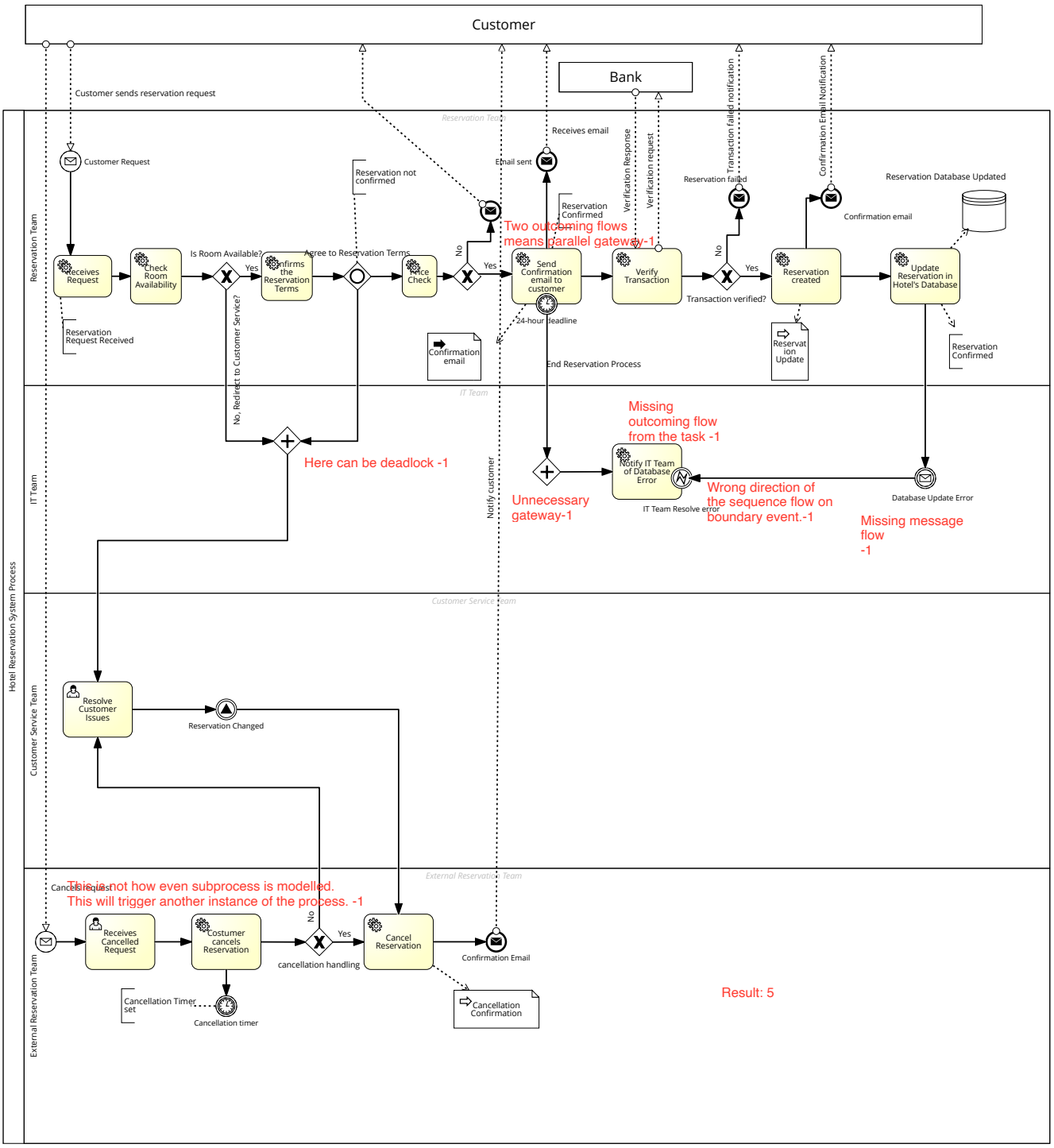Hotel Reservation Process