

CLX100% RESERVATIONS

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OBJECTIVE AND SCOPE

Standardize the management of the cancellation fees in reservations with cancellation cost code CLX_100% according to the fiscal regulations in each affected country.

RESERVATIONS GUARANTEED BY A PREPAYMENT OF A DIRECT GUEST

When the reservation with cost code CXL_100% is cancelled, TMS generates the concept RCLX with or without VAT based on the country where the hotel is located.

If the amount automatically generated by TMS does not cover the total amount of the stay (revenue + VAT*), we must add manually a charge using the concept RCLX for the missing amount.

In addition, in some countries we must cancel the previous prepayment invoice and only the revenue concepts will remain in the folio. Please, pay attention in hotels working with payment gateway (always retain the money to use it when closing the folio).

Finally, the direct payment invoice must be issued using the same payment method of the original prepayment invoice. Both, cancellation prepayment invoice and final invoice must be issued the same day in order to avoid further discrepancies.

Check in the following table all the details for each country:

| COUNTRY | Previous Prepayment | | | RCLX - Code for room nights cancellation | | BCLX - Code for events and catering cancellations | | NSHO - Code for No Shows | |
|-----------------|---------------------------------------|---|--|--|--------|---|--------|--------------------------|--------|
| | PPWI - Prepayments with invoice (VAT) | PPWO - Prepayments without invoice (NO VAT) | Shall the prepayment invoice be cancelled? | VAT | NO VAT | VAT | NO VAT | VAT | NO VAT |
| Andorra | X | | YES | | X | | X | X | |
| Argentina | X | | YES | X | | X | | X | |
| Austria | X | | NO | | X | | X | X | |
| Belgium | X | | NO | | X | | X | X | |
| Chile | | X | NO | | X | | X | | X |
| Colombia | | X | NO | | X | | X | | X |
| Czech Republic | X | | NO | | X | | X | X | |
| Denmark | X | | NO | | X | | X | X | |
| Ecuador | | X | NO | X | | X | | X | |
| France | X | | NO | | X | | X | X | |
| Germany * | X | | NO | | X | | X | X | |
| Haiti | X | | NO | X | | X | | X | |
| Hungary | X | | NO | X | | X | | X | |
| Ireland | X | | NO | | X | | X | X | |
| Italy ** | X | X | YES IF PPWI //// NO IF PPWO | X | | | X | | X |
| Luxembourg | X | | NO | | X | | X | X | |
| Mexico | X | X | YES IF PPWI //// NO IF PPWO | X | | X | | X | |
| Netherlands | X | | NO | | X | | X | X | |
| Poland | X | | NO | | X | | X | X | |
| Portugal | X | | YES | | X | | X | X | |
| Rumania | X | | NO | | X | | X | X | |
| Slovak Republic | X | | NO | | X | | X | X | |
| Spain | X | | YES | | X | | X | X | |
| Switzerland | X | | NO | | X | | X | X | |
| United Kingdom | X | | NO | | X | | X | X | |
| United States | X | | NO | X | | X | | X | |
| Uruguay | | X | NO | X | | X | | X | |

* ONLY APPLICABLE IN GERMANY

10% of the stay may be refunded as compensation for expenses not incurred.

** ONLY APPLICABLE IN ITALY

Due to legal requirements, both NSHO and RCLX can be used depending on fiscal data available.

RESERVATIONS GUARANTEED BY A TRAVEL AGENCY VOUCHER- CREDIT PAYMENT

In this case, there is no prepayment received and registered in TMS but when the reservation with cost code CXL_100% is cancelled, TMS also generates the concept RCLX with or without VAT based on the country where the hotel is located.

If the amount automatically generated by TMS does not cover the total amount of the stay (revenue + VAT), we must add manually a charge using the concept RCLX for the missing amount and issue the credit invoice.

The details per country also apply in this case.

MENTION TO BE INCLUDED IN THE INVOICE

Spain:

Compensation not subject to VAT as per the VAT Act (art. 78 Tres)

Portugal:

Compensation not subject to VAT as per Article 78 (2) of the Portuguese VAT Code

Andorra:

Compensation not subject to VAT as per the VAT Act (Llei 11/2012, art. 47.4)

Switzerland:

Compensation not subject to VAT as per the Art. 18 Abs. 2 lit. i MWSTG

Rest EU:

Compensation not subject to VAT as per the VAT Directive 2006/112/EC (art. 90)