

# Modifications of reservations with restrictions and prepayments

## PROCEDURE VALIDATION

Version	Corporate area	Approved by:	Approval date
1	Operations <b>(Process Owner)</b>	Operations Control Director Chief Operations Officer	July 2012
	Internal Audit	SVP Internal Audit	
	Resources	SVP Human Resources	
	Strategy & Development	Chief Commercial Officer	
	Finance	VP Administration	
	Management Committee		

## UPDATED VERSION

Version	Approved by:	Approval date
3	Updated information	2022

Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace* <https://nhorganization.nh-hotels.com>

## OBJECTIVE AND SCOPE

The objective of this procedure is to define the correct control of the special requests to modify, cancel or refund reservations with restrictive conditions as well as prepaid reservation.

This procedure affects all the hotels from any Business Units.

The Customer Service Department will forward all the requests to cancel or modify the bookings to the Management of each corresponding hotel so that it is handled by the hotel itself.

It is necessary to follow the restrictive policy and specific conditions of each reservation. The reservations with Advance Purchase rate or Special Deal rate include 100% of cancellation costs of the stay in all the Business Units except for the hotels in Germany where the cancellation fee applied is 90% of the total stay.

NH DISCOVERY VIP members will be allowed to cancel any reservations and receive a 100% refund, except during special events taking place in the city.

## SUMMARY

1. Reimbursements due to duplicate bookings
2. Reimbursements due to death or serious illness
3. Reimbursements due to unforeseeable circumstances (force majeure, Acts of God)
4. Reimbursements due to booking errors (performed by the guest)
5. Procedure of non-refundable rates - Travel agencies
6. Sample letter of reply denying the request to cancel or modify a prepaid booking

## 1 REIMBURSEMENTS DUE TO DUPLICATE BOOKINGS

### **Responsible parties: Front Office Department**

In those cases that the request is for a cancellation of a duplicate booking, whether it is due to an error in our system or of the client, the duplicate charge will always be refunded when there are two identical bookings. To check this, the following information should be requested:

- You must ask the guest for the following information:
  - Hotel
  - Name and surname of the guest
  - Arrival date

Verify the duplicity: Check in TMS4h that there are two identical bookings with the same arrival and departure dates, room type and name of guest. The front office manager in this case will be authorized to cancel one of the bookings and reimburse one of the charges through the corresponding virtual payment gateway. (Consult the manual on the link [Payments Management in Adyen](#)).

Indicate in TMS4h the correct reason for the cancellation and send it to the guest.

Inform the guest of the cancellation of the second booking and that you will proceed to reimburse the prepaid amount. It is recommended to inform the guest to take into consideration that the time limits to receive his/her money back will depend on each bank. (Estimated time between 7 until 21 days).

## 2 REIMBURSEMENTS DUE TO DEATH OR SERIOUS ILLNESS

### **Responsible parties: Hotel General Manager**

In those cases of death, a death certificate will be requested from the guest in order to check the veracity of this information and to be able to proceed with the reimbursement and cancellation of the booking.

Indicate in tms4h the correct reason for the cancellation and send it to the guest.

In those cases of illness, a medical certificate will be requested from the guest and once verified by the Management of the hotel, a modification of the booking will be allowed so the prepaid amount will be used for the following stay. In this case **no reimbursement will be allowed**, and the guest will be informed of the specific conditions of the rate and will be indicated that exceptionally we will accept the modification of the original booking.

- If the price of the new reservation is higher than the original one, the guest will pay the difference.
- If the price of the new reservation is lower than the original one, the difference will not be reimbursed to the guest.

In all the cases in which we do not authorize a reimbursement, regardless of the reason, we suggest the guest to contact his personal travel insurance to check if there is any possible partial coverage of costs and to avoid a further complaint.

Important! Be aware that due to the GDPR law, the hotel cannot save any documentation (medical certificate, death certificate...) or register this information in the reservation. Once the certificated will be validated and the decision is made, the hotel will destroy this information.

### 3 REIMBURSEMENTS DUE TO UNFORESEEABLE CIRCUMSTANCES (FORCE MAJEURE, ACTS OF GOD)

**Responsible parties:** *Corporate Operations Management (Corporate Decision)*

**Definition of “Force Majeure”, Acts of God:** Those cases of severe weather catastrophes, strikes of the airline companies, as well as any special cases established and defined by the Corporate Operations Management.

The procedure to apply is the following:

**Arrival date:**

If the airport is closed and the guest cannot depart from or arrive to the airport; the guest will be allowed to modify the booking and use the prepaid amount for a future stay (always indicating to the guest that the confirmation of the new booking is subject to the availability of the hotel). If the guest refuses to travel during another date, the prepaid amount of the booking will be reimbursed.

**Prior to the arrival date:**

It will not be possible to modify or reimburse the prepaid amount the previous day of the arrival date. The reservation will be maintained as it is until the arrival date unless it is considered as a catastrophe by the Corporate Operations Management.

### 4 REIMBURSEMENTS DUE TO BOOKING ERRORS (PERFORMED BY THE GUEST)

**Responsible parties:** *Hotel General Manager / Front Office Manager*

Always when a guest informs us within 24 hours after the reservation has been done that there has been an error in the confirmation of the dates or hotel, the Reception Manager, will proceed to modify the booking according to the guest's requests, prior to the previous authorization / approval of the Hotel Manager.

The booking will not be cancelled unless it has been booked for the wrong hotel which in this case will be checked before cancelling and reimbursing the booking through corresponding channel.

Indicate in TMS4h the correct reason for the cancellation and send it to the guest.

### 5 PROCEDURE OF NON-REFUNDABLE RATES (TRAVEL AGENCIES)

**Prepayment:**

- All the agencies that have credit are allowed to guarantee the prepayment of the booking with the agency voucher.
  - For those agencies that book through our interface (or trade page), the n° of the voucher provided in the reservation is considered as a guarantee.
  - For those reservations booked via phone, it is necessary for the agency to immediately send a copy of the voucher to the hotel.
  - For those bookings confirmed through GDS, the system requires the agency to introduce a credit card number as a guarantee. The voucher can only be used to guarantee the booking if the agency books via phone or using any of our interfaces.

*Modifications of reservations with restrictions and prepayments*

*Business Processes - Operations*

- In case the agencies do **not have credit**, it is mandatory to make the prepayment with a credit card.

### **Conditions:**

In all the cases, the following special conditions of the rate will be applied:

- 100% prepayment
- 100% cancellation costs. 100% no show costs
- No modification allowed.

### **Cost:**

The system (including interfaces) will technically enable you to cancel the bookings, so this will permit the cancelled booking to be counted back again to the initial inventory enabling the hotel to be able to sell the room again. Remember that the cancellation of this booking incurs in 100% of cancellation costs, therefore the cancellation costs will be invoiced to the agency.

Each BU Commercial Director, or persons designed by them, can decide on whether to reimburse or waive the charges of the cancellation costs of the prepaid booking to the agency due to special business reasons. In those cases, the hotel must inform responsible of the Sales department so that they can evaluate whether to reimburse or waive the cancellation costs.

Indicate the correct reason for the cancellation, the system will send automatically the corresponding cancellation.

## **6 SAMPLE LETTER OF REPLY DENYING THE REQUEST TO CANCEL OR MODIFY A PREPAID BOOKING**

*Dear Mr. / Mrs. Xxx*

*First and foremost, we would like to take this opportunity to thank you for the trust you have placed in our chain NH Hotels and for having sent us your comments.*

*Further to receiving your comments, we regret to inform you that it is not possible to reimburse you the prepaid amount corresponding to your reservation number xxx*

*\*The specific conditions applied to your reservation establish that it is not possible to cancel or modify the booking.*

*Please accept our most sincere apologies for any inconvenience this situation may cause you and we remain at your entire disposal for any further queries.*

*Thank you very much and yours sincerely,*

*Modifications of reservations with restrictions and prepayments*

*Business Processes - Operations*