



THE FEDROOMS®

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✓ Check-in

HELP DESK

Hours: M-F, 7-3:30 CST

Contact: 1-800-226-1741

hotels@fedrooms.com

EDUCATIONAL OPPORTUNITIES

Want to learn more about FedRooms, the official government-wide lodging program? Attend the upcoming [FedRooms® 101](#) training webinar (it's free!)

- **Tuesday, September 22, 2009 at 2pm central time.**

The webinar is a 1/2 hour overview of the FedRooms program (who can use the program, how to access the FedRooms Rate, etc.), followed by optional Q&A and discussion time.

Visit the [FedRooms 101](#) link on the traveler page at [FedRooms.com](#) for additional information. FedRooms® will also host private sessions for groups of 15 or more. Contact krista@fedrooms.com for details.

QUOTE OF THE QUARTER

"This was my first time using FedRooms.com; from now on I'll use this every time!

When I called to 'make sure' the reservation was good, customer service was GREAT! Very nice, professional, courteous..."

-Federal traveler, via [FedRooms.com website usability survey](#)

AIR TRAVEL TODAY—FEES ON TOP OF FEES

In an economic climate defined by increased fuel charges and diminishing profits, airlines are continuing to find new channels for revenues. As recently as a year ago, flyers typically only encountered fees if they checked more than the allotted 2 bags per person, or if they exceeded the baggage weight limit. Now travelers are encountering fees for food, beverages, and a host of other travel-related conveniences:

- In addition to the fees passengers on United Airlines, Delta Airlines, Northwest, and US Airways pay to check bags, the airlines have imposed a \$5 fee for passengers paying baggage fees at the airport rather than online.
- Several airlines have imposed fees for "premium" seat selection, which includes exit row seating and other locations deemed "desirable." Airlines imposing these fees include (but are not limited to) United, US Airways, Northwest, KLM, JetBlue, and Air Tran. One Airline (Vueling, a Spanish airline) has gone so far as to charge passengers to pick a seat—any seat—for their flight. Prices vary based on seat selection, ranging from "basic" to aisle/window seats with a guaranteed empty middle seat.

As airlines continue to weather the economic storm, additional "a la carte" fees continue to be a possibility. In fact, European discount carrier Ryanair has entertained the idea of charging fees for lavatory use and sick bags. While these fees, which stretch the imagination, have not officially been implemented, it is important that travelers check with airlines before traveling to stay up to date with emerging fees.

Sources: *Washington Times, Kayak.com*

DID YOU KNOW?

"Vacation," a new word to English in the 14th century, came to us as the Middle English "vacacioun" from the Latin "vacation," meaning freedom or exemption, and ultimately from the verb form "vacates." "Vacate" also derived from vacates. In other words, when we say we want a vacation, we are saying "we're going to vacate" or, "We're outta here." **Source:** *Travia: The Ultimate Book of Travel Trivia*

The next time you need a "vacation," check out one of the **thousands of hotels extending the FedRooms Rate for leisure travel on FedRooms.com!**

Filter search results (check all that apply):

- Government contractors Small groups and meetings
 State employees Leisure

Newsletter sponsored by...

 The Hilton Family



 Hilton HHonors®



**Ten Distinct Hotel Brands
One Simple Philosophy:
Be Hospitable®**

The Hilton Family of Hotels encompasses 10 brands, and more than 3,300 hotels in 80 countries worldwide. Hilton Family Hotels are among the most well-known and well-respected brands in the industry. From four-star city center hotels and convention centers to Hometown, USA, we host government travelers around the world. Thank you for booking FedRooms and Hilton Family Hotels!

With [Hilton HHonors®](#), you can earn both hotel points and airline miles for the same eligible stay at 3,300 Hilton Family hotels worldwide. Choose your personal Double Dip® Earnings Style. Maximize your earnings by changing your Earnings Style option at any time — even with every HHonors stay. Plus, you'll enjoy a variety of benefits tailored especially for you.

Check out the [Hilton New York](#)— Ideally located in central Manhattan!



INCREASE PRODUCTIVITY ON THE ROAD

Typically, business travel means spending hours in airports, airplanes, and hotel rooms—miles away from the convenience of traditional work spaces. With a little planning, travelers can overcome travel obstacles to increase efficiency on the road. Following are a few tips productivity experts recommend:

- Always book travel through a travel agency. Agents are available to assist in making alternate travel arrangements, if the situation arises.
- Dress professionally for flights. If luggage goes missing, the professional attire worn on the flight can ensure a traveler is presentable at a business meeting.
- Schedule flights to maximize time zone differences. If traveling west, try to leave in the evening. For eastbound flights, leave mid-afternoon.
- Take steps to ensure a good night's sleep.

Sources: CWT Traveler, Calgary Herald; internetnews.com

WHAT'S ON YOUR FEDROOMS.COM WISH LIST?

Do you have a fantastic idea for how we can improve FedRooms.com? Or do you simply want to weigh in on some ideas that we have brewing? We'd love to hear from you! Take a moment to share your thoughts by taking a brief (less than five minutes) survey today!



FEDROOMS® FAQs

- Q:** Why do hotels appear in search results—even when the FedRooms Rate is not available at the property?
- A:** FedRooms made the decision to include a listing of non-FedRooms rates in the event that FedRooms Rates are not available for the convenience of the traveler. If the FedRooms Rate is not available, FedRooms wants to provide other options within the same city for travelers to choose from. Non-FedRooms Rates always appear in red.
- Q:** I booked my room at the federal rate, but the hotel I stayed at imposed a mandatory "service fee" for services I did not use (parking, etc.). Why?
- A:** It is important to verify that you are staying at the **FedRooms Rate**, not the **federal government rate** (there is a difference!). If additional fees are attached to your bill using the FedRooms Rate, our help desk can help you resolve the issue. However, because we do not manage the federal government rate (nobody does—it varies from hotel to hotel), we are not able to assist when these rates are chosen.
- Q:** Can I search FedRooms.com using a specific address rather than entering the city and state?
- A:** **Absolutely!** There is a "Search By Address" button at the top of the search criteria on FedRooms.com. Simply click on the "search by address" button, enter your information, and choose to see hotels within 5, 10, or 25 miles of your destination!

Book here. It's that easy.

Search By Area Search By Address

Country: USA

State: _____

Choose one: