

Utell®



At a Glance

Utell® HOTELS & RESORTS

A service of **Pegasus**
SOLUTIONS

Utell provides an unrivalled selection of fine independent hotels and small groups across the world. The comprehensive portfolio of hotels include luxury, boutique, value, business and resort offerings, catering for both business and leisure travellers.

Commitment to Customer Care

You have a well-established network of dedicated reservation and customer support centres, taking your calls:

Call us to make hotel bookings worldwide and you can be sure to receive:

- ✓ Instant confirmations
- ✓ Specialised assistance from experienced staff
- ✓ Pre-payment booking options with Paytell. Just ask for details.

With the local language helpdesks you can also receive assistance with:

- ✓ Checking the status of your bookings
- ✓ Cancelling or amending your reservations
- ✓ Re-sending your reservation details

Explore your online resource – www.UtellAgent.com

The online portal for travel agencies, www.UtellAgent.com, provides information about the Utell portfolio, promotional programmes, destinations and rates. In addition, [UtellAgent.com](http://www.UtellAgent.com) offers an online tracking service that travel agents can use to monitor commission payments made by Utell member hotels. Plus, you can learn the latest news about Utell Hotels & Resorts. And now, Utell's Paytell service is accessible through [UtellAgent.com](http://www.UtellAgent.com).

Booking Options

- ✓ Online at www.UtellAgent.com
- ✓ Access **UI chain code on the GDS**
- ✓ Call your local **Utell Hotels & Resorts reservations office**

Utell Reservations Phone Numbers

Asia Pacific

Australia (TF)	1 800 221 176
China - North (TF)	10 800 852 0673
South (TF)	10 800 152 0673
Hong Kong	(852) 2965 1999
India (TF)	000 800 650 1157
Indonesia	(65) 6260 8880
Japan	81 3 3475 3434
Western Japan (TF)	0120 318 900
Malaysia (TF)	1 800 801 018
New Zealand (TF)	0800 933 123
Singapore	(65) 6260 8880
South Korea	00308 651 1888
Taiwan	00801 855 686
Thailand (TF)	1 800 651 881
All other countries (English)	(65) 6260 8880

Europe/Africa

Austria (TF)	0800-005797
Belgium (TF)	080038708
France (TF)	0805111666
Germany (TF)	0800 999 4555
Ireland - Northern (TF)	0800660066
Ireland - Republic of (TF)	1800930468
Italy (TF)	800820144
Netherlands (TF)	08000204700
Portugal (TF)	8008 14630
South Africa (TF)	+800 73427871
Spain	90 245 46 47
Sweden (TF)	0200896385
Switzerland (TF)	0800-001827
UK (TF)	0800660066
International (English only)	91 594 94 73

Latin America

Argentina (TF)	0800 555 0001
Brazil (TF)	0800 11 9131
Chile (TF)	800 361 350
Colombia (TF)	01 800 555 1231
Mexico (TF)	01 800 9039500
Peru (TF)	800 52 076
Venezuela (TF)	0800 100 6832
All other countries (Spanish)	(55 11) 3089 7924

North America

USA (TF)	1 800 448 8355
Canada (TF)	1 800 338 8355