



CANCELLATION POLICY Force Majeure scenario

Minor Europe & Americas

UPDATED 10.10.2023

Things to consider before reading this document:

- Considering the different sources (of information) and the continuous changes on daily basis, this document may not always have the latest information.
- This is a reactive and **internal tool**, please do not start negotiations proactively or share with any client.
- FORCE Majeure . ALL Countries in GENERAL (point of sale & point of supply)
 - **Acts of war, military hostilities** (whether war be declared or not), invasion, acts of foreign enemies or terrorists, blockade, embargo, civil commotion and sabotage.
 - Governments and Local Authorities are continuously approving **prohibitions and restrictions** at local level that in some cases imply **a ban to the provision of our services** (PLS : each region should update their restrictions on a local level) meaning **Force Majeure** and can be cancelled free of charge as long as any bans are in place.

ALWAYS, try to keep payment or deposits for new dates being flexible as a First Option. if the client doesn't accept flexibility, we need to refund the payment or deposit.

INDIVIDUAL BOOKINGS with prepayment



Option 1 - Flexibility

Try always to keep payment or deposits changing the reservation dates **UP TO** 15.12.2023



Option 2 – Gift Card

Only available for direct bookings, when client wants other destinations or a new reservation date up to 30.03.2024, transfer the prepaid money into Gift card.



Option 3 - Refund

If the client doesn't accept, we must return the money **ONLY in Force Majeur Scenarios**

Promotion Terms Updated

- Only apply to reservations with check in date until 15.12.2024
- There is no guarantee (Options 1&2) that the same rates and same terms & conditions apply.
- If the new reservation rate is lower than the original one, offer the guest the possibility to use the amount in hotel services during the stay. If finally, the guest does not consume the services refund this pending amount in the check out.
- For any doubt, please contact Customer Care (customercare@nh-hotels.com).

Procedure to follow in case of Gift Card generation:

1. If customers accept to convert the total prepayment amount in Gift Card, please request it to giftcards@nh-hotels.com, including **full name, email, telephone number and reservation amount**.
2. Once eBusiness team receives the request, they will confirm the hotel to proceed with the reservation cancellation.
3. Hotel has to cancel the reservation and add a charge in the "prepayment folio" with the following concept in TMS: "**Exchange No shows for Gift Card**". Selecting the concept with the VAT applicable to hotel country and close the invoice with 0 amount.
4. Hotel confirms by email to giftcards@nh-hotels.com the cancellation of the reservation and the invoice issuing.
5. Once the eBusiness team receives the email, they generate the Gift Card and send it to the customer.

GROUP RESERVATIONS



FORCE MAJEURE * slide 2

1st option : Flexibility

Try to always **keep payment or deposits** for new dates.

2nd option : Return

If client doesn't agree, we should return the money in Force Majeur Scenarios **ONLY**.

NOT FORCE MAJEURE

Stay Dates Q4 2023 - Q2 2024 (included)

1st Scenario

Rebook

Possibility to rebook until **end of Q2 2024**
without penalties *
If client is willing to rebook **beyond Q2 2024**
penalties will apply **

Cancel

Charge standard cancellation penalties If not a Force Majeure scenario

2nd scenario

Rebook (Escalation Process)

If client is not agreeing to first scenario, please follow the escalation process already defined (slide 6)

Cancel

Charge standard cancellation penalties if not a Force Majeure scenario

Social Events

Postpone

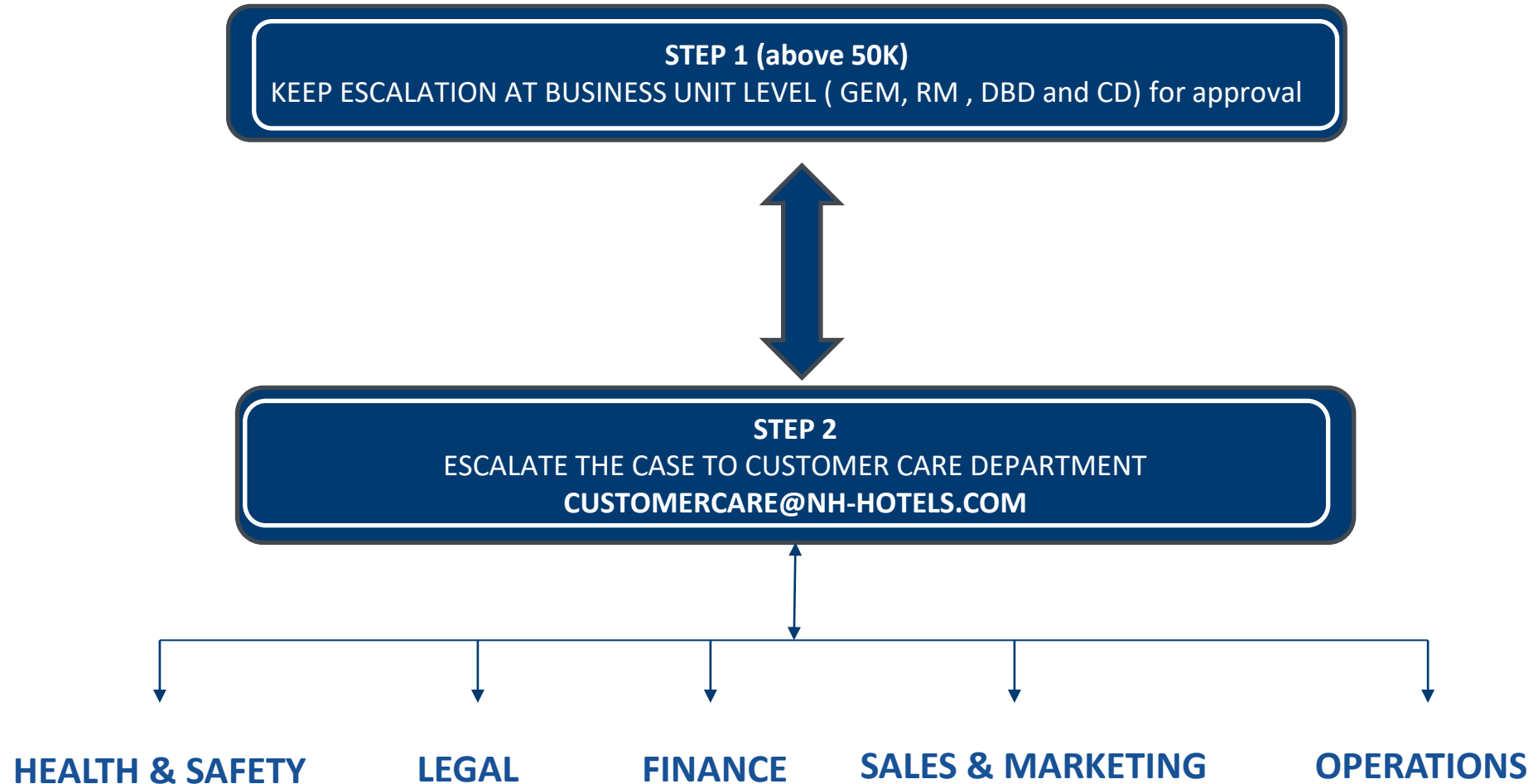
Any social event planned in Q4 2021 may be postponed for following months (before 30.03.2024) at the same hotel with no penalty*

***There is no guarantee that same rates and same terms & conditions will apply.**

**** To be analyzed on Ad-hoc basis for global strategic accounts. Groups postponed without any specific dates .. Pls hold "Optional Status" in the System in December 2024**

Escalation Process

CLX Groups & Individuals Escalation Process



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Events Templates

Events Templates

Events Canceled:

Template – Force Majeure CXL

Dear Guest,

We regret your cancellation request for [PLEASE FILL IN THE EVENT].

We have carefully considered your situation and under these special circumstances we are pleased to confirm that we will proceed to cancel your reservation (Res Nr. Xxxxxx) free of charge and therefore refund any prepaid amounts.

Please note that, for any bookings outside this specific reservation, any guest who does not check-in without having previously contacted the hotel regarding their cancellation will be charged as per our general cancellation policy.

Your sincerely

Events Templates

Events Postponed:

Dear Guest,

We have carefully considered your situation and under these special circumstances we are pleased to confirm that we accept your request regarding the postponement of your reservation (Res Nr. Xxxxxx).

Please note that the new reservation must be for the same hotel and for a date falling no later than xxxxx

In addition, the new reservation will be subject to availability and the then applicable rates, terms and conditions.

Please note that, for any bookings outside this specific reservation, any guest who does not check-in without having previously contacted the hotel regarding their postponement will be charged as per our general cancellation policy.

Your sincerely

Individuals Templates

Individuals Templates

Bookings Cancelled / INDIVIDUALS:

Dear Guest,

We have carefully considered your situation and under these special circumstances we are pleased to confirm that we will proceed to cancel your reservation (Res Nr. Xxxxxx) free of charge and therefore refund any prepaid amounts.

Your sincerely

Individuals Templates

Bookings Postponed / INDIVIDUALS:

Dear Guest,

We have carefully considered your situation and under these special circumstances we are pleased to confirm that we accept your request regarding the postponement of your reservation (Res Nr. Xxxxxx).

Please note that the new reservation must be for the same hotel, with the exit date falling no later than X. In addition, the new reservation will be subject to availability and the then applicable rates, terms and conditions.

Your sincerely

MINOR

HOTELS

