

## Third party credit card payments

We no longer accept authorization forms for payment when a card cannot be presented upon check in. Each confirmation offers an option for the client to go ahead and make a full prepayment, if the card cannot be presented upon check in.

**Cancellation Policy:** All reservations must be cancelled by **4:00pm** the **DAY BEFORE** the **ARRIVAL date**.

Failing to cancel before that time will result in a penalty of one night's room charge (plus taxes). To **CANCEL** reservation: you must email [rutgersinn@docs.rutgers.edu](mailto:rutgersinn@docs.rutgers.edu) and reference your last name, arrival date and confirmation number.

\*There are some rate plans that have additional terms. Please refer to your confirmation for details\*

If the paying party will not be present at the time of check in, please log into our Guest Portal to complete payment prior to check in: [Guest Portal Login](#)

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If we speak to someone, and they indicate a reservation will need to be charged to a third party, we should email the following correspondence through RMS.

### Third Party Payment: Card Not Present

The screenshot shows an email client interface. On the left is a sidebar with a search bar and a list of email templates. The 'Third Party Payment: Card Not Present' template is selected and highlighted in blue, with a yellow arrow pointing to it. The main area displays the content of this template, which includes reservation details and a message to the guest.

**Send (Out)** Page Size: Letter (216 \* 279 mm)

Search...

- Apology/Refund
- Cancellation Letter
- Confirmation Letter
- Confirmation Letter: RU Dept
- Early Arrival Request
- Late Arrival Notice
- Looking forward to your arrival
- Looking forward to your arrival RU Dept
- Payment Confirmation
- Registration Card
- Revised Reservation: Date Modification
- Revised Reservation: Room Type Change
- Thank You
- Third Party Payment: Card Not Present**

**Third Party Payment: Card Not Present**

Reservation Number: 1007  
Date Created: 17 Oct 2022

Dear Cayuga County,

If the paying party will not be present at the time of check in, please log into our Guest Portal to complete full prepayment at least (3) days before check in. If full prepayment is not completed, a valid credit card will be required upon check in.  
[Guest Portal Login](#)

You will need the Reservation Number, Last Name and Arrival date. Please navigate to that reservation and select Make a Payment.

Check In: Wednesday, 7 December 2022  
Check Out: Friday, 9 December 2022  
Rental Type: Non Smoking Double Double  
Number of Nights: 2

We look forward to your stay at the Innt  
Thank you,