

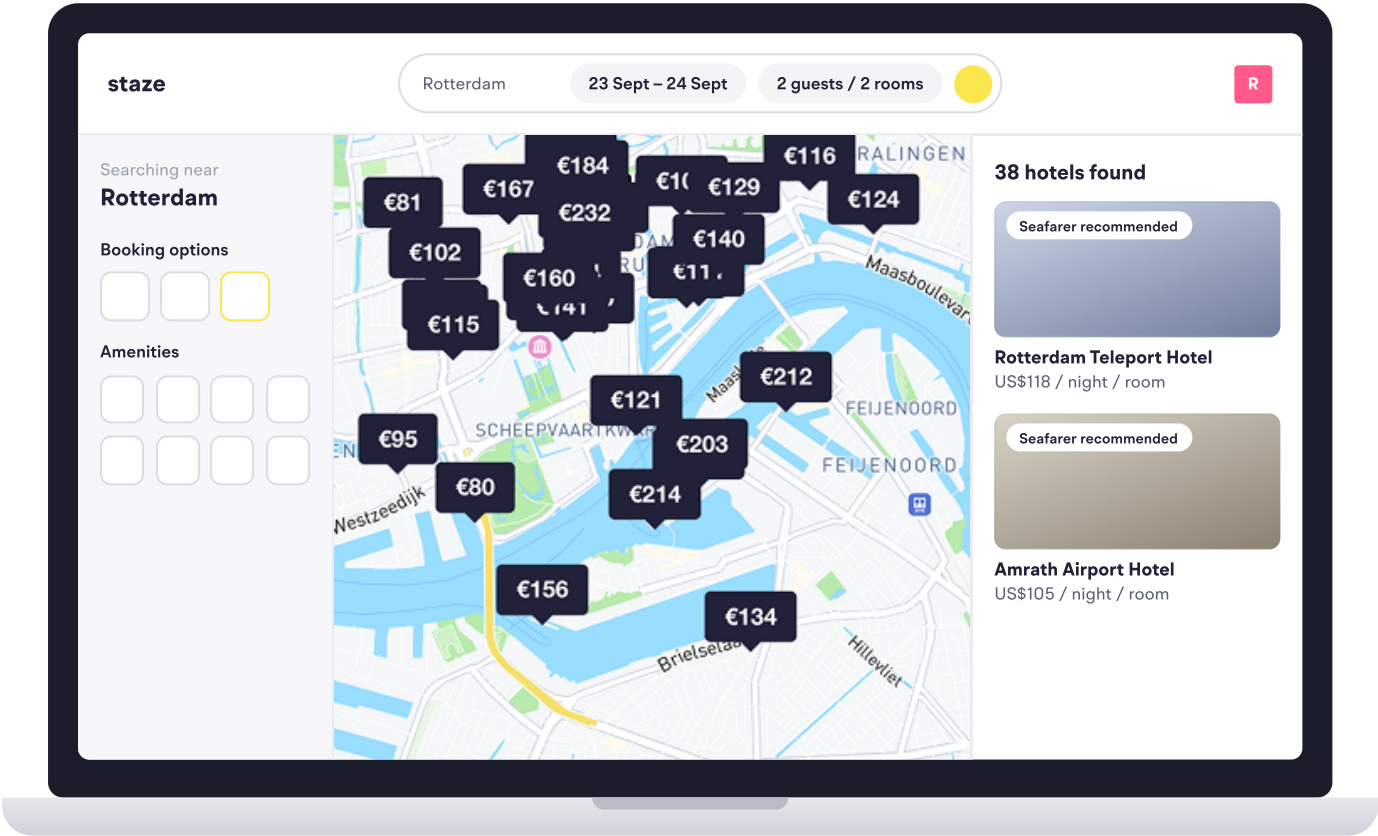


USER GUIDE

Staze.com is a hotel platform designed for port agents

Estimated reading time: 5 minutes.

You can book and manage crew changes across ports.



Using Staze is a bit different to handling crew changes directly with hotels. Here are the three key differences.

No back-and-forth communication with the hotel.

ON STAZE

You book and receive instant confirmation. After checkout, your finance team receives an invoice that is ready for the client.

BOOKING DIRECT

You request or block rooms, update the hotel as the schedule changes, and chase for the invoice.

The same process across hotels in every port.

ON STAZE

No need to have booked the hotel before. You search availability at almost any hotel, you book, the guest has our expenses card, and your finance team receives an automated invoice.

BOOKING DIRECT

You are restricted to the hotels where you have a commercial agreement, and each hotel runs slightly differently.

You decide the markup on every booking.

ON STAZE

Depending on the client, the season and the port, you decide what markup to set. It is grouped with the room rate on the invoice.

BOOKING DIRECT

It varies from hotel to hotel, and is set in commercial agreements.

Here's how to make a booking.

Log in with a shared email address

For example rotterdam@youragency.com. A sign-in link arrives in that inbox.

Hi there!

Log in with your company email address to start or join a team.

rotterdam@youragency.com

→

OR

Continue with Google

Continue with Microsoft

Everyone in the team sees the same bookings, so a colleague can change or cancel yours while you are away.

Search the port to see available hotels

Type the port, airport or any location, and your dates.

Rotterdam

23 Sept – 24 Sept

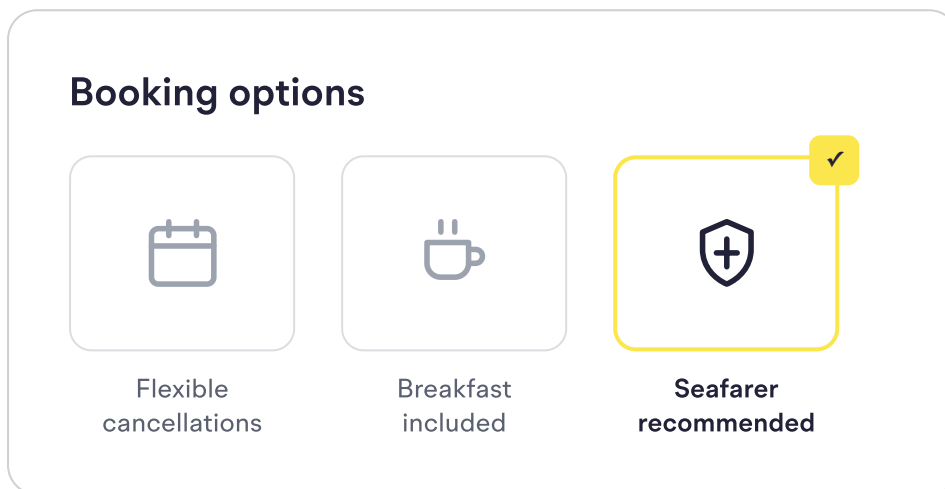
2 guests / 2 rooms

Search

Every hotel on Staze with rooms available, and the price per night.

Filter on the left for “Seafarer recommended”

These hotels handle crew changes regularly, have a restaurant, and accept the expenses card. Fewer problems at check-in.



You can still book any other hotel.

Zoom in on the map to find the best option

Each pin is a hotel and its price. Click one to see more information.



Check the cancellation policy before you book

Green means free cancellation until the deadline shown. Red means a fee.

Cheapest room

View all

Twin room

 Breakfast included

Free cancellation until 22 Sept, 18:00

 Free cancellation

 100% cancellation fee after 22 Sept, 18:00

US\$118 / room

The hotel sets the policy, and same-day rates are often non-refundable. If you need more flexibility, email info@staze.com.

Book close to check-in, once the ship's schedule is confirmed

We recommend booking the day before check-in or on the day itself.

Booked four or more days ahead

40%

cancelled

Booked the day before or on the day

3%

cancelled

Staze bookings, last six months



This is a key change from booking direct. You don't need to book early to guarantee availability. We have so many hotels that you can always find something available. It's safer to book last minute.

Add the guest names

Paste a list to add several at once.

Add guests

Enter full name*

Enter email

Add guest

2/2 guests added

J

Juan Dela Cruz

A

Andrei Popescu

Reception finds the booking by name.

Enter the crew change details

The fields depend on how your account is set up.

Invoice details

Port name **NLRTM – Rotterdam, Netherlands**

Vessel name **MV Nordic Star**

Client name **Northsea Shipping AS**

DA ID **DA-2026-0917**

Share anything the hotel needs to know in the note for reception

Hotel requirements

Note for reception

Crew arriving by taxi around 22:30.

Enable the expenses card

Crew meals, soft drinks, early check-in and late check-out go on it, not alcohol.

Virtual credit card

Only add if required by the guest for expense items



Required

staze

EXPENSES CARD

5412 7534 2298 0416

CARD HOLDER

Staze Ltd

EXPIRES

09/26

BOOKING

SH31166733

Spend limit US\$440 · Valid to 29 Sept 2026

It reaches reception with the booking, so the crew pay nothing at the hotel.

Decide what markup to add

You can edit the percentage or the amount.

Markup

Your agency applies a 20% default markup. You can adjust it for this booking.

USD 47.20

20%

US\$118 room rate · 1 night · 2 rooms

US\$236.00

Markup (20%)

US\$47.20

Total

US\$283.20

Save & continue

Your client sees one room rate on the invoice, with the markup inside it.

Select your billing account

Then click Confirm booking.

Choose a payment method

 Book with billing account

 Pay by card

Confirm booking

Once you click Book, the booking is instantly confirmed

You also receive a confirmation email.



Booking confirmed!

Your booking reference is SH31166733

Booking SH31166733 (Juan Dela Cruz + 1 guest) (Checkin 23 Sep 26)

[Expenses Credit Card.pdf](#)



Your booking is confirmed!

Thank you for making a booking with Staze. Please find the details of your reservation below. If you have any questions regarding your booking, reply to this email to get in touch with us.

Booking reference: SH31166733

Hotel: Rotterdam Teleport Hotel

Address: Schiekade 730, Rotterdam, 3032 AL, NL

After you've booked.

Got a question? Our operations team are online 24/7 to help

Email info@staze.com for anything, big or small.

To **info@staze.com**



Subject **SH31166733 · crew arriving 23:30, please inform reception**

Hi team, the crew for SH31166733 will now arrive around 23:30. Could you let the hotel know? Thanks.

To cancel a booking, click **Cancel** on your booking page

Any cancellation fee is shown before you confirm.

Cancel booking

Change booking

Reservation details
23 Sept – 24 Sept 2026 · 2
rooms · 2 guests

Cancel booking

A cancellation fee of US\$0 will be charged.
You will be refunded US\$283.20.

Total cancellation charge US\$0

Are you sure you want to cancel this booking?

No

Yes

To amend a booking, click **Change booking**

Checkout is pre-filled, so you change only the dates.

Amendment type

A new booking will be created for your new dates and guests. You will need to cancel the original booking.

Original booking
~~23 Sept – 24 Sept~~

New booking
24 Sept – 25 Sept



This makes a new booking. Cancel the old one if you no longer need it, or both are invoiced.

You can find bookings on your homepage

All the team's bookings are here.

 Nordic Star

In progress

Upcoming

Completed

Cancelled

All

Confirmed

SH31166733

Rotterdam Teleport Hotel

23 Sept – 24 Sept 2026 · 2 rooms / 2 guests · Juan Dela Cruz, Andrei Popescu

Vessel: MV Nordic Star

Port: Rotterdam

Search by guest, vessel, reference or any detail you entered.

Your finance team receives an automated invoice after checkout

Client-ready. You can attach it to the DA.

staze		Invoice
Invoice number INV-964-SH31166733		
Invoice date 25 September 2026		
Booking reference SH31166733		
Hotel Rotterdam Teleport Hotel		
Dates 23 September 2026 to 24 September 2026		
Vessel name MV Nordic Star		
Port Rotterdam · DA ID DA-2026-0917		
Client Northsea Shipping AS		
DESCRIPTION	QTY	AMOUNT
Room rate, 2 rooms, 1 night	2	US\$283.20
Guest expenses: meals, non-alcoholic beverages, late check-out	1	US\$38.40
Amount due		US\$321.60

1

2

3

1 Crew change details
Vessel, port, DA number.

2 Room rate
Your markup is inside.

3 Guest expenses
What the crew put on the card.

The invoice comes from Staze Limited.

Need a hotel added, a better rate, or have other feedback? Let us know

Email info@staze.com and we'll do our best to help.

To **info@staze.com**

Subject **Please add Hotel Maritime Rotterdam**

Hi team, we book Hotel Maritime Rotterdam most weeks and have a direct rate of €95. Could you add it to our account? Thanks.

Common issues and what to do

Issue	What to do
A guest's name has changed.	Email info@staze.com . Either name works at check-in until it is done.
Reception cannot find the booking.	Email info@staze.com . Our operations team are online 24/7.
The ship is delayed.	Click Change booking, then cancel the original.
The hotel asks the crew for a card or a deposit.	They give the expenses card.
The crew need early check-in or late check-out.	It goes on the expenses card.

Good to know

Favourite a hotel and it appears first for the whole team.

Click the heart on any hotel.

Prices can be shown in your currency.

Change it at the top right of the page.

One room type per booking.

A king room for the captain and twin rooms for the ratings means two bookings.

**More than nine guests?
Make two bookings.**

Each has its own expenses card and invoice.

The cheapest room is selected by default.

Click View all to choose another room type.

Breakfast is in the rate when shown.

Other meals go on the expenses card.