

Making Reservations in Hotel Engine

Hotel Engine is neither owned nor operated by TWC. If you are experiencing accessibility problems, contact the Hotel Engine customer service team at 800-803-0452.

1. Sign into Hotel Engine <https://www.hotelengine.com/>.
2. At the top of the Hotel Engine site, you will see "Find Hotels". Click on this tab.

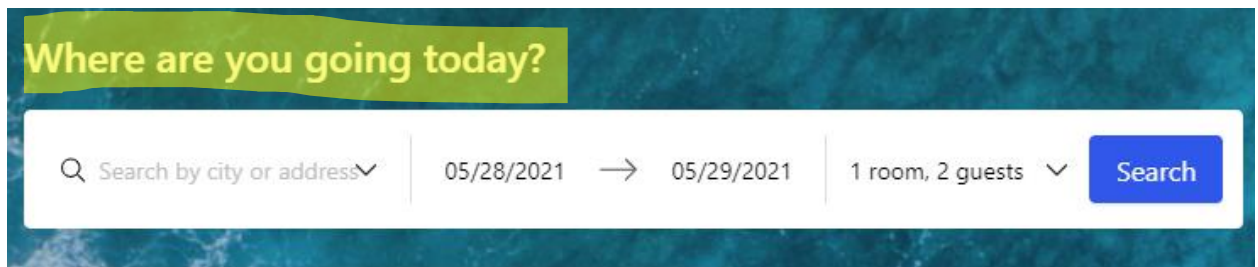
Texas Workforce Commission

Find Hotels

Trips

Tools ▾

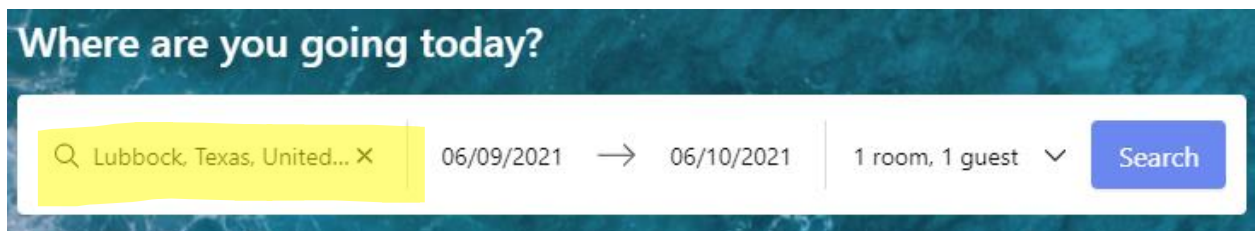
3. In the area of "Where are you going today" you will be able to enter your search criteria according to your travel plans.



Where are you going today?

Search by city or address ▾ | 05/28/2021 → 05/29/2021 | 1 room, 2 guests ▾ | Search

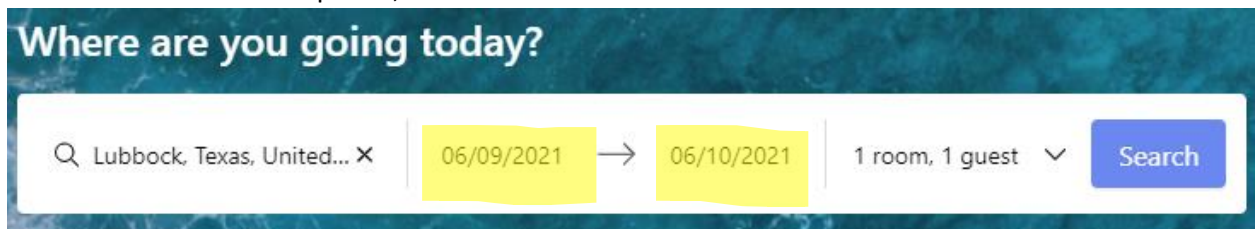
4. "Search" by the city where you will be traveling to conduct business. Click on search by city or address and enter city of duty point. In this example, we are using Lubbock as our Duty Point.



Where are you going today?

Lubbock, Texas, United... X | 06/09/2021 → 06/10/2021 | 1 room, 1 guest ▾ | Search

5. Enter dates of travel. Click on start date and enter in the first day that you will need the hotel; once completed, click on next date for the checkout date of the hotel. In this example, we will be using 06/09/2021 as the check-in date and 06/10/2021 as the check-out date. Once your search information is completed, click SEARCH.



Where are you going today?

Lubbock, Texas, United... X | 06/09/2021 → 06/10/2021 | 1 room, 1 guest ▾ | Search

6. When the search has been completed, you will see all the listing of hotels contracted in Lubbock. Next, you will want to complete your search Filters so the correct hotel can be chosen

for your travel needs. You will ALWAYS want to check the GSA or Lower Option (page 2) to comply with Travel Policy. Filters are located on the left side of screen and are easily found.

Filters [Clear all](#)

PRICE RANGE

\$38 \$179

HOTEL NAME

Search by hotel name

STAR RATING

★ Any

POPULAR FILTERS

<input type="checkbox"/>	HE DIRECT	28
<input type="checkbox"/>	Loyalty Eligible ?	22
<input checked="" type="checkbox"/>	GSA or Lower	39
<input type="checkbox"/>	Refundable Options	39
<input type="checkbox"/>	Free WiFi	38
<input type="checkbox"/>	Free Parking	38
<input type="checkbox"/>	Free Breakfast	27

ROOM

<input type="checkbox"/>	High Speed Internet	39
<input type="checkbox"/>	Kitchen / Kitchenette	0
<input type="checkbox"/>	Air Conditioning	0
<input type="checkbox"/>	Coffee Machine	16
<input type="checkbox"/>	Refrigerator	0

FACILITY

<input type="checkbox"/>	Pet Friendly	0
<input type="checkbox"/>	Swimming Pool	9
<input type="checkbox"/>	Fitness Center	22
<input type="checkbox"/>	Dining	5
<input type="checkbox"/>	Truck/RV Parking	0
<input type="checkbox"/>	Self Service Laundry	35
<input type="checkbox"/>	Meeting Space	27

7. When the search has been completed with the GSA or lower filter applied, you will receive a listing of hotels in area. With our search of Lubbock and the travel dates of 06/09/2021 through 06/10/2021 these are some of the hotels available.

The screenshot displays three hotel listings in Lubbock, TX, for the dates 06/09/2021 through 06/10/2021. Each listing includes a photo, hotel name, address, distance, rating, price, and a 'View Details' button. A yellow highlight is present on the 'View Details' button for the first listing.

- Arbor Hotel and Conference Center, Ascend Hotel ...**
6401 62nd Street, Lubbock, TX, 79424 6.4 mi away
Rating: 10.0 Excellent
Price: \$96 Est. nightly
GSA Max Rate: \$96
Features: Refundable Options
- Comfort Inn & Suites**
3430 W Loop 289, Lubbock, TX, 79407 5.2 mi away
Rating: 8.7 Excellent
Price: \$92 Est. nightly
GSA Max Rate: \$96
Features: Refundable Options
- Holiday Inn Express & Suites Lubbock West, an IHG ...**
6023 45th St, Lubbock, TX, 79407 5.4 mi away
Rating: 6.6 Good
Price: \$90 Est. nightly
GSA Max Rate: \$96
Features: IHG Rewards Club, Refundable Options

Each listing includes a note: "Rates and availability are subject to change."

8. You will then click "View Details" as shown in the image above, on your chosen hotel listing. For example, we have chosen Arbor Hotel and Conference Center, Ascend Hotel Collection. NOTE: If you are booking for someone else and they have set up their profile you will be able to see their information at this time by doing a name search under PRIMARY GUEST (page 5 in this document), as seen below. On the first attempt, the traveler will need to provide you with their credit card information to secure the room. After your first booking for the guest you will no longer need to obtain their credit card information – it will stay stored under their profile.

Arbor Hotel and Conference Center, Ascend Hotel Collection

6401 62nd Street, Lubbock, TX, 79424

★★★★☆

Favorite

Starting at

\$96

Choose a Room



User Reviews

10 / 10

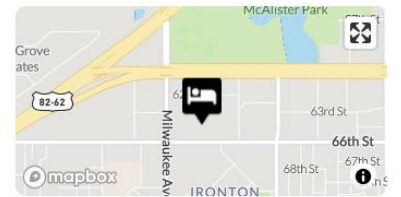
Excellent

5 reviews

Popular Amenities

Wifi, Breakfast, Pool, Parking, Pet-friendly, Air conditioning, Free Wi-Fi, Free Parking

All Amenities



6401 62nd Street, Lubbock, TX, 79424

9. If this is the hotel you will be staying at you will need to choose a room. Click “Choose a Room” which is just below price of room as seen in the screenshot above. This will give you all your options for the dates that you are needing to reserve your hotel stay.

HOTEL ENGINE GOVERNMENT...

2 Queen Beds, Nonsmoking, Parking Free, Brkfst, Wifi Free, Arpt Shtl, Cxl, Sofabed, Free Hi-spd Wireless, Refrigerator, Coffeemaker, In-ro...

Show more

BEST DEAL

Refundable

HE DIRECT

\$96

Show Nightly

Reserve

HOTEL ENGINE GOVERNMENT...

1 King Bed, Nonsmoking, Parking Free, Brkfst, Wifi Free, Arpt Shtl, Cxl, Balcony, Freehi-spd Wireless, Refrigerator, Coffeemaker,in-room, ...

Show more

Refundable

HE DIRECT

\$96

Show Nightly

Reserve

HOTEL ENGINE GOVERNMENT...

1 King Bed, Nonsmoking, Parking Free, Brkfst, Wifi Free, Arpt Shtl, Cxl, Free Hi-spdwireless, Refrigerator, Coffeemaker, In-room, Iron An...

Show more

Refundable

HE DIRECT

\$96

Show Nightly

Reserve

10. Now that you have chosen to reserve a room you will Click “Reserve” (page 4 in this document)


Note: “COMPLETE THIS PAGE”,

You're almost done.

🔒 Secure booking in less than 2 minutes

Room 1

Primary Guest

 Search guest by name or email

Trip Information

Tax Exempt Stay?:

Select Tax Exempt Stay?

Tax Exempt Stay?:

Select Tax Exempt Stay?

Payment Method

Credit Card

Cardholder Name

Full name on card

Card Number

Card Number

Exp. Date

MM/YY

CVV

CVV

Billing Address

Street Address

Street Address

Street Address 2

Street Address 2

City

City

State

State

Zip

Country



Arbor Hotel and Conference Center, Ascend Hotel Collection
Lubbock, TX, US

Trip Summary [Change](#)

 Refundable

HE DIRECT

Room: 2 Queen Beds, Nonsmoking...

Trip Summary [Change](#)

 Refundable

HE DIRECT

Room: 2 Queen Beds, Nonsmoking...

Guests: 2

Dates: 06/09/2021 - 06/10/2021

Nights: 1

Pricing Summary

Room x 1:	\$96.00
Taxes & Fees:	\$14.40
Total Charges:	\$110.40



Your booking today will support One Tree Planted!

Hotel Engine will donate funds to plant a new tree for every booking made.

Pricing Summary

Please read the hotel terms & conditions as on site hotel charges may occur

Room 1 Show Details	\$96.00
-------------------------------------	---------

Taxes & Fees	\$14.40
--------------	---------

Total Charges	\$110.40
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 **Refundable** before 1:00 PM on June 9th, 2021

Terms and Conditions

> [Cancellation Policy](#)

Traveler Notice: The guest must provide a valid credit card upon check-in for any incidentals. Please be advised the hotel may place a pre-authorization on this card that will be released upon check-out.

By choosing to complete this booking I acknowledge I have read and accept the terms & conditions, privacy policy, and cancellation policy.

[Complete Booking](#)

11. Once you have completed your Booking you will be DONE with your reservation. At this time, you will receive an automated confirmation email that your reservation has been completed. You should print out your confirmation email because you will be attaching it to your travel voucher when you submit that form after completing your travel event.
 - NOTE: The below listing is from another booking, but you can see the type of email you will receive once you have completed the booking and your confirmation itinerary has been emailed to you.



**La Quinta Inn & Suites by Wyndham McAllen
Convention Center**

801 S Ware Rd, McAllen, TX, 78501



1-956-682-6765

Trip Information

1 Room, 1 Guest

Booked By: [REDACTED]
Check-In: Tuesday, November 3rd, 2020
Check-Out: Wednesday, November 4th, 2020
Nights: 1

 Print

 Share

Room Information

Confirmation: QW21ILH
Primary Guest: [REDACTED]
Guest Phone: [REDACTED]
Guest Email: [REDACTED]
Rate type: HE DIRECT
Room type: 2 Queen Nsmk With Free Wifi, Free Breakfast,
Mini-fridge, Microwave, Ac, Shower Only, Coffee

Trip Expenses


Payment:	Credit Card
Subtotal:	\$84.55 Show Details
Taxes & Fees:	\$12.68
Total Charges:	\$97.23

12. NOTE: If you are booking a room for multiple days you will need to check your pricing for each day to ensure that none of the days are over the GSA Rate. I have changed the listing to include multiple days to show the rates. At the bottom of your booking page, you will see Pricing Summary. Click on the word "Show Details". This will show your pricing for each day of travel, and you must confirm that each day is at the GSA rate or below. (page 9 in this document)

Pricing Summary

Please read the hotel terms & conditions as on site hotel charges may occur

Room 1 Show Details	\$288.00
Taxes & Fees	\$43.20
Total Charges	\$331.20

 **Refundable** before 1:00 PM on June 9th, 2021

Terms and Conditions

> Cancellation Policy

Pricing Summary

Please read the hotel terms & conditions as on site hotel charges may occur

Room 1 [Hide Details](#)

Wed, Jun 9	\$96.00
Thu, Jun 10	\$96.00
Fri, Jun 11	\$96.00
Taxes & Fees	\$43.20
Total Charges	\$331.20

 **Refundable** before 1:00 PM on June 9th, 2021


Terms and Conditions

> Cancellation Policy

- NOTE: The credit card that you have used under the payment method will not be charged at the time the reservation is made. This card is only used to reserve the room. When checking in at hotel front desk you will then use the credit card that you want the hotel to bill you.

13. Cancellation Policy: Make sure to review your Cancellation Time & Date each time that you book a hotel in case you must cancel your booking.

Total Charges **\$331.20**

 **Refundable** before 1:00 PM on June 9th, 2021

Terms and Conditions

∨ Cancellation Policy

For the room type you've selected, you can cancel your reservation for a full refund up until 6:00 PM on 6/9/2021. Refunds or cancellations are not available after 6:00 PM local hotel time on 6/9/2021. However, Hotel Engine will contact the hotel and attempt to refund your charges.

Traveler Notice: The guest must provide a valid credit card upon check-in for any incidentals. Please be advised the hotel may place a pre-authorization on this card that will be released upon check-out.

By choosing to complete this booking I acknowledge I have read and accept the terms & conditions, privacy policy, and cancellation policy.

[Complete Booking](#)

- 14. The preferred method to cancel a reservation is through the Hotel Engine website. Log on to Hotel Engine and CLICK Trips at the top of your screen.

Texas Workforce Commission

Find Hotels

Trips

Tools ▾

- You will want to use the UPCOMING tab to find your outstanding travel.

Trips

All 7045 Active 0 **Upcoming 21** Past 5237 Cancelled 1787 Only my trips

- Once you have found your reservation you will CLICK on this travel reservation.

Embassy Suites Austin Central
5901 N I 35

View Itinerary

Share via email

Print

More Options

Modify trip **Cancel Reservation**

Trip Details

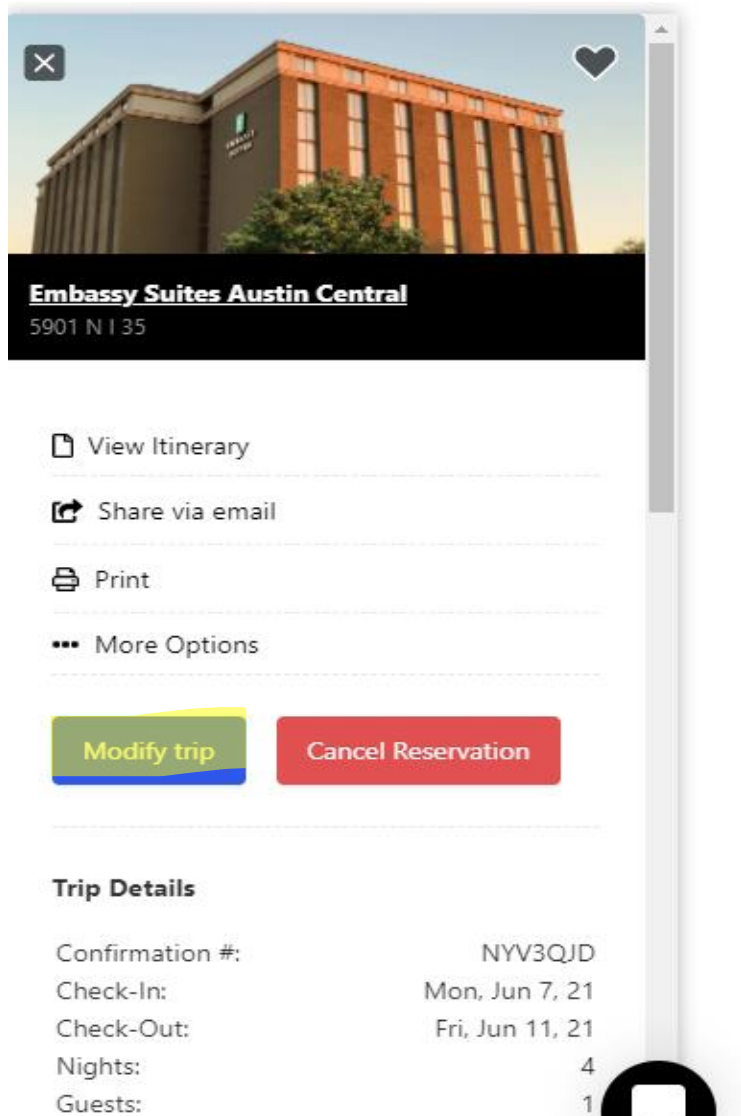
Confirmation #:	NYV3QJD
Check-In:	Mon, Jun 7, 21
Check-Out:	Fri, Jun 11, 21
Nights:	4
Guests:	1

This will give you access to 2 important features:

- Modify Reservations
- Cancel Reservation

- When cancelling your reservation, you will CLICK “Cancel Reservation” as seen and highlighted above. Once you have cancelled your reservation you will want to print this information to keep for your records if there are any discrepancies with the hotel later.
- You also have the option of contacting Hotel Engine directly at 1-800-803-0452 to cancel hotel reservation, although cancelling through the Hotel Engine platform is the preferred method.
- You must cancel within Hotel Engine website or call Hotel Engine. DO NOT CALL THE HOTEL DIRECTLY TO CANCEL A ROOM SINCE YOU DID NOT BOOK YOUR HOTEL DIRECTLY THROUGH THEM. YOUR BOOKING WAS MADE THROUGH HOTEL ENGINE AND SHOULD “ONLY” BE CANCELLED THROUGH THEM. This is very Important.

15. You also have the option to MODIFY your reservation here.



- For instance, if you would like to extend your stay or shorten your stay this is where you can perform any modification to your travel.

16. NOTE for LOWEST COST EXCEPTION: When SELECTING a hotel room make sure that you are utilizing Hotel Engine first and foremost. If you cannot locate a room in the platform and would like to use the “lowest cost exception” to book directly with a hotel, please be mindful of what is entailed here. For this example, I have used the duty point of Lubbock for the travel dates of 06/09/2021 through 09/10/2021. As seen on the screen shot below, the lowest cost of a hotel stay in Lubbock is \$38.00 per night. Any Lowest Cost to the State Exception would have to be lower than \$38.00 per night to use a hotel not listed in Hotel Engine (or whatever the cheapest room amount happens to be listed for that particular search). A screen shot of this listing would need to be taken and included with your F-5 travel voucher for audit purposes.

Filters [Clear all](#)

PRICE RANGE

\$38 \$159

HOTEL NAME

STAR RATING

★ Any

POPULAR FILTERS

<input type="checkbox"/> HE DIRECT	28
<input type="checkbox"/> Loyalty Eligible	23
<input checked="" type="checkbox"/> GSA or Lower	40
<input type="checkbox"/> Refundable Options	40
<input type="checkbox"/> Free WiFi	39
<input type="checkbox"/> Free Parking	39
<input type="checkbox"/> Free Breakfast	28

ROOM

<input type="checkbox"/> High Speed Internet	40
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Search: Lubbock, Texas, United States | 06/09/2021 → 06/10/2021

40 Results | Sort By: **Best Value**

Econo Lodge Lubbock I-27 | 27 And Us Highway 84 Nw Qua... 2.5 mi away | **\$51** Est. nightly | 8.8 Excellent | Choice Privileges | Refundable Options | GSA Max Rate \$96 | [View Details](#)

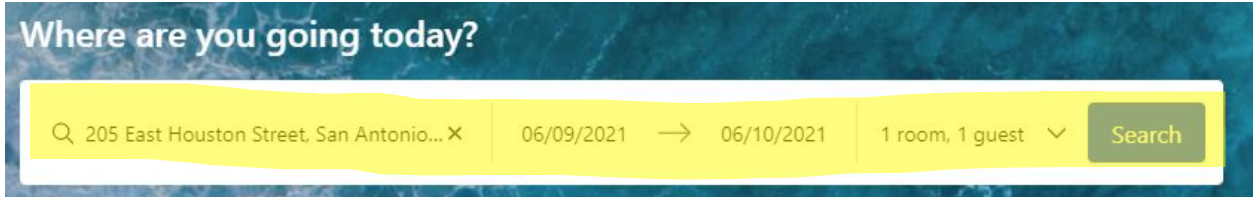
Motel 6 Lubbock, TX | 909 66th St, Lubbock, TX, 79412 3.1 mi away | **\$38** Est. nightly | Refundable Options | GSA Max Rate \$96 | [View Details](#)

Rates and availability are subject to change.

17. How to find another hotel available if your first selection is not available: When you have found a hotel that you prefer but they are not listed in Hotel Engine or have no room availability at the GSA rate then you should search by the address of your first choice to find alternative choices within the same vicinity of your first choice. (page 13 of this document)

- For instance, an employee would like to stay at the Sheraton Gunter Hotel in San Antonio but for the travel dates in question this hotel does not offer any rooms available at the GSA rate. You may find another hotel that compares to the Sheraton Gunter Hotel based upon quality and proximity and for the GSA rate. You would search by the address of 205 East

Houston Street San Antonio, Texas 78205. You may also do this with your duty point address so that you can find a hotel within mileage of duty point.



- You will then be able to use the Hotel Engine filters to find other available hotels.
- NOTE filters needed. GSA or Lower and distance will be changed to 2 miles. Below you will see highlighted areas for your filters and the hotels found in area comparable to the Sheraton Gunter Hotel but still within the GSA rate.

A screenshot of a hotel search results page. The search bar at the top shows the address "205 East Houston Street, San Antonio, TX", dates "06/09/2021 -> 06/10/2021", and "1 room, 1 guest". A dropdown menu is set to "Within 2 miles". The page displays "172 Results" sorted by "Best Value". On the left, there are filter sections: "PRICE RANGE" with a slider from \$39 to \$518; "HOTEL NAME" with a search box; "STAR RATING" with a star icon and "Any" selected; and "POPULAR FILTERS" where "GSA or Lower" is checked. Two hotel listings are visible: "Hotel Valencia Riverwalk" with a 7.1 rating and "\$124 Est. nightly", and "Hilton Palacio Del Rio" with an 8.6 rating and "\$124 Est. nightly". A tooltip over the first hotel says "You can save this hotel to your dashboard to access later." A map on the right shows the location of the hotels in San Antonio.


<input type="checkbox"/> High Speed Internet	158
<input type="checkbox"/> Kitchen / Kitchenette	0
<input type="checkbox"/> Air Conditioning	0
<input type="checkbox"/> Coffee Machine	73
<input type="checkbox"/> Refrigerator	0

FACILITY

<input type="checkbox"/> Pet Friendly	0
<input type="checkbox"/> Swimming Pool	61
<input type="checkbox"/> Fitness Center	96
<input type="checkbox"/> Dining	31
<input type="checkbox"/> Truck/RV Parking	0
<input type="checkbox"/> Self Service Laundry	134
<input type="checkbox"/> Meeting Space	124

SERVICE

<input type="checkbox"/> Dry Cleaning	70
<input type="checkbox"/> Valet Parking	18
<input type="checkbox"/> Free Shuttle	11
<input type="checkbox"/> Spa	29



Embassy Suites by Hilton San Anton... 📍 \$124
Est. nightly

10110 U S Hwy 281 N, San Anton... 7.2 mi away


★★★★☆

Hilton Honors ⓘ GSA Max Rate \$124

Refundable Options

8.8 Excellent + [View Details](#)

ⓘ Rates and availability are subject to change.



Hotel Contessa - Luxury Suites on t... 📍 \$124
Est. nightly

306 W Market Street, San Antoni... 0.2 mi away

★★★★☆

Refundable Options ⓘ GSA Max Rate \$124

8.2 Great + [View Details](#)

- There are several available at the GSA or lower and you may make your selection from these listings.
- Each time you travel and book your hotel reservation you need to print the reservation email that Hotel Engine sends to you and print the confirmation page so that when you complete your travel voucher (F-5) you will be able to attach these documents to your travel voucher. This is a required audit tool of the travel department. (screenshot in #11 & #12 above for Confirmation page)
- Showing unavailability of contracted services and steps you need to show how to book outside of Hotel Engine Platform.

18. Finding a hotel when NONE are available at the GSA or Lower.

- For this example, we have used a search for hotels in South Padre Island and travel dates of 07/03/2021 through 07/04/2021. Also, you will note that GSA or lower option has been grayed out since there are no rooms available at this rate.

Filters [Clear all](#)

PRICE RANGE

HOTEL NAME

STAR RATING
 ★ Any

POPULAR FILTERS

- Loyalty Eligible 1
- GSA or Lower 0
- Refundable Options 14
- Free WiFi 14
- Free Parking 9
- Free Breakfast 3

ROOM

- High Speed Internet 14
- Kitchen / Kitchenette 0
- Air Conditioning 0
- Coffee Machine 3
- Refrigerator 0

FACILITY

- Pet Friendly 0
- Swimming Pool 3
- Fitness Center 3
- Dining 2
- Truck/RV Parking 0
- Self Service Laundry 10
- Meeting Space 6

Search: South Padre Island Sign, Sarita, Texas... × | 07/03/2021 → 07/04/2021 | 1 room, 1 guest

14 Results | Sort By: **Best Value**

Courtyard by Marriott South Padre Island
 6700 PADRE BLVD, South Padre Island, TX 78597 3.6 mi away
 ★★☆☆☆
 Refundable Options
 \$665 Est. nightly
 GSA Max Rate \$105
 View Details

This property listing may exceed the GSA rate for the area.
 Rates and availability are subject to change.

Island Inn - South Padre Island Beach
 3813 Padre Blvd, South Padre Island, TX, 78597 1.9 mi away
 ★★☆☆☆
 Refundable Options
 \$424 Est. nightly
 GSA Max Rate \$105
 View Details

This property listing may exceed the GSA rate for the area.
 Rates and availability are subject to change.

Super 8 by Wyndham South Padre Island
 4205 Padre Blvd, South Padre Island, TX, 78597 2.1 mi away
 ★★☆☆☆
 Wyndham Rewards
 Refundable Options
 6.6 Good
 \$399 Est. nightly
 GSA Max Rate \$105
 View Details

This property listing may exceed the GSA rate for the area.

- We have scrolled through all the hotel listings and verified there are no rooms available at the GSA or lower rate for the travel dates and the duty point.
- You will need to print these listings to show you have searched and done your due diligence to find lodging within the Hotel Engine website. Make sure to show the names of hotels and address to confirm that these hotels are in the area needed for travel.
- Print these listings so that you can attach them to your travel voucher (F-5) so you can show there was no access to hotels on Hotel Engine.
- At this time, you will be able to contact a hotel directly that you have found at the GSA or lower rate and book your hotel outside of Hotel Engine. When filing your travel voucher (F-5), you must ensure that your printouts that show no room availability are attached with your travel claim, for audit purposes. Next, on the record of transportation page of the F-5, as a foot note, cite the valid exception: **C: Unavailability of contract travel services.** These two steps are very important and must be followed accordingly.

19. If you see room availability initially, but when you go to choose a room, and it says, “sorry, this room is already booked” and when you select other rooms, and finally other hotels, and it continues to do the same, you may **make printouts of at least 3 different hotels**, where it shows

“room already booked”, and then you can use the exception C.) Unavailability of contract travel services, to make a reservation directly with a hotel, so long as you attach printout to your travel voucher (F-5) to support your position. This will allow you to book outside of Hotel Engine, so long as you cite your exception and attach your proof of “no rooms” when filing your travel claim.

