

CHOICE Hotels® Contact List

Assistance with Central Reservation System (CRS) and ChoiceHotels.com

- Updating contact information in Property Info Manager
- Adding or deleting room types •Updating tax rates •Third party websites •Marketing text •Photos •Mapping
- eBrochures •GM or hotel name change •Hotel opening guide •Loading rates

Data Channel Management

Phone 866-953-4570
Fax 602-953-4580
Submit change requests via forms on the E-Help Service Portal on ChoiceCentral.com

- Property page content updates •SEO best practices and recommendations •Google My Business and local listings updates

Digital Performance

Digital_Performance@choicehotels.com

Property Support

- choiceADVANTAGE® system •Choice applications and websites •Operating system not purchased from Dell
- Rates Center •System updates •Oversell situations

Phone 800-528-3118
For US, Canada and Caribbean properties only
Fax 602-485-7136
ask_support@choicehotels.com

International Phone

Australia	0011 800 4250 3122
France	00 800 800 44 900
Germany	00 800 800 44 900
Mexico	1-888-616-9340
New Zealand	00 800 4250 3122
Sweden	020100442
UK	00 800 800 44 900

Use the choiceADVANTAGE system to access:
•Online Help •Live Support •System Status (updates)

Choice Privileges

- Property Questions •CP Points •SRD Reimbursement
- Choice Privileges (Hotel) 888-544-3200
Choice Privileges (Guest) 888-770-6800

Choice University

- Online Courses •Documents/Resources •Webinars
 - ChoiceU TV •Events/Workshops •Certifications
- Choice University website www.ChoiceU.com
Choice University hotline 888-550-6345

Additional Choice Departments

Call Forwarding 970-254-3606
hotel_call_forwarding_support@choicehotels.com

Choice Buys 888-797-7911

Choice Cares 888-228-5160
For emergency situations such as extreme weather or fire

GM Coaching Line 800-637-9605
gmcoaching@choicehotels.com

Group Sales 800-544-4444

Lanyon (RFP platform) 301-592-6615

Procurement Services 888-797-7911
procurement_help@choicehotels.com

Reputation Management 855-973-7223
reputation_management@choicehotels.com

Revenue Management
ChoiceRM@choicehotels.com

SmartMarketing 800-983-3462
info@choicemarkit.com

Travel Agent Invoice 800-227-6048

Dell Equipment

- Dell hardware and operating systems bought from Insight

Purchasing 800-699-2994
onboard@skytouchtechnology.com

Website www.insight.com/choicehotels

International assistance www.insight.com/choicehotels

Insight 800-805-0031

Shift4 Dollars on the Net

- DOLLARS ON THE NET credit card processing interface
- Settling batches • Status information

Shift4 Support 866-974-4384
support@shift4.com

Third Party Websites

Expedia and all Affiliates

Content & Billing: <https://expediapartnercentral.com>
Phone Support 888-397-1786
Email Support hotelhelp@expedia.com

Hotwire

Phone Support 877-501-2466
Email Support hotelhelp@hotwire.com

Booking.com

Phone support 212-419-2618
Content updates: <https://admin.booking.com>

ChoiceCentral.com

ChoiceCentral.com contains brand information, your GM email inbox, forms for updating hotel information and rates, operations reference material, links to applications including Property Info Manager, Rates Center, and SmartRates, and much more. Sign in to take a look around!

Unless otherwise noted, phone numbers are for internal Choice use only and should not be shared with guests.