

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



ANANTARA
HOTELS · RESORTS · SPAS

AVANI
Hotels & Resorts

elewana
— COLLECTION —

OAKS
HOTELS · RESORTS · SUITES

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HOTELS

TIVOLI
HOTELS & RESORTS

LIVE LOCAL PROCEDURE
DISCOVERY LOYALTY PROGRAM

BUSINESS PROCESSES - OPERATIONS
CRM & LOYALTY - MARKETING

DECEMBER 2022

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CHA **DISCOVERY**
REWARDING LIFE'S JOURNEYS

nh | HOTEL GROUP
PART OF

MINOR
HOTELS

LIVE LOCAL PROCEDURE

GHA DISCOVERY FEATURES AND BENEFITS

GHA DISCOVERY FEATURES AND BENEFITS

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TIERED MEMBERSHIP

GHA DISCOVERY is based on four levels of membership: Silver, Gold, Platinum and Titanium. We also have one invitation-only level, Red (non-published)

Members can enjoy benefits that increase in value as they progress through the membership tiers.



INSTANT SAVINGS

Members can receive exclusive Member Rates, such as a 5-10% discount on the Best Available Rate when booking participating hotels direct online.

Bookings can be made on our brand websites:

- <https://www.nh-hotels.com>
- <https://www.tivolihotels.com>
- <https://www.anantara.com>
- <https://www.avanihotels.com>
- www.ghadiscovery.com



DISCOVERY DOLLARS

All members can earn D\$ on all eligible spend across the hotel, such as room spend, food and beverage, spa, golf and Experiences and Local Offers.

Then they can stay again to spend their D\$ across the hotel.

D\$ can be earned and spent at more than 40 GHA brands in 800 hotels, resorts and palaces globally.



STAY BENEFITS

Upon enrolment, members have access to stay benefits such as complimentary Wi-Fi.

With tier progression, members receive additional stay benefits such as a room upgrade, a welcome amenity and/or late check-out.



LIVE LOCAL

Members with or without a hotel stay can indulge with exclusive Local Offers for our hotel facilities, and Experiences in the destination.



LIVE LOCAL PROCEDURE

LIVE LOCAL CONCEPT

LIVE LOCAL CONCEPT



LIVE LOCAL

Creating opportunities for members to engage, indulge and enjoy spending time and money with us when at home.



Local Offers

Member only promotions that entice our members to make our facilities, products and services part of their lives, even when they are not travelling.



Experiences

Member only encounters that enrich emotions, knowledge and understanding of the culture and locale.

Members Only

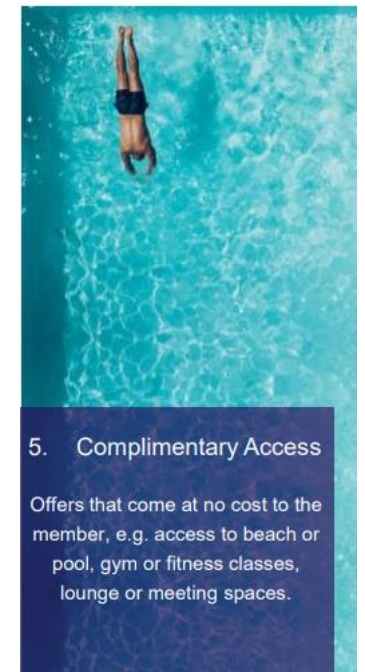
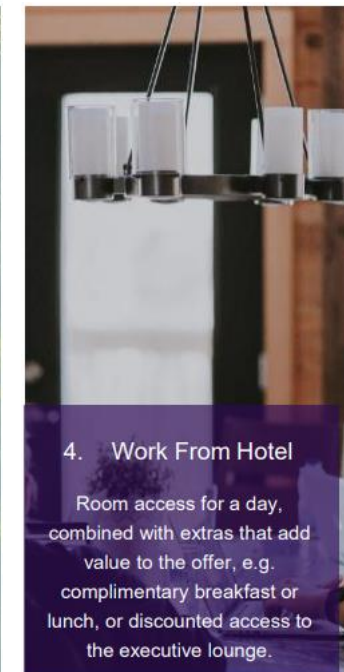
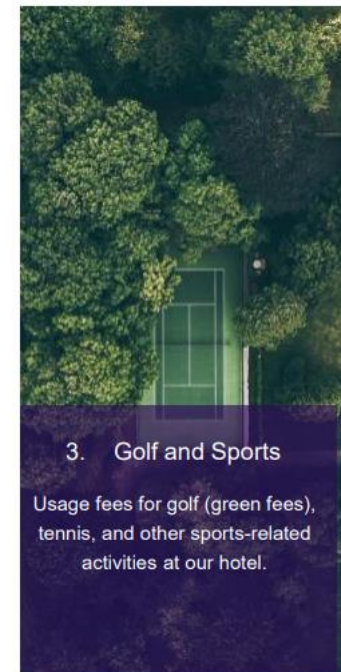
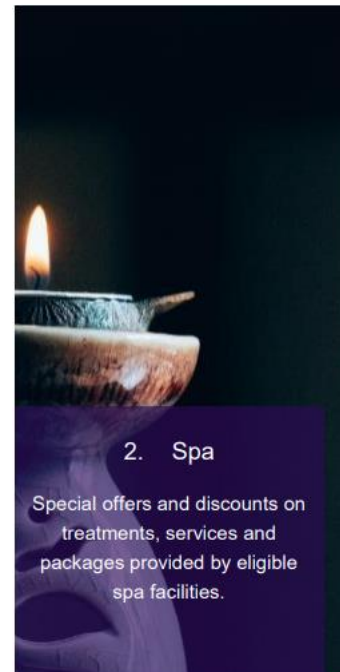
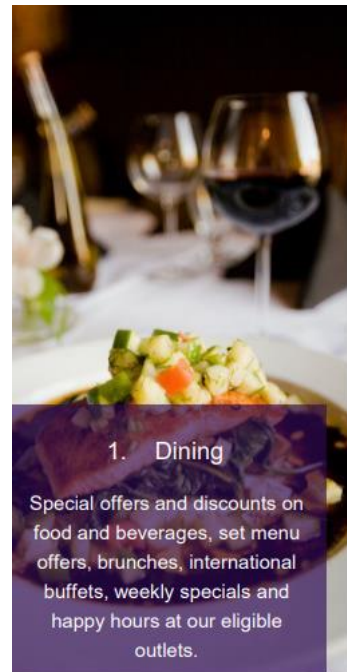
Non-members
will need to enroll

With or without
stay

Exclusive offers
and promotions

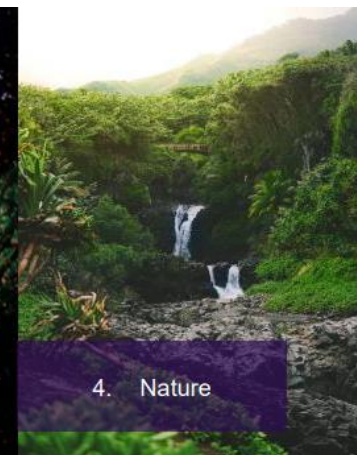
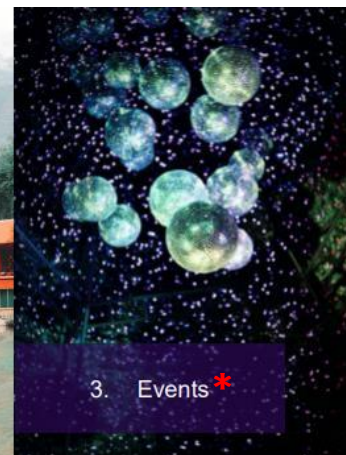
Special price

LOCAL OFFER CATEGORIES



EXPERIENCES CATEGORIES

* Events will not be set up on our hotel brands until further notice.



HOW DO LOCAL OFFERS AND EXPERIENCES DIFFER?

LOCAL OFFERS

- Local Offers are **exclusive offers and promotions** available only to our members with or without a stay.
- They provide members with the opportunity to enjoy **hotel facilities, outlets and spaces**.
- Local Offers are all about having our members enjoy time with us, even when they are not travelling.
- The value of Local offers can vary with tier level. **Local Offers can also be offered to our members on a complimentary basis.** For example, complimentary gym access.

EXPERIENCES

- Experiences are **authentic and memorable activities** also available to our members with or without a stay.
- They provide members with **exciting opportunities to explore and discover the region, culture** and intriguing aspects of their surroundings through **activities not usually accessible to others**.
- They may take place on-property, outside of the hotel or may be delivered in collaboration with a third-party provider.
- The value of the Experience is always the same, regardless of tier level and payment type.

KEEP IN MIND:

- Local Offers and Experiences are accessible to DISCOVERY members only, regardless of membership tier, with or without stay.
- Bookings can only be done via *ghadiscovery.com* or our brand website, or at the Reception only at check-in/service date (not possible to book by phone!).
- Local Offers only include hotel products, so no deposit in advance will be requested from the client.
- In case of Experiences, if one or more services are provided by a third-party provider, please consider requesting a prepayment in advance from the customer to cover possible cancellation costs (if applicable, according to the contracting conditions of each partner company).
- Purchase Orders to external suppliers must always be made through SAP MM, following the policies and procedures established in the “[General Procure to Pay Process](#).”
- Members staying at the hotel will earn and redeem D\$ on Live Local packages only if their accommodation booking is eligible.
- When the members are not staying at the hotel, their Local Offers/Experiences will always be eligible for both earning and redeeming D\$.
- Payment methods accepted: cash/card and/or DISCOVERY Dollars.
- D\$ redemption will be only accepted in the hotel on check-out (it is not yet possible to pay with D\$ in advance for Local Offers and Experiences through website).

LIVE LOCAL PROCEDURE

LIVE LOCAL CREATION

CREATION PROCESS:

- Live Local promotions and offers are defined by BU Marketing together with the hotel team.
- Minimum to be available per hotel: 1 Local Offer and 2 Experiences.
- The Live Local product must include eligible concepts.
- The hotel sets the price of each package. It must be perceived by DISCOVERY members as attractive and good value.
- The price covers the costs which should be compensated through payment for the offer.
- These products will be managed in TMSforHotels as “stay options”.
- Created in a hotel, these templates should be collected, **approved and submitted** by Regional Revenue & Regional Operations BUs and sent to HQ Loyalty.

Stay Options Creation Template

TYPE LIVE LOCAL

Select your Hotel **TMS ID** **Hotel Name**

STAY OPTION NAME (MAX 10) **Stay Option Description**

Tax Included **Currency** **DAILY STOCK**

Price per **GUEST**

| | | ROOM | ADULT | CHILD |
|------------------|------------------------|------|--------|-------|
| CONCEPT 1 | VALUE CONCEPT 1 | | 100,00 | 50,00 |
| CONCEPT 2 | VALUE CONCEPT 2 | | 50,00 | 25,00 |
| CONCEPT 3 | VALUE CONCEPT 3 | | | |
| CONCEPT 4 | VALUE CONCEPT 4 | | | |
| CONCEPT 5 | VALUE CONCEPT 5 | | | |

Legend

- Fill selecting one option from the list
- Fill including manually the value
- If you select price per guest, include the value per adult & child
- If you select price per Room, include the value in the field room
- Include the daily stock if needed

| | MO | TU | WE | TH | FR | SA | SU |
|-------------|----|----|----|----|----|----|----|
| FROM | | | | | | | |
| TO | | | | | | | |

The cost must be applied on

The cost must be applied on

The cost must be applied on

The cost must be applied on

The cost must be applied on

The cost must be applied on

STAY OPTIONS CMS TEMPLATES:

LOCAL OFFERS

EXPERIENCES

TIPS TO FILL OUT THE CMS TEMPLATES:

- Please create as many sheets as Local Offers and Experiences the hotel will offer to their DISCOVERY members.
- All the information that is included in these templates must coincide with the CMS information approved by the Marketing Brand Manager.
- When you select the TMS ID, the **HOTEL NAME** field is automatically filled out:

| Select your Hotel | TMS ID | Hotel Name |
|-------------------|------------|--------------------------------|
| | PT11.LISBO | AVANI Avenida Liberdade Lisbon |
| | PT11.LISBO | |
| | PT11.LORIN | |
| | PT11.SINSE | |

- The **STAY OPTION NAME** field has a maximum of 10 characters:
 - For Experiences, the name must start with: EX-, followed by a dash (-) and the corresponding name.
 - For Local Offers it must start with: LO-, followed by a dash (-) and the corresponding name.

Examples: EX-XXXXXXX // LO-XXXXXXX.

| STAY OPTION NAME (MAX 10) |
|---------------------------|
| LO-YOGACLA |

- The **STAY OPTION DESCRIPTION** field has a maximum of 50 characters. The description must match the name of the Live Local in CMS:

| Stay Option Description |
|---|
| Yoga class and exquisite tea experience in Rome |

TIPS TO FILL OUT THE CMS TEMPLATES:

- The **DAILY STOCK** field is not mandatory, if Hotel does not have a specific stock, it is possible leave it in blank, and it will be counted as unlimited stock.

| | |
|-------------|--|
| DAILY STOCK | |
|-------------|--|

- The maximum of **CONCEPTS** to indicate will be 5. Once the hotel is selected in the first box, the concepts that will appear in the drop-down will be exclusive to each hotel.

| | |
|------------------|--------|
| CONCEPT 1 | DINF |
| Concept Chain Co | DINF |
| | DSCO |
| | ECIN |
| CONCEPT 2 | ERES |
| Concept Chain Co | EXDS |
| | EXREW |
| | EXREW0 |
| | EXREWH |

- For the **DATES OF APPLICATION**, please mark with an X the days of the week that will be available and the cadence of the charge, and when the cost must be applied on.

NOTE: If there is a Close out date, it must also be indicated.

| | | MO | TU | WE | TH | FR | SA | SU |
|------|------------|----|----|----|----|----|----|----|
| FROM | 16/12/2021 | X | X | X | X | X | X | X |
| TO | 31/12/2022 | | | | | | | |

| | |
|-----------------------------|--------------------------------|
| The cost must be applied on | Everyday except departure date |
|-----------------------------|--------------------------------|

| FROM | 16/12/2021 | | | | | X | X | X |
|------|------------|--|--|--|--|---|---|---|
| TO | 31/12/2022 | | | | | | | |

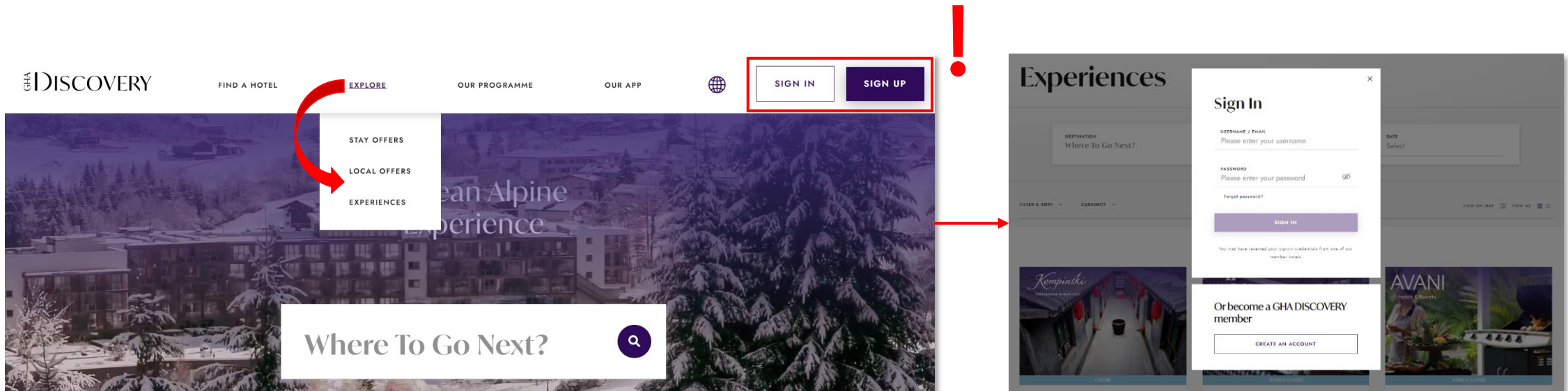
| | |
|-----------------------------|--------------|
| The cost must be applied on | Arrival Date |
|-----------------------------|--------------|

LIVE LOCAL PROCEDURE

LIVE LOCAL BOOKING PROCESS

CUSTOMER JOURNEY: sign in/sign up

- Local Offer and Experiences, will be visible on the ghadiscovery.com website to the users from the day of their validity.
- Once searched and selected, they can be reviewed and booked by DISCOVERY members only. This means that members will need to log in or create an account to see the Live Local details and complete the booking request.



LIVE LOCAL BOOKING PROCESS

CUSTOMER JOURNEY: search and select

Local Offers

DESTINATION
Marbella

CATEGORY
All


DATE
26 Dec 2022

FILTER & SORT

CURRENCY

VIEW ON MAP

VIEW AS




ANANTARA VILLA PADIERNA PALACE BENAHAVÍS MARBELLA RESORT

Anantara signature massage with spa access

FROM
EUR 140.50

Urb. Los Flamíngos Golf - Ctra. de Cádiz, 166, Marbella, Spain

12:00 - 19:00



ANANTARA VILLA PADIERNA PALACE BENAHAVÍS MARBELLA RESORT


Indulging afternoon tea

FROM
EUR 27.28

Urb. Los Flamíngos Golf - Ctra. de Cádiz, 166, Marbella, Spain

17:00 - 19:00

Local Offers



ANANTARA
HOTELS-RESORTS-SPAS

DINING

Indulging afternoon tea

Anantara Villa Padierna Palace Benahavís Marbella Resort

Urb. Los Flamíngos Golf - Ctra. de Cádiz, 166
Marbella, Spain

17:00 - 19:00

FROM
EUR 27.28

BOOK

[CONTACT PROPERTY](#)

LIVE LOCAL BOOKING PROCESS

CUSTOMER JOURNEY: fill out booking request

- Members will select the preferred date and time and fill in the required contact information.
- At this time, they can consult the [cancellation and taxes policy](#).

Book Local Offer

← Select the preferred date and time for this Local Offer

CHOOSE A DATE
26 Dec 2022

CHOOSE A TIME
17:00

GUESTS
1

EMAIL
@yahoo.es

TITLE OPTIONAL
Select option

FIRST NAME
NOELIA

LAST NAME
DAVILA ARANDA

PHONE NUMBER

[CANCEL](#) [NEXT](#)

Your Booking

LOCAL OFFER
Indulging afternoon tea

PRICE
EUR 27.28 per Local Offer
TAXES & FEES APPLICABLE

HOSTED BY
ANANTARA
HOTELS-RESORTS-VEST

Anantara Villa Padierna
Palace Benahavis Marbella
Resort

DATE, TIME & GUESTS
Mon, 26 Dec 2022 - 17:00
1 GUEST

Price Details

| | |
|-------------------------|-----------|
| SUBTOTAL | EUR 27.28 |
| APPLICABLE TAXES & FEES | EUR 2.73 |
| GRAND TOTAL | EUR 30.01 |

[CANCELLATION AND TAXES POLICY](#)

Book Local Offer

Select the preferred date and time for this Local Offer

CHOOSE A DATE
26 Dec 2022

CHOOSE A TIME
17:00

GUESTS
1

EMAIL
@yahoo.es

TITLE OPTIONAL
Select option

FIRST NAME
NOELIA

PHONE NUMBER

[CANCEL](#) [NEXT](#)

Your Booking

LOCAL OFFER
Indulging afternoon tea

PRICE
EUR 27.28 per Local Offer
TAXES & FEES APPLICABLE

HOSTED BY
ANANTARA
HOTELS-RESORTS-VEST

Anantara Villa Padierna
Palace Benahavis Marbella
Resort

DATE, TIME & GUESTS
Mon, 26 Dec 2022 - 17:00
1 GUEST

Price Details

| | |
|-------------------------|-----------|
| SUBTOTAL | EUR 27.28 |
| APPLICABLE TAXES & FEES | EUR 2.73 |
| GRAND TOTAL | EUR 30.01 |

[CANCELLATION AND TAXES POLICY](#)

Total fees and rate conditions

Taxes & Fees
VAT 10%

D\$ Additional info about exchange rate
The amount of DISCOVERY Dollars (D\$) earned at Participating Properties where a non-U.S. dollar currency is used will be calculated based on net eligible spend that is converted to U.S. dollar at the exchange rate selected by GHA. This may be the foreign exchange rate used by a Participating Property or Outlet, or another rate selected by GHA and may not be the same rate used for currency conversions on the Member's folio.

Cancellations
This booking must be cancelled 48 hours in advance.

LIVE LOCAL BOOKING PROCESS

CUSTOMER JOURNEY: submit booking request

- Once a member has submitted the booking inquiry, they will receive a 'Booking Request' e-mail (a copy of this e-mail will be also sent to the generic e-mail address of each hotel).
- Important!** These e-mails are **NOT** a booking confirmation. The hotel must confirm the reservation to the member via e-mail within the next **24 hours**.
 - If there is no availability, you must inform the client via e-mail (the “cancel your reservation” button is for members use only!) and suggest an alternative when possible (another date or another Local Offer/Experience).

Confirm your reservation

Your Reservation Details

LOCAL OFFER
Indulging afternoon tea

PRICE
EUR 27.28 per Local Offer
TAXES & FEES APPLICABLE

HOSTED BY
ANANTARA
Anantara Villa Padierna
Palace Benahavis
Marbella Resort

DATE, TIME & GUESTS
Mon, 26 Dec 2022 - 17:00
1 GUEST

GUEST INFORMATION
NOELIA DAVILA ARANDA
GOLD MEMBER - 8838463446

Price Details
SUBTOTAL EUR 27.28
APPLICABLE TAXES & FEES EUR 2.73
GRAND TOTAL **EUR 30.01**

CANCELLATION AND TAXES POLICY

CANCEL CONFIRM & BOOK LOCAL OFFER

Your reservation inquiry has been received!

The hotel team will reply to you within operating hours to confirm your booking.

Indulging afternoon tea

Anantara Villa Padierna Palace Benahavis Marbella Resort

CONFIRMATION NUMBER: 30AA0348-8CDA-43D0-8711-C4F41C50E5CD

Marbella, Spain 26 Dec 2022 - 17:00 1 guest Total - EUR 30.01

VIEW BOOKING
MORE LOCAL OFFERS IN MARBELLA

GH DISCOVERY
BUSCAR UN HOTEL EXPLORAR NUESTRO PROGRAMA

Se ha recibido su solicitud de reserva para una Oferta local.



Indulging afternoon tea

An exquisite afternoon tea to indulge.

REVISE LOS DETALLES DE SU RESERVA A CONTINUACIÓN

Anantara Villa Padierna Palace Benahavis Marbella Resort

Urbanización Los Flamíngos Golf, Carretera de Cádiz, Km 166, 29679, MÁLAGA, Spain

Fecha de reserva 26 December 2022 Hora 17:00 Número de referencia de la reserva 30aa0348-8cda-43d0-8711-c4f41c50e5cd

Nombre del huésped: NOELIA DAVILA ARANDA
Número de socio: 8838463446
Correo electrónico: @yahoo.es
Número de huéspedes: 1
Precio: EUR 27.28
Impuestos/Tasas: EUR 2.73
Total general: EUR 30.01

FOR MEMBERS USE ONLY!

VER SU RESERVA

CANCELAR SU RESERVA

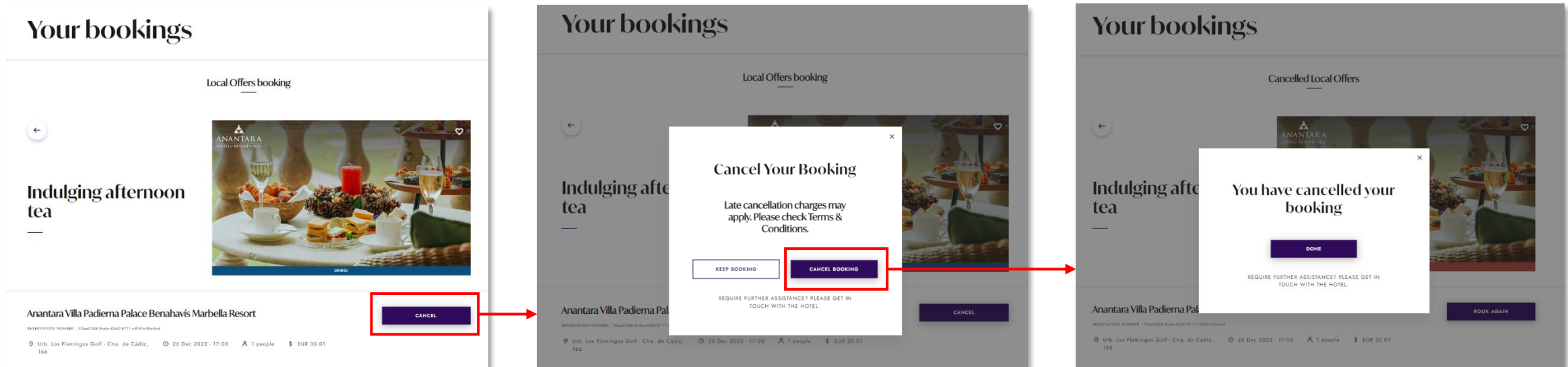
Tenga en cuenta que el hotel debe confirmar su reserva. Anantara Villa Padierna Palace Benahavis Marbella Resort se pondrá en contacto con usted dentro de su horario de atención al cliente.

Política de cancelaciones: 48 hour(s)

¿Necesita corregir o cancelar?
Póngase en contacto con Anantara Villa Padierna Palace Benahavis Marbella Resort directamente para cualquier consulta o cancelación.

CUSTOMER JOURNEY: booking cancellation

- Members can cancel their Live Local reservation from the "Your bookings" space in their private area, or from the direct access included in the confirmation email.
- They will be advised to review the Terms and Conditions of the reservation, as late cancellation charges may apply.
- Once the booking is cancelled, they will receive a 'Cancellation Request' e-mail (a copy of this e-mail will be also sent to the generic e-mail address of each hotel).
- The hotel must manage the cancellation internally or with the Service Provider, but there is no need to send an e-mail to the guest.



LIVE LOCAL BOOKING PROCESS

Special attention to experience requests!

- As experiences can be shared between hotels in the same city, the member must select the preferred participating hotel when making the reservation request.
- For now, all participating hotels are receiving a copy of the automatic request e-mail. Therefore, it is very important to check the name of the hotel in the request and act only if appropriate.

Experiences

DESTINATION: Amsterdam | CATEGORY: All | DATE: 26 Dec 2022

Featured

Private walking tour of old city

FROM: EUR 107.44

Private walking tour of old city

Discover beautiful old Amsterdam during your private walking tour. Let yourself be guided by a local tour expert and stroll along the old city, which will take you back in time and browse through medieval streets. Every stone tells a story, and we want you to know all about it.

Experience Includes:

- Two-hour private walking tour of old Amsterdam for two
- Private tour guide

Experiences

Private walking tour of old city

Select participating hotel

FROM: EUR 107.44

Book Experience

Select the preferred date and time for this Experience

CHOOSE A DATE: 26 Dec 2022

CHOOSE A TIME: 10:00

GUESTS: 2

EMAIL: noella_da18@yahoo.es

TITLE: Select option | FIRST NAME: NOELLA | LAST NAME: DAVILA ARANDA

PHONE NUMBER: 663033013

Your Booking

EXPERIENCE: Private walking tour of old city

PRICE: EUR 107.44 per Experience (TAXES & FEES APPLICABLE)

HOSTED BY: **NH HOTELS** NH Amsterdam Centre

DATE, TIME & GUESTS: Mon, 26 Dec 2022 - 10:00 (2 GUESTS)

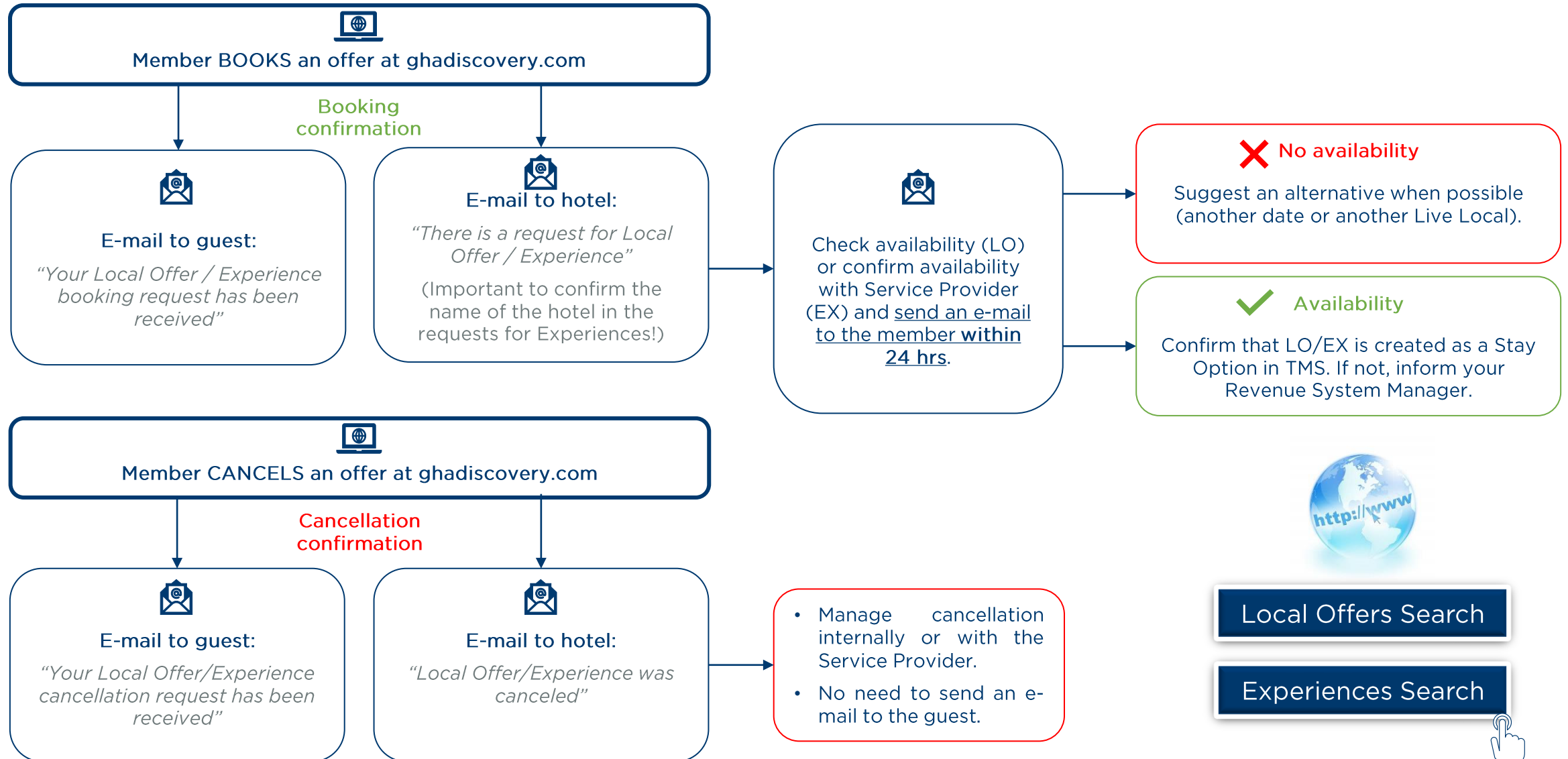
Price Details

SUBTOTAL: EUR 107.44

APPLICABLE TAXES & FEES: EUR 22.56

GRAND TOTAL: EUR 130.00

LIVE LOCAL BOOKING PROCESS



Local Offers Search

Experiences Search



LIVE LOCAL PROCEDURE

LIVE LOCAL WITH STAY

LIVE LOCAL WITH STAY

If the Live Local booking is made by someone staying at the hotel, once it is confirmed by the point of sale/3rd party provider, we must search the reservation in TMS by date/name of the guest and add the corresponding stay option:

The screenshot shows the ESBA.DIAGO software interface. At the top, there's a header with the company name and a 'Stay Options' tab. Below the header, there's a table of 'Contractible stay options' with columns: Re. Stay option, Description, Stock, Price type, Price, T. Amount, Currency, Tax, Data, Travel reason, Source, Mand, and Appl. The table lists various options like LO-DINNER, SPA, TESTDGB, CATS, DOGS, EARLY_9, EXT_LATOUT, LC_14H, LC_16H, LC_FREE, UP_BBCHIL, UP_BREAK, UP_DINNER, UP_STJUS, and UP_STSU. A red box highlights the 'LO-DINNER' row. Below the table, there's a 'Package Identifier additional information' section with a 'SWEET' button and a 'Sweet table' label. At the bottom, there's a 'Guests' table with columns: O..., Code, Guest Name, Program, and Fidelización. The table shows two guests: 1 with Code 62857378 and Guest Name GOLD 1, TEST, and 2 with Code and Guest Name empty. A red box highlights the 'Program' and 'Fidelización' columns, showing 'NH_DISCOVERY' and 'SILVER' respectively.

| Re. Stay option | Description | Stock | Price type | Price | T. Amount | Currency | Tax | Data | Travel reason | Source | Mand | Appl |
|-----------------|---------------------------|-------|------------|-------|-----------|----------|-----|------|---------------|--------|------|------|
| LO-DINNER | Luxurious 8 course dinner | 0 | Per room | 80,00 | 160,00 | EUR | ✓ | | | Hotel | | ✓ |
| SPA | Spa | 0 | Per Pax | 8,18 | 0,00 | EUR | ✓ | | | Hotel | | |
| TESTDGB | TEST DGB | 99 | Per room | 25,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| CATS | cats | 1 | Per room | 25,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| DOGS | dogs | 6 | Per room | 25,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| EARLY_9 | Early check-in hotel | 1 | Per room | 30,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| EXT_LATOUT | LCO Extension | 5 | Per room | 10,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| LC_14H | Late Check Out 14h | 5 | Per room | 10,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| LC_16H | Late Check Out 16h | 5 | Per room | 30,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| LC_FREE | LATE CHECK OUT FREE | 0 | Per room | 0,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| UP_BBCHIL | Upselling Desayuno Child | 0 | Per Pax | 0,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| UP_BREAK | Upselling Breakfast | 5 | Per Pax | 16,90 | 0,00 | EUR | ✓ | | | Hotel | | |
| UP_DINNER | Upselling Dinner | 0 | Per Pax | 15,95 | 0,00 | EUR | ✓ | | | Hotel | | |
| UP_STJUS | Upp. Standard - Junior S | 0 | Per room | 25,00 | 0,00 | EUR | ✓ | | | Hotel | | |
| UP_STSU | Upp. Standard - Superior | 0 | Per room | 20,00 | 0,00 | EUR | ✓ | | | Hotel | | |

| O... | Code | Guest Name | Program | Fidelización |
|------|----------|--------------|--------------|--------------|
| 1 | 62857378 | GOLD 1, TEST | NH_DISCOVERY | SILVER |
| 2 | | | | |

- 1) If the guest is already created in SAP CRM, inform the Guest Code in the reservation and link the DISCOVERY member card.*

If the SAP CRM ID doesn't exist yet, add the DISCOVERY membership ID in the remarks of the reservation to be linked at check-in.

- 2) Modify the automatic "Notices for Reception" (check-in) and add the details of the booked package (max. 250 characters).
- 3) Send to the member the confirmation e-mail with all the details within the next 24 hours.

(*) GHA button > Search by Membership Number > Sync

Find more information about the search and synchronization process in the [DISCOVERY Loyalty Procedures](#).



ELIGIBILITY

Loyalty reservation billing data

ESBA.DIAGO NH Diagonal Center ***

Reservation85684427

Room111

Main Cust. GUEST, DIRECT-0000001000

Arrival date23.05.2022

TypeSTDBL

Main Customer PLATINUM 4 TEST

Depart. date24.05.2022

Reservation state

For

Manual concept (MASAG not eligible)

AD2JU0CH0BB0

| Redeemable | Status | Date | Folio | Concept | Description | Qu... | Price | Amount | Discount | Tax. inc | Cur... | MR price | RC amount | MR discount | MR... | Service date |
|------------|--------|------------|-------|---------|--------------------|-------|--------|--------|----------|-------------------------------------|--------|----------|-----------|-------------|-------|--------------|
| | | 23.05.2022 | | 1GHADSC | Discovery Discount | 1 | 8,43 | 8,43 | 0,00 | <input checked="" type="checkbox"/> | EUR | 8,43 | 8,43 | 0,00 | EUR | 23.05.2022 |
| | | 23.05.2022 | | 1 MASAG | Massages | 1 | 11,00 | 11,00 | 0,00 | <input checked="" type="checkbox"/> | EUR | 11,00 | 11,00 | 0,00 | EUR | 23.05.2022 |
| | | 23.05.2022 | | 1ROOM | Room | 1 | 590,00 | 590,00 | 0,00 | <input checked="" type="checkbox"/> | EUR | 590,00 | 590,00 | 0,00 | EUR | 23.05.2022 |
| | | 23.05.2022 | | 1BB | Bed & Breakfast | 1 | 14,91 | 14,91 | 0,00 | <input checked="" type="checkbox"/> | EUR | 14,91 | 14,91 | 0,00 | EUR | 23.05.2022 |
| | | 23.05.2022 | | 1BB | Bed & Breakfast | 1 | 14,91 | 14,91 | 0,00 | <input checked="" type="checkbox"/> | EUR | 14,91 | 14,91 | 0,00 | EUR | 23.05.2022 |
| | | 23.05.2022 | | 1TTAX | Turistic Tax | 1 | 0,72 | 0,72 | 0,00 | <input checked="" type="checkbox"/> | EUR | 0,72 | 0,72 | 0,00 | EUR | 23.05.2022 |
| | | 23.05.2022 | | 1TTAX | Turistic Tax | 1 | 0,72 | 0,72 | 0,00 | <input checked="" type="checkbox"/> | EUR | 0,72 | 0,72 | 0,00 | EUR | 23.05.2022 |
| | | 24.05.2022 | | 1 MASAG | Massages | 1 | 9,00 | 9,00 | 0,00 | <input checked="" type="checkbox"/> | EUR | 9,00 | 9,00 | 0,00 | EUR | 24.05.2022 |
| | | 24.05.2022 | | 1SPAS | SPA | 1 | 9,90 | 9,90 | 0,00 | <input checked="" type="checkbox"/> | EUR | 9,90 | 9,90 | 0,00 | EUR | 24.05.2022 |
| | | 24.05.2022 | | 1 MASAG | Massages | 1 | 9,00 | 9,00 | 0,00 | <input checked="" type="checkbox"/> | EUR | 9,00 | 9,00 | 0,00 | EUR | 24.05.2022 |
| | | 24.05.2022 | | 1SPAS | SPA | 1 | 9,90 | 9,90 | 0,00 | <input checked="" type="checkbox"/> | EUR | 9,90 | 9,90 | 0,00 | EUR | 24.05.2022 |

Live Local LO-SPA (MASAG eligible)

Client's balance :

101 Amount Billed

0,00

Currency EUR

Maximum Discovery \$ to redeem

101 Amount Pending

599,82

☐ Tax included

Total due

599,82

- All the Live Local packages will be eligible at concept level. That is, if the massage (not eligible concept) is included in a Live Local product, this MASAG will be eligible.
- Members will earn and redeem D\$ on Live Local packages only if they are booked together with eligible stay.

LIVE LOCAL PROCEDURE

LIVE LOCAL WITHOUT STAY

SAP - TMSforHotels Menu: BILLING → Billing → Day-guest billing (Live Local)

ESBA.DIAGO NH Diagonal Center ***

Day Guest Invoice

Client: 0062857378

☒ Tax included ('X' = Yes)

Currency: EUR

Payment type: 1 On-desk payment

Invoice Format: IND

Service date: 06.06.2022

Statistics

Country: AF Afghanistan

Region:

Market Segment: TRNC

Market Subsegment: NHR

Source of Business: LEI

Channel: HOTEL

Travel Reason: LEI

| Stay Option | Description | Price per pax | Num. Pax | Num. of Stay ... |
|-------------|-------------|-------------------------------------|----------|------------------|
| SPA | LO-Spa | <input checked="" type="checkbox"/> | 2 | 0 |

If the Live Local booking is made by someone not staying at the hotel, once it is confirmed by the point of sale/3rd party provider, we must:

- Create a new Day Guest Billing (DGB) through the new specific transaction in TMS *ZEY_DC_DGB_PQO - Day Guest Billing (Live Local)*, informing Client, Service date, and adding the corresponding Stay Option.
- Identify the CRM ID and the DISCOVERY membership in the reservation. If you don't have it yet, create the DGB with a generic client (1003 DISCOVERY, 1100035865 Global Hotel Alliance,...) and change it afterwards from the "Process" menu in the top bar (*new option!* See next slide for more information).
- Send to the member the confirmation e-mail with all the details.

PENDING

A new registration form is being developed for Live Local reservations without a hotel stay.

LIVE LOCAL WITHOUT STAY

This is how the stay option that we added to the day guest billing reservation looks like in the folio.

When the guest is at Front Desk, confirm the Live Local with the member and create the SAP CRM ID if needed (and sync). The Live Local Registration Form must be signed (to be developed and confirmed).

ESBA.DIAGO. Process folio 1

Folio 1 | Folio 2 | Folio 3 | Folio 4 | All folios | Current date | Charges until today | Canceled Revenue

Reservation: 85682203 | Status: Check in | Arrival: 10.05.2022 | Departur: 20.06.2022
 Main Client: GOLD 1, TEST | Voucher:

FOLIOS: F1 | 19,80 EUR | GOLD 1, TEST-0062857378 | 0,00
 (tax incl.) | 0,00 | | 0,00

| Status | Invoice | Revenue date | Folio | Concept | Descrip. | Quantity | Price | Disc.(net) | Amou... | Cur. | Exchange date | Exchange | LC amou... | Loc.Curre. | RC amount | Res.curr. | Tax incl. | Service date |
|--------|---------|--------------|-------|---------|----------|----------|--------------|------------|------------|------|---------------|--------------|------------|------------|--------------|-----------|------------|--------------|
| | | 20.06.2022 | 1 | SPAS | SPA | 1 | 9,90 | 0,00 | 9,90 | EUR | 10.05.2022 | 1,00000 | 9,90 | EUR | 9,90 | EUR | ✓ | 10.05.2022 |
| | | 20.06.2022 | 1 | SPAS | SPA | 1 | 9,90 | 0,00 | 9,90 | EUR | 10.05.2022 | 1,00000 | 9,90 | EUR | 9,90 | EUR | ✓ | 10.05.2022 |
| | | | | | | | 19,80 | | EUR | | | 19,80 | | EUR | 19,80 | | EUR | |

Amount Billed | Credit no tax. | Credit with tax | Cash no tax. | Cash with tax | Total no tax.
 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00
 Amount Pending | 0,00 | 0,00 |
 Pending Reservati | 0,00 | 0,00 |

Total with tax | Remarks | MYGHA | REDEEM
 0,00 | | |
 19,80 | | |
 19,80 | EUR | Exch. Rate Type | M

- Arrival date: date when the DGB was created in TMS.
- Departure date: is the stay option service date.

- **MYGHA** button, above the REDEEM one, takes you to the DISCOVERY Dashboard of the client.

LIVE LOCAL WITHOUT STAY

The screenshot shows the SAP PT08 interface for a reservation folio. The 'Process' menu is open, and the 'Clients' option is highlighted. A 'Client information setup' dialog is displayed, showing the 'Main Client' as 16073273. A blue callout box explains that the system won't allow billing if the client is not a DISCOVERY member. A red error message at the bottom states 'Main client is not a Discovery Member'.

Process Menu Options:

- Modify header (Shift+F5)
- Add charges
- Cancel charges
- Move charges
- Move to header
- Split charges (Shift+F12)
- Apply discount
- Collect invoice
- Go to reservation
- Minibar charge
- Modify description
- Statistics set up
- Clients**
- Mod.Arrangement Code
- Pre-payments management

Client Information Setup Dialog:

| Statistical data | |
|------------------|----------|
| Receiver | |
| Holder | |
| Payer | |
| Main Client | 16073273 |
| Branch | |

Reservation Folio Data:

| Date | Room | Rate |
|------------|--------|------|
| 15.01.2023 | 1 RTEB | |
| 15.01.2023 | 1 RTEB | |
| 15.01.2023 | 1 RTEF | |
| 15.01.2023 | 1 RTEF | |

Financial Summary:

| | Credit no tax. | Credit with tax | Cash no tax. | Cash with tax | Total no tax. |
|-------------------|----------------|-----------------|--------------|---------------|---------------|
| Amount Billed | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| Amount Pending | 0,00 | 0,00 | 260,16 | 293,98 | 260,16 |
| Pending Reservati | 0,00 | 0,00 | 260,16 | 293,98 | 260,16 |

Error Message: Main client is not a Discovery Member



The system will not allow you to bill the DGB reservation folio if the Main Client is not a DISCOVERY member. To change it, you must use the "Clients" option available in the "Process" menu of the SAP top bar.

LIVE LOCAL PROCEDURE

LIVE LOCAL BOOKED REPORT

Booked packages

ESSE.CECON NH Collection Sevilla COLLECTION

| | | | |
|--------------------|--------------------------------|----|----------------------|
| Reservation | <input type="text"/> | | |
| Arrival date | <input type="text"/> | to | <input type="text"/> |
| Departure date | <input type="text"/> | to | <input type="text"/> |
| Service date | <input type="text"/> | to | <input type="text"/> |
| Reservation status | <input type="text" value="2"/> | | |

Reservation Type

☒ All reservations
☐ Reservations with room
☐ Day guest billing

There are several filters that we can use according to our needs, and several fields such as option type, loyalty details and prices can be displayed.

Remind that the arrival and departure date in those Live Local booking without stay correspond to the creation and service date, respectively.

Booked packages

| Arrival date | Departure | *Reservation | Reserva... | Code of gu | Guest | Loyalty type | Loyalty card | Loyalty ca | Stay optio | Option type | Stay optio | Concept | Description | Quantity | Per p... | * | Price | Remarks | Voucher | AD | JU | CH | BE | Curre | |
|--------------|------------|--------------|------------|------------|-----------------|---------------|--------------|------------|------------|-------------|-------------|---------|---------------------|----------|----------|---|-------|---------|---------|----|----|----|----|-------|--|
| 08.09.2020 | 05.08.2022 | 85681848 | Confirmed | 0062857378 | TEST GOLD 1 | DISCOVERY | 8159776285 | SILVER | SPA | DLO_SPA | LO-Spa | SPAS | SPA | 1 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| 08.09.2020 | 05.08.2022 | | Confirmed | 0062857378 | TEST GOLD 1 | DISCOVERY | 8159776285 | SILVER | | DLO_SPA | LO-Spa | SPAS | SPA | 1 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| | | | | | | | | | | | | | | | | | ■ | 16,36 | | | | | | | |
| | | | | | | | | | | | | | | | | | ■■ | 16,36 | | | | | | | |
| 10.05.2022 | 20.06.2022 | 85682203 | Confirmed | 0062857378 | TEST GOLD 1 | DISCOVERY | 8159776285 | SILVER | SPA | DLO_SPA | LO-Spa | SPAS | SPA | 1 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| 10.05.2022 | 20.06.2022 | | Confirmed | 0062857378 | TEST GOLD 1 | DISCOVERY | 8159776285 | SILVER | | DLO_SPA | LO-Spa | SPAS | SPA | 1 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| | | | | | | | | | | | | | | | | | ■ | 16,36 | | | | | | | |
| | | | | | | | | | | | | | | | | | ■■ | 16,36 | | | | | | | |
| 10.05.2022 | 30.05.2022 | 85682211 | Confirmed | 0062857379 | TEST PLATINUM 1 | GHA DISCOVERY | 8470371002 | PLATINUM | SWEET | DLO_DINING | Sweet table | RMSF | Room service comida | 1 | | | 80,00 | | | 0 | 0 | 0 | 0 | EUR | |
| | | | | | | | | | | | | | | | | | ■ | 80,00 | | | | | | | |
| | | | | | | | | | | | | | | | | | ■■ | 80,00 | | | | | | | |
| 10.05.2022 | 30.05.2022 | 85682282 | Confirmed | 0062857378 | TEST GOLD 1 | DISCOVERY | 8159776285 | SILVER | SPA | DLO_SPA | LO-Spa | PKNG | Parking | 1 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| 10.05.2022 | 30.05.2022 | | Confirmed | 0062857378 | TEST GOLD 1 | DISCOVERY | 8159776285 | SILVER | | DLO_SPA | LO-Spa | SPAS | SPA | 1 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| | | | | | | | | | | | | | | | | | ■ | 16,36 | | | | | | | |
| | | | | | | | | | | | | | | | | | ■■ | 16,36 | | | | | | | |
| 13.05.2022 | 23.05.2022 | 85682543 | Confirmed | 0040000177 | CHUFU ZHANG | | | | SPA | DLO_SPA | LO-Spa | PKNG | Parking | 2 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| 13.05.2022 | 23.05.2022 | | Confirmed | 0040000177 | CHUFU ZHANG | | | | | DLO_SPA | LO-Spa | PKNG | Parking | 2 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| 13.05.2022 | 23.05.2022 | | Confirmed | 0040000177 | CHUFU ZHANG | | | | | DLO_SPA | LO-Spa | SPAS | SPA | 2 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| 13.05.2022 | 23.05.2022 | | Confirmed | 0040000177 | CHUFU ZHANG | | | | | DLO_SPA | LO-Spa | SPAS | SPA | 2 | X | | 8,18 | | | 0 | 0 | 0 | 0 | EUR | |
| | | | | | | | | | | | | | | | | | ■ | 32,72 | | | | | | | |
| | | | | | | | | | | | | | | | | | ■■ | 32,72 | | | | | | | |

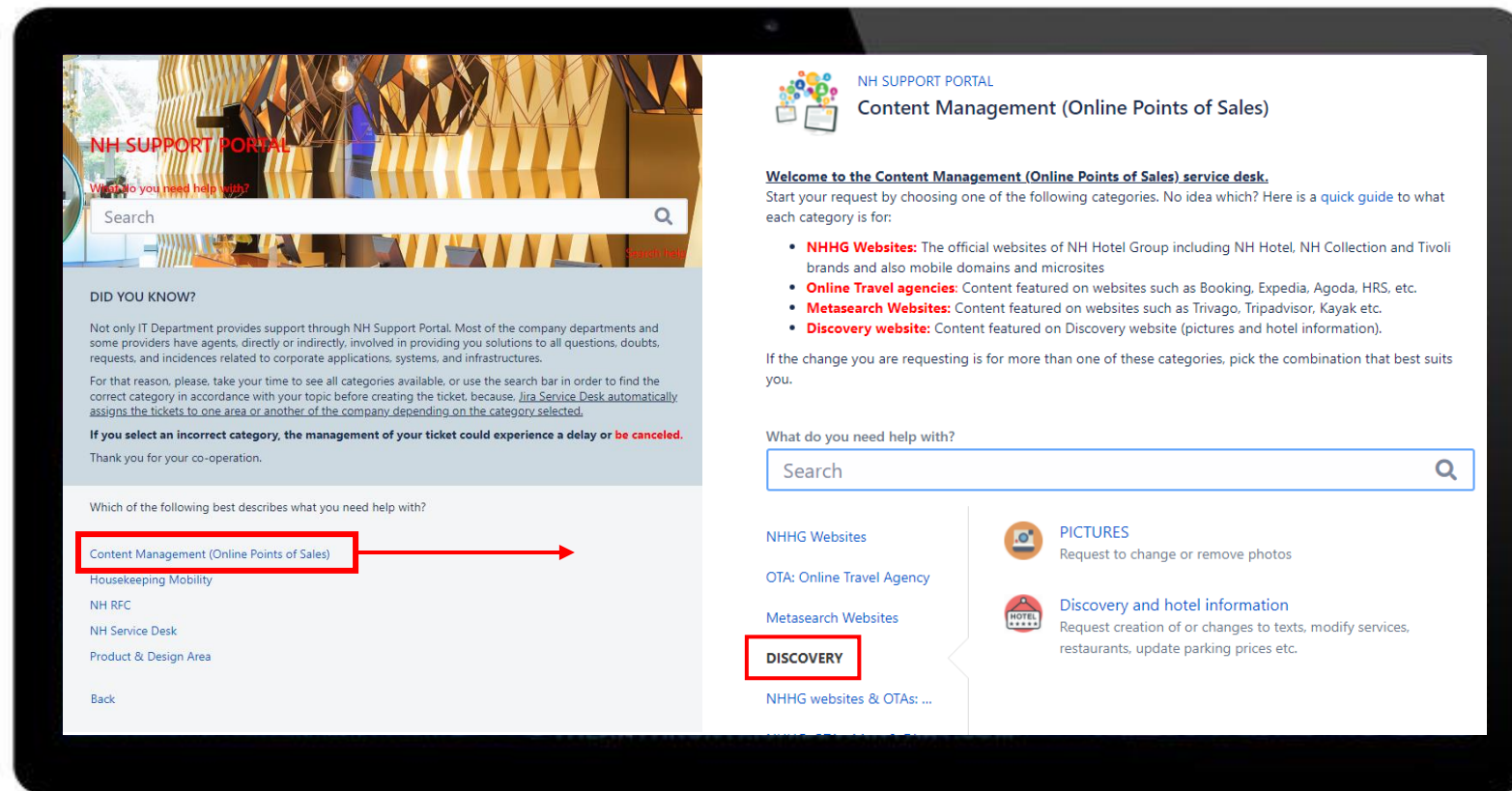
LIVE LOCAL PROCEDURE

FAQ

1. CAN EXPERIENCES BE SET UP TO BE ONLY AVAILABLE DURING THE PEAK PERIOD OR IN WEEKENDS?

Each hotel must have at least 2 Experiences available at any time. You may have Experiences only available in a certain period according to the stock defined by the hotel.

2. IF SOME CONTENT ERROR IS DETECTED IN *GHADISCOVERY.COM* WEBSITE, HOW SHOULD I PROCEED TO MODIFY IT? Open a JIRA ticket with the details in the Content Management module:



3. A LIVE LOCAL BOOKING REQUEST HAS BEEN RECEIVED IN THE HOTEL, BUT I DON'T FIND A RESERVATION IN TMS WITH THE NAME AND DATE OF THE E-MAIL INQUIRY. HOW SHOULD I PROCEED?

Since a member stay is not mandatory, please register the Live Local stay option in a Day Guest Billing (Live Local) reservation (TMS transaction ZEY_DC_DGB_PQO) - [see slide 26](#).

4. IF A LIVE LOCAL WAS PAID WITH D\$ AND AN INVOICE CORRECTION IS NEEDED (FROM THE DAY AFTER), HOW SHOULD I PROCEED IN TMS?

If the client requests to change the payment of a redemption, it will not be possible (this information is included in the Terms & Conditions of the program just in case of any complain).

If the redemption needs to be modified due to an error on our side, please open a JIRA ticket to analyze the case.

5. IF OUR HOTEL CAN NO LONGER DELIVER LIVE LOCAL PRODUCT, HOW SHOULD WE PROCEED?

Contact BU Marketing team/Brand Manager to define new Local Offer/Experience and create and upload content. Request removal of the Live Local product through [NH Service Desk \(Jira\)](#).

6. CAN WE SELL SPA OFFER AS A LOCAL OFFER?

Eligible hotel services or packs can be sold as Local Offers, but they should be designed with some exclusive features only for DISCOVERY members and not accessible to general public. For example, you may add a special members discount to your service or provide it in an exclusive set-up.

7. CAN WE COMBINE DIFFERENT ELIGIBLE HOTEL CONCEPTS TO CREATE LOCAL OFFER?

Yes, you can. See template: [DISCOVERY Local Offer Stay Options CMS TEMPLATE](#)

8. ANY OTHER DOUBTS OR ISSUES?

Please create a Jira ticket in the [NH Service Desk portal](#) in the corresponding category (SAP TMS > Loyalty > Live Local Configuration / General Information).

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