

FedRooms.com Online Booking Tool FAQ

Why do I need to create an account to use FedRooms.com?

FedRooms.com's online booking tool requires users to create a basic account to shop and book FedRooms hotel properties in order to meet government security regulations. The tool allows users to cancel and modify reservations without calling the properties directly. The user has control over the amount of profile information stored. The only required information is a username, password and email address.

Is my profile information secure?

Yes. FedRooms.com and its online hotel booking tool are security accredited by the U.S. General Services Administration.

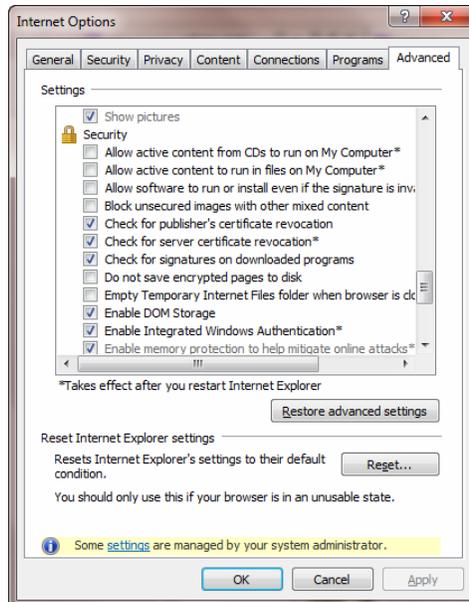
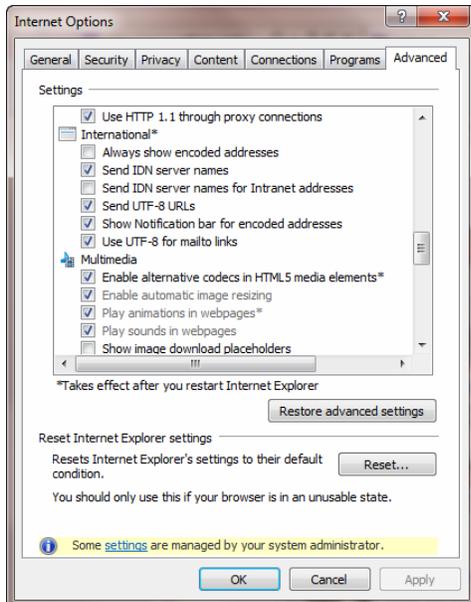
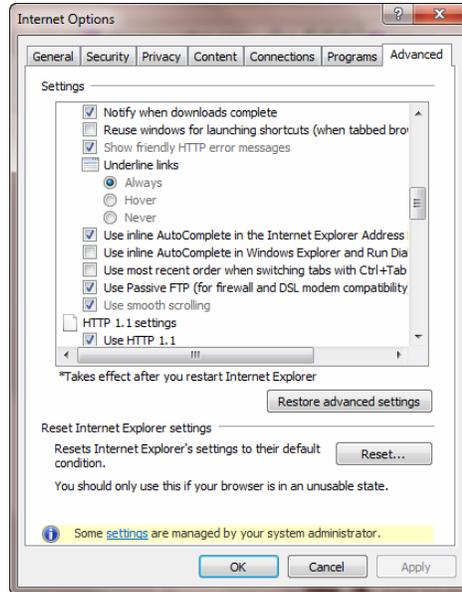
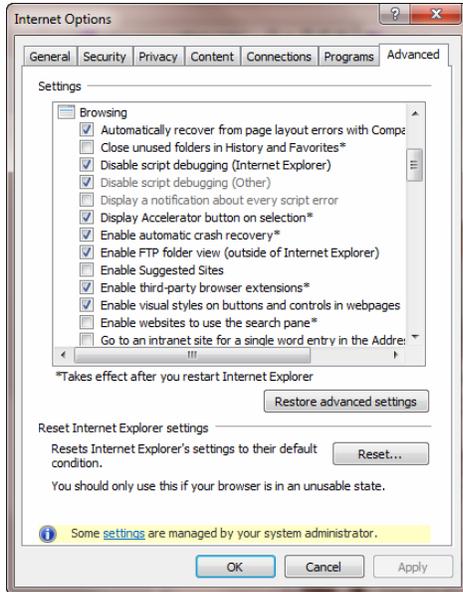
Why is my information lost when I hit the "Back" button in my internet browser?

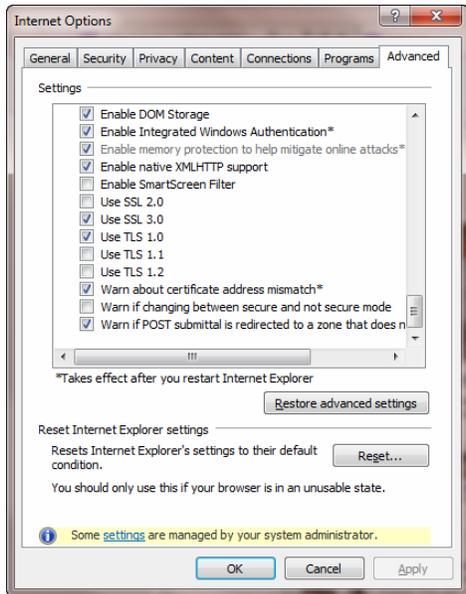
Information entered/not saved will be lost when using your Internet browser's "Back" button. The FedRooms.com booking tool does not recognize this command. You should ALWAYS use the "Back" button within the booking tool itself. To ensure optimal performance, do not use any of your Internet browser's navigation tools to navigate through the FedRooms.com booking tool. All necessary navigation is accessible within the tool itself.

The FedRooms.com Website isn't displaying correctly.

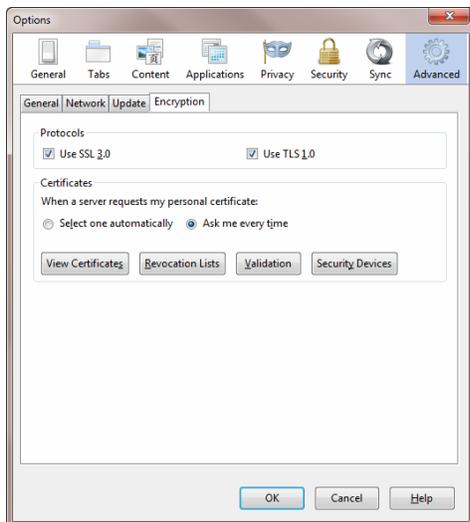
If you are receiving security notifications or the FedRooms.com website and/or booking tool are not displaying properly, you may need to alter your Internet browser's settings. If you are unable to edit the settings outlined below, they may be managed by your system administrator. At that point, you will need to contact your system administrator.

IE – Advance Internet Option Settings (version 9.0.8112.16421)

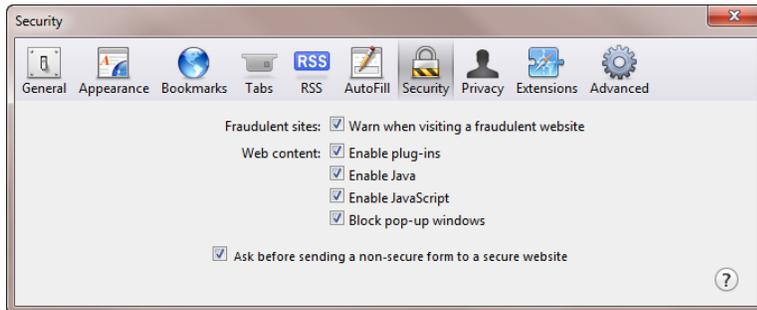




Mozilla Firefox – Advance Internet Options Settings (version 11.0)



Safari – Advance Internet Options Settings (version 5.1.5)



When I modify my reservation’s check-in/out dates, the dates will not remain changed.

After changing your reservation’s dates, you must hit the “Search Again” button for the changes to be accepted.

Why is my “cancel reservation” button grayed out?

You must first agree to the cancellations terms and conditions before being able to cancel a reservation. The “cancel reservation” button will be grayed out until you acknowledge the terms and conditions.

How many times can I edit my reservation?

You can edit your reservations as many times as necessary. The system will actually cancel and rebook your reservation with each modification.

How can I verify my frequent guest number from my profile sent with my hotel reservation?

On the “Trip Review and Check-Out” screen, expand the “Traveler Information” section to ensure your frequent guest information was populated properly. This information will be transmitted with your reservation to the booked property.

How long do my cancelled trips or past trips remain in the “My Trips” section?

Cancelled and past trips will remain within the “My Trips” section for 13 months.

How do I book hotel reservations for leisure travel?

Log in to the FedRooms.com booking tool. From the booking tool homepage, select the “Leisure” option in the drop-down menu. Please note that only federal employees are able to book leisure reservations. After booking leisure, you must navigate back to your assigned site to continue booking official travel.

Why do I have the option to enter air and car rental preferences/frequent guest information within my profile?

The third-party provider powering the FedRooms.com online booking tool allows for this information to be stored. However, because FedRooms.com is a hotel ONLY booking site, there is no benefit to storing this information within your profile.