** Confirm his choice by paying either with a credit or debit card

**4** Receive instant confirmation of booking status; confirmed/on request



# Reward Loyalty With Direct Access

The screenshot displays the Hotels.com website interface. At the top, the 'HOTELS.COM' logo is visible. Below the logo is a navigation bar with links for 'Home', 'About Us', 'Product Brochure', and 'How It Works'. A progress indicator shows four steps: 1. Select, 2. Book, 3. Confirm, and 4. Status. The main reservation form includes fields for 'Select Property' (The Demo Hotel, Miami), 'Arrival Date' (December 2007, 22, Saturday), 'Departure Date' (December 2007, 23, Sunday), 'Number of rooms required' (1), 'Check-In Time' (12:00 hrs.), and 'Check-Out Time' (12:00 hrs.). There are also options for 'Are you a resident of India' (Yes/No) and a 'SELECT your preferred transaction currency' dropdown. Below the form are language options: English, Français, Deutsch, Italian, Español, Portuguese, 简体中文, 繁體中文, and 日本語. At the bottom of the main form are links for 'Amend/Cancel Reservation', 'Corporate Login', and 'Agent Login', along with 'Submit' and 'Reset' buttons. An inset window shows the 'Agent Login' form with fields for 'Agent Login Name', 'Password', and a 'Forgot Password' link, and a 'Login' button. Security logos for VeriSign Secured and ResAvenue are also present.

## The Latest In Contract Management

Contracted rates for travel agents and corporates, each with private access, dramatically reduces paperwork while catering to the client's need for a faster, efficient booking process

# Enabled for the World

The screenshot shows the Hotels.com booking interface. At the top, there's a navigation bar with 'Home', 'About Us', 'Product Brochure', and 'How It Works'. Below this is a progress indicator with four steps: 1. Select, 2. Book, 3. Confirm, and 4. Status. The main form includes fields for 'Select Property' (The Demo Hotel, Miami), 'Arrival Date' (December 2007, 22, Saturday), 'Departure Date' (December 2007, 23, Sunday), 'Number of rooms required' (1), 'Check-In Time' (12:00 hrs.), and 'Check-Out Time' (12:00 hrs.). There are radio buttons for 'Are you a resident of United States' (Yes/No). A dropdown menu for 'your preferred transaction currency' is open, listing USD, INR, SGD, GBP, EUR, AED, OMR, MYR, and BHD. Below the form are language options: English, Français, Deutsch, español, Portuguese, 简体中文, 繁體中文, and 日本語. There are 'Submit' and 'Reset' buttons. At the bottom right, there are logos for VeriSign Secured and RESAvenue, along with a link to 'ABOUT SSL CERTIFICATES'.

## Personalized service to a Global Market

- ❖ The world's first direct billing of multiple currencies allows pricing in 9 currencies to offer your guest the security of a local transaction
- ❖ Allow customers the comfort and convenience to choose from 9 major international languages

# The Power of Choice

**HOTELS.COM**

Home About Us Product Brochure How It Works

**1** Select **2** Book **3** Confirm **4** Status

Accommodation is available - Select Room Type and then click **BOOK NOW** to confirm reservation  
 Arrival Date : Sat 22 Dec 2007 Departure Date : Sun 23 Dec 2007

**Deluxe Non Pool Facing** Internet Rates

The Deluxe Rooms are appointed in pastel shades of burgundy and green and luxurious furnishings city-facing rooms. Room Image

Rate per Rooms	INR	# PX 1 12.00	# PX 2 14.00	# EX 5.00	CH 5.00
		Occupants per Rooms			Total Rooms Rate
Number of Rooms : 1		Adult	Child		
<input type="checkbox"/>		0	0		

**Rates Inclusive Of :**  
 Rate is inclusive of one way airport transfer

Room rent is Subject to Tax - Luxury Tax 6.00 %  
 # NOTE PX : Occupant EX : Extra Bed /Rollaway

View Cancellation Policy

CH : Child IN : Infant

## Communicate!

- ❖ Ensure your guests are never out of options with ResAvenue's unlimited ceiling on room/package variations
- ❖ Each room can be individually described as befits it
- ❖ Win-Win: Per occupant rates give guests treasured flexibility while meeting your business needs
- ❖ Visual-proof: Make use of the unique visual feature alongside each room
- ❖ More than one: Multiple room numbers and types can be booked in one transaction
- ❖ Retain his attention by offering an instant status: Available & Sold out

# Instant Availability Status

Deluxe Non Pool Facing		Internet Rates			
The Deluxe Rooms are appointed in pastel shades of burgundy and green and luxurious furnishings city-facing rooms.					<a href="#">Room Image</a>
<b>Rate per Rooms</b>	<b>INR</b>	<b># PX 1</b> 12.00	<b># PX 2</b> 14.00	<b># EX</b> 5.00	<b>CH</b> 5.00
<b>Number of Rooms : 1</b>	<input type="checkbox"/>	<b>Occupants per Rooms</b>		<b>Total Rooms Rate</b>	
		<b>Adult</b>	<b>Child</b>		
<b>Rates Inclusive Of :</b> Rate is inclusive of one way airport transfer		0	0		
Room rent is Subject to Tax - Luxury Tax 6.00 %		0			
# NOTE    PX : Occupant    EX : Extra Bed /Rollaway    CH : Child    IN : Infant		1			
		2			
		3			

No Rooms Available for the period selected.

**Try Other Dates**

## Proactive Response

- ❖ Availability of real-time inventory is provided in less than a second
- ❖ Proactively, since ResAvenue queries all available inventory, guests are rarely turned away

# Seven - In - One

**HOTELS.COM**

1 Select 2 Book 3 Confirm 4 Status

Home About Us Product Brochure How It Works

To confirm your reservation, please complete details below. When you click the 'Confirm by Credit Card' button, your reservation will be confirmed instantly. You will see a screen displaying the details of your reservation - and you will also receive an email from **The Demo Hotel** confirming your reservation. Please read our [Cancellation Policy](#).

Deluxe Non Pool Facing - Internet Rates  
 22 Dec 2007 - 23 Dec 2007  
 Occupancy per Rooms: 1 Adult  
 Rooms Rate : INR 12,00 x 1 Rooms

Subtotal: INR 12.00  
 Total Payable: INR 12.00

Delete Room Selected Amend Details

**Billing Details**  
 Existing User (for our returning guests)  
 User name Password Submit

**New User Register Now**  
 (Required for new customers only. Registration is required prior to Reservation.) Read how this benefits you  
 NOTE: For credit card verification, please enter the billing address as it appears on your credit card statement

Please enter information:  
 Title First Name Middle Name Last Name Suffix  
 Select First Name Middle Name Last Name Suffix

Are you part of Traveling party  Yes  No  
 Address City Country State/Province Postal Code  
 Fax (optional) Country Area Phone #

**Phone numbers**  
 Home Country Area Phone #  
 Tip: You can enter an international phone number above; for the United States the country code is "1".

**Create an account** To make a reservation we'll need to create an account for you. This information will allow you to access your travel plans online at any time.  
 Member ID: Password: Type password again: Tips for selecting a password:  
 ((4-10 characters)) ((6-20 characters))

Enter email address All reservation related communications would be sent to this address  
 Current e-mail address

**Travelers' Information**  
 Fields marked with \* are required  
 Deluxe Non Pool Facing (1 Adult per Rooms)  
 Title Last Name \* First Name Age  
 MR

**Reservation Information**  
 Arrival By AIR Flight No. IF Arriving By Air  
 Arrival Time --:-- AM Departure Time --:-- AM  
 Transfer  One Way  Two Way  
 Arrival Details: \*Special Request:

**Payment Option Details**  
 Pay By International Credit Cards  
 Card Type Select Card  
 Card Number no dashes or spaces e.g., 4568256901056035  
 Issuing Bank Name  
 Card Verification Number How to find the verification number?  
 Card Expiry Month / Year Jan 2007

Pay through Your Internet Enabled Bank Account  
 If you have an internet enabled bank account simply select the Bank from the menu below. .  
 SELECT: PAY BY BANK ACCOUNT  
 Pay by ITZ Card  
 Pay by Paymate  
 Mobile Number:

**Cancellation Policy**  
 No Show Policy  
 In case of a no show by the guest he will be liable to pay the a charge equal to the entire booking cost  
 • Booking cancelled in the last 24 hrs before the check-in  
 Booking cancelled in the last 24 hrs before the check-in, 100% room retention will be charged.  
 • Booking cancelled beyond 22 hrs of confirmation  
 Booking cancelled beyond 22 hrs of confirmation, 50% room retention will be charged.  
 I acknowledge reading the Cancellation Policy and I understand my credit card will be charged according to the terms stated.

Book My Reservation

VeriSign  
 VERIFIED  
 ABOUT SSL CERTIFICATES

## Seamless, Synchronised

ResAvenue is the only reservation system in the world to offer 7 booking features in one, seamlessly integrating into each other, culminating with the payment gateway

- ❖ Bill synopsis with amend facilities
- ❖ Guest history card
- ❖ Auto form-fill for return guests
- ❖ Permission-based e-newsletter
- ❖ Rooming list
- ❖ Multiple option features menu
- ❖ Payment gateway

# Synopsis Reflects Billing

**HOTELS.COM**

1 Select      2 Book      3 Confirm      4 Status

[Home](#)      [About Us](#)      [Product Brochure](#)      [How It Works](#)

To confirm your reservation, please complete details below. When you click the 'Confirm by Credit Card' button, your reservation will be confirmed instantly. You will see a screen displaying the details of your reservation - and you will also receive an email from **The Demo Hotel** confirming your reservation. Please read our [Cancellation Policy](#).

**Reservation Details**

**Deluxe Non Pool Facing - Internet Rates**  
 22 Dec 2007 - 23 Dec 2007  
 Occupancy per Rooms: 1 Adult  
 Rooms Rate : INR 12.00 x 1 Rooms

<b>SUBTOTAL :</b>	<b>INR</b>	<b>12.00</b>
<b>Total Payable:</b>	<b>INR</b>	<b>12.00</b>

## Preventive Measures

A simple synopsis in an easy-to-read format before the card transaction, considerably reduces amendments, charge backs

# Guest History Card

**Billing Details**

**Existing User (for our returning guests)**

User name  Password

---

**New User** **Register Now**

(Required for new customers only. Registration is required prior to Reservation.) [Read how this benefits you](#)

**NOTE : For credit card verification, please enter the billing address as it appears on your credit card statement**

Please enter information.

<b>Title</b>	<b>First Name</b>	<b>Middle Name</b>	<b>Last Name</b>	<b>Suffix</b>
<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="--"/>

**Are you part of Traveling party**  Yes  No

**Address**

<input type="text"/>	City <input type="text"/>	Country <input type="text" value="-- Select --"/>	State/Province <input type="text" value="-- Select --"/>
Fax (optional) <input type="text"/>	Postal Code <input type="text"/>		

**Phone numbers**

<b>Home</b>	Country: <input type="text"/>	Area: <input type="text"/>	Phone #: <input type="text"/>
-------------	-------------------------------	----------------------------	-------------------------------

Tip: You can enter an international phone number above; for the United States the country code is "1".

**Create an account** To make a reservation we'll need to create an account for you. This information will allow you to access your travel plans online at any time.

Member ID: ((4-10 characters))	Password: ((6-20 characters))	Type password again:	<b>Tips for selecting a password.</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	

**Enter email address** All **reservation related communications** would be sent to this address

Current e-mail address.

## Know Your Customer

- ❖ Auto form-fill feature for return guests speeds up reservations
- ❖ Permission-based e-marketing facility allows for focused campaigns to receptive audiences
- ❖ Unique booker ID segregates travelers from bookers for enhanced security and relationship building
- ❖ Comprehensive GHC provides the best information yet for registration

## Rooming List, Special Features

Travelers' Information			
Fields marked with * are required			
<b>Deluxe Non Pool Facing (1 Adult per Rooms)</b>			
<b>Title</b>	<b>Last Name *</b>	<b>First Name</b>	<b>Age</b>
Mr. ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>
Reservation Information			
<b>Arrival By</b>	Air ▾	<b>Flight No.</b> <input type="text"/>	If Arriving By Air
<b>Arrival Time</b>	-- ▾ AM ▾	<b>Departure Time</b>	-- ▾ AM ▾
<b>Transfer</b>	<input type="radio"/> One Way <input type="radio"/> Two Way		
<b>Arrival Details:</b>	<input type="text"/>		
	<b>*Special Request:</b> <input type="text"/>		
<small>*The hotel will do its best to fulfill all requests, subject to availability, but can offer no guarantee.</small>			

### Room For Improvement

- ❖ The first-ever rooming list provided for guest usage is a major improvement in online reservations
- ❖ Not just rooms, special services too can be booked prior to arrival, a trend rapidly developing in the West
- ❖ Always be one step ahead: Arrival and departure details are now mandatory



# Payment Options

**Payment Option Details**

Pay By International Credit Cards

Card Type :

Card Number :  no dashes or spaces e.g., 4568256901056035

Issuing Bank Name :  ?

Card Verification Number :  How to find the verification number?

Card Expiry Month / Year :

Pay through Your Internet Enabled Bank Account

If you have an internet enabled bank account simply select the Bank from the menu below. .

SELECT :

Pay by ITZ Card

Pay by Paymate


Mobile Number :

---

**Cancellation Policy**

- No Show Policy**  
In case of a no show by the guest he will be liable to pay the a charge equal to the entire booking cost
- Booking cancelled in the last 24 hrs before the check-in**  
Booking cancelled in the last 24 hrs before the check-in, 100% room retention will be charged.
- Booking cancelled beyond 72 hrs of confirmation**  
Booking cancelled beyond 72 hrs of confirmation, 50% room retention will be charged.

I acknowledge reading the Cancellation Policy and I understand my credit card will be charged according to the terms stated.



ABOUT SSL CERTIFICATES

## Never Lose A Sale!

- ❖ The world's only reservation system to offer credit and debit banking facilities
- ❖ The world's largest bouquet of payment options ever available to a hotelier in a single interface ensures your guests are almost never out of a choice to pay for your service
- ❖ ResAvenue is always committed to increasing its portfolio of banking partners

## ResAvenue Schemes

- ❖ **Premium & Economy Plan:** In case of Premium & Economy Plan, ResAvenue will collect the entire reservation amount from the guest during the time of online reservation and pay to the hotelier on a weekly basis after deducting the reservation fees.

## Security Guaranteed



❖ ResAvenue has achieved the new PCI DSS 1.1 Standards of Compliance, which makes it one of the most secure payment gateways in the world.

❖ The highest level Verisign certificate, Internet's best security service, is posted prominently on the booking page as an assurance of our commitment to security

The screenshot shows a VeriSign 'Seal Verified' notification. At the top left is the VeriSign logo with a checkmark and the text 'VeriSign Seal Verified'. To the right is a language dropdown menu set to 'English'. Below this, the date and time '2/1/2008 16:55' and the URL 'www.resavenue.com' are displayed. The main content is a red-bordered box containing the following information:

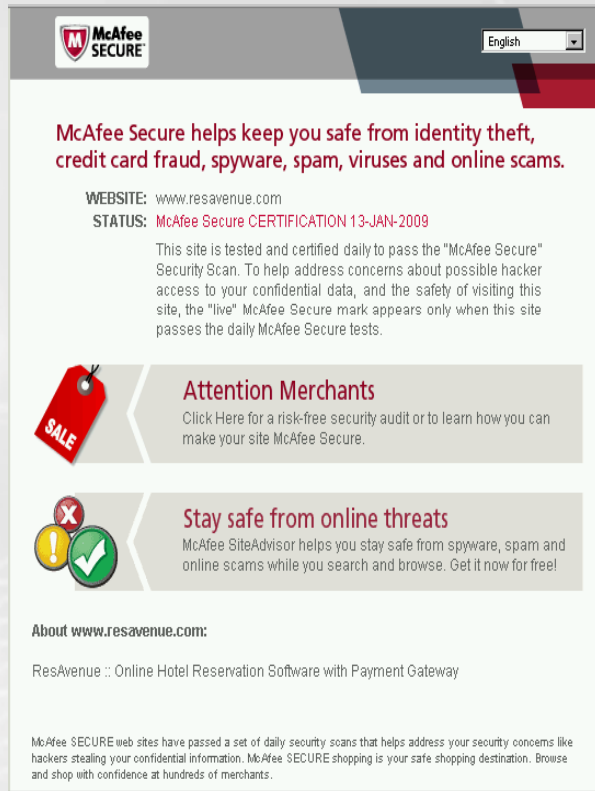
<b>SITE NAME:</b>	www.resavenue.com
<b>SSL CERTIFICATE STATUS:</b>	Valid (05-Nov-2007 to 04-Nov-2010)
<b>COMPANY/ ORGANIZATION:</b>	AVENUES WORLD PTE. LTD. Singapore Singapore, SG

Below the red box, there are two sections:

- Encrypted Data Transmission:** This Web site can secure your private information using a VeriSign SSL Certificate. Information exchanged with any address beginning with https is encrypted using SSL before transmission.
- Identity Verified:** AVENUES WORLD PTE. LTD. has been verified as the owner or operator of the Web site located at www.resavenue.com. Official records confirm AVENUES WORLD PTE. LTD. as a valid business.

At the bottom, there is a warning: 'For your best security while visiting sites, always make sure the address of the visited site matches the address you are expecting to see. Make sure that the URL of this page begins with "https://seal.verisign.com"'. To the right of this warning is a link: '>> REPORT SEAL MISUSE'.

# Security Guaranteed



**McAfee SECURE** English

**McAfee Secure helps keep you safe from identity theft, credit card fraud, spyware, spam, viruses and online scams.**

WEBSITE: [www.resavenue.com](http://www.resavenue.com)  
STATUS: **McAfee Secure CERTIFICATION 13-JAN-2009**

This site is tested and certified daily to pass the "McAfee Secure" Security Scan. To help address concerns about possible hacker access to your confidential data, and the safety of visiting this site, the "live" McAfee Secure mark appears only when this site passes the daily McAfee Secure tests.

**Attention Merchants**  
Click Here for a risk-free security audit or to learn how you can make your site McAfee Secure.

**Stay safe from online threats**  
McAfee SiteAdvisor helps you stay safe from spyware, spam and online scams while you search and browse. Get it now for free!

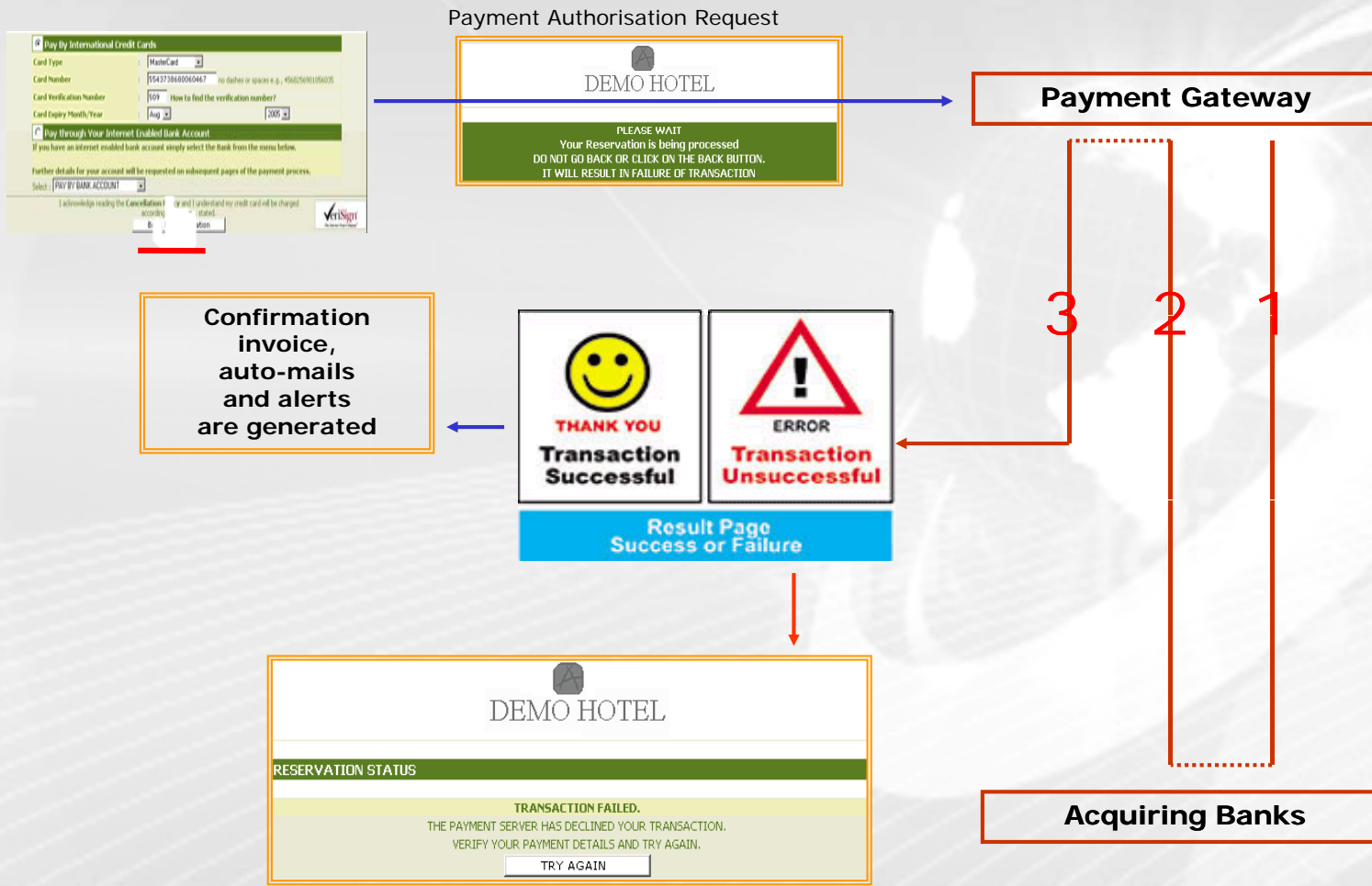
About [www.resavenue.com](http://www.resavenue.com):  
ResAvenue :: Online Hotel Reservation Software with Payment Gateway

McAfee SECURE web sites have passed a set of daily security scans that helps address your security concerns like hackers stealing your confidential information. McAfee SECURE shopping is your safe shopping destination. Browse and shop with confidence at hundreds of merchants.



- ❖ ResAvenue employs the best in online security. Daily testing is done to maintain its Hacker Safe Secure Certificate.
- ❖ The latest certification by Visa and MasterCard ensures additional levels of security.

# Real Time Verification Process



ResAvenue has a strict card verification process is done in real-time and takes only three seconds.

# Real Time Confirmation

 <b>DEMO HOTEL</b>	
<b>Your transaction has successfully completed.</b> Please verify your reservation details below. You will also receive an email message with information about your reservation. You are required to provide a copy of the invoice displayed below at the time of check-in. In case you cannot print your invoice now, please note your reservation number & provide the same at the time of check-in..	
<b>Reservation Details - Reservation Number</b> <b>R05#UD2202#7115</b>	
<b>Reservation Status - Confirmed Reservation</b>	
<b>Reservation Date</b>	22 Feb 2005
<b>Billing Details</b>	
<b>Name</b>	Mr. James Alan Bond
<b>Address</b>	Buckingham Palace London, , Zip/Pin : 007
<b>Country</b>	Azerbaijan
<b>Telephone</b>	007-007-007 Fax : 45646
<b>Email</b>	alan@resavenue.com
<b>Accommodation Details</b>	
<b>Property</b>	The Demo Hotel
<b>Check-In Date</b>	27 Feb 2005 0100 hrs.
<b>Check-Out Date</b>	28 Feb 2005 0100 hrs.
<b>Total Days of Stay</b>	1
<b>Total Rooms Reserved</b>	2
<b>Room Details</b>	
<b>Executive Suite - Executive Suite</b>	
Number of Rooms : 1	
Occupancy : 2 Adult s	
<b>Traveller Info</b>	
Room 1 :	
Mr. Bond, James	
Mr. bond james, jamews	
<b>Rates Inclusive Of</b>	
american chinese breakfast	
Charge for 1 <b>Executive Suite - Executive Suite</b> for 1 Night	USD 1.00
<b>Deluxe Suite Pool Facing - Deluxe Suite</b>	

<b>Deluxe Suite Pool Facing - Deluxe Suite</b>										
Number of Rooms : 1										
Occupancy : 3 Adult s										
<b>Traveller Info</b>										
Room 1 :										
Mr. shaz, kar										
Mr. kars, shaz										
Mr. gagag, vad										
<b>Rates Inclusive Of</b>										
american breakfast										
Charge for 1 <b>Deluxe Suite Pool Facing - Deluxe Suite</b> for 1 Night	USD 2.00									
<b>Grand Total USD 3.00</b>										
<b>Tax Details</b>										
Inclusive of Taxes - Luxury Tax:6.00										
<b>Additional Details</b>										
<b>Arrival Method</b>	Bus									
<b>Transfer Required</b>	Two Way									
<b>Arrival Details</b>	what									
<b>Preferred Bedding</b>										
<b>Preferred Language</b>	English									
<b>Requests</b>										
<b>Payment Details</b>										
<b>Mode Of Payment</b>	VISA									
<b>Card No.</b>	XXXXXXXXXXXX3381									
( For security reasons, only the last 4 digits of the card number are displayed here )										
<b>Amount Charged to card</b>	USD 3.00									
<table border="1" style="width: 100%;"> <tr> <td>Total</td> <td>USD</td> <td>3.00</td> </tr> <tr> <td>Amount Paid</td> <td>USD</td> <td>3.00</td> </tr> <tr> <td>Balance Due</td> <td>USD</td> <td>.00</td> </tr> </table>		Total	USD	3.00	Amount Paid	USD	3.00	Balance Due	USD	.00
Total	USD	3.00								
Amount Paid	USD	3.00								
Balance Due	USD	.00								
<b>No Show Policy</b>										
In case of a no show by the guest he will be liable to pay the a charge equal to the entire booking cost										
<b>Booking cancelled in the last 24 hrs before the check-in</b>										
Booking cancelled in the last 24 hrs before the check-in, 100% room retention will be charged.										
<b>No Show Policy</b>										
In case of a no show by the guest he will be liable to pay the a charge equal to the entire booking cost										
<b>Booking cancelled in the last 24 hrs before the check-in</b>										
Booking cancelled in the last 24 hrs before the check-in, 100% room retention will be charged.										
<b>Booking cancelled beyond 72 hrs of confirmation</b>										
Booking cancelled beyond 72 hrs of confirmation, 50% room retention will be charged										
<b>Cancellation Policy</b>										
Flexibility to fine-tune taxes and cancellation policies for each room										
Display your cancellation policy with detailed information to eliminate the possibility of future disappointment										
The cancellation policy pop-up ensures that the customer reads your policy carefully before confirming his reservation thus reducing possible charge backs										
<a href="#">View / Print Invoice</a>										

- ❖ Only valid cards graduate to a confirmed room booking with advance payment
- ❖ Instantly generated room detail and booking invoices support a comprehensive auto-email sent to the guest as proof of transaction
- ❖ You can `close` a deal and get paid even before your guest arrives. That's peace of mind for both parties

## ResAvenue - Client List

Absolute Group  
Of Hotels



Phuket, Thailand

YTL Group of Hotels



Malaysia

Monarch Sands  
Beach Resort



Dumaguette City,  
Philippines

K Raheja Hospitality



Mumbai, Maharashtra,  
India

Lotus Hospitality



Dubai, U. A. E

Karvin Hotel



Heliopolis, Cairo,  
Egypt

Park Prime



Jaipur, Rajasthan,  
India

The Royal Pitamaha



Ubud, Bali,  
Indonesia

Nubian Island



Nabq Bay, Sharm-El-  
Sheikh, Egypt

Katriya De Royal



Hyderabad,  
Andhra Pradesh, India

Hotel Sunnmatt



Engelberg, Switzerland

Sayaji Hotel



Indore, Madhya Pradesh,  
India

City Seasons  
Hotel Apartments



Dubai, U. A. E

St. Marks Hotel



Bangalore, Karnataka,  
India

Beach Orchid



Kollam, Kerala  
India

Hotel Breeze



Chennai, Tamil Nadu,  
India

Hotel Polo Towers



Shillong, Meghalaya,  
India

Hotel 33



Delhi, India

Visit: [www.ResAvenue.com/aboutus/clients.jsp](http://www.ResAvenue.com/aboutus/clients.jsp) to view a more elaborate client List

## Our Offices

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Level 36-01, Singapore 048624

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## ResAvenue – At a Glance

- ❖ Internet booking engine which integrates into your branded hotel website
- ❖ Built-in payment gateway with GDS, IDS connectivity
- ❖ The only system with Multi – Payment Options
- ❖ The only system to process payments in 27 different currencies for e.g. USD, GBP, Euro, SGD, INR, MYR, OMR, AED and BHD
- ❖ All-In-One: FIT, TA, corporate, sales offices, special services
- ❖ Multi-lingual: Complete booking in 9 widely spoken global languages
- ❖ Complete Customisation: Entire booking with your colours, words, pictures, logos
- ❖ Complete control: All inventory, rates, packages and accounts managed by the hotel
- ❖ Additional Services Available: Global Agent Commission Payment System, ResAvenue Channel Connect, Voice Reservation Services and Search Engine Marketing.
- ❖ No investment in software and infrastructure. No hidden cost
- ❖ Free training, after-sales-support