

REGISTRATION FORM PROCESS MANUAL

Business Process Department
April 2024

MINOR
HOTELS

ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

OAKS
HOTELS • RESORTS • SUITES

NH
HOTELS

NH COLLECTION
HOTELS

nhow
HOTELS

TIVOLI
HOTELS & RESORTS

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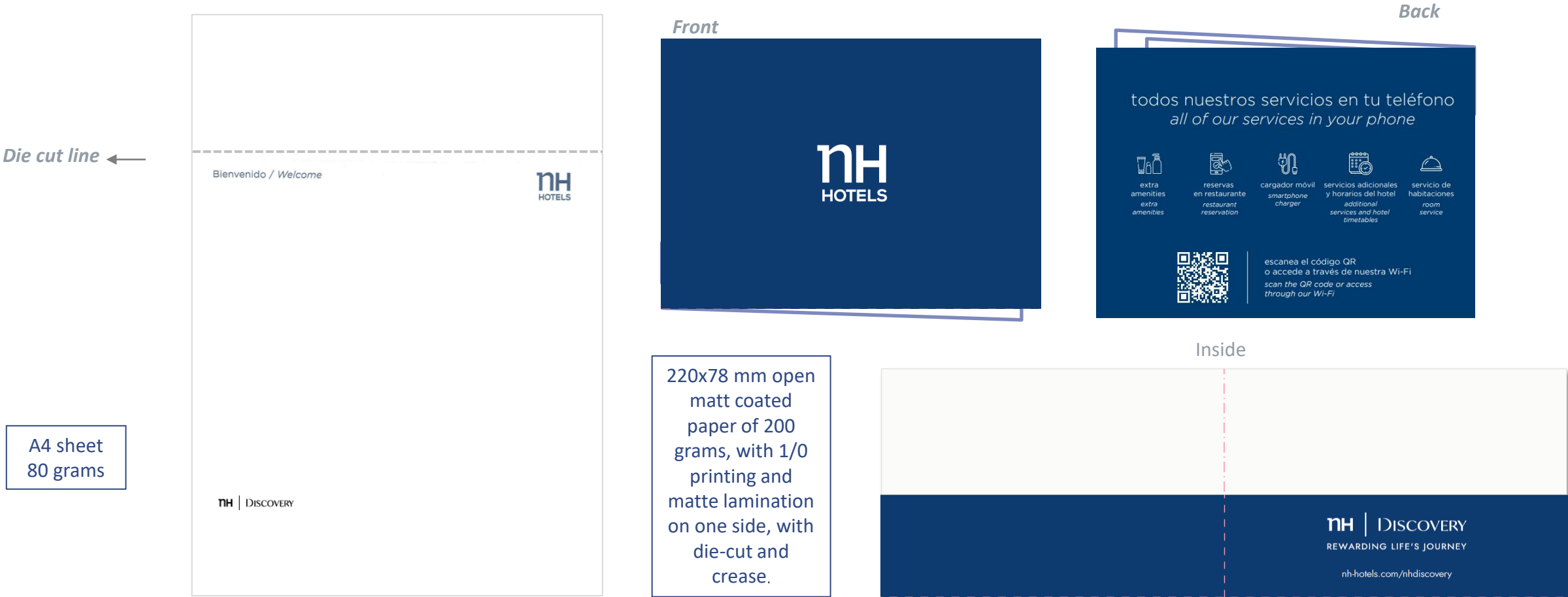
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New Materials

Most of the information is printed in the hotel at the moment of check-in.

New folder format personalized by NH brand.
More trendy and friendly format. Higher quality material. Pocket size.



Registration Form new template

INFORMATION PRINTED FROM THE SYSTEM

Front

RELEVANT
INFORMATION FOR
THE GUEST DURING
THE STAY

PERSONAL INFO

RESERVATION INFO

VOLUNTARY INFO
+ GDPR CLAUSES

NH DISCOVERY INFO

Welcome, Elsa Estrems
your room number is

109

Check-in 10/10/2019
Check-out 10/10/2019

Our WIFI
User name Password
NH wifi

Enjoy our breakfast

Mon-Fri 07:00-10:30
Saturday 08:00-10:30
Sunday-Holidays 08:00-12:00

Bienvenido / Welcome



REGISTRATION FORM
PERSONAL INFORMATION

NAME SURNAME

STREET

POSTAL CODE CITY COUNTRY

NATIONALITY DATE OF BIRTH GENDER ☐ MAN ☐ WOMAN

DOCUMENT TYPE DOCUMENT NUMBER EXPIRATION DATE LANGUAGE

E-MAIL

RESERVATION INFORMATION

ROOM NUMBER CHECK-IN DATE CHECK-OUT DATE

RESERVATION MEAL PLAN GUESTS

VOLUNTARY INFORMATION

With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com.

Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

MARK WITH AN X

☒ YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group's joint data controller by electronic means, of its activities and entities included in the Group minorhotels.com/en/companies. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

☒ YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group's joint data controller by electronic means, of partners activities minorhotels.com/en/partnerships. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

I have been duly informed of the prices of both services and consumables, as well as other charges that may be applicable throughout my stay in this hotel.

With the signing of the present document I hereby authorize the charging of the final bill to my credit/debit card or to my company account, with whom Minor Hotels Europe & Americas S.A. has a signed agreement, with no need for a posterior signature on the above mentioned invoice.

The Hotel is not responsible for any valuables not or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.

DATE

GUEST SIGNATURE



☐ I want to join NH DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences.

By submitting this form I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions. If you do not wish to receive communications, please send an email to dataprotection@nh-hotels.com. You can find the information about the Terms and Conditions in <https://www.nh-hotels.com/terms-and-conditions>, and the Privacy Policy in <https://www.nh-hotels.com/en/nhdiscovery/privacy-policy>.

GUEST SIGNATURE

Back

HOTEL CONTACT
DATA & LOCATION

LEGAL DATA
PROTECTION INFO

Printed
automatically
from TMS during
c-in, using front
desk printers

NH DISCOVERY PRIVACY
POLICY INFO



NH Collection Madrid Abascal
Calle de José Abascal, 47,
28003 Madrid
Tel: 914 41 00 15
nhcollectionabascal@nh-hotels.com

BASIC INFORMATION ON DATA PROTECTION

Data controller The numbers indicated for the different data controllers show the explanation of the data processing they perform in the following boxes.

1. Data Controller:
NH HOTELS ESPAÑA, S.A.
Tax number: ESA5851882
Registered Office: ALFONSO GÓMEZ 32 28037 MADRID ES

2. Joint Data controllers/Minor Group:
MINOR HOTELS EUROPE & AMERICAS S.A.
Address: Calle Santa Engracia 120, 7, 28003, Madrid
Tax ID: A-28027944 DPO: E-mail: dpo@nh-hotels.com
OAKS HOTELS AND RESORTS LIMITED
Address: Post PO Box 473, Cotton Tree, QLD 4558, Australia
Tax ID: ACN 115 972 366 ABN 70 115 972 366
DPO: Email: Privacy.corporate@minorhotels.com.au

MINOR HOTEL GROUP LIMITED
Address: 88 The Para Building, 12th Fl, Ratchadaphisek Road, Klongtoey Subdistrict, Klongtoey District, Bangkok Metropolis 10110, Thailand.
Tax ID: 10337200023
DPO: E-mail: privacy.corporate@minor.com

Purposes

1. For accommodation services: invoicing of the stay; provision and management of contracted accommodation services; identity verification processes; adequacy and personalization of services; improvement of services provided.

2. For the provision of services that are different from accommodation (restaurants, spa, ...). Billing of the specific services contracted.

3. Provision and management of each service, adaptation and personalization of the same; improvement of the services provided.

4. Management of the reservations and the personalization of them.

5. Sending information and personalized commercial communications.

6. Send satisfaction surveys to improve the services provided.

Legal Basis for processing

1. For accommodation services: Execution of the contract; Legal obligation; Legitimate interest.

2. For the provision of services that are different from accommodation (restaurants, spa, ...). Execution of the contract; Legitimate interest.

3. For commercial communication: User consent.

4. For satisfaction surveys: Legitimate interest.

Recipients

1. For accommodation services: Banking and financial entities, Bodies and State Security Forces.

2. The companies belonging to the specific Group entities are all dedicated to the hotel industry and will need to have access to your data to correctly provide the selected services. Likewise, your data will be communicated to any entities that own the hotels, so these entities will know the conditions of your stay (price, dates, services included, etc.). Some of these entities may be located outside the European Economic Area, including in countries that do not offer a level of protection comparable to the level in Spain. The sole purpose of this communication will be to provide the services to you correctly.

3. Commercial communications: Your data will not be transferred to third parties.

4. Satisfaction surveys: Your data will not be transferred to third parties.

International Data Transfer

1. Your data will be transferred to countries located outside the European Economic Area, and specifically, to the USA, India and the Philippines. The aforementioned transfer will be made as a result of the provision of services that Accenture provides in relation to the management of the back office related to the company's invoicing. In this regard, we inform you that it is regularized by means of Standard Contractual Clauses.

2. Your data will be transferred outside the EEA for the sole purpose of sending information and personalised commercial communications for which MINOR HOTELS GROUP LIMITED and OAKS HOTELS AND RESORT LIMITED are joint data controller.

Rights

Access, rectification, erasure, limitation, restriction of processing and portability of the data y. You may exercise your rights at privacy.corporate@minor.com.

Additional Information

You can consult additional and detailed information about MINOR HOTELS EUROPE & AMERICAS or MINOR Privacy Policy or OAKS Privacy Policy by requesting additional information at the reception desk.

BASIC INFORMATION ON DATA PROTECTION LINKED TO THE NH DISCOVERY PRIVACY POLICY

Data controller MINOR HOTELS EUROPE & AMERICAS, S.A.
Tax number: A28027944
Registered Office: Calle Santa Engracia 120, 7, 28003 Madrid, España.
Email: dpo@nh-hotels.com

Purpose

1. To manage the Loyalty Programme and process your application for membership, to assign your member number, your access codes to your private area online and to allow you to earn and redeem your DISCOVERY dollars.

2. To manage the Loyalty Programme and process your application for membership, to assign your member number, your access codes to your private area online and to allow you to earn and redeem your DISCOVERY dollars.

3. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

4. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

5. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

6. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

7. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

8. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

9. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

10. To send commercial communications related to the Loyalty Programme and to get feedback on the services provided in our hotels. This may include sending surveys on quality and the tailoring and customisation of services provided by MINOR HOTELS EUROPE & AMERICAS.

Legal basis

1. Execution of the contract signed by both parties.

2. Legitimate interest.

3. Execution of the contract signed by both parties.

4. Legitimate interest.

Recipients

1. All entities participating in the DISCOVERY Loyalty Programme by Global Hotel Alliance (hereinafter, GHA), as this access is necessary for the correct provision of services linked to the NH DISCOVERY Programme, so that they know the conditions of your stay (price, dates, services included, ...). In order to provide different offers, benefits and experiences. They will also be informed about your account balance, points and your category. Some of which will be located outside European Economic Area (included in countries where there is no comparable work of protection), at this access is necessary for conducting their normal business. All these entities are listed in the following link: <https://www.gladiscovery.com/our-brands>.

2. All entities belonging to the MINOR HOTELS EUROPE & AMERICAS for the same purposes as the ones mentioned in the above paragraph. The list of such entities can be found by checking the following link: <https://www.nh-hotels.com/terms-and-conditions/included-hotels>.

Data transfer

We hereby inform you that your data will be transferred to third-party countries located outside of the European Economic Area and specifically to the USA, India and the Philippines. The aforementioned transfer will be made as a result of the services provided by MINOR HOTELS EUROPE & AMERICAS by Accenture which regard to the management of the back office relating to the company's invoicing. In this regard, we hereby inform you that this will be regularized by means of Standard contractual clauses which have been previously authorized by the Spanish Data Protection Agency.

Rights

Access, rectification, deletion, objection, limitation of processing and portability of data. You may make the pertinent complaints to the Spanish Data Protection Agency.

Additional Information

Additional detailed information about our Data Protection Policy can be found by checking <https://www.nh-hotels.com/en/nhdiscovery/privacy-policy>

New Materials

Most of the information is printed in the hotel at the moment of check-in.

New folder format personalized by Tivoli brand.
More trendy and friendly format. Higher quality material. Pocket size.

Die cut line



A4 sheet
80 grams

220x78 mm open
matt coated
paper of 200
grams, with 1/0
printing and
matte lamination
on one side, with
die-cut and
crease.

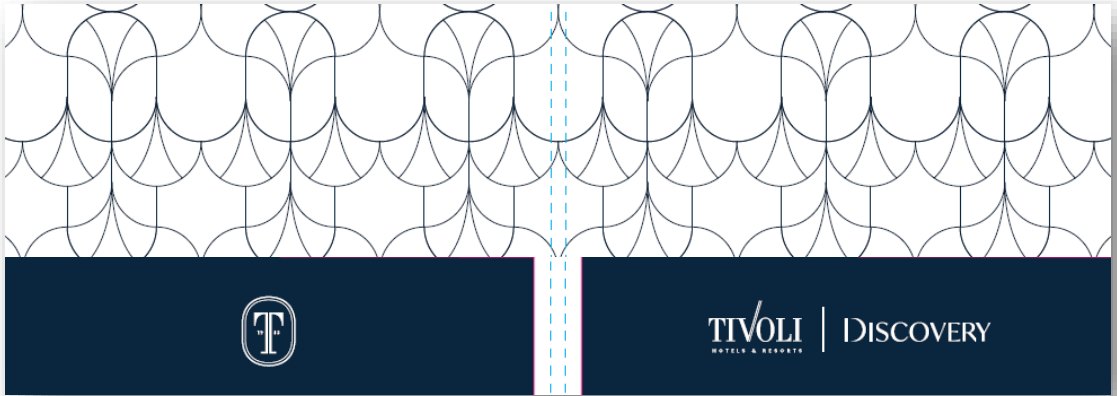
Front



Back



Inside




New features : Dynamic Information

In-house printing information will be dynamic, each module will be displayed depending on guest information. The new form will be printed in one language only: in the hotel's language for guests with the same language as the hotel and in English for guests with a different language.

i.e., If a guest is already a member of NH DISCOVERY, system will print this text:


If on the contrary a guest is not yet part of the loyalty program, the following message will be automatically printed:



NHD Members.
RF footer line
includes the
accumulated
DISCOVERY
Dollars D\$ (until that
reservation)

We welcome you as an NH DISCOVERY guest and we hope you enjoy your stay.
Remember that whenever you book through our website, you will enjoy the most exclusive benefits of the NH Discovery Web Bonus: 5% discount, 5 extra D\$, free late check out on Sundays and free cancellation until the day of arrival.

Current Discovery Dollars (D\$) XXX



☐ I want to join NH DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences.
By submitting this form, I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions.





GUEST SIGNATURE

Logic for printing GDPR data protection texts

Logic when data protection clauses are marked as NO or BLANK

The printed information will be dynamic, each module will be displayed according to the information of the guest on their CRM file. Clauses 7 and 8 are independent, that is, one may be marked as YES and the other as NO or EMPTY or vice versa.

If, on the other hand, the client does not have an e-mail and/or consent marked NO or EMPTY, it will be printed in the following reservations

Question		Yes	No
7.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of its		<input type="checkbox"/>	<input checked="" type="checkbox"/>
8.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Question		Yes	No
7.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of its		<input type="checkbox"/>	<input type="checkbox"/>
8.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of		<input type="checkbox"/>	<input type="checkbox"/>



VOLUNTARY INFORMATION

With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com

Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

MARK WITH AN X



YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of its activities and entities included in the Group minorhotels.com/en/companies. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>



YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of partners activities minorhotels.com/en/partnerships. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

I have been duly informed of the prices of both services and consumables, as well as other charges that may be applicable throughout my stay in this hotel.

With the signing of the present document I hereby authorize the charging of the final bill to my credit/debit card or to my company account, with whom Minor Hotels Europe & Americas S.A. has a signed agreement, with no need for a posterior signature on the afore mentioned invoice.


The Hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.



Logic for printing GDPR data protection texts

Logic when data protection clauses are marked as YES

The printed information will be dynamic, each module will be displayed according to the information of the guest on their CRM card. Clauses 1 and 2 are independent, that is, one may be marked as YES and the other as NO or blank or vice versa.

If the customer has e-mail and GDPR clauses marked with YES will not be printed in their next stays

 **NHD program enrollment requires a valid email, so please, before the Registration Form printing, pay special attention to this task, and always requires it to our guests, especially on those cases where the CRM file is informed as “NO EMAIL”.**

Question		Yes	No
7.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of its		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of		<input checked="" type="checkbox"/>	<input type="checkbox"/>



VOLUNTARY INFORMATION

With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com

Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

** Blank Space: None data consent will be print, as were properly accepted by the guest and stored in TMS in a previous stay*

I have been duly informed of the prices of both services and consumables, as well as other charges that may be applicable throughout my stay in this hotel.

With the signing of the present document I hereby authorize the charging of the final bill to my credit/debit card or to my company account, with whom Minor Hotels Europe & Americas S.A. has a signed agreement, with no need for a posterior signature on the afore mentioned invoice.

The Hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.

Logic for printing GDPR data protection texts

Question		Yes	No
7.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of its		<input checked="" type="checkbox"/>	<input type="checkbox"/>
8.I would like to receive special offers and promotions from Minor Group as joint data controller by electronic means, of		<input type="checkbox"/>	<input checked="" type="checkbox"/>



VOLUNTARY INFORMATION

With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com

Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

MARK WITH AN X



YES ☐ **NO** ☐ I would like to receive special offers and promotions from Minor Group*as joint data controller by electronic means, of its activities and entities included in the Group minorhotels.com/en/companies. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>

I have been duly informed of the prices of both services and consumables, as well as other charges that may be applicable throughout my stay in this hotel.

With the signing of the present document I hereby authorize the charging of the final bill to my credit/debit card or to my company account, with whom Minor Hotels Europe & Americas S.A. has a signed agreement, with no need for a posterior signature on the afore mentioned invoice.

The Hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.



KEY POINT: Collect A valid email account is critical for our internal procedures because the data privacy consents are linked to the account printed in the RF and it's mandatory to create a new NHD card.

If a guest wants to exercise any of these rights, he will have to send an e-mail to dataprotection@minor.com



Right to
access



Right of
rectification



Right of
cancelation



Right of
opposition



Right of
data
portability



Right to
be forgotten

Logic for printing NH DISCOVERY texts

There are 3 case studies with texts of the NH Discovery Consents

1. CUSTOMER NO LOYALTY NH DISCOVERY: without e-mail and/or consent GDPR 3 marked NO or EMPTY.

☐ I want to join NH DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences.

By submitting this form, I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions. If you do not wish to receive communications, please send an email to dataprotection@nhhotels.com. You can find the information about the Terms and Conditions in <https://www.nh-hotels.com/terms-and-conditions>, and the Privacy Policy in <https://www.nh-hotels.com/en/nhdiscovery/privacy-policy>.

2. CUSTOMER LOYALTY NH DISCOVERY: with a valid e-mail in CRM and consent GDPR 3 marked YES.

We welcome you as an NH DISCOVERY member and wish you a pleasant stay.

Remember that every time you book directly on our website, you will enjoy the NH DISCOVERY Web bonus package of exclusive benefits: 5% discount and 5 extra points on each reservation, and you will be able to cancel without cost and enjoy a free late check-out on Sunday.

DISCOVERY Dollars Balance

XXX

3. CUSTOMER LOYALTY NH DISCOVERY: without e-mail and/or consent GDPR 3 marked NO or EMPTY

☐ I want to join NH DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences.

By submitting this form, I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions. If you do not wish to receive communications, please send an email to dataprotection@nhhotels.com. You can find the information about the Terms and Conditions in <https://www.nh-hotels.com/terms-and-conditions>, and the Privacy Policy in <https://www.nh-hotels.com/en/nhdiscovery/privacy-policy>.



Always request a valid email to the guest in this situation

DISCOVERY Dollars Balance

XXX

TMS Process: Registration Form Printing

Depending on the country regulations the new RF form can be generated as follows:

ESZZ.CIUZA. Individual Res. - FERNANDEZ SANCHEZ, CARLOS GERMAN

ESZZ.CIUZA NH Ciudad de Zaragoza ** Reservation 131267024 Client: 1008558699 CWT GLOBAL ESPAÑA SL Amount 280,50 EUR

Arrival: 15.04.2024 Monday
Nights: 3
Depart.: 18.04.2024 Thursday

RoomType: Standard Double ☐ Show Subtypes
Guests: AD 1 JU 0 CH 0 BB 0 Currency EUR
Room 121 STDDBLD ☐ No move

Meal Plan BB
First service:
Last service: BKFS

RF
ONLINE
GDPR
MOTO



Hotels without tablets: When saving booking RF will be printed directly. Will print as many RFs as people have in the room.



Hotels without tablets: Both buttons can be used for RF manual printing. With these buttons we can select the RF of the guest we want to print.



It will no longer be necessary to complete and/or modify manually, the consents will be updated automatically through the scanning process.

Select option

TABLET 190406 SAMANIEGO NAVARRO, MARIO

Print all RF Close

Hotels with tablets: when saving booking this pop up will be showed, with the option tablet selected by default.
You can print the RF by clicking on “Print all RF”.

TMS Process: Registration Form Printing

If guest *Code Id* is not informed in the reservation, the Registration Form will only be printed with the information that appears in the field "GUEST NAME". In addition, no data consent will be printed as we don't store in our system any sensible data.

ESMD.ABASC. Check In. - BEATRIZ SANCHEZ

ESMD.ABASC NH Collection Abascal CO Reservation 55515299 Client: 1000064007 AVC

Arrival: 23.07.2018 Monday RoomType: Superior Double Nights: 1 Depart.: 24.07.2018 Tuesday

Guests: AD 1 JU 0 CH 0 BB 0 Room: 529 SUPDBLQ

Contact person: BEATRIZ SANCHEZ Phone: E-Mail: Voucher: E00/1509/50497/0-W Reservation type: Registrat. date: 18.07.2018 Language: ES Spanish CUT-OFF date: Remarks: FREE WIFI HSIA (High Speed)

O.	Code	Guest Name	Program	Fidelización	Type	Loyalty card
1		BEATRIZ SANCHEZ				

Bienvenido, BEATRIZ SANCHEZ

su número de habitación es **529**

Llegada 23/07/2018 Salida 24/07/2018

WIFI Usuario NH Pasword wifi

Disfrute su desayuno

Lun-Vie 07:00h-10:30h Sábados 08:00h-12:00h Dom-Festivos 08:00h-12:00h

HOJA DE REGISTRO

INFORMACIÓN PERSONAL

NOMBRE BEATRIZ SANCHEZ APELLIDOS DIRECCIÓN CÓDIGO POSTAL PAÍS CIUDAD FECHA DE NACIMIENTO NACIONALIDAD GÉNERO ☐ HOMBRE ☐ MUJER TIPO DOCUMENTO IDENTITY NÚMERO DOCUMENTO FECHA EXPEDICIÓN IDIOMA E-MAIL

INFORMACIÓN DE LA RESERVA

Nº HABITACIÓN 529 FECHA LLEGADA 23/07/2018 FECHA SALIDA 24/07/2018 RESERVA 55515299 RÉGIMEN BB PERSONAS 1

Operational handling

Once it's printed, manually cut the upper side Registration Form following the die cut.

Include the upper side, together with the room key within the new Welcome Card and deliver it to the guest.

Welcome, Elsa Estrems
your room number is

109

Check-in 10/10/2019
Check-out 10/10/2019

Our WIFI
User name Password
NH wifi

Enjoy our breakfast

Mon-Fri 07:00-10:30
Saturday 08:00-10:30
Sunday 08:00-12:00

Bienvenido / Welcome

REGISTRATION FORM
PERSONAL INFORMATION

NAME _____ SURNAME _____
STREET _____
POSTAL CODE _____ CITY _____ COUNTRY _____
NATIONALITY _____ DATE OF BIRTH _____ GENDER ☐ MAN ☐ WOMAN
DOCUMENT TYPE _____ DOCUMENT NUMBER _____ EXPIRATION DATE _____ LANGUAGE _____
E-MAIL _____

RESERVATION INFORMATION

ROOM NUMBER _____ CHECK-IN DATE _____ CHECK-OUT DATE _____
RESERVATION _____ MEAL PLAN _____ GUESTS _____

VOLUNTARY INFORMATION
With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com.
Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

MARK WITH AN X
☒ YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group's joint data controller by electronic means, of its activities and entities included in the Group minorhotels.com/en/companies. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.
☒ YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group's joint data controller by electronic means, of partners activities [minorhotels.com/en/partnerships](https://www.minorhotels.com/en/partnerships). I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.
I have been duly informed of the prices of both services and consumables, as well as other charges that may be applicable throughout my stay in this hotel.
With the signing of the present document I hereby authorize the charging of the final bill to my credit/debit card or to my company account, with whom Minor Hotels Europe & Americas S.A. has a signed agreement, with no need for a posterior signature on the store mentioned invoice.
The hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.

DATE _____
GUEST SIGNATURE _____

NH | DISCOVERY

☐ I want to join NH DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences.
By submitting this form I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions. If you do not wish to receive communications, please send an email to dataprotection@nh-hotels.com. You can find the information about the Terms and Conditions in <https://www.nh-hotels.com/terms-and-conditions>, and the Privacy Policy in <https://www.nh-hotels.com/en/nhdiscovery/privacy-policy>.

GUEST SIGNATURE _____

Welcome, Elsa Estrems
your room number is

109

Check-in 10/10/2019
Check-out 10/10/2019

Our WIFI
User name Password
NH wifi

Enjoy our breakfast

Mon-Fri 07:00-10:30
Saturday 08:00-10:30
Sunday-Holidays 08:00-12:00



Welcome, Elsa Estrems
your room number is

109

Check-in 10/10/2019
Check-out 10/10/2019

Our WIFI
User name Password
NH wifi

Enjoy our breakfast

Mon-Fri 07:00-10:30
Saturday 08:00-10:30
Sunday-Holidays 08:00-12:00

Give the form to the guest so he can sign the form and accept the consents (if he/she wants to)

REGISTRATION FORM
PERSONAL INFORMATION

NAME _____ SURNAME _____
STREET _____
POSTAL CODE _____ CITY _____ COUNTRY _____
NATIONALITY _____ DATE OF BIRTH _____ GENDER ☐ MAN ☐ WOMAN
DOCUMENT TYPE _____ DOCUMENT NUMBER _____ EXPIRATION DATE _____ LANGUAGE _____
E-MAIL _____

RESERVATION INFORMATION

ROOM NUMBER _____ CHECK-IN DATE _____ CHECK-OUT DATE _____
RESERVATION _____ MEAL PLAN _____ GUESTS _____

VOLUNTARY INFORMATION
With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com.
Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

MARK WITH AN X
☒ YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group's joint data controller by electronic means, of its activities and entities included in the Group minorhotels.com/en/companies. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.
☒ YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group's joint data controller by electronic means, of partners activities [minorhotels.com/en/partnerships](https://www.minorhotels.com/en/partnerships). I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.
I have been duly informed of the prices of both services and consumables, as well as other charges that may be applicable throughout my stay in this hotel.
With the signing of the present document I hereby authorize the charging of the final bill to my credit/debit card or to my company account, with whom Minor Hotels Europe & Americas S.A. has a signed agreement, with no need for a posterior signature on the store mentioned invoice.
The hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.

DATE 01/03/2024
GUEST SIGNATURE _____

NH | DISCOVERY

☐ I want to join NH DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences.
By submitting this form I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions. If you do not wish to receive communications, please send an email to dataprotection@nh-hotels.com. You can find the information about the Terms and Conditions in <https://www.nh-hotels.com/terms-and-conditions>, and the Privacy Policy in <https://www.nh-hotels.com/en/nhdiscovery/privacy-policy>.


GUEST SIGNATURE _____

Once its signed, scan the form and store it as usual.
It will be automatically sent to a folder, where its information will be analyzed and sent to our data base:

- TMS will save guest consents on GDPR
- TMS will save the scanned file in GUEST ID
- If guest has signed on the NH Discovery consents, he/she will be automatically registered as a new NHD member (Only for guest with a valid email informed).

RF: scanning process

Once signed by the client and trimmed the top, we scan the document by the Back Office printer, this way you will no longer need to access the GDPR menu to fill in the consents or access the NH Discovery menu to register the customer in the program.



REGISTRATION FORM
PERSONAL INFORMATION

NAME _____ SURNAME _____

STREET _____

POSTAL CODE _____ CITY _____ COUNTRY _____

NATIONALITY _____ DATE OF BIRTH _____ GENDER ☐ MAN ☐ WOMAN

DOCUMENT TYPE _____ DOCUMENT NUMBER _____ EXPIRATION DATE _____ LANGUAGE _____

E-MAIL _____

RESERVATION INFORMATION

ROOM NUMBER _____ CHECK-IN DATE _____ CHECK-OUT DATE _____

RESERVATION _____ MEAL PLAN _____ GUESTS _____

VOLUNTARY INFORMATION

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☒ YES ☐ NO ☐ I would like to receive special offers and promotions from Minor Group's joint data controller by electronic means, of partners activities minorhotels.com/en/partnerships. I accept privacy policy and I can unsubscribe at any time as per <https://www.minorhotels.com/en/privacy-policy>.

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The Hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.

DATE 01/03/2024

GUEST SIGNATURE _____

nh | DISCOVERY

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GUEST SIGNATURE _____

Find GDPR button in your Back-Office Multifunction Printer

1



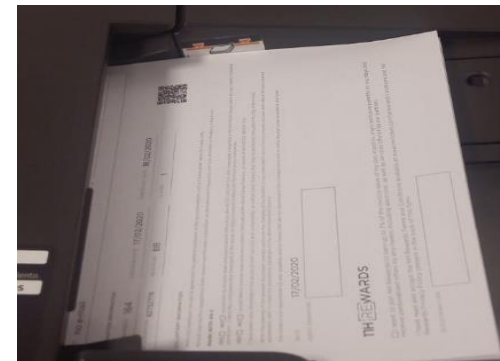
Put in the sheet feeder the RF to be scanned.

Several RF's can be processed at once (but it's recommended batches less than 50).

2

Wait the process ends and store the hard copy

3



Below updates will be automatically processed based on the information collected in the scanning process from the RF hard copy

4

- TMS will save guest consents on GDPR
- TMS will save the scanned file in GUEST ID
- If guest has signed on the NH Discovery consents, he/she will be automatically registered as a new NHD member (Only for guest with a valid email informed).

Due to system performance reason TMS automatic update process is not online so it will take 45 min. aprox. to update in TMS the scanned information.

RF: scanning process

Once the document has been scanned, if we enter the customer's CRM file, we will be able to access all scanned RF at each of the stays in our hotels. As well as being archived on paper, we will be able to access the PDF document in this simple way

ESMD.PARAV Huespedes - Visualización

Clientes Relacionados

Deudor **59005643** LIMBOURG, ANDREA FRANCES

Adicionales Preferencias Aficiones Datos estadísticos

Tratam. Nombre pila ANDREA FRANCES Apellido LIMBOURG Calle NA N° 0 Población NA Código postal 00000 País IE Irlanda Región

Fe.nacimiento Móvil/Teléfono ID/Nombre Empresa Email URL ¿Cómo nos conoció?

Servicio: Lista anexos

Anexos para 0059005643

Ico...	Título	Nombre del autor	H.creación	Fe.creac.
	940086080_59005643.JPG	SERVICE USER - S KE...	02:35:36	21.02.2020

PERSONAL INFORMATION			
NAME		SURNAME	
STREET			
POSTAL CODE	CITY	COUNTRY	
NATIONALITY	DATE OF BIRTH	GENDER	<input type="checkbox"/> MAN <input type="checkbox"/> WOMAN
DOCUMENT TYPE	DOCUMENT NUMBER	EXPIRATION DATE	LANGUAGE
E-MAIL			

RESERVATION INFORMATION		
ROOM NUMBER	CHECK-IN DATE	CHECK-OUT DATE
RESERVATION	MEAL PLAN	GUESTS

VOLUNTARY INFORMATION

With my signature I accept & agree with the general conditions of the accommodation contract listed under www.nh-hotels.com.

Before signing this registration form, please read the basic information on data protection regarding your stay provided on the back of this form.

MARK WITH AN X

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I have been duly informed of the prices of both services and consumables, as well as other charges that may be applicable throughout my stay in this hotel.

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The Hotel is not responsible for any valuables and/or money that are not deposited in the corresponding safe or safety deposit boxes available in the hotel.

DATE: 01/03/2024

GUEST SIGNATURE: _____



☐ I want to join NH DISCOVERY to earn up to 7% of the invoice value of my stay in DISCOVERY Dollars rewards, enjoy benefits, receive exclusive offers and access to local offers and local experiences.

By submitting this form I confirm I'd like to register with the NH DISCOVERY. I have read and accept the Terms and Conditions, the Privacy Policy, and agree to receiving relevant Minor Hotels Europe & Americas communications on special offers and promotions. If you do not wish to receive communications, please send an email to dataprotection@nh-hotels.com. You can find the information about the Terms and Conditions in <https://www.nh-hotels.com/terms-and-conditions>, and the Privacy Policy in <https://www.nh-hotels.com/en/nhdiscovery/privacy-policy>.

GUEST SIGNATURE _____

Multiple RF Printer

/CCSHT/PLIEGO Transaction (TMS> Check-In folder) allows multiple Registration Printing at once.



PROCESS STEPS

1

Define the selection parameters

2

Select the reservations for printing all the Registration Forms

3

1. Click on “Print Welcome Card” button.
2. For the reservations for more than one guest, you must select the Guest you want to print the RF.

Welcome card

ESMD.NACIO NH Nacional ****

Arrival date: 10.08.2020

Room:

Customer:

Reservation number:

Booking File ID:

Group reservation number:

Room type:

Company:

Agreement:

Rate:

Package:

Segment:

☒ Go to printer

☒ Check-in pending

☒ ALV

Welcome Card - Located reservations

Print WelcomeCard

Reservation	Main client	Name	Booking File ID	Room	Lang.	Arrival date
85206109	1000102067	HRS HOTEL RESERVATION SERVICE ROBER				10.08.2020
85647646	1000	GUEST, DIRECT				10.08.2020
85615414	1016882287	EXPEDIA INTERNACIONAL				10.08.2020
85596394	1000211361	BOOKING.COM B.V.				10.08.2020
85598751	1012285404	GLOBAL BUSINESS TRAVEL SPAIN SL				10.08.2020
85615412	1016882287	EXPEDIA INTERNACIONAL				10.08.2020
85523088	1000061542	VIAJES EL CORTE INGLES SA				10.08.2020
85539679	1000	GUEST, DIRECT	BF0002422078			10.08.2020
85539712	1000	GUEST, DIRECT	BF0002422078			10.08.2020
85380154	1008949566	HOTELBEDS PRODUCT SLU				10.08.2020
85658468	1000211361	BOOKING.COM B.V.				10.08.2020
85458466	1000061542	VIAJES EL CORTE INGLES SA		406		10.08.2020
84858469	1003	REWARDS, NH		417		10.08.2020
84588693	1000064007	AVORIS RETAIL DIVISION SL		418		10.08.2020
85264197	1003	REWARDS, NH		423		10.08.2020
85264198	1003	REWARDS, NH		424		10.08.2020
85425440	1003	REWARDS, NH		711		10.08.2020
84837313	1003	REWARDS, NH		720		10.08.2020
85515784	1003	REWARDS, NH		722		10.08.2020
85641065	1000	GUEST, DIRECT		727		10.08.2020
84151035	1003	REWARDS, NH		729		10.08.2020
85590996	1003	REWARDS, NH		731		10.08.2020

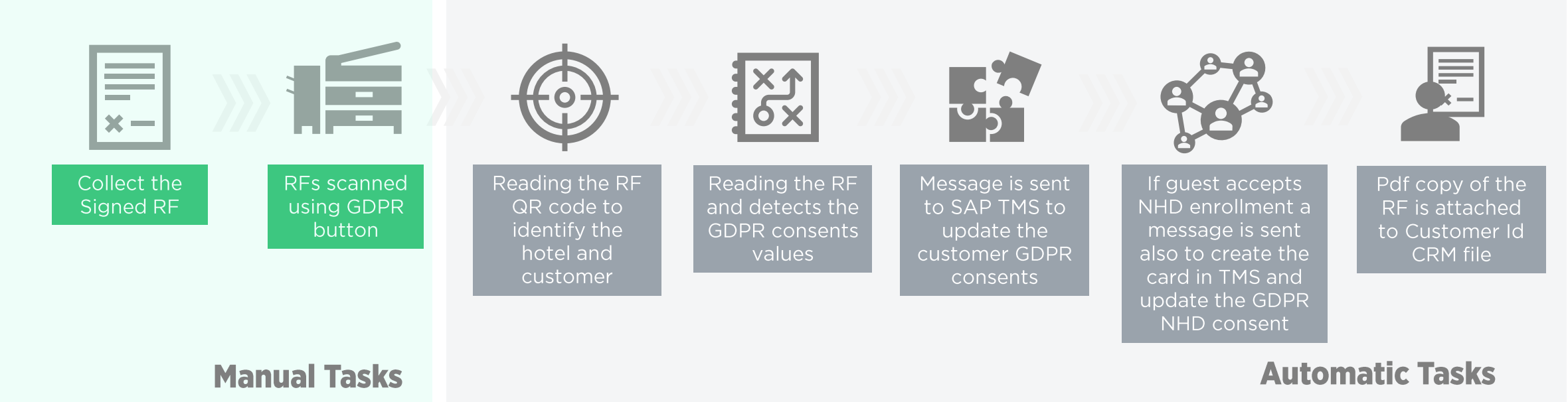
Welcome Card - Located reservations

Print WelcomeCard

Reservation	Main client	Name	Booking File ID	Room	Lang.	Arrival date	Departure
85206109	1000102067	HRS HOTEL RESERVATION SERVICE ROBER				10.08.2020	12.08.2020
85647646	1000	GUEST, DIRECT				10.08.2020	11.08.2020
85615414	1016882287	EXPEDIA INTERNACIONAL				10.08.2020	11.08.2020
85596394	1000211361	BOOKING.COM B.V.				10.08.2020	11.08.2020
85598751	1012285404	GLOBAL BUSINESS TRAVEL SPAIN SL				10.08.2020	14.08.2020
85615412	1016882287	EXPEDIA INTERNACIONAL				10.08.2020	11.08.2020
85523088	1000061542	VIAJES EL CORTE INGLES SA				10.08.2020	11.08.2020
85539679	1000	GUEST, DIRECT	BF0002422078			10.08.2020	12.08.2020
85539712	1000	GUEST, DIRECT	BF0002422078			10.08.2020	12.08.2020
85380154	1008	HOTELBEDS PRODUCT SLU				14.08.2020	14.08.2020
85658468	1000	BOOKING.COM B.V.				12.08.2020	12.08.2020
85458466	1000	VIAJES EL CORTE INGLES SA		406		11.08.2020	11.08.2020
84858469	1003	REWARDS, NH		417		12.08.2020	12.08.2020
84588693	1000	AVORIS RETAIL DIVISION SL		418		14.08.2020	14.08.2020
85264197	1003	REWARDS, NH		423		11.08.2020	11.08.2020
85264198	1003	REWARDS, NH		424		11.08.2020	11.08.2020
85425440	1003	REWARDS, NH		711		11.08.2020	11.08.2020
84837313	1003	REWARDS, NH		720		13.08.2020	13.08.2020
85515784	1003	REWARDS, NH		722		14.08.2020	14.08.2020
85641065	1000	GUEST, DIRECT		727		10.08.2020	11.08.2020
84151035	1003	REWARDS, NH		729		10.08.2020	12.08.2020
85590996	1003	REWARDS, NH		731		10.08.2020	14.08.2020

RF Incidences Monitor

Find below a high-level detail of the internal process that is launched once a RF is scanned.




Internal incidences that may occur to complete the automatic tasks, will be registered and can be analyzed using TMS transaction [ZY_RF_MONITOR](#) (see [next slide](#)).











RF Incidences Monitor

Where can you find the report?

Go to the menu: TMSforHotels → Front office → Information system → ZEY_RF_MONITOR-Registration Form Control Monitor
Check the possible incidences informing Hotel ID and Date of analysis.

Monitor - Error messages log for Reservation Form process



Selection fields				
Hotel ID	<input type="text" value="ESMD.NACIO"/>	to	<input type="text"/>	
Reservation ID	<input type="text"/>	to	<input type="text"/>	
Huespede ID	<input type="text"/>	to	<input type="text"/>	
Host	<input type="text"/>	to	<input type="text"/>	
Terminal	<input type="text"/>	to	<input type="text"/>	
Reservation Form ID	<input type="text"/>	to	<input type="text"/>	
Date	<input type="text" value="11.08.2020"/>	to	<input type="text"/>	
Message ID	<input type="text"/>	to	<input type="text"/>	
Message Number	<input type="text"/>	to	<input type="text"/>	
Message error	<input type="text"/>			

[illegible]

Find below the errors that requires an action at hotel side. If any other error is reported please open a Jira ticket to be analyzed and solved.

Message Text	Meaning	Action
File not found in the path.	Referenced Registration Form has not been scanned.	Locate the RF and scan it using GDPR button.
The e-mail format is wrong.	NO EMAIL registered in TMS for the guest. NHD enrolment process failed due to this error.	A valid email account is mandatory for NHD enrollment. Contact the guest and ask for it.
Error on the scanned data received.	RF not correctly scanned (folded, twisted, turned,...)	Scan again the document in a correct way.

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