

Escapadas Hotel Process

Version 2 - January 2025



GENERAL INFORMATION

The “Escapadas” and “Escapadas Premium” are subscription programs on invitation only that will be offered to certain customers in our Call Center (CRO Phone Number: +34 911080742; CRO E-mail Address weekendpass@nh-hotels.com).

Customers can buy the subscription which entitles them to book, during a 12-month period, any weekend for 2 adults in any of the participating NH and NH Collection 4-stars properties within Spain with a reduced rate.

There are 2 different categories within the Escapadas subscription:

- **NH Escapadas:** Only valid for NH Hotels Brand.
- **NH Escapadas Premium:** Valid for both NH and NH Collection 4-star properties.

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C/Santa Engracia 120, 7ª, 28003, Madrid, Spain



TERMS & CONDITIONS

- The validity of the subscription is 12 months from the date of purchasing the program.
- Membership is strictly individual, name holder of the weekend pass needs to match the name of the customer checking in.
- Member can only book for stay dates within the next 14 days.
- Reservations will be allowed only when hotel forecast occupancy is below 90%.
- The subscription only is valid for 2 nights, during weekends meaning Friday, Saturday, and Sunday night. The product is designed for stays for 2 pax at the entry level room type with breakfast. At the below nightly rates including breakfast:

Daily Rate VAT included	Bed & Breakfast
NH Hotels	49 €
NH Collection Hotels	59 €

- **A child (under the age of 12) can be added at the extra cost of 25€ per night including breakfast.** This can only be booked through the dedicated phone number in the CRO Call Center. Subject to availability.
- **A 3rd night can be booked for a fee (30% discount on Public Flexible rate).** Subject to availability.
- **Upgrade to the next room category is possible for 25€ per night.** This can be booked both on the landing page and the dedicated phone number in the CRO Call Center. Subject to availability.
- **Stays are not allowed in member's province of residence. 30% discount on Public Flexible rate will be applied per weekend in province of residence.** This can only be booked through the dedicated phone number in the CRO Call Center. Subject to availability.
- Multiple bookings for the same stay date at different locations or in the same location are not permitted. Minor Hotels Europe & Americas reserves the right to cancel your bookings should this occur.
- The program is not combinable with other programs such as NH DISCOVERY, GHA DISCOVERY or NH PRO. Stays booked under the subscription Program are not eligible to earn or redeem DISCOVERY Dollars (D\$) with their stays.

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- Only applicable to the participating NH and NH branded hotels on the territory of Spain.
 - Excluded hotels are: NH La Avanzada, NH Bilbao Deusto, NH Córdoba Califa, NH Gran Hotel Casino de Extremadura, NH Collection A Coruña Finisterre, NH Collection Barcelona Gran Hotel Calderón, NH Collection Madrid Palacio de Tepa, NH Collection Madrid Paseo del Prado, NH Collection Madrid Suecia y NH Collection Santiago de Compostela.
- Bookings can be made through the dedicated landing page:
 - <https://www.nh-hotels.com/en/deals/escapadas>
 - <https://www.nh-hotels.com/en/deals/escapadas-premium>
- Or the dedicated CRO phone number +34 911080742.
- The stay and other supplements (standard room, room upgrade, added child, extra night, or extra reservation) will be paid directly in the hotel by the customer.
- **City taxes are not included** and must be paid upon check-in/ check-out at the hotel.
- **In all cases, the guest will pay the entire stay and any potential extras at the hotel. There are no prepayments made on the website nor at the CRO office.**

CANCELLATION & NO SHOW PROCESS

Cancellations can only be made through the dedicated CRO number: (+34 911080742).

If the client cancels, there is currently no cancellation cost. This may be reviewed at a later stage.

FRONT-OFFICE PROCESS

Reservations made through the dedicated landing page

Reservations will arrive under Contract **NHWEB** and with rate code **NH_SUBPR**.

The voucher number will be informed in the voucher field, for example **ESCAPADAS12345** or **ESAPADASP12345** depending on the type bought by the guest.

The applied rate will depend on the concepts booked by the customer.

Customer can book online entry level rooms and upgrade in BB. Customer is also able to book an extra child online. Customer is not able to book additional nights on the website.

The entire stay and any extras should be charged to the guest upon check-in or check-out.

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Reservations made through the CRO Call Center

Reservations will arrive with **Main Client 2201078553 - NH SUBSCRIPTION PROGRAM** and under **Contract NH_SUB**.

The voucher number will be informed in the voucher field, for example ESCAPADAS12345 or ESAPADASP12345 depending on the type bought by the guest.

The applied rate will depend on the concepts booked by the customer.

The entire stay and any extras should be charged to the guest upon check-in or check-out.

Rate code NH_SUBPR

This rate code can be used for the booking of an entry level room or upgrade in BB. This rate code can also be used to book an additional child to the booking.

The applied rate will depend on the concepts booked by the customer. The entire stay and any extras should be charged to the guest upon check-in or check-out.

Rate code NHSUBR30% - Extra nights

This rate will be used for the reservation of extra nights or for the reservation of a room in the province of residency of the customer. The value of the rate is 30% off the BAR rate.

When booking extra nights, this rate will be used in a separate reservation because 2 rates cannot be combined in one booking. The CRO will add in comments the linked reservation.

The entire value of the reservations should always be billed to the customer directly.

Invoicing & Collection

The stay and other supplements (standard room, room upgrade, added child, extra night, or extra reservation) will be paid directly in the hotel by the customer.

City taxes are not included and must be paid upon check-in/ check-out at the hotel.

In all cases, the guest will pay the entire stay and any potential extras at the hotel. There are no prepayments made on the website nor at the CRO office.