

External Loyalty Programs

Here is the detail of which external loyalty programs give points for stays in our different brands:

		 NH COLLECTION HOTELS & RESORTS				
AIR EUROPA	✓	✓	✓	✓	✓	✓
ALITALIA	✓	✓	✓	✓	✓	✓
AEROMEXICO	✓	✓	✓	✓	✓	✓
BANGKOK AIRWAYS				✓	✓	✓
CATHAY PACIFIC				✓	✓	✓
IBERIA PLUS	✓	✓	✓	✓	✓	✓
OMAR AIR				✓	✓	✓
SINGAPORE AIRLINE				✓	✓	✓
THAI AIRWAYS				✓	✓	✓

How can the guests get the benefits and rewards from their loyalty programs membership for their stay?

To make sure that our guests earn the points generated in their stays, we must follow these steps when registering a guest:

1. Inform in CRM file guest's membership details of the loyalty programs (category and member number).

Should the guest belong to several loyalty programs, it is possible to inform all of them even if they do not apply in our hotel.

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7ª, 28003, Madrid, Spain

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Active	Type	Card type	Number
<input checked="" type="checkbox"/>	IBE	REGULAR	333945

Loyalty Ty	Description
AE	AIR EUROPA
AFL	AEROFLOT
ALI	ALITALIA
BKP	BANGKOK AIRWAYS
CPA	ASIA MILES - CATHAY PACIFIC AIRWAYS
CZ	CHINA SOUTHERN AIRLINE : SKY PEARL CLUB

2. Inform in the reservation the loyalty program that the guest wants to apply in the stay.

Code: 123456 Guest Name: LAST NAME, NAME

General Data *Billing Information *Additional data *Statistics Deposits Guarantees Routing charges Fixed charges *Actions

Contact person: Phone: E-Mail: Voucher: Reservation type: Registrat. date: 25.05.2022 Language: ES Spanish CUT-OFF date:

Remarks: Main

O...	Code	Guest Name	Program	Fidelización	Type	Loyalty card	Meal Plan	PAX Type
1	16073273	RILO PONTORIERO, ROCIO BELEN			IBE	33394529	BB	Adult
2							BB	Adult

Remarks:

- The list of the external loyalty programs displayed is the same for all hotels. However, not all programs apply in all hotels (see chart above).
- In any stay a guest can only get the benefits and points of one of the loyalty programs he belongs to and that apply in the hotel. Please note that loyalty programs, their benefits and rewards are not accumulative or mixed.

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