



March 2025

<p>This policy outlines all instances where hotel services may be provided exclusively among Minor Hotels Europe & Americas centres, as well as the procedures for requesting, invoicing, and accounting for these services. The criteria and conditions itemised in this policy must be always followed.</p> <p><u>The cases of internal reservations and services included in this document are only applicable to centers of Minor Hotels Europe & Americas.</u></p> <p>This table encompasses the various scenarios contemplated, providing instructions regarding the requesting and reservation process (rates to use, pricing for other services, ...), the invoicing and the accounting of the services.</p> <p>As a general rule, any service provided by a group hotel shall be invoiced to the department that requested the booking or service.</p> <p><u>Invoices to the own hotel are not allowed.</u> They shall be ZERO invoices.</p>	<p><u>In many cases, the invoices issued in TMS are automatically posted in the destination center responsible of the payment but this is not for all. At the filed <i>Send paper invoice by email to</i> of the section 2. <i>INFORMATION FOR THE HOTEL - TMS RESERVATION & INVOICING</i> of the InterCompany Reservations Request you can check this information for each reservation and issued invoice.</u></p> <p>* If necessary, in those cases where the template InterCompany Reservations Request is not mandatory, the hotel can use it to know the corresponding Main Client, Voucher & Statistical data (Source of Business and Travel Reason). Section 2. <i>INFORMATION FOR THE HOTEL: TMS RESERVATION & INVOICING</i> .</p> <p>** In case a Reg. Off./BU employee travels to work for another BU, this last BU will bear the related expenses of the provided services. In these cases, the requestor, should indicate the details of the destination BU for billing in the request form.</p> <p>*** For Multicurrency Hotels, also the contract NH_HOTELS2 is available with corresponding rates and price codes in the second currency.</p> <p>**** The general rule of employee discount for F&B services may not apply in some hotels/ restaurants.</p>
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Reasons & Cases	Team members business trips	Human resources reasons	Complimentary own hotel	Commercial reasons	Services between hotels
	HOUSE USE HOUSE USE-FREE	STAFF LIVING UNIVERSITY SOLIDARITY VOUCHERS	COMPLIMENTARY	COMMERCIAL INVITATION FOR CLIENTS FAM TRIPS	BOOK OUT GIFTS PARKING RESTAURANT MEALS STAFF OTHER SERVICES between hotels
			Marketing reasons	Other invitations from RO or CS BU	
			MARKETING EVENTS MEDIA HOSTING INFLUENCERS & CREATORS HOSTING	OTHER INVITATIONS	

Responsible	Requester		Hotel : Customer data, Rate and Prices to be applied			Statistic data TMS reservation					Voucher	FI posting	
Case/Reason	Previous authorization from hotel?	Mandatory Internal Services & Reservations Request template?*	Main Client	Rates and Conditions applicable		Source of Business		Travel Reason			VOUCHER TMS field	GL Account AP	
				Room	Rest of services								
<div>HOUSE USE**</div> <div>- Stays of team members not working exclusively for the hotel where they are staying</div> <div>- Internal meetings of team members (working for RO/BU or several hotels)</div>	InterCompany Reservations Request	Yes	Requester's center (hotel, CS BU or RO internal customer starting 99*)	50/55/60/70/90 EUR + Taxes (BB) based on hotel brand below 90% forecast occupancy	- F&B AND OTHER SERVICES: Employee discount **** on retail price except for those that are not from MHE&A, owned parking and mineral water FREE, included in the credit invoice to the MHE&A center. Always according to the MHE&A Travel Policy guidelines - CITY/TOURISTIC TAX: included in the credit invoice to the MHE&A center, whenever possible - TIPS & PAID OUTS: direct payment by the guest/ team member - MEETING ROOM: FREE only if the forecast is not to occupy the room and the hotel approves. If there is a forecast of activity and may affect the business, the hotel may refuse or offer a quoted price. Any requester not willing to accept these rates must seek approval from the BU Operations Director, and for amounts exceeding 1000 EUR, approval from the SVP Operations is also required - F&B FOR INTERNAL MEETINGS It is strictly prohibited to apply University prices and conditions to non-University trainings or other internal meetings. The price will be quoted by the hotel. Applying a discount should never result in a negative financial outcome for the service. Any special request must be approved by the BU Operations Director and the SVP Operations	Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	HU	IC-	HOUSEUSE	Reason indicated in the request template must be informed HOUSEUSE-CECO (ceco complete, 10 characters)	62980000 CHARGES INTERNAL COMPLIMENTARY
				Contract NH_HOTELS***/ NH_HOUSE*** Rate NH_HOUSE_2	- F&B: Employee Discount **** in POS - Rest of services: Discount Employee in TMS								

Responsible	Requester		Hotel : Customer data, Rate and Prices to be applied			Statistic data TMS reservation					Voucher	FI posting	
Case/Reason	Previous authorization from hotel?	Mandatory Internal Services & Reservations Request template?*	Main Client	Rates and Conditions applicable		Source of Business		Travel Reason			VOUCHER TMS field	GL Account AP	
				Room	Rest of services								
<u>HOUSE USE-FREE</u> Stays of team members of other centers working exclusively for the hotel where they stays	InterCompany Reservations Request	Yes	Requester's center (hotel, CS BU or RO internal customer starting 99*)	Price 0 (BB)	- Always according to the MHE&A Travel Policy guidelines - CITY/TOURISTIC TAX: direct payment by the guest /team member (due to legal reasons) - TIPS & PAID OUTS: direct payment by the guest/ team member	Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	HF	IC-	HOUSEUSEFREE	Reason indicated in the request template must be informed <u>HOUSEUSEFREE-CECO</u> (ceco complete, 10 characters)	62980000 CHARGES INTERNAL COMPLIMENTARY (only if any service is invoiced to other center)
				Contract NH_HOTELS*** Rate NH_STAFF Price code NH_HOUSE_2	- F&B: INV-Mangement Team Invitation (reason free text) in POS - Rest of services: according to the complimentary level (Discount 100%; reason Staff in TMS in case free)								
<u>STAFF</u> Stays of own hotel team members working for the hotel (overnight because shift-time/ trainings, etc.)	N/A	No	Own Hotel (internal customer starting 99*)	Price 0 (BB)	- Always according to the MHE&A Travel Policy guidelines - CITY/TOURISTIC TAX: direct payment by the guest /team member (due to legal reasons) - TIPS & PAID OUTS: direct payment by the guest/ team member	Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	ST	IC-	STAFF	<u>STAFF</u>	N/A
				Contract NH_HOTELS*** Rate NH_STAFF Price code NH_HOUSE_2	- F&B: INV-Mangement Team Invitation (reason free text) in POS - Rest of services: according to the complimentary level (Discount 100%; reason Staff in TMS in case free)								
<u>LIVING</u> Long Stay (Approved by RO/BU Human Resources Director)	HR department sends InterCompany Reservations Request to Operations Management for the first reservation. The following reservations are dealt with the hotel	Yes	Requester's center (hotel, CS BU or RO internal customer starting 99*)	35 EUR per day + Taxes (BB)	- Since invoices to the own hotel are not allowed, the cases of LIVING of employees of the own hotel have to be manage as STAFF reservations '- F&B AND OTHER SERVICES: Employee discount**** on retail price except for those that are not from MHE&A, owned parking and mineral water FREE, included in the credit invoice to the MHE&A center. Always according to the MHE&A Travel Policy guidelines - CITY/TOURISTIC TAX: included in the credit invoice to the MHE&A center, whenever possible - TIPS & PAID OUTS: direct payment by the guest/ team member	Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	LI	IC-	LIVING	Reason indicated in the request template must be informed <u>LIVING-CECO</u> (ceco complete, 10 characters)	62980000 CHARGES INTERNAL COMPLIMENTARY
				Contract NH_HOTELS*** Rate NH_LIVING Price code NH_LIVIN_1	- F&B: Employee Discount **** in POS - Rest of services: Discount Employee in TMS								
<u>UNIVERSITY</u> Only trainings promoted and requested by University department Check University Rate for more information	Memorandun Services	No	Requester's center (CS BU or RO internal customer starting 99*)	50 EUR + Taxes (B&B)	- These conditions can only be applied to trainings promoted by University. Any other training or internal meeting session must be managed as a HOUSE USE reservation - Prices and invoicing according to University instructions. Please use BGR_0100 University Menu for F&B - CITY/TOURISTIC TAX: included in the credit invoice to the MHE&A center, whenever possible - TIPS & PAID OUTS: direct payment by the guest - Meeting rooms: FREE	HR	IC-	HUMAN RESOURCES	UN	IC-	NHUNIVERS	<u>NHUNIVERS-XXXXXXXXHR</u> (company code and business area based on customer, ceco always HR)	64910000 UNIVERSITY EXPENSES
				Contract NH_HOTELS*** Rate NH_UNIVERS Price code NH_UNIV_01									

Responsible	Requester		Hotel : Customer data, Rate and Prices to be applied			Statistic data TMS reservation					Voucher	FI posting	
Case/Reason	Previous authorization from hotel?	Mandatory Internal Services & Reservations Request template?*	Main Client	Rates and Conditions applicable		Source of Business			Travel Reason			VOUCHER TMS field	GL Account AP
				Room	Rest of services								
<div>SOLIDARITY VOUCHERS</div> <div>HOTELS WITH A HEART</div> <div>Charity events</div> <div>(always with approval of the Sustainable Business department)</div> <div>Check Hotels with a Heart protocol for more information</div>	The voucher is promoted directly by the hotel itself	No	Own Hotel (internal customer starting 99*)	Price 0 (BB)	<div>- These solidarity vouchers only include BB</div> <div>- F&B AND OTHER SERVICES : retail prices and direct payment by the guest</div> <div>- CITY/TOURISTIC TAX: direct payment by the guest (due to legal reasons)</div> <div>- TIPS & PAID OUTS: direct payment by the guest</div>	OP	IC-	OPERATIONS CONTROL	HH-	IC-	HWHEART	<u>HWHEART</u>	N/A
				Contract NH_HOTELS*** Rate COMPLIMENT Price code COMPLIMENT									
	<div>If the voucher is promoted by other hotel or any area within RO or BU CS, the InterCompany Reservations Request must be sent to the hotel</div>	Yes	Requester's center (hotel, CS BU or RO internal customer starting 99*)	50/55/60/70/90 EUR + Taxes (BB) based on hotel brand below 90% forecast occupancy		Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	HH-	IC-	HWHEART	Reason indicated in the request template must be informed <u>HWHEART-CECO</u> (ceco complete, 10 characters)	62929000 MISCELLANEOUS
				BAR-35% (BB) upon 90% forecast occupancy									
			Contract NH_HOTELS***/ NH_HOUSE*** Rate NH_HOUSE_2										
<div>COMPLIMENTARY</div> <div>Guest invitations (promoted from the own hotel)</div> <div>Free nights due to group negotiations or offers</div>	N/A	No	Own Hotel (internal customer starting 99*)	Price 0 (BB)	- CITY/TOURISTIC TAX: direct payment by the guest (due to legal reasons) - TIPS & PAID OUTS: direct payment by the guest	SA	IC-	SALES	CO	IC-	COMPLIMENTARY	<u>COMPLIMENTARY</u>	N/A
				Contract NH_HOTELS*** Rate COMPLIMENT Price code COMPLIMENT	- F&B: INV-Sales & Marketing (reason Adm & General) in POS - Rest of services: according to the complimentary level (Discount 100%; reason Invitation commercial in TMS in case free)								

Responsible	Requester		Hotel : Customer data, Rate and Prices to be applied				Statistic data TMS reservation				Voucher	FI posting	
Case/Reason	Previous authorization from hotel?	Mandatory Internal Services & Reservations Request template?*	Main Client	Rates and Conditions applicable		Source of Business		Travel Reason		VOUCHER TMS field	GL Account AP		
				Room	Rest of services								
<u>MARKETING EVENTS</u> Reservations of Marketing: Press Events, Presentations, Shootings (videos and photos in hotels), etc.	InterCompany Reservations Request	Yes	Requester's center (hotel, CS BU or RO internal customer starting 99*)	50/55/60/70/90 EUR + Taxes (BB) based on hotel brand below 90% forecast occupancy BAR-35% (BB) upon 90% forecast occupancy Contract NH_HOTELS***/ NH_HOUSE *** Rate NH_HOUSE_2	- F&B AND OTHER SERVICES: Employee discount**** on retail price except for those that are not from MHE&A, owned parking and mineral water FREE, included in the credit invoice to the MHE&A center - CITY/TOURISTIC TAX: included in the credit invoice to the MHE&A center, whenever possible - TIPS & PAID OUTS: direct payment by the guest/ team member - F&B: Employee Discount **** in POS - Rest of services: Discount Employee in TMS	Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	MK	IC-	MKTEVENT	Reason indicated in the request template must be informed MKTEVENT-CECO (ceco complete, 10 characters)	62730000 SPONSORS EVENTS & FAIRS
<u>MEDIA HOSTING</u> Managed by HME&A Communication-PR team Check MEDIA HOSTING Policy for more information	RO or BU's Communication-PR team will manage the request and all complimentary services with the hotel GM via email <u>The hotel must always reply within 24 hours</u>	No	Own Hotel (internal customer starting 99*)	FREE If forecast occupancy based on Duetto < 80%, no approval is needed If forecast occupancy based on Duetto < 80%, the request must be approved by the Chief Operations Officer/BU Managing Director Contract NH_HOTELS*** Rate FREE Price code COMPLIMENT	- Managed by HME&A Communication-PR team. In case the request is received directly by the hotel, BU Communication-PR team must be contacted to coordinate the action - Recommended 2 nights, up to 3-4 for medium to long-haul flights in ht best available room - Complimentary meals and airport pick-up services as minimum inclusions. - Local experiences and additional complimentary activities (defined by or in collaboration with the PR team) - Apply 100% discount to the rest of services, both internal and external - F&B: INV-Sales & Marketing (reason Promotional Actions) in POS - REST OF SERVICES: Discount 100%; reason Invitation commercial in TMS - For the reallocation of the corresponding cost, contact Controlling and Finance Department	CL	IC-	CRM & LOYALTY	PT	IC-	PRESSTRIP	PRESSTRIP	N/A
<u>INFLUENCERS & CREATORS HOSTING</u> Managed by HME&A Reg. Off. Social Media team Check INFLUENCERS & CREATORS HOSTING Policy for more information	RO Social Media team will manage the request and all complimentary services with the hotel GM via email <u>The hotel must always reply within 72 hours</u>	No	Own Hotel (internal customer starting 99*)	FREE If forecast occupancy based on Duetto < 80%, no approval is needed If forecast occupancy based on Duetto < 80%, the request must be approved by the Chief Operations Officer/BU Managing Director Contract NH_HOTELS*** Rate FREE Price code COMPLIMENT	- Managed by HME&A Reg. Off. Social Media team. In case the request is received directly by the hotel, must be submitted to Reg. Off. Social Media for approval - Recommended 2 nights, up to 3-4 for medium to long-haul flights in ht best available room - Welcome amenity in the room and one complimentary meal or beverage. - Local experiences only to top-tier influencers or as part of strategic MK campaigns - Apply 100% discount to the rest of FREE services, both internal and external - F&B: INV-Sales & Marketing (reason Promotional Actions) in POS for FREE meals and beverages - REST OF SERVICES: Discount 100%; reason Invitation commercial in TMS for FREE services - For the reallocation of the corresponding cost, contact Controlling and Finance Department	CL	IC-	CRM & LOYALTY	PT	IC-	PRESSTRIP	PRESSTRIP	N/A

Responsible	Requester		Hotel : Customer data, Rate and Prices to be applied			Statistic data TMS reservation					Voucher	FI posting	
Case/Reason	Previous authorization from hotel?	Mandatory Internal Services & Reservations Request template? *	Main Client	Rates and Conditions applicable		Source of Business			Travel Reason			VOUCHER TMS field	GL Account AP
				Room	Rest of services								
<u>COMMERCIAL INVITATION FOR CLIENTS</u> RO/CS BU Commercial department request for clients	InterCompany Reservations Request	Yes	Requester's center (hotel, CS BU or RO internal customer starting 99*)	50/55/60/70/90 EUR + Taxes (BB) based on hotel brand below 90% forecast occupancy BAR-35% (BB) upon 90% forecast occupancy Contract NH_HOTELS***/ NH_HOUSE*** Rate NH_HOUSE_2	- These commercial invitations only includes BB - F&B AND OTHER SERVICES : retail prices and direct payment by the guest - CITY/TOURISTIC TAX: direct payment by the guest (due to legal reasons) - TIPS & PAID OUTS: direct payment by the guest	Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	GU	IC-	GUESTSSV	Reason indicated in the request template must be informed <u>GUESTSSV-CECO</u> (ceco complete, 10 characters)	62726000 TMS MKTNG AGENCIES CREATIVITY & PROD 3RD PARTIES
<u>FAM TRIPS</u> (sponsored always by the Commercial Direction of the BU or RO) Check FAM TRIP Procedure for more information	Services request with an email sent	No	Requester's center (hotel, CS BU or RO internal customer starting 99*)	35/40 EUR VAT included (BB) based on hotel brand below 60% forecast occupancy 60/70 EUR VAT included (BB) based on hotel brand upon 60% and below 90% forecast occupancy BAR-35% LRA (BB) upon 90% forecast occupancy <i>Fam Trips exclusively for one property with forecasted occupancy <90% rooms will be on complimentary basis</i> Contract NH_HOTELS*** Rates NH_FAMTRIP1 below 60% forecast ocup. Price code NH_F1_35 & NH_F1_40 NH_FAMTRIP2 upon 60% and upon 90% forecast ocup. Price code NH_F1_60 & NH_F1_70 NH_FAMTR_D upon 90% forecast ocup. Price code BAR65% <i>Rate COMPLIMENT</i> <i>Price code COMPLIMENT</i>	- According to the complimentary level granted - CITY/TOURISTIC TAX: included in the credit invoice to the MHE&A center, whenever possible. If not, direct payment by the guest (due to legal reasons) - TIPS & PAID OUTS: direct payment by the guest - F&B: INV-Sales & Marketing (reason Fam Trips) in POS - Rest of services: according to the complimentary level (Discount 100%; reason Invitation commercial in TMS in case free)	SA	IC-	SALES	FT	IC-	FAMTRIP	<u>FAMTRIP-XXXXXXXXSA</u> (company code and business area based on customer, ceco always SA)	62730000 SPONSORS EVENTS & FAIRS
<u>OTHER INVITATIONS</u> Mainly RO/SSCC BU request for suppliers (all departments)	InterCompany Reservations Request	Yes	Requester's center (hotel, CS BU or RO internal customer starting 99*)	According to the confirmed rate	- According to the authorization	Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	SU	IC-	SUPPLIERSV	Reason indicated in the request template must be informed <u>SUPPSV-CECO</u> (ceco complete, 10 characters)	62980000 CHARGES INTERNAL COMPLIMENTARY

Responsible	Requester		Hotel : Customer data, Rate and Prices to be applied			Statistic data TMS reservation				Voucher	FI posting
Case/Reason	Previous authorization from hotel?	Mandatory Internal Services & Reservations Request template? *	Main Client	Rates and Conditions applicable		Source of Business		Travel Reason		VOUCHER TMS field	GL Account AP
				Room	Rest of services						
<u>BOOK OUT</u> (Overbooking)	N/A	No		Rest of services provided in MHE&A will be regulated by current procedures and rates (Book out, Marketing promotions, etc.)		01	IC- FRONT OFFICE	BO	IC- BOOKOUT	<u>BOOKOUT-XXXXXXXX01</u> (company code and business area based on customer, ceco always 01)	62050000 GUEST TRANSFER EXPENSES
<u>GIFTS</u> granted for services between hotels	N/A	No		Rest of services provided in MHE&A will be regulated by current procedures and rates (Book out, Marketing promotions, etc.)		SA	IC- SALES	GI	IC- GIFT	<u>GIFTS-XXXXXXXXSA</u> (company code and business area based on customer, ceco always SA)	62726000 TMS MKTNG AGENCIES CREATIVITY & PROD 3RD PARTIES
<u>PARKING</u> shared between hotels	N/A	No		Rest of services provided in MHE&A will be regulated by current procedures and rates (Book out, Marketing promotions, etc.)		99	IC- OTHER INCOME	PK	IC- PARKING	<u>PARKING-XXXXXXXX99</u> (company code and business area based on customer, ceco always 99)	62915000 PARKING EXPENSES FOR REINVOICEMENT
<u>RESTAURANT</u> shared between hotels	N/A	No		Rest of services provided in MHE&A will be regulated by current procedures and rates (Book out, Marketing promotions, etc.)		99	IC- OTHER INCOME	RT	IC- RESTAURANT	<u>RTE-XXXXXXXX99</u> (company code and business area based on customer, ceco always 99)	6078000 EXTERNAL CENTERS F&B COST
<u>MEALS STAFF</u> Team members cantine	N/A	No		Rest of services provided in MHE&A will be regulated by current procedures and rates (Book out, Marketing promotions, etc.)		GS 99	IC- GENERAL SERVICES OTHER INCOME	ME	IC- MEALS STAFF	<u>MEALS-XXXXXXXXGS</u> <u>MEALS-XXXXXXXX99</u> (company code and business area based on customer, ceco GS for CS and 99 for hotels)	64930000 TMS EMPLOYEE MEALS
<u>OTHER SERVICES</u> between hotels (SPA, Golf, etc.)	N/A	No		Rest of services provided in MHE&A will be regulated by current procedures and rates (Book out, Marketing promotions, etc.)		99	IC- OTHER INCOME	OS	IC- OTHER SERVICES	<u>OTHERSERVICES-XXXXXXXX99</u> (company code and business area based on customer, ceco always 99)	62914000 EXPENSES FOR REINVOICEMENT TO GUESTS
<u>BARTER</u> Only Persvouchers reservations in Benelux & UK	N/A	No		Rest of services provided in MHE&A will be regulated by current procedures and rates (Book out, Marketing promotions, etc.)		MK	IC- MARKETING	BA	IC- BARTERBLX	<u>BARTERBLX-NL039903MK</u>	62700000 BARTER