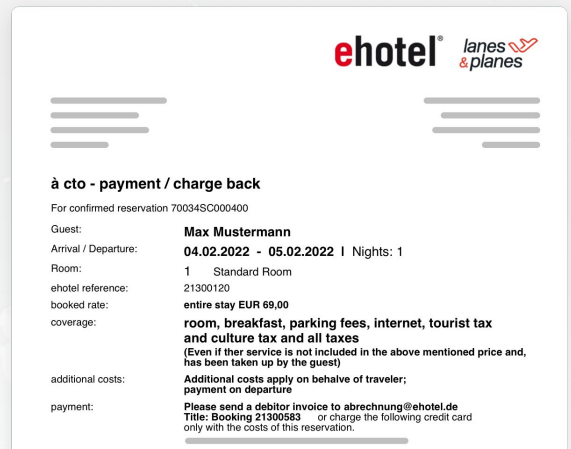


Cost coverage for hotel bookings

When you book a hotel through Lanes & Planes, payment is made in full by Lanes & Planes and eHotel (our official partner and responsible for the processing and service regarding cost transfers).

This means that you will not have to pay for the booking on the spot. Which costs are covered by the Hotel Voucher can be seen on the document located at the "Ticket" section within the booking. Here you also find the credit card number of eHotel, which will be used for the payment.

This PDF document will be sent to you by e-mail after the booking. You will also find the document in the desktop version and App Version in your user account under Bookings & Tickets.



Before departure:

If you experience a problem with automatic Hotel Voucher prior to departure, please contact us on 089 / 215 407 120 or service@lanes-planes.com.

On site (check-in/stay/check out):

Ask the front desk at the hotel to contact our partner eHotel directly. The phone number 030 / 473 732 45 or email address res@ehotel.de can also be found on the Hotel Voucher in the Lanes&Planes app or in the booking confirmation email. In any case, please do not pay on site for the hotel stay, which is already covered by our the Hotel Voucher. Special services (e.g. spa use, mini-bar) are of course excluded from this, as they are not part of the Hotel Voucher.

After return journey:

If you have received an invoice or even a reminder directly from the hotel after your return, please forward it to us: service@lanes-planes.com

[learn more](#)

"Through my many years of experience in the corporate travel office, I know how error-prone cost transfers can be. However, with Lanes & Planes this is always done fully automatically. So I can be sure that my customer does not have to pay more on the spot and also the invoice with VAT statement ends up directly with us for checking."

Michelle Peters

Teamlead Customer Support & Service at Lanes & Planes

