



## PAYMENT DETAILS

Please indicate our REFERENCE NUMBER on each of your invoices.

Value of voucher is to cover reservations only as specified. Any changes incurred shall be paid by the client directly to the hotel service provider.

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- Bookings, Hotel support & to notify no-shows: [hotelsupport.europe@hotelbeds.com](mailto:hotelsupport.europe@hotelbeds.com) or call to (+34) 919 034 234
  - Rates & availability update in our Maxiroom Extranet: <https://maxiroom.hotelbeds.com>
  - Invoices Status on our Suppliers Extranet: <http://www.ecobill.net> or under "Finance" in Maxiroom
  - Ebilling: <http://invoices.ecobill.net> (separate login required)
  - For technical or performance issues with channel managers, please ask your Channel Manager to contact Hotel Connect team (for incidences: [hotelconnect.incidences@hotelbeds.com](mailto:hotelconnect.incidences@hotelbeds.com); for connectivity/disconnection/modification request: [hotelconnect.connectivity@hotelbeds.com](mailto:hotelconnect.connectivity@hotelbeds.com); for any other question: [hotelconnect.questions@hotelbeds.com](mailto:hotelconnect.questions@hotelbeds.com))
  - Office hours: Monday - Friday 09:00 to 18:00 (Spain Time Zone)