

# Hotel Booking Procedures

## How to Book a Hotel

All hotels must be booked using SAP Concur, the commonwealth's online booking system.

If you do not have access to the system or if you are requesting to use the agency lodging card, you must book via through ADTRAV by phone at 1.866.530.8899. Choose prompt #1. All agency lodging card reservations must be made at least **three** business days in advance of your arrival date.

Travelers without an assigned SAP identification number must have their reservations made by an agency-assigned travel arranger.

## To Make a Hotel Reservation Using the Agency Lodging Card (ALC)

A commonwealth employee or designated travel arranger must make a reservation through the commonwealth's contracted travel agency by calling 866-530-8899 and select option 1 or by emailing a completed Lodging Card Request form to [copahotels@adtrav.com](mailto:copahotels@adtrav.com).

All reservations must be made at least three (3) business days prior to the traveler's check-in date.