

WHO ONLINE BOOKING PLATFORM SIMPLIFIED STEP BY STEP

BOOKINGS CAN ONLY BE MADE FOR
CITIES/COUNTRIES
THAT ARE INCLUDED IN THE « WHO PREFERRED HOTEL PROGRAMME »



STEP 1: LOGIN TO HCORPO WEBSITE

TO CREATE YOUR ACCOUNT:

Go to the website:

<https://www.hcorpo.com/who/user>

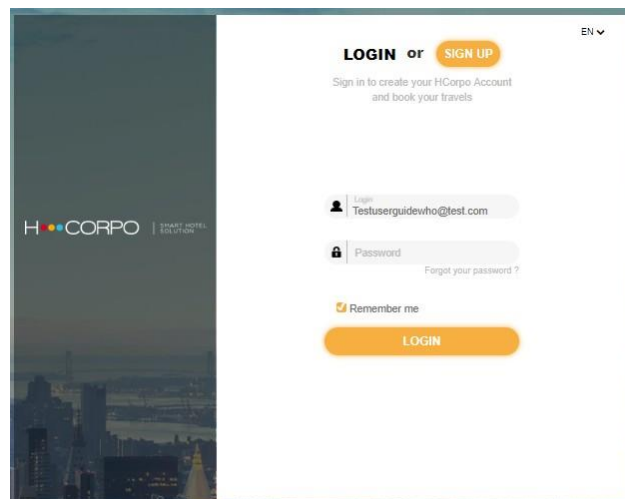
- Please click on the SIGN UP button
- Fill out the form with the required information
- You will receive an email notification asking you to authenticate yourself
- You will now be able to connect to the HCorpo platform

TO CONNECT ONCE YOU HAVE CREATED YOUR ACCOUNT:

Go to the website:

<https://www.hcorpo.com/who/user>

- Please click on the LOGIN button
- Enter your email address and password





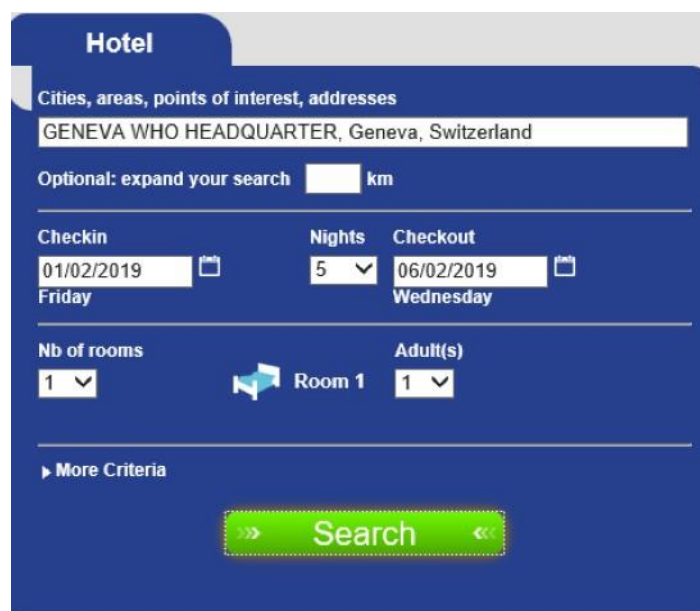
STEP 2: DO YOUR HOTEL SEARCH

Type-in the name of the desired destination (e.g. Geneva). You can also choose as destination the WHO Country Office or Regional Office in a given city.

Choose your check-in and your check-out dates and Click on "Search".



ONLY OFFICIAL DUTY TRAVEL DATES MUST BE SELECTED – NO PRIVATE STAY CAN BE INCLUDED.




STEP 3: SELECT THE HOTEL

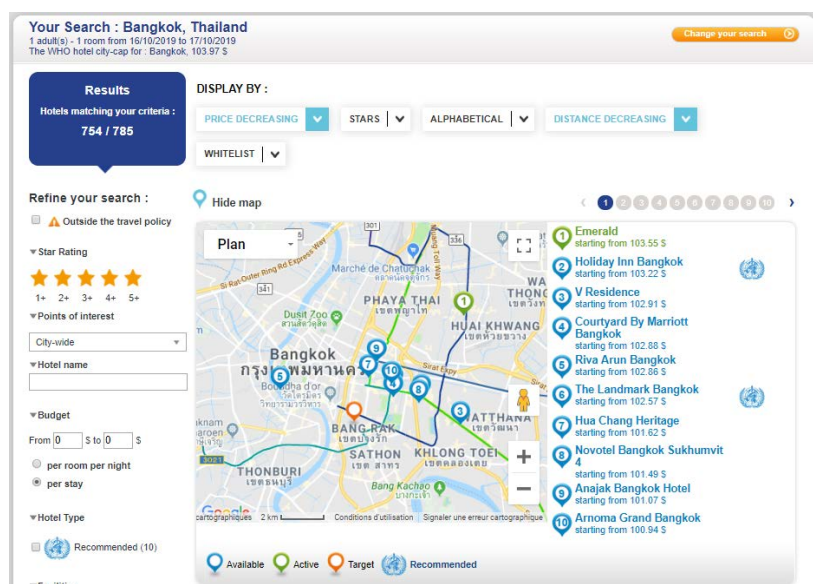
Only hotels below "Hotel City Cap" are displayed and can be booked.

Target = WHO country/regional offices if selected as destination.

WHO preferred hotels are tagged with WHO logo:



You are encouraged to choose one of the WHO preferred hotels.




IF THERE ARE NO AVAILABLE ROOM/RATES BELOW THE CITY CAP, YOU CAN TICK THE "OUTSIDE THE TRAVEL POLICY" CHECK BOX AND ACCESS ADDITIONAL OFFERS (A JUSTIFICATION WILL BE REQUIRED).



IF YOU TRAVEL TO GENEVA AND YOU WANT TO INCLUDE HOTELS IN "FERNEY VOLTAIRE" SELECT AS DESTINATION: GENEVA WHO HEADQUARTERS.



STEP 4: BOOK YOUR ROOM




WHEN A HOTEL OFFERS MULTIPLE RATES, YOU ARE ALWAYS ENCOURAGED TO CHOOSE THE LOWEST ONE. HOWEVER, PLEASE READ CAREFULLY THE CANCELLATION POLICY BEFORE CONFIRMING (SOME RATES MAY BE NONREFUNDABLE).

Click on “**book**” once the hotel is selected.


Amari Watergate Bangkok

★★★★★



847 Petchburi Road,
Rajthevi, Pratunam,
Phayathai
Distance 3.08 km

[Map](#) | [Description](#)



Offer 1 : Available

Deluxe King - 40 Sqm - City View - Free Wifi. - Who
Bb Included : Breakfast

[See the cancellation policy](#)

[* Show available offers \(2\)](#)

Total price:
90.98 \$

Price per person per night :
90.98 \$
negotiated rate


[Book](#)



STEP 5: ADD TO BASKET

Enter the name of the traveller

Please enter the name of the traveller [Clear traveller's names](#)

 Room 1

➔

Last name*

First name*

Phone

Email

Click on “Add to basket”



STEP 6: COMPLETE THE BOOKING

Enter the TR number and the hotel PO number and validate.

To complete your booking, please enter the following information :

Information needed to complete your booking 1

PO number (Purchase Order) - E.g. : 123456789 : *

TR number (Travel Request) - E.g. : TR1234567 : *

- **THE CONFIRMATION AND THE VOUCHER WILL BE SENT TO YOU BY E-MAIL. IF YOU ARE A TRAVEL ARRANGER, PLEASE MAKE SURE TO SEND THE VOUCHER TO THE TRAVELLER.**



STEP 7: DURING AND AFTER TRAVEL

- Voucher needs to be presented to the hotel at check-in
- The hotel room rate is paid by HCorpo on behalf of WHO. Any extra private expenses will need to be paid by the traveller at check-out
- Additional nights for private stay must be booked directly with the hotel (and never through HCorpo platform)
- Local city taxes (if applicable and not included in room rate) may be requested to be paid by the traveler (covered by the "incidentals portion of the perdiem")

CHANGES ON THE BOOKING

I want to cancel my booking



In "My Bookings / Reservation Details",
click on "Cancel"

I want to modify my dates



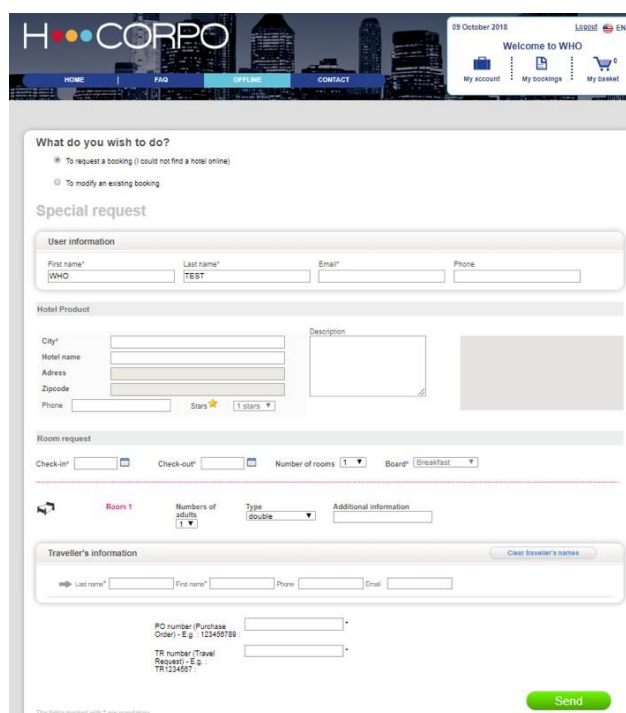
Make a new booking for the new dates,
add your booking to the basket,
cancel the previous reservation
and then validate the new booking

I want to shorten my stay
(I'm already at the hotel)



Send an email to HCorpo offline team:
info.who@hcorpo.com
or call: **+ 1 34 74 34 98 36**

➤ IF YOU ARE NOT ABLE TO CANCEL/MODIFY THE BOOKING OR COULD NOT FIND/BOOK A HOTEL ONLINE, PLEASE FILL IN THE OFFLINE FORM.



The screenshot shows the HCorpo offline booking form. At the top, there is a navigation bar with links: HOME, FIND, OFFLINE, and CONTACT. The date is 09 October 2018, and the language is EN. Below the navigation bar, there is a section titled "What do you wish to do?" with two radio buttons: "To request a booking (I could not find a hotel online)" and "To modify an existing booking". The "Special request" section contains a "User information" box with fields for First name, Last name, Email, and Phone. Below this is the "Hotel Product" section with fields for City, Hotel name, Address, Zipcode, Phone, Stars, and a description box. The "Room request" section includes fields for Check-in, Check-out, Number of rooms, and Board. Below this is the "Room 1" section with fields for Numbers of, Type, and Additional information. The "Traveller's information" section has fields for Last name, First name, Phone, and Email. At the bottom, there are fields for PO number (Purchase Order) and TR number (Travel Request). A green "Send" button is located at the bottom right.

CONTACTS

ON-LINE ASSISTANCE 24/7

Booking, modification, cancellation:

+ 1 34 74 34 98 36

Info.who@hcorpo.com

International phone number: + 134 74 34 9836

Switzerland number : + 41 22 518 76 49

Denmark number: +45 35158627

Italy number: +39 0559979096

UK number: + 44 20 38 07 58 30

Sweden number: + 46 8 12 42 09 66

US (Atlanta) number: + 1 47 05 58 96 77

US (Washington) number: + 1 30 19 09 40 18

US (New York) number: + 1 34 74 34 98 36

Canada number: + 1 43 82 38 01 48

Australia number: + 612 90 98 43 45

New Zealand number: + 64 99 51 58 25

Brazil number: + 5521 40 42 01 17

Kenya number: +254203893737

EMERGENCY ASSISTANCE 24/7

During the trip, last minute requirements

+33 (0)1 77 68 17 34

(E.g: Problem at check-in)

FOR LOG IN ISSUE

Support.am@hcorpo.com