Hotel Engine Quick Start Guide

What is Hotel Engine?

Hotel Engine is an exclusive online hotel booking platform built specifically for business and workforce travel.

Our members can choose from 700,000+ hotels globally and make reservations at great rates. What's more — because members can create, book, and alter all their reservations directly from their Hotel Engine account— managing your hotel stays has never been easier.

Hotel Engine Members also enjoy 24/7 US-based customer support by phone or email, and double-dipping on rewards (continue earning your existing hotel loyalty rewards and earn free HE Rewards with every booking).

How To Get Started:

Getting started with Hotel Engine is simple:

Step 1

You should have received an email from support@hotelengine.com. Please accept and create your account, or join via:

Step 2

Enroll in HE Rewards inside your account or by visiting: http://members.hotelengine.com/rewards-enrollment to begin earning points on every booking.
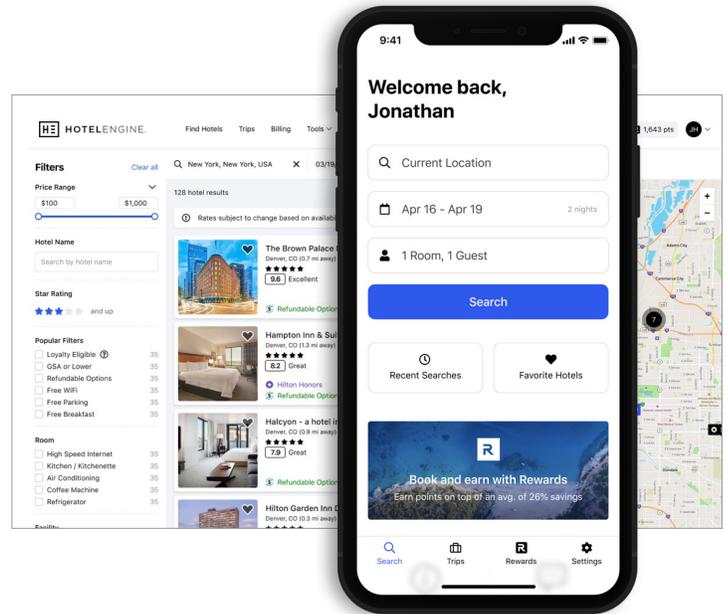
Step 3

In the search bar at the top of your dashboard, enter your desired city, travel dates, and number of rooms.

Click "Search" to see qualifying hotels matching your parameters. Specialized filters allow you to modify your results by best value (percentage saved), price, distance, refundable rates, amenities, and more.

You can also filter by loyalty eligible rooms to continue maximizing your rewards points earnings!

Step 4

Check out. If your company is utilizing Direct Billing, choose the "Direct Bill" option when you go to check-out on your reservation. If not, just add whatever payment method you'd like to use under "Add Payment Method".

HOTELENGINE.

Need to Modify or Cancel a Reservation?

Simply cancel or modify your reservation directly in your account or contact our Member Experience team who is available 24/7 to help at **support@hotelengine.com** or give us a call at **855-567-4683**.*

*Note: Hotel Engine cannot promise refunds on non-refundable booked rates. These are at the discretion of each hotel.

The Hotel Check-in Process

When you arrive at your hotel, simply check-in with your ID and credit card and enjoy your stay!

Receipts, Folios, etc.

You'll have immediate access to folios under the Trips tab in your account.

Have a Question?

Our Member Experience team is standing by to assist with any questions you may have. Simply email support@hotelengine.com or give us a call at 855-567-4683.

HE ®

950 S Cherry Street
10th Floor
Denver, CO 80246

855-567-4683
support@hotelengine.com