



nh | HOTEL GROUP PART OF **MINOR**
HOTELS



CENTRAL RESERVATION OFFICE

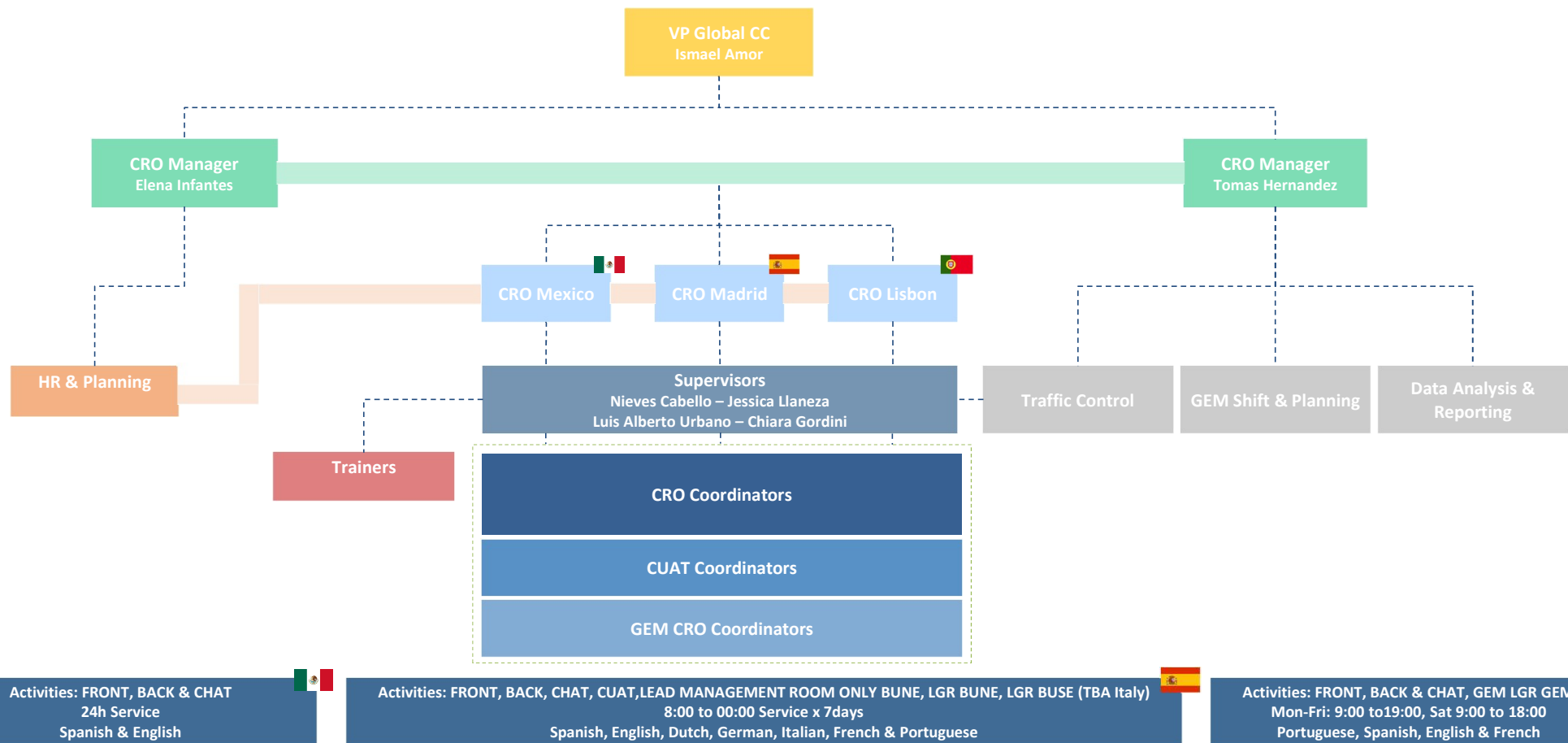
CRO_BACK OFFICE PROCEDURE

HQ COMMERCIAL DEPARTMENT

JULY_2021

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Team members & responsibilities

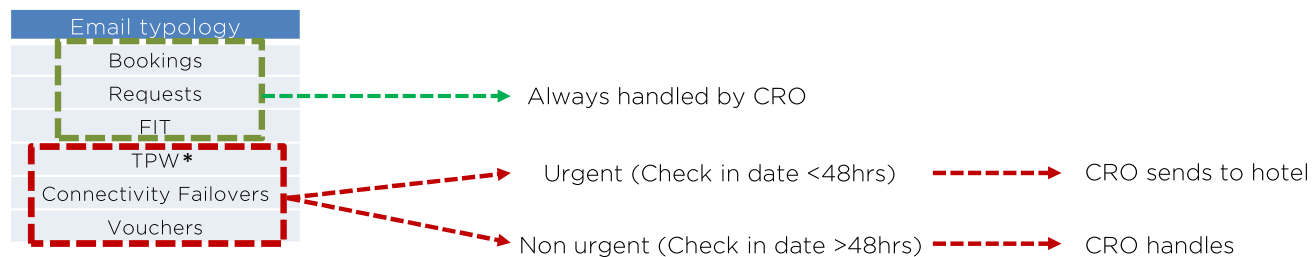
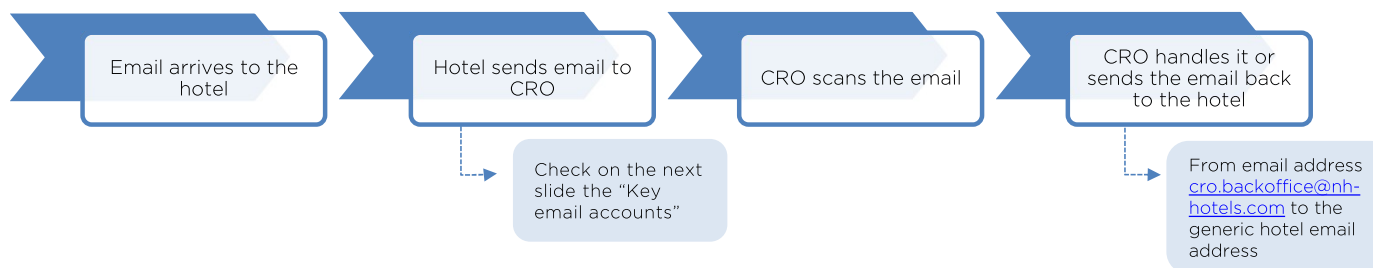


CRO Back Office procedure

- We handle requests for individual reservations of less than 10 rooms

**Except emails received with check in date for the same day*

Email typology	Explanation
Bookings	Customer asking for a reservation
Requests	Customer asking for a quotation
FIT	Bookings / Requests from FIT accounts
TPW	Already confirmed reservations from a Third Party Website
Connectivity Failovers	Failovers from TMS4C to be handled
Vouchers	Modifications, Cxl, Visa requests, CC Auth. requests, TA vouchers, hotel information...

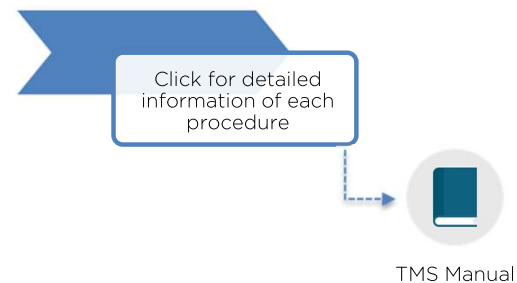


CRO KEY E-MAIL ACCOUNTS

	Agency, Company, Private Booking/Request/Voucher email	TPW, Failovers email	FIT email
BLX	reserveringen@nh-hotels.com	eds.reserveringen@nh-hotels.com	leisurebookings@nh-hotels.com
CE	reservierungen@nh-hotels.com reservierungen.ch@nh-hotels.com reservierungen.at@nh-hotels.com	eds.reservierungen@nh-hotels.com	
IT	prenotazioni@nh-hotels.com	eds.prenotazioni@nh-hotels.com	
GB, FR	reservations@nh-hotels.com	eds.reservas@nh-hotels.com eds.reserveringen@nh-hotels.com eds.reservierungen@nh-hotels.com eds.prenotazioni@nh-hotels.com (choose only one)	
ES, AD	reservas@nh-hotels.com	eds.reservas@nh-hotels.com	
PT	book.portugal@nh-hotels.com		
LATAM	reservas.ame@nh-hotels.com	reservas.ame@nh-hotels.com	reservas.ame@nh-hotels.com

- TMS Manual- Content

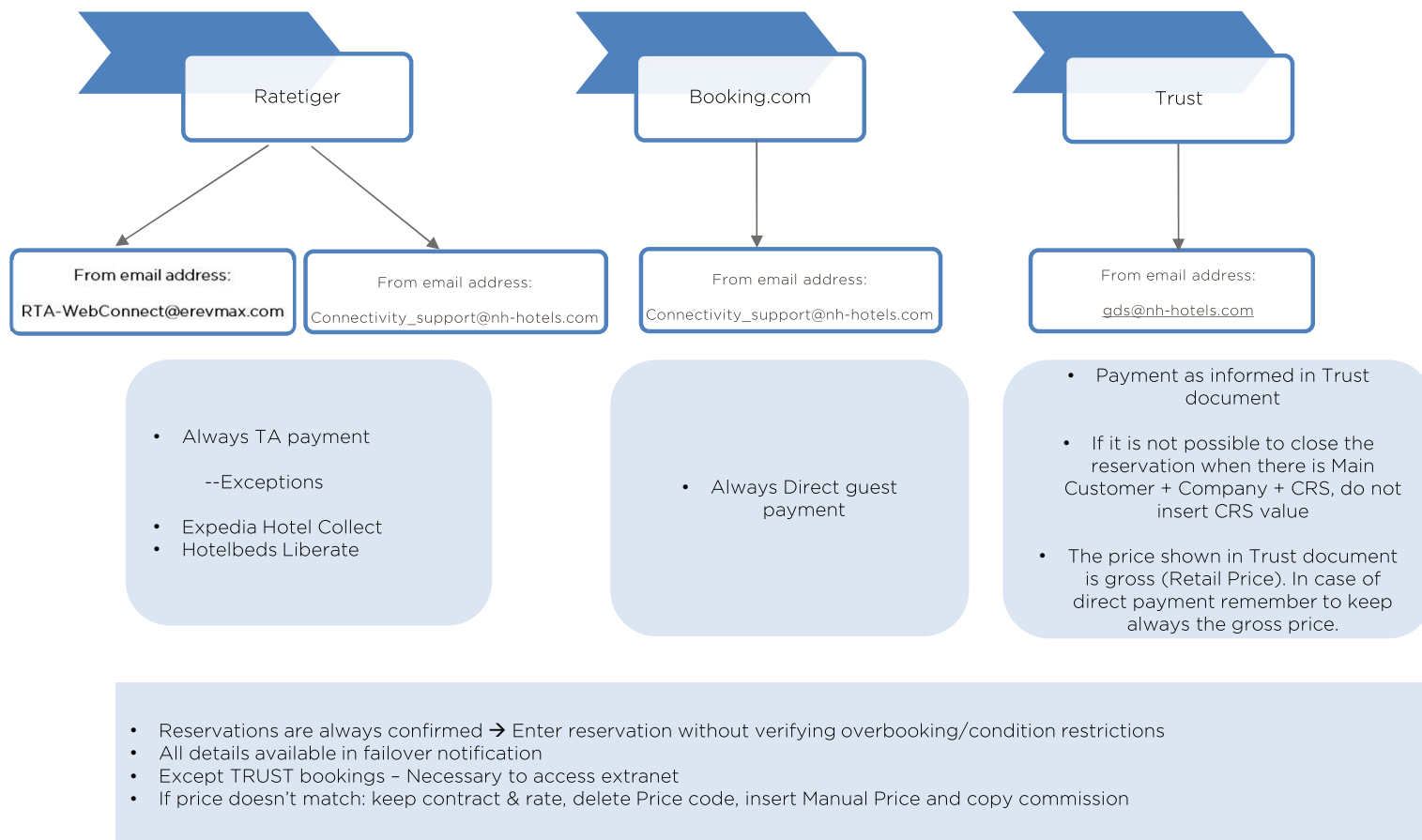
	Index
1.	Tms for CRO
2.	Client Identification
3.	Search Parameters
4.	Additional Buttons
5.	Meta- Searcher
6.	More Information access
7.	Room Preferences
8.	Sales Parameters
9.	Check Hotel Availability
10.	Reservation Creation
11.	Reservation Data
12.	Modification
12.1	Find Reservation
12.2	Modification Panel
12.3	Search Parameters Modification
12.4	Modification Panel Tabs
12.5	Menu
13	Reservation Cancelation
14.	Finish Call
15.	Convention Reservation



- General TPW Procedures

Reservation Creation	Reservation Modification	Reservation Cancellation
Reservations are always confirmed and have to be registered in the system	Localize reservation in TMS	Localize reservation in TMS
Follow TMS+TPW instructions to book	Check reservation conditions, if the modification is not allowed proceed to inform the agency and consider penalty.	Check reservation conditions, if the cancellation is not allowed proceed to inform the agency
Introduce voucher number in the TMS voucher field	In case modification is allowed always check if there is a change in the voucher number. Also inform the agency in case of possible applicable supplements.	If allowed, proceed with the cancellation
Send backup to cro.nh(hotelname)@nh-hotels.com	Send backup to cro.nh(hotelname)@nh-hotels.com	Send backup to cro.nh(hotelname)@nh-hotels.com

Connectivity Failovers





- Please bear in mind that if you receive the original TPW Avis it is probable that the reservation is already in the system.
- If we receive the failover notification, we always must make the reservation following booking procedure.

From email address:
RTA-WebConnect@erevmax.com

From email address:
Connectivity_support@nh-hotels.com

Reservation Notification

Dear Sir/Madam,

We are sending this reservation as a part of reservation failover notification. This reservation is being sent to you as back up as there is no confirmation number sent by your system. To view credit card/Guarantee details (if available), please login to reservation report of your RateTiger product.

For any additional support, please contact your Account Manager / Rate Tiger support.

X	
Hotel Name: NH Madrid Ventas RTCT	
RateTiger Reservation ID: 28842662	
Guest Information	
Guest 1:	NURIA ROLDAN (Primary)
Address:	ES
eMail ID:	-
Phone No:	-
Guest 2:	SSSS SSSS
Address:	ES
eMail ID:	-
Phone No:	-
Price/Tax & Guarantees	
Rate on 01 Oct 2016:	145.0 EUR (Tax Incl.)
Total:	145.0 EUR (Tax Incl.)
Guarantee:	Guaranteed by None
Reservation Details	
Check-In:	01 Oct 2016
Check-Out:	02 Oct 2016
Rooms:	1
Occupants:	2 Adult, 0 Child
Room Description:	CG-BARCOM15-DOUBLE STANDARD-189740-ROOM ONLY STDDBL
Room Code:	-
Rate Code:	BARRO
Promotional Code:	-
Meal Plan:	No Meal
Reservation Status	
Channel:	HotelBeds-XML
Channel Reference No:	102-7080553
Reservation Status:	New
Booked On:	27 Sep 2016
Special Request	
Comments	
1. 189740/CG-BARCOM15	

From: CONNECTIVITY_SUPPORT@NH-HOTELS.COM [mailto:CONNECTIVITY_SUPPORT@NH-HOTELS.COM]
Sent: viernes, 18 de noviembre de 2016 17:30
To: CONNECTIVITY SUPPORT
Subject: Error reserva 30933785 - RATE TIGER

Interlocutor: 1100000901 RATE TIGER
Error reserva 30933785
Datos cliente 104300 HotelBeds-XML

Datos de la reserva
Referencia externa: 30933785
Bono: 102-7252594
Hotel ESMO.COOLA
Tipo habitación STDBL
Regimen
Contrato BARBB
Fecha Check-in 20161123
Fecha Check-out 20161124
PAX tipo 1 01
Fecha de alta 20161118

Precios
Precio TMS forzado: 0.00 , Sin IVA: 0.00
Precio TMS original: 0.00 , Sin IVA: 0.00
Tasas forzado: 0.00 , Sin IVA: 0.00
Tasas original: 0.00 , Sin IVA: 0.00
Precio Integración: 92.00

Observaciones
194540/CG-BARBBOM15
BED AND BREAKFAST
BED AND BREAKFAST
Bed & breakfast

Datos contacto
Nombre: JEAN
Apellido: .

Datos huéspedes:
Nombre: JEAN
Apellido: .

Información de log
ID Proceso: 00000000000106118730
EchoToken: 00000000000004416068
Line ID: 00000

Mensajes:
Faltan datos de Map Table
Error en el contrato

Main TPW's:

- ✓ Hotelbeds
- ✓ Expedia
- ✓ Agoda
- ✓ Orbitz
- ✓ Lastminute
- ...

Click for more detailed information



RT Procedure

Booking.com

Extranet

Interlocutor: 1000211361 BOOKING.COM
 Error reserva 1183774118/737
 Datos cliente 1000211361 BOOKING.COM

Datos de la reserva
 Referencia externa: 1183774118/737
 Bono: 1183774118
 Hotel ITRM.GIUST
 Tipo habitación JSTDBL
 Regimen BB
 Contrato BOOKING
 Tarifa BAR
 Fecha Check-in 20161102
 Fecha Check-out 20161104
 PAX tipo 1 03
 Fecha de alta 20160926
 Pais IN

Precios
 Precio TMS forzado: 0.00 . Sin IVA: 0.00
 Precio TMS original: 0.00 . Sin IVA: 0.00
 Tasas forzado: 0.00 . Sin IVA: 0.00
 Tasas original: 0.00 . Sin IVA: 0.00
 Precio Integración: 578.00

Observaciones
 You have a booker that prefers communication by phone

Datos contacto
 Nombre: ASITABHA
 Apellido: JANA

Datos huéspedes:
 Apellido: ASITABHA JANA

Información de log
 ID Proceso: 00000000000084491654
 Echotoken: 00000000000012731933
 Line ID: 00000

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id
1000211361.0000293748
- ✓ Rates: 2 Types - BAR or Prepayment.
- ✓ Invoice: Client
- ✓ Guarantee: Total/100% Prepayment
- ✓ Cxl policy: subject to booked rate/Indicated on Avis
- ✓ Voucher: Booking ID
- ✓ Credit Card: Extranet
- ✓ Confirmation: Not necessary to send the confirmation from TMS.

Aus Sicherheitsgründen bitten wir Sie sicherzustellen, dass Ihre URL bei der Anmeldung wie folgt aussieht: <https://admin.booking.com>.

Sehr geehrte(r) Reservations

Bei den folgenden Buchungen ist das Anreisedatum noch heute:

Reservierungsnummer	Name des Gastes	Anreisedatum	Abreisedatum
1541544973	Moritz GESSNER	09 Sep 2016	11 Sep 2016

Sie haben eine virtuelle Kreditkarte von Booking.com für die Zahlung erhalten

Approximate time of arrival: between 18:00 and 19:00 hours You have a booker that prefers communication by email BED PREFERENCE:Standard Double or Twin Room: 1 large double Guten Tag, ich wuerde gerne die spaetere Abreise am "Lazy Sunday" in Anspruch nehmen. Mit freundlichen Gruessen Moritz Gessner

Click for more detailed information



Booking.com
Procedure



agoda
Prepaid
Vorauszahlung
Hotel Voucher
Hotelvoucher
IATA 96-6 3780 0

New Booking Neue Buchung
Please print and keep this voucher for your records.
Bitte drucken Sie diesen Voucher aus und bewahren Sie ihn auf.

Reservation Information RESERVIERUNGSGEHEBIGKEIT		Booking ID Buchungsnummer	
NH Collection Berlin Mitte Friedrichstrasse (Hotel ID 51219) City Stadt : Berlin		106405558	
Customer First Name Vorname des Kunden	charles	Customer Last Name Nachname des Kunden	reymond
Country of Passport Ausstellungsland des Reisepasses	Frankreich	Check-in	28-Oct-2016 (28-10-2016)
Check-out	1-Nov-2016 (1-11-2016)		

Room Type Zimmertyp	No. of Rooms Anzahl Zimmer	Max Occupancy Max. Belegung	Breakfast Included Frühstück inklusive	No. of Extra Bed Anzahl Zusatzbetten
Superior Individual Room2	2	Person(s)	No	0

Benefits Included Im Preis inbegriffen
-

Cancellation Policy Stornierungsbedingungen
This booking is Non-Refundable and cannot be amended or modified. Failure to arrive at your hotel will be treated as a No-Show and no refund will be given (Hotel policy).
Diese Buchung ist nicht rückstärkbar und kann somit nicht geändert werden. Nichtanreise zu Ihrem Hotel wird als No-Show betrachtet und keine Rückerstattung wird zuerkannt (Hotelbestimmungen).

Room Zimmer	Extra Bed Zustellbett	Other Andere
From - To Von - Bis	Rates Preis	From - To Von - Bis
October 28, 2016	EUR 159.50	Promotion Angebot
October 29, 2016	EUR 148.02	Early Booking Saver Rate includes 25% discount!
October 30, 2016	EUR 136.56	Rate Channel Tarif
October 31, 2016	EUR 148.02	Agoda Private Sale

EUR 592.10	 Booked and Payable by Gebucht und zu bezahlen von Agoda Company Pte. Ltd. 50 Cecil Street, Prudential Tower
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- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 19386086
- ✓ Rates: 2 Types – BAR or Prepayment
- ✓ Invoice: Agoda
- ✓ Guarantee: CC visible on Avis
- ✓ Cxl policy: subject to booked rate
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS. Confirm by clicking on the link which is visible on Avis.



From: CONNECTIVITY_SUPPORT@NH-HOTELS.COM [mailto:CONNECTIVITY_SUPPORT@NH-HOTELS.COM]
 Sent: miércoles, 23 de noviembre de 2016 7:38
 To: CONNECTIVITY SUPPORT <connectivity_support@nh-hotels.com>
 Subject: Error reserv. 31029133 - RATE TIGER

Interlocutor: 1100000901 RATE TIGER
 Error reserv. 31029133
 Customer data 1016882287 Expedia-XML

Reservation data
 External reference 31029133
 Voucher: 757704439
 TTOO Code 133000
 Hotel DEHE.FRHEM
 Room type STDDBL
 Meal Plan RO
 Contract EXPEDIA_IN
 Rate AP30D
 Check-in Date 20161125
 Check-out Date 20161126
 PAX type 1 01
 Create Date T. 20161122

Prices
 Overridden TMS price: 0.00 . VAT exclusive: 0.00
 Original TMS price: 0.00 . VAT exclusive: 0.00
 Overridden Taxes: 0.00 . VAT exclusive: 0.00
 Original Taxes: 0.00 . VAT exclusive: 0.00
 Integration Price 46.10

Remarks
 1 double or 2 twin beds
 Non-Smoking
 Bill only nights bkd by Expedia to cc @ ck-in gst pays

Contact Inf.
 Name: kazuaki
 Surname: Asano
 Phone: 0000819016038684

Guests Info:
 Name: kazuaki
 Surname: Asano
 Phone: 0000819016038684

Log information
 ID Process 00000000000110234677
 Echotoken: 00000000000004563546
 Line ID: 00000

New Reservation

Hotels.com

PLEASE NOTE: This fax may be a duplicate of an electronic notification already reflected in your system. Please verify before making any changes.

Travel arrangements provided through Hotels.com

Reservation ID: 733679706 Guest: Patrick Murray Booked on: Sept 28 2016 11:21PST
 (0) 0707663390

Room Type Code: 200799959
 Room Type Name: Standard Room - Advance Purchase 30
 Pricing Model: Per Day Pricing
 Payment Instructions: Expedia collects payment from traveler: Hotel charges Expedia Virtual Card.

Check-In	Check-Out	Adults	Kids/Ages	Room Nights	Hotel Conf
Dec 09 2016	Dec 11 2016	2	0	2	

Special Request
 2 twin beds , Non-Smoking
Additional Booking Info
 Multi-room booking. Primary traveler: wilbaeus, David. 2 of 2 rooms.

Daily Rate - 133.11 EUR
 Fri, Dec 09
 Rate Code: 204053825
 Discount: 12% 1531 Advance Purchase 30
Daily Rate - 140.55 EUR
 Sat, Dec 10
 Rate Code: 204053825
 Discount: 12% 1531 Advance Purchase 30

Extra Person: 0.00 EUR
 Taxes: 0.00 EUR
 Extra Charges: 0.00 EUR
Total Cost: 273.66 EUR

Billing Details:
 Card Holder Name Expedia VirtualCard Billing Address 333 108th Avenue NE
 Card Number 5215-4202-1621-4031 Bellevue, WA 98004
 Expiration Date Sept 2019 USA
 Validation Code 600

Expedia Virtual Card cannot be charged on the day the notification is received.

RateTiger
 by eRevMax

Expedia Hotel Collect

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 1016882287
- ✓ Rates: 2 Types - BAR or Prepayment
- ✓ Invoice: Client with CC which is on the Avis
- ✓ Guarantee: CC visible on Avis/ 100% Pep.
- ✓ Cxl policy: subject to booked rate
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS.

Expedia International

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 1016882287
- ✓ Rates: 2 Types - BAR or Prepayment
- ✓ Invoice: Expedia International with CC which is on the Avis
- ✓ Guarantee: CC visible on Avis/ 100% Pep.
- ✓ Cxl policy: subject to booked rate
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS.



NH Collection Hamburg City Reservation Confirmation

This email confirms the following reservation has been prepaid by the customer. The credit card number provided on this page is an Orbitz Worldwide credit card that is being supplied to you as payment for this reservation. The credit card must be charged when the customer checks in, it will not be active prior to this. Please do not disclose the net rate to the guest.

Date Booked: 07 Sep, 16 12:32:44 CDT

Reservation summary: Rooms: 1 Nights: 2

Date: Check in: 08 September, 16
Check out: 10 September, 16

Confirmation number: 2B9QFP

Guest Name: Dietrich Stefan Ovwusu Sekyere
Adults : 2

Guests:
Total 2
Guests: 2

Room Description: 10-Flexible-Standard+Suite - 2 twin (single) beds or 1 double bed

Cost summary:
Room 1: 309.02 EUR
Hotel Remittable Taxes: 21.64 EUR (Includes taxes on fees if applicable)
Fees: 0.00 EUR
Total: 330.66 EUR

Payment information:
Credit card type: American Express
Credit card number: 379504006983617
Expiration Date: June, 2020
CVV Code: 1234 (US ONLY)

NOTE: This Orbitz Worldwide credit card can be charged at check in.

If the customer requests a receipt for incidental charges, please create a separate folio which does not disclose the net rate of this booking to the customer.

Promotion title: Free WIFI in Lobby and Room
Promotion type: Value Add
Hotel confirmation message: free WIFI in Lobby and Room
Supplier fulfillment requirements:

NOTE: The rate information displayed below is a NET RATE. Do not disclose this rate to the guest.

Net rate allocation type		
	08 September, 16	09 September, 16
Room 1	166.22 EUR Dynamic	142.80 EUR Dynamic

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 1002819396.1794957
- ✓ Rates: 2 Types - BAR or Prepayment
- ✓ Invoice: Orbitz with CC which is on the Avis
- ✓ Guarantee: CC visible on Avis/ 100% Pep.
- ✓ CxI policy: subject to booked rate
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS.





hotelbeds

From: CONNECTIVITY_SUPPORT@NH-HOTELS.COM [mailto:CONNECTIVITY_SUPPORT@NH-HOTELS.COM]
 Sent: viernes, 18 de noviembre de 2016 17:30
 To: CONNECTIVITY SUPPORT
 Subject: Error reserva 30933785 - RATE TIGER

Interlocutor: 1100000901 RATE TIGER
 Error reserva 30933785
 Datos cliente 104300 HotelBeds-XML

Datos de la reserva
 Referencia externa: 30933785
 Bono: 102-7252594
 Hotel ESMD.COSLA
 Tipo habitación STDDBL
 Regimen
 Contrato BARBB
 Fecha Check-in 20161123
 Fecha Check-out 20161124
 PAX tipo 1 01
 Fecha de alta 20161118

Precios
 Precio TMS forzado: 0.00 . Sin IVA: 0.00
 Precio TMS original: 0.00 . Sin IVA: 0.00
 Tasas forzado: 0.00 . Sin IVA: 0.00
 Tasas original: 0.00 . Sin IVA: 0.00
 Precio Integracion: 92.00

Observaciones
 194540|CG-BARBB|COM15
 |BED AND BREAKFAST
 BED AND BREAKFAST
 Bed & breakfast

Datos contacto
 Nombre: JEAN
 Apellido: .

Datos huéspedes:
 Nombre: JEAN
 Apellido: .

Información de log
 ID Proceso: 000000000000108118730
 Echotoken: 000000000000004416068
 Line ID: 00000

Mensajes:
 Faltan datos de Map Table
 Error en el contrato

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 8949566
- ✓ Rates: 3Types - BAR//Prepayment//FIT
- ✓ Invoice: Hotelbeds
- ✓ Guarantee: Total
- ✓ Cxl policy: subject to booked rate/Indicated on Avis
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS.

Liberate

Click for more
detailed information



Hotelbeds
Procedure

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 1016310533.0001536791
- ✓ Rates: 2Types - BAR or Prepayment
- ✓ Invoice: Client
- ✓ Guarantee: CC on Avis
- ✓ Cxl policy: subject to booked rate/Indicated on Avis
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS.



www.lastminute.com

Lead Guest Name: Kyat-Heänsx Dittmann
 Lead Guest Phone: 902903101
 Total Number of Guests: 2
 Number of Rooms Booked: 1
 Date Booked And Confirmed: 14:41 October 12, 2016 (CEST)
 Extranet Confirmation Number: 10234318234

Property Name: NH Hamburg Altona
 Property Id: 1000869225
 Property Address: Stresemannstrasse 363-369
 Hamburg

Source Property Id:

Check-In Date: Saturday, October 15, 2016
 Check-Out Date: Sunday, October 16, 2016
 Number of Nights: 1

lastminute.com Order Number: 846605159
 Booked online via lastminute.com
 Partner: Bravofly Germany

Room 1 Detail:

Property confirmation code: NOACK
 Lead Name: Kyat-Heänsx Dittmann
 Total# of Guests in Room: 2
 Number of Adults in Rate: 2
 Number of Extra Adults: 0
 Total# of Children in Room: 0
 # of Free Children in Room:

Children Age:

Rate Type: Packaged
 Rate Level: 10STDDBLPK
 Room Code: 10STDDBL
 Room 1 Description: Standard Double Or Twin . Room Only.

Room 1 Promo Details:

Promo Code: 9055
 Promo Description: Special Offer

Late C/O_DE
 Description: bis :7 Uhr kostenfrei
 Description: WIFI DE
 Description: gratis WLAN
 Description: None

Details:

	Base Rate	Tax	Extra Adult Charge	Extra Child Charge
2016	59.60 EUR	4.97 EUR		

if Base : 59.60 EUR
 if Extra Adult Charge: NOT APPLICABLE
 if Children Charge: NOT APPLICABLE
 if Resort/Other Charges: 0.00 EUR
 if Taxes: 4.97 EUR
 if for Stay: 64.57 EUR
 if rate including : 75.97 EUR

Port Charges to be
 Hotel: 0.00 EUR

Room Charges:
 Adult Charges: 59.60 EUR
 Charges: NOT APPLICABLE
 /Other Charges: 0.00 EUR

Rooms: 4.97 EUR
 including commission: 64.57 EUR
 Charges to be collected: 75.97 EUR
 0.00 EUR

Name: MASTER CARD
 Number: 5552780007566472
 09/19
 Security Code/CV2: 376
 Credit Card Holder: STATIC S LMN HOTEL
 Charge amount: 64.57 EUR

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 1006247043.0000918810
- ✓ Rates: 3 Types - BAR//Prepayment//Opaque
- ✓ Invoice: Lastminute with CC which is on the Avis
- ✓ Guarantee: CC visible on Avis/ 100% Pep.
- ✓ Cxl policy: subject to booked rate
- ✓ Voucher: Extranet confirmation number
- ✓ Confirmation: Not necessary to send the confirmation from TMS.

keytel

BOOKING CONFIRMATION

CLIENT: JUAN FACUNDO DE MEDIO REF. NUMBER: 25419986

NH BERLIN POTSDAMER PLATZ STRESEMANNSTR. 47 BERLIN

checkin	Checkout	Room	Booking Adults	Child Service	Price/ EU
VAT inc. Com.					
Rate: TARIFA VARIABLE					
25/09/16	26/09/16	1 SG Allotm.	1	BED & BREAKFAST	Single 181,20
7,04YES 16,04					
DISCOUNT 5%					
Rate: TARIFA VARIABLE					
26/09/16	27/09/16	1 SG Allotm.	1	BED & BREAKFAST	Single 127,20
7,04YES 16,04					
DISCOUNT 5%					
Rate: TARIFA VARIABLE					
27/09/16	28/09/16	1 SG Allotm.	1	BED & BREAKFAST	Single 117,70
7,04YES 16,04					
DISCOUNT 5%					
Prices per room and night.					

RESERVATION GUARANTEED
All NO-SHOWS must be notified in writing within 24h.
Otherwise we will not be able to accept any charges.

FORM OF PAYMENT : Pay by KEYTEL

INVOICE: KEYTEL, S.A.
Mallorca 351, Pral.
08013 BARCELONA
BARCELONA
VAT: A08235366

UPLOAD YOUR INVOICE ON KEYTEL'S WEBSITE: www.keytel.es
AT THE ACCOUNTS MENU: -Hotel's Billing-

TOTAL NET AMOUNT..... 360,45 EU

|* Cancellations made after 18H00 on the arrival day
|
| the hotel will invoice for 1 night cancellation charge.
|
| 5% CITY TAX INCLUDED IN THE RATES / TASA MUNICIPAL 5% INCLUIDA EN LA TARIFA
|

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id
1016660768.0001557884
- ✓ Rates: 2 Types - BAR or Prepayment.
Important to check if room cost per night+ VAT incl. or not.
- ✓ Invoice: Client/Agency/Company.
Informed on Avis
- ✓ Guarantee: Total/CC
- ✓ Cxl policy: subject to booked rate
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS.



RESERVIERUNGSBESTÄTIGUNG

KUNDE: Ruslan Turubayev REFERENZNR.: 25638042
 NH MÜNCHEN CITY SUD OTTOBRUNNER STRASSE 17-19 MÜNICH

Anreise	Abreise	S.	Reserv.	Erw.	Kind.	Leistungen	Preis/ EU
07/10/16	09/10/16	1	TW	Conting	2	ONLY BED	55,65
TARIF: TARIFA VARIABLE							Zimmer: Twin (2Betten)
7,04 SI 16,04							ADVANCE PURCHASE 15%

Freise pro Zimmer und Nacht.

GARANTIERTE RESERVIERUNG.
 Im Falle no-shows des kunden benötigen wir spätestens bis 24st danach eine schriftliche nachrichte
 Bei einer späteren benachrichtigung koennen wir leider keinen auffallenden stornokosten akzeptieren

ZÄHLUNGSART: Zahlung durch HOTUSA

VOUCHER: HOTUSA HOTELS, S.A.
 Mallorca 351, Pral.
 08018 BARCELONA
 BARCELONA
 A60156502

HOCHLADEN RECHNUNG AUF DER WEBSITE HOTUSA HOTELS: www.hotusahotels.com
 IN DER MENU -Belling Hotel-

TOTAL NET AMOUNT..... 99,52 EU

BEMERKUNGEN:
 | * IN CASE OF CANCELLATION :
 | the hotel will invoice for 100% of the stay total for cancelation charges.
 |
 | IMPROVING WORKS FROM 02/06 UNTIL 07/09 FROM 10AM TO 17PM
 | HOTEL EN OBRAS DESDE EL 02/06 HASTA EL 07/09 DE 10AM A 17PM
 |
 | ALL SUNDAYS & PUBLIC HOLIDAYS FREE LATE CHECK-OUT UNTIL 15.00 p.m
 | AND BREAKFAST UNTIL 12.00 p.m (SUBJECT TO AVAILABILITY) / TODOS LOS
 | DOMINGOS Y FESTIVOS LATE CHECK-OUT GRATIS HASTA LAS 15.00 p.m Y DESAYUNO
 | HASTA LAS 12.00 p.m (SUJETO A DISPONIBILIDAD)

- ✓ Check first if reservation is already in the system. If not, a failover notification will follow.
- ✓ Main Customer: p.id 1016660768.0001557884
- ✓ Rates: 2 Types - BAR or Prepayment. Important to check if room cost per night+ VAT incl. or not.
- ✓ Invoice: Hotusa/Client. Informed on Avis
- ✓ Guarantee: Total/CC
- ✓ Cxl policy: subject to booked rate
- ✓ Voucher: Booking ID
- ✓ Confirmation: Not necessary to send the confirmation from TMS.

- Whenever is needed to contact the CRO for any internal issue like: questions, backups, extra information, etc... please use the following phone numbers or email addresses
- Please do not use the Customer phone numbers to avoid customers waits or hang ups

URGENT ISSUES	Name	Telephone
	Coordinators Team - Europe	+34 628822048 Ext. 8420
	Coordinators Team - LATAM	+52 55 4099-9980
NON- URGENT ISSUES		E-Mail
	Support - Europe	supportcro@nh-hotels.com
	Support - LATAM	support.croame@nh-hotels.com

THANKS!

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