General MICE Reservation Management Process

Business Processes – Operations | Global MICE – Sales | October 2025

WHAT?

This document is a summary of the Minor Hotels Europe & Americas (MHEA) policies and procedures for the MICE reservations management. Listed are the key facts of our corporate processes, policies, rules, etc.

WHY?

The main objectives of having common standards and procedures are:

- ✓ One Company approach
- ✓ Enhance Quality on our standard procedures
- ✓ Transparency
- ✓ Clear operational guidelines

WHO?

All people (Sales, GEM, GGT, Standalone hotels,...) involved in the management of MICE reservations in all Hotels and Offices of all Business Units.

General Concepts: Group definition, rates, segmentation, SLAs, status, workflows

General Process

- Quotation
- Event confirmation
- Event management
- Billing and collection control

Reporting

Sales manual

- Site inspection
- Deposits policy BUSE
- Deposits policy BUAM
- Deposits policy BUNE

Commission
FAM trip
Media hosting policy
My Event Space and Click & Meet
Other relevant information
Processes and related documents

Click a title to access the corresponding process.

All linked documents throughout this guide require your Digital Knowledge Workplace login (same as Intranet, MyApp, or Team Member Reservations).

MINOR HOTELS

General concepts

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General concepts – definition of a group

MICE = Meetings, Incentives, Conferences, and Exhibitions

MECO: ROOM + OTHER REVENUE COMPONENT

- Accommodation requests for 10 rooms or more.
- Requests for meeting room-s.
- Requests for other services such as F&B or AVs services.

BUSINESS GROUP (BGR): ROOM ONLY COMPONENT

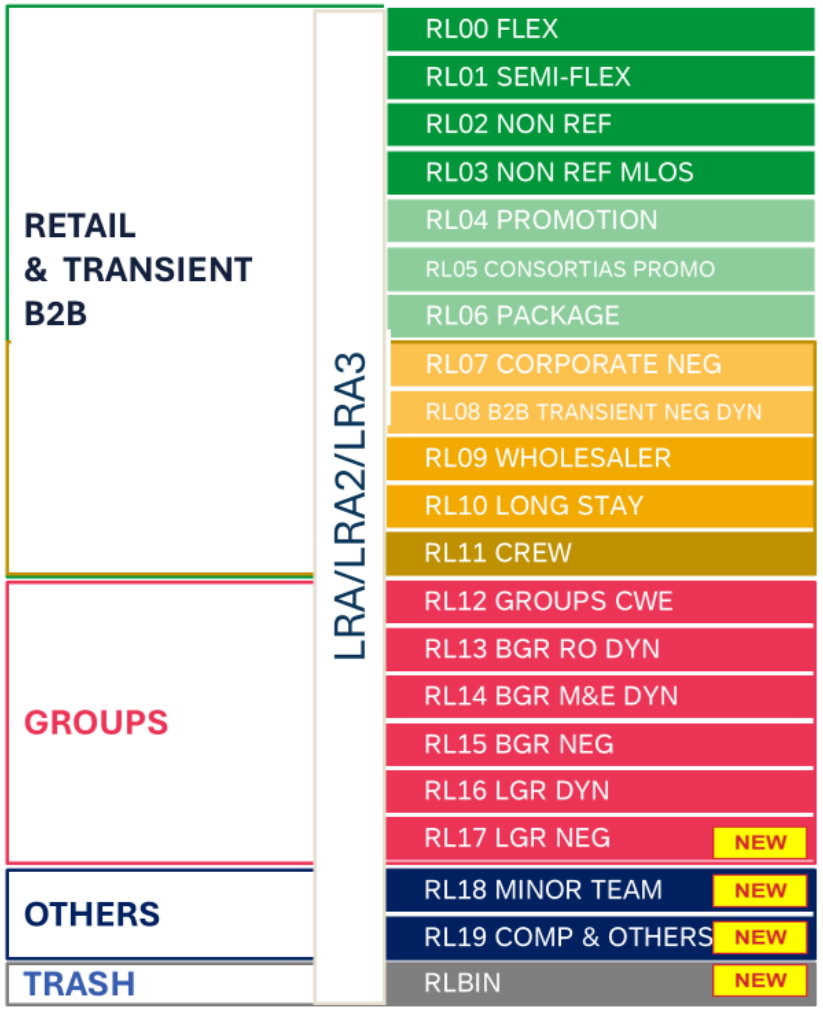
- Accommodation requests for 10 rooms or more.
- The purpose of the trip and the booking of room only is solely business focused.

	Mostly Managed by
Social Events	HOTEL
Sports Groups	GEM LOCAL
Leisure Groups	GGT* *GEM GLOBAL TEAM
Rooms Only Groups	GGT (if CWE > GEM LOCAL)
Digital Portals	GEM LOCAL (MECO) GGT (RO)
Meetings & Conferences	GEM LOCAL

General concepts – rates and segmentation

Depending on the aim of the visit, reservations can be grouped into main and sub segments.
Within the area of group reservations, the following structure applies:

Segment	Description	Rate Category
Meeting & Conferences	Business Groups that bring additional revenues in meeting room space & F&B.	RL14
Business Groups	Business groups that only take rooms and no meeting space/ banqueting.	RL13
Contracted Business Group	Business Groups that have an agreement with the hotel (mostly recurrent business).	RL15
Leisure Groups	Leisure Groups: booked directly or via Tour Operator / Travel Agent.	RL16-17
Crew	Airline Crew	RL11



General concepts – Service Level Agreements (SLA)

In day-to day operations, GEM (Groups and Events Management), GGT, Hotel MICE and Group Sales responsible must deal with different milestones within the processes other than the status. For these milestones there is a clearly defined deadline. Those deadlines are referred to as SLA (Service Level Agreement).
For any SLA Call the agent must try 3 times (in different time frames) within the next 24H. If client was not reached, then an email can be sent out.
Below an overview of your deadlines:

SLA		BF Status	Deadline
1	**Assessment Call**	Pre-offer *"BF Status does not exist on TMS"*	SLAs defined based on prioritization list (By account, by group size, by arrival date, customer info, type of business, repeating clients..)
2	**Send first proposal/quote**	Offer / Option (BUNE)	SLAs defined based on prioritization list (By account, by top hotels , by point of sales, by channel..)
3	**FUP on offer / option**	Offer / Option (BUNE)	SLAs defined based on prioritization list (By account, by top hotels , by point of sales, by channel..)
4	**FUP call on option deadline**	Option/Tentative	On option expiring date/deadline.
5	**Handover to the hotel**	Tentative/Confirmed	Handover to the hotel when contract is countersigned, from that moment hotel takes over
6	**Satisfaction check (after sales)**	Upon group check out	7 days after the check-out date.

Some SLAs are decided to obtain answers from different departments to accomplish with the ones that have been detailed before:

SLA		Responsible	Deadline
1	**Preparation of quotation**	Revenue Management	Maximum 3 hrs. after receiving the request. All leads must be workable within this time frame.
2	**New Customer creation (Party ID)**	CRM Support BY JIRA ONLY	Within 24 hrs. (1 business day) after receiving the request.
3	**Over-commission authorization**	Sales /Team Supervisor/Revenue approval flow. Except if promo is available.	Within 24 hrs. (1 business day) after receiving the request.
4	**Authorization based on total production of the event**	Follow responsibility approval flow	Within 24 hrs. (1 business day) after receiving the request.

General concepts – status workflow

Confirmed workflow

Request + Assessment Call

- The request arrives
- Assessment Call, deadline based on prioritization list.

Offer

- Quotation Tool
- BF in TMS4M.
- Offer sent.
- Group not on hold.

Option

- Group on hold until a date.
- 2nd Options
- Shared Options

Tentative

- Client wants to confirm.
- Sign off and deposit request sent.

Confirmed → CXL

Denied workflow

Request → Denied

Don't forget to track properly the reasons for denials and always think about cross-selling.

Lost workflow

Request + Assessment Call

- The request arrives
- Assessment Call, deadline 6h.

Offer → Lost

Option → Lost

Tentative → Lost

DENIED

NH

Capacity	• Exceed bedrooms • Exceed meeting room space • Exceed bedrooms and meeting rooms • Characteristics bed/meeting rooms
Availability	• Bedrooms unavailable • Meeting room space unavailable • Bedrooms and meeting space unavailable
Selling strategy	• Arrival day-of-week for bedrooms • Arrival day-of-week for meeting rooms • Length-of-stay for bedrooms • Length-of-stay for meeting rooms • Group-size • Bedroom/meeting room ratio • Contracted rate/conditions not available

CLIENT

Budget	• Budget for bedrooms • Budget for meeting room services • Budget for total quote
Client details	• Client is blacklisted

LOST

NH

Process	• Duplication of BF • Response time NH
Price & conditions	• Price bedrooms • Price meeting room services • Price of full quote • NH terms & conditions: payment conditions • NH terms & conditions: cxl conditions
Quality	• Quality of hotel • Quality meeting areas
Location	• Accessibility by car / public transport • Closer to certain POIs (venue, city center) • International factors (POI, weather, flights)
Capacity & equipment	• Characteristics bedrooms • Characteristics meeting room

CLIENT

Information & communication	• Past option date • Information request only • Intermediary lost client
Event-reasons	• Event cancelled (due to lack of participants, no visa, etc.) • Event postponed/rescheduled

EXTERNAL

External	• Act-of-God • Business to other NH hotel

General concepts

BUNE GQT PROCESS BETWEEN REVENUE & GEM, DENIAL PROCESS

LGR

- If LGR ITO/OTO rates are not open quote LGR ITO/OTO AD HOC rates.
- If no availability deny without consulting Revenue Management & track denial.
- LGR requests during A&B fair with a client Budget that is far from the rates loaded GEM-GGT agent try to cross-sell to other brands or hotels with less ADR tensions, if not possible then free to decline without RM check.

BGR / MECO

- **System closure -1**
  - Groups can be denied by GEM-GGT agent without checking with Revenue & Team Leader if hotel is overbooked.
  - If -1 is due to request is for a date where strategy/rates are not yet set up or any other reasons, send to Revenue.
- **If we do not have the capacity:**
  - For all sizes and seasons groups can be denied by GEM agent→ use appropriate capacity denial reason. Prior to that an analyze on cross-selling should be assessed.
- **If we do not have availability or strategy does not fit:**
  - If group arrival is for a period where system/rates are not yet set up by revenue – always to be sent for validation to Revenue Management.
  - Sizes S & M regardless of fair/season can be denied by GEM – GGT agent without checking with Revenue/Team Leader.
    - Check first availability- if denial → choose appropriate availability denial reason.
    - If availability is not the issue → use the appropriate strategy denial reason.
  - Sizes L, XL & XXL send to Revenue Management.

General concepts

First, verify how commissions are managed for a specific account on TMS, check information in CRM ("Hotel parameters" tab) and in "Prices and Commissions" tab of the reservation on the MB. For Key Strategic Accounts if there are any doubts, please check with the local account handler.

- **Commission: Foreseen commission, not in Front Office invoice. Commission is processed and paid after the group check out.**
- **Deduction: Quantity discounted in Front Office invoice** (must never be applied to on-desk payment invoices).

FROM GEMS/GGT NO PROBLEMS TO DEDUCT COMMISSIONS FROM THE FINAL INVOICE IF THE CLIENT IS AN AGENCY.

IMPORTANT NOTES:

- Remember that standard regular commission at Minor Hotels Europe & Americas is **10% (B&B), 10% (F&B) and 10% (Meeting Rooms) , Avs & Third-party services not commissionable.**
- In certain regions, F&B commissions may support a higher or a lower commission ratio. In other cases (outsourced F&B outlets), commission may not be applicable.
- Any ad-hoc over commission must be checked and approved by your Supervisor/Revenue Manager.
- Commission Registration **and Payment process is done via ONYX (with and without Interface), visit Onyx Guidelines** to get more familiar with the process: NH-ONYX Commissions payment process MICE
- Some agencies are not processing their commission via Onyx and are included on the Onyx Exception List. Visit Onyx Exception List for more details: ONYX Exception List

KEEP IN MIND!

- It is very important to always check that the commissionable charges are informed and that the revenue detail and billing information in convention groups before the check in of the groups. It is **mandatory** to review all reservations before check-in, according to the **Reservation review procedure**.
- **"Netting" is not allowed!** It is strictly forbidden that the agency does not pay part of the last payment and, instead, send their commission invoice.

MINOR HOTELS

General process

Process overview

Quotation

Step to be followed when **a client sends a Request For Proposal (RFP) to GEM , GGT or hotels** regarding any type of group request (all segments), ensuring an aligned quote, with shared availability, based on the inventory and the established sales strategy.

Event Confirmation

Tasks to be performed when **the client confirms**, from the contract creation and follow up until the Booking File handover to the hotel.

Event Management

Guidelines and standards for the information flow to guarantee that ALL information is available on the **day of the event**: commission, prepayments and charges properly informed in the system, service order, billing information, proforma…

Billing and Collection Control

Tasks related to the **end of the event: check out, billing and post-event phase**.

Reporting

The most useful **TMS4Meetings reports** for a complete **analysis and control** of the MECO-BGR activity.

MICE Sales Manual

MICE Value Proposition. All the key tools for the sales, CRO and GEM teams to feel comfortable and convincing when offering our value proposition to any potential customer.

MHEA teams are updating the *Operational Event Manual*. For questions, contact your local Operations team.

General process – QUOTATION
Status: pre-offer (request)

GEM / GEM Global Teams / Hotel MICE responsible / Hotel Group Sales responsible / Organizer / Front Office Manager

TMSforMeetings / C4C / Quotation Tool / B2B MICE Digital Tools / Microsoft Teams

Every time a lead is received:

- **CHECK AVAILABILITY** of bedrooms & meeting rooms , TMS – GQT.
- **DEFINE PROPERTY/PROPERTIES TO BE QUOTED** 💭 *Is there any opportunity for other hotels/destinations?*
- **REVIEW DUPLICATES IN TMS AND C4C** 💭 *Is it already “on the books” in our system?*

Max. 6hrs after receiving the request:

ASSESSMENT CALL

- **Understand** event aims and customer expectations.
- **Discuss** technical needs (**meeting rooms, F&B, AV equipment**), **budget**, **date/location flexibility**, and **competition**.
- **Summarize** agreed points using the **"speech remarks" template**.
- **Required** for **large MECO business** or if information is missing. **Can be skipped for XS, S, or M groups** if details are clear.

If DENIED…

(GEM/HOTEL denies the request due to capacity, availability, or revenue strategy).

💡 Investigate potential cross-selling opportunities with other company hotels or destinations.

General process – QUOTATION
Status: offer/option

GEM / GEM Global Teams / Hotel MICE responsible / Hotel Group Sales responsible / Organizer / Front Office Manager

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5 to 20 working hours depending on SLAs:

- **CREATE BOOKING FILE OR QUOTATION IN OFFER/OPTION STATUS**
  - Always ask for client data to **avoid using generic customer 1000 – 'Direct Guest'**.
  - **Main client** is usually the **company or agency**; for social events, it's the person making the reservation or to whom the invoice is issued.
  - Enter all known parties (**Corporation, Third Party, Channel**) in the system.
  - Ensure **commissions** are correctly informed (**percentage, type, commissionable concepts**) before guest arrival.
- **SEND FIRST PROPOSAL:** send a **complete, clear first proposal** highlighting unique selling points and relevant information (e.g., hotel fact sheets, menus). Avoid unnecessary details.
- **NO BLOCK MADE:** offer is 'subject to availability'.
- **ENTER ALL OFFERS/DENIALS IN TMS** for accurate hotel demand study by channel ← **MANDATORY!**
- Use transaction *Booking File Detail (ZEY_TMS_BF_SPIT)* for **follow-up and deadline dates**.

If LOST …

(The client has indicated that the business will not take place in MHEA).

⚠️ Ensure the correct reason is informed in the system to facilitate subsequent analysis of the hotel's total demand.

General process – QUOTATION
Status: offer

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Dispatch lead accordingly

- **For all leads over 50k**: due to current workload, CC Global Account Handler (GAH) - Local Account Handler (LAH).
- **Managed leads**: CC GAH-LAH.
- **Unmanaged leads in BUNE**: leads@nh-hotels.com
- **Unmanaged leads in BUSE**: corporatetravel.it@nh-hotels.com, corporatetravel.es@nh-hotels.com, corporatetravel.en@nh-hotels.com

If LOST …

(The client has indicated that the business will not take place in MHEA).

💡 Investigate cross-selling opportunities to other company hotels or destinations.

❗ Enter Speech remarks before changing the BF status to LOS.

⚠️ Always inform the correct reason in TMS for future demand analysis.

5 to 20 working hours based on SLAs:

FOLLOW-UP ON OFFER

- **Client call**: get feedback, understand competitors, and main drivers.
- **Clarify**: ensure client understands everything and has all requested services.
- **Resolve**: address any questions or objections.
- **Flexibility**: offer alternative solutions.
- **Commitment**: show our desire to host the event.
- **Invite**: proactively invite for a site inspection.
- **Account Handler**: involve if noted in TMS.
- **Track**: record all feedback in BF's Speech Remarks & Remarks.

General process – QUOTATION
Status: offer

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After follow-up on offer call:

- **Block request received:** update the Booking File (BF) to **OPTION** status.
- **Pending availability:**
  - If spaces/rooms are temporarily blocked by another client, set BF to **SECOND OPTION**.
  - If the first option confirms, update status to **Rejected** or ideally **cross-sell**.
- **Mutual offer check:** when quoting the same space/rooms, ensure it's not a **Mutual Offer**. Refer to the TMS4M Mutual Offer Manual.
- **Deadline guidelines:** apply general rules unless exceptions apply (e.g., low season, no competing requests, loyal client, event value)
  - Check-in < 6 weeks → **24-48 hours**
  - Check-in > 6 weeks → **1 week**
  - Check-in > 6 months → **15 days**
- **Update MB & remarks:** set **option dates** in the MB and reflect **group status change** in **speech remarks**.

General process – QUOTATION
Status: option

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On option day:

- When a client requests an option, offer **FIRST OPTION** with the following deadlines:
  - Check-in < 6 weeks → **24–48h** (extendable to 1 week if no competing business, low occupancy, or forecast concerns).
  - Check-in > 6 weeks → **1 week**
  - Check-in > 6 months → **15 days**
- If no other client is waiting, extend with a **24h clause**.
- **Second client request:**
  - Contact first client → **24h to confirm**.
  - If no confirmation → switch to **SHARED** or **SECOND OPTION** (if exclusivity is requested).
- If received during first option exclusivity → assign **SECOND OPTION**, then switch to **SHARED** after deadline.
- **Shared options**:
  - Indicates multiple clients interested.
  - Before selling, consider existing options and apply **common sense**: account relevance, revenue, recurrence.

If LOST …

(The client has indicated that the business will not take place in MHEA).

⚠️ Record correct reason in TMS and speech remarks.

❗ Never use "*Others*" as a reason.

💡 If both groups remain undecided, apply **shared option** and **first come, first served**, unless prioritizing based on business value.

General process – EVENT CONFIRMATION
Status: tentative

GEM / GEM Global Teams / Hotel MICE responsible / Hotel Group Sales responsible / Organizer / Front Office Manager

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Within 48h of client confirmation:

- Change BF to **TENTATIVE** once draft contract is sent.
- Create contract with agreed terms, payment & cancellation policies.
- Review **commissions** in TMS and adjust if needed.
- Check **credit policy** before sending contract.
- Send contract + proforma (PDF, non-editable) with deposit deadlines.
- Confirm who signs contract based on revenue and ensure all commercial & legal terms are included.
- Spaces remain **blocked** until contract is signed.
- If unsigned after 2–3 weeks → follow up or revert to **OPTION**.

Once signed by both parties:

- Change BF to **CONFIRMED** and handover MB to hotel (even without deposit).
- If deposit missing → involve management.
- For call-in allotments, keep status **TENTATIVE** until **cut-off date.**

❗ **Confirm status before first check-in: Event level → Confirmed / Convention level → Tentative.**

After contract signed:

- Follow up in 1-2 days for possible changes.
- Update TMS and resend contract if needed.
- Pre-arrival monitoring (by Ops): track prepayments, cut-off dates, rooming lists, final pax, last details.

General process – EVENT CONFIRMATION
Status: tentative

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Proforma & deposits

- Inform client of due dates and register in TMS "*Deposits*" tab (amount, request & due dates).
- Always request **100% prepayment**, except:
  - Groups < €6,000 with credit → no prepayment.
  - Groups > €10,000 with credit → up to 60% deposit, rest per agreement.

❗ **Bank transfer is recommended to avoid credit card fees and protect your hotel's P&L.**

⚠️ **Last-minute groups:** if no prepayment → request guarantees (e.g., credit card via PCI link).

Congress delegate reservations

Block a set of rooms in TMS so individual delegates can book directly. Reservations can be made in two ways:

- **Online:** via a hyperlink shared by the agency or event organizer. The GEM agent or meeting coordinator must create the event page and send the URL to the client. Refer to the My Event Space Manual.
- **By phone:** clients call the CRO, and agents manually assign rooms from the block.

⚠️ A **release date** is set to manage the pickup process. Ensure it is monitored and applied correctly to avoid losing availability.

If CANCELLED…

- Apply cancellations fees per contract.
- Record reason and explore future opportunities.

General process – EVENT CONFIRMATION
Status: confirmed

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As soon as contract is signed

- Prepare handover to hotel.
- Check BF: payments, credit card in PCI, discounts, commissions, invoicing details, customer requests, meeting room setup, services, schedule, logo, DDR split.
- Send handover email with attachments: rooming list, logo, signed contract, menus, agenda, guest info.
- Use handover sheet.
- Introduce hotel contact to client.
- Hotel manages all changes from this point.
- Reservation Review Procedure must be done before arrival.

If CANCELLED…

- Apply cancellations fees per contract.
- **Max. 48h after cancellation confirmation**: ask client about chosen venue, reason, possibility to reconsider, future planning timeline, permission to follow up.

As soon as contract or release date is reached:

- **For room blocks**: request rooming list, add correct subtypes in TMS.
- Applies to blocks < 3 months and >365 days.
- Follow up on cut-off dates: check pax, meeting room needs, event details.
- If client requests no follow-up, note in BF remarks.
- Use *ZEY_TMS_BF_SPIT – Booking File Detail* to manage cut-off dates.

General process – EVENT CONFIRMATION
Status: confirmed

GEM / GEM Global Teams / Hotel MICE responsible / Hotel Group Sales responsible / Organizer / Front Office Manager

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Daily

Check prepayments in TMS (*/CCSHT/RS_DEPOSITOS – Reservation Prepayments*). If missing, contact Admin or client.

! **Bank transfer is recommended to avoid credit card fees and protect your hotel's P&L.**

Service Order remarks

- Enter all relevant group details in the "*Remarks*" field of the Service Order.
- This field is limited to 250 characters, so split observations across their respective sections: function room, resources, menus, tasks remarks, etc.
- For more detailed inputs, use the following fields (up to 1000 characters): DDR remarks, Menu standard & Sales descriptions, function room description.
- Ensure remarks are clear, complete, and aligned with the client's expectations and operational needs. This helps all departments involved deliver the event smoothly.

Two weeks before arrival

- If no rooming list, call client.
- Check room assignment in TMS.
- **Initial draft rooming list is mandatory 15 days prior.**

One week before arrival

- **FOLLOW UP CALL:** confirm final details and email summary of changes.
- Ensure client signs updated Proforma.
- If payment changes impact revenue ±20%, issue and sign addendum.

General process
EVENT MANAGEMENT

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As soon as BF is received Hotel M&E Organizer / Group Coordinator

- **INTRODUCTORY CALL** with client to review event details: rooming list, meeting rom setup, F&B, AV, thimings, and special requests.
- Send written summary of agreed details to client.

Weekly (chosen day after Service Orders are distributed) Hotel M&E Organizer / Group Coordinator

- **INTERNAL OPERATIONAL MEETING** with Sales, F&B, Reception, Housekeeping, Maintenance, Finance, etc.
- Review confirmed events for the upcoming week.

If changes occur after Service Order is sent... Hotel M&E Organizer / Group Coordinator

- **Notify affected departments by email and update BF in TMS4M.**
- Issue updated Service Order to ensure correct tracking of services, attendee numbers, and revenue.

Day before event (or earlier depending on size/client) Hotel M&E Organizer / Group Coordinator

- **Pre-con onsite review meeting** for XL/XXL events.
- Client meets Heads of Department and GM to ensure full cooperation.

Daily

- Review scheduled events for the day in detail. Front Office
- **Review all services charged** (meeting rooms, AV, F&B, etc.). Hotel MICE Responsible / Front Office Manager / F&B Manager
- **Get client's signature daily** to ease final invoicing. Hotel MICE Responsible

General process
EVENT MANAGEMENT

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Daily

- Confirm actual F&B attendance with F&B Manager. Hotel MICE Responsible / F&B Manager
- Submit **signed** receipts to MICE Responsible. Hotel MICE Responsible
- Enter extra F&B charges in TMSforPOS. F&B Manager
- Ensure extras are paid by guest unless authorized to be invoiced. Hotel MICE Responsible / Front Office Manager

Day of arrival

Front Office:

- **Prepare keys and welcome cards** based on rooming list.
- **Print Registration Forms** if guest data is available (GDPR).
- Follow band's **VIP treatment guidelines** for special guests.

- Welcome main meeting planner and conduct full pre-check ("*Meet & Greet*"). Hotel M&E Organizer / Group Coordinator / GM or Duty Manager
- Identify group leader and review event details (BEO, timings, services). Hotel MICE Responsible
- **Only check in guests who have physically arrived**. Front Office Manager
- **Verify payment guarantees**: Master Account or individual responsibility. Hotel MICE Responsible / Duty Manager

Ad-hoc All involved departments

- Resolve any issues during the event promptly and inform Hotel MICE Responsible immediately.

General process
BILLING & COLLECTION CONTROL

GEM / GEM Global Teams / Hotel MICE responsible / Hotel Group Sales responsible / Organizer / Front Office Manager

TMSforMeetings / C4C / Quotation Tool / B2B MICE Digital Tools / Microsoft Teams

Before production date

Hotel MICE Responsible / Front Office Manager / Manager on Duty:
- Check billing details of client/company/agency and update Client ID in TMS or request changes via CDM Department.

Hotel MICE Responsible:
- **Ensure billing info is updated in the BF** so it applies to both event and group.
- **Add invoice reference/code in Billing Remarks** if requested by client.

Hotel MICE Responsible / Front Office Manager / Manager on Duty / General Manager (especially for cancellation fees):
- **Review commissions before check-in**. If corrections are needed at check-out, follow the Invoice Correction Process for MICE Reservations.
- **Verify charges in folios maintenance**: deposits, complimentary items, discounts, and cancellation fees. Modify amounts if needed.

Before check-out Hotel MICE Responsible

- Review cancellation policy and ensure it's applied correctly.
- Check no-shows and penalties for reduced contracted services; enter them in TMS.
- Document reasons for waived cancellation fees and get GM approval.
- Inform Account Handler of cancelled amounts (if applicable).
- Verify prepayments in TMS.
- Inform client about refund method if no penalties apply.
- Notify Administration Department if refund is needed.
- Keep signed copy of cash refund invoice (guest + team member).
- Follow Hotel Cash Handling procedure.

General process
BILLING & COLLECTION CONTROL

GEM / GEM Global Teams / Hotel MICE responsible / Hotel Group Sales responsible / Organizer / Front Office Manager

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Before check-out

Front Office Manager / Manager on Duty

- Support cancellation policy enforcement and penalty application.
- Assist with prepayment verification and refund handling.
- Ensure compliance with cash handling procedures.

General Manager

- Approve waived cancellation fees (signed or via email).
- Oversee correct application of cancellation policies and penalties.

Day of departure

- Pre-check out: identify pending extra charges to be paid by individual guests. Front Office
- Farewell and closure: personally assess the event, review final proforma invoice and any incidents. Hotel MICE Responsible / Head of Department / GM

Hotel MICE Responsible / Front Office Manager:

- **Check-out**: apply individual service principles, mark the check-out flag in TMS (even if invoice is pending).
- Inform departments if early check-out is marked before the event ends.
- **Daily check**: ensure no BF or event remains pending check-out to allow Night Audit.
- **End-of-day reports**: use system reports to analyze production, deductions, and service performance.

General process
BILLING & COLLECTION CONTROL

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TMSforMeetings / C4C / Quotation Tool / B2B MICE Digital Tools / Microsoft Teams

Max. 7 days after check-out

Hotel MICE Responsible / Front Office / Accounting Department / Deputy GM or DOSM (if applicable):

- **Print and charge invoice**: deliver to client and charge via correct method.
- Respect legal limits for cash payments (TMS blocks over-limit transactions).

Hotel MICE Responsible / Front Office

- **Invoice by credit**: attach proper authorization (email, voucher).
- **For full credit**: issue two invoices (one for covered services, one for extras).
- Never deliver invoice to client if they are not the payer.
- **Send invoice with thank-you letter** if client is not onsite.

Between 2-7 days after the event

- Gather all event information, focusing on any incidents. Account Handler (if applicable) / Hotel MICE Responsible
- **SATISFACTION CALL:** thank client, assess experience, and explore future opportunities. Hotel MICE Responsible / Hotel Group Sales / LAH or GAH (managed accounts) - for unmanaged or prospect accounts, confirm with country segment leader.

MINOR HOTELS

Reporting

General process - reporting

The following TMS reports provide the most useful system information to make a proper analysis and monitoring of the MICE activity at the operation level.

- **BOOKING FILE REPORT** - ZEY_TMS_BF_SPIT
  Advanced TMS4Meetings report to analyze productions based on dates, status, segment, channel, customer, owners... that belong to BF and reservations. This report includes a wide range of filters, and it can show BF by department or by agent, BF with previous status, no alive BF and expected revenue by hotel.

- **ROOM EVENT BOOKING** - /CCSHT/RS_BOOKING_GR
  This report shows the status of the events and their related rooms. Rooms pending breakdown are also visible.

- **EVENTS ATTENDEES** - ZEY_EV_ATTENDEES
  First you must inform the names of the attendees at the event and select them in the meeting room/menus to have their information in this report.

- **SITUATION REPORT** - /CCSHT/SB_R_EVENT07
  To check, for example, the follow up date, organizer, cut off date, status etc. Helpful for large group allocations on city wide events or other scenarios such as multi destinations, wedding allocations, CGW, etc.

- **EVENTS REPORT** - ZEY_TMS_EVENT_REPORT
  Useful to check the charges of the meeting rooms, events, DDR's, menus and free rooms. In this report you can see the manual charges. It can be used as a weekly agenda 👉 TMS4M Event Report

- **EVENTS REPORT** - ZEY_TMS_EVENT_MENU
  Useful to check the menus of the meeting rooms. You can send the details of this report by email.

- **EVENTS NOT CHECKED-IN & NOT CHECKED-OUT** – /CCSHT/SB_EVCHECKIN & /CCSHT/SB_EVCHECKOUT
  Shows the BF or Events pending to check in or check out. Double click on the event line to enter the details.

General process - reporting

More TMS reports:

- **FUNCTION ROOM OCCUPANCY** - ZEY_FROOM_OCCUPANCY
  To measure and analyze the % occupancy of the meeting room of a hotel, based on the hours booked in real time 👉 Function Room Occupancy Report

- **COMMISSIONS CONTROL** - ZTMS_COMMISSIONS - Commissions Control
  To review that commissions/discounts are correctly applied (pay special attention to special agreements).

- **GROUP QUOTATION TOOL REPORTS**
  - **Report Quotation Tool -** ZEY_ME_QUOT_REPORT (many filters available to see quotation detail)
  - **Quotation Tool Setup report -** ZEY_ME_SETUP_REPORT (to check function room strategy)

- **EVENT PROGRAM** - /CCSHT/SB_R_EVENT04
- **RESOURCES INVENTORY REPORT** - /CCSHT/SB_R_EVERESN
- **RESERVATION PREPAYMENTS** - /CCSHT/RS_DEPOSITOS
- **EVENT WEEKLY PLANNING** - /CCSHT/SB_R_PLAN_SEM
- **EXPECTED GROUP ARRIVALS** - /CCSHT/RS_06_06
- **AVAILABILITY HOTELS CHAIN** – ZEY_OCCUPA

Other reports that may be useful for agents GEM/CRO/GGT:

SLA Reporting:

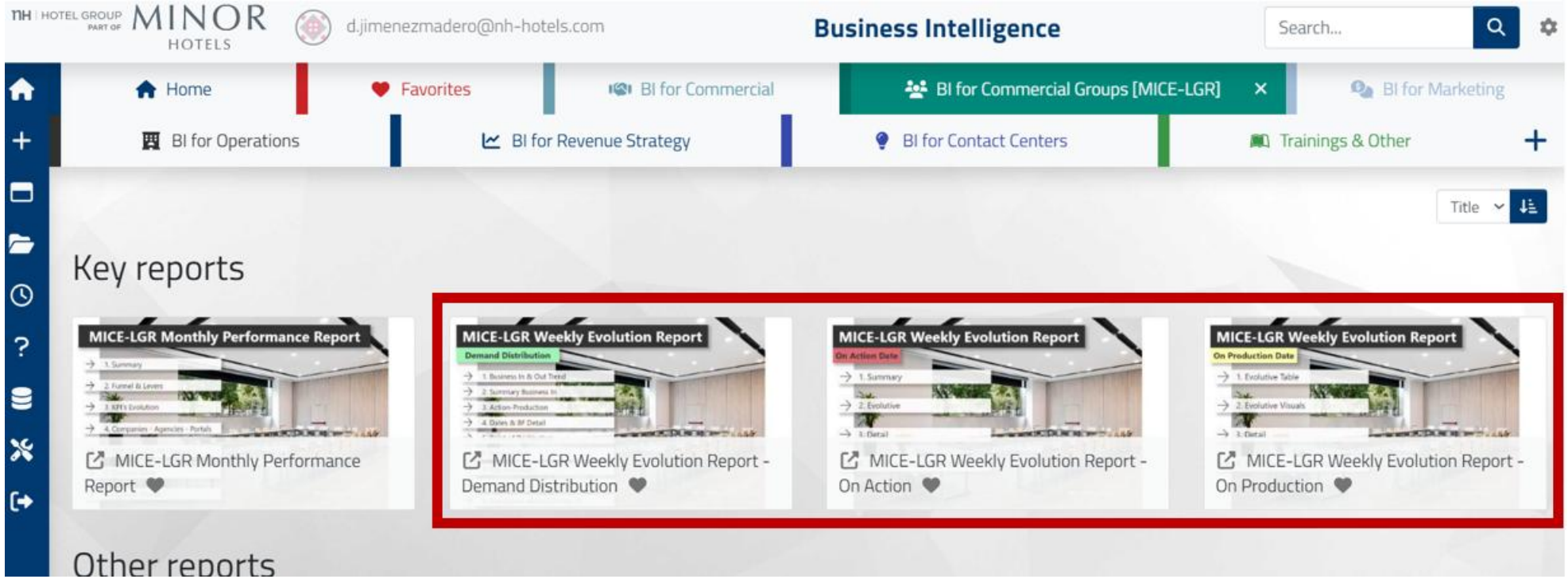
- Overview SLAs of all incoming e-mails at GEM
- Need to request BI CRO/GEM/GGT to be added to the distribution list

General process - reporting

BI REPORTINGS 👉 [BI Knowledge Portal - Login]

You can find them on the "*BI for Commercial Groups [MICE-LGR]" page - "Key Reports*" section. For example:

- **MICE-LGR Weekly Evolution Set of Reporting:** overview of tot.REV, Room rev, tot.Demand, %conversion, %wash, Actuals & on the books, outlook estimations all benchmarked vs. LY, SPIT, Budget, LW (Weekly pick-up)
- **Daily Pipeline report, CXL_Lost_DEN report, Quotation tool % Usage report…**



MINOR
HOTELS

Sales manual:
Site inspection

Sales manual - site inspection

SITE INSPECTIONS: KEY TO BUSINESS CONVERSION

The experience during a site inspection is crucial. If **clients' expectations** are not met, the hotel risks losing business, even if it has adequate spaces for the requested event. Site inspections are perfect opportunities to convert business.

To help you understand the process, a **quick guide** is available. It's useful to have on hand when organizing and handing over a scheduled site inspection or hosting one at your hotel.

The complete site inspection procedure is available in the link provided below.

Ensure your team is prepared and make the most of every site inspection. Download the quick guide and review the complete procedure today!

SITE INSPECTION QUICK GUIDE

SITE INSPECTION PROCEDURE

MINOR HOTELS

Sales manual: Deposits BUSE

General process – deposits

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with MHEA are available in the Digital Knowledge Workplace.
All group sales agents in GEM and Hotels are responsible to apply and communicate these conditions properly.

GROUPS > 6.000 €	
CLIENT WITH CREDIT*	**CLIENT WITHOUT CREDIT**
CONTRACT SIGNED (It must be signed within 15 days after the group is confirmed by the client and contract is sent to him/her).	CONTRACT SIGNED (It must be signed within 15 days after the group is confirmed by the client and contract is sent to him/her).
1st DEPOSIT • Groups up to 20 pax : 10 % not refundable once the contract is signed • Groups from 21 pax : 15 % not refundable once the contract is signed • Groups from 71 pax : 20% not refundable once the contract is signed	1st DEPOSIT: • Groups up to 20 pax : 10 % not refundable once the contract is signed • Groups up from 21 pax : 15 % not refundable once the contract is signed • Groups from 71 pax : 20% not refundable once the contract is signed
REST OF THE DEPOSITS (UP TO 60% OF THE TOTAL AMOUNT) REQUESTED TO BE MARKED BASED ON GROUP / EVENT ARRIVAL DATES. IMPORTANT NOTE; THE AMOUNT OF THE EVENT LEFT/CREDITED CANNOT BE HIGHER THAN THE OFFICIAL CREDIT GRANTED TO THE SPECIFIC ACCOUNT (WHETHER LOCAL, REGIONAL OR CHAINWIDE)	REST OF THE DEPOSITS (UP TO 100% OF THE TOTAL AMOUNT) REQUESTED TO BE MARKED BASED ON GROUP / EVENT ARRIVAL DATES. CC AS A GUARANTEE TO COVER ANY POTENTIAL EXTRA COSTS DURING THE EVENT

GROUPS < 6.000 €	
CLIENT WITH CREDIT	**CLIENT WITHOUT CREDIT**
CONTRACT SIGNED (It must be signed within 15 days after the group is confirmed by the client and contract is sent to him/her).).	CONTRACT SIGNED (It must be signed within 15 days after the group is confirmed by the client and contract is sent to him/her)
NO DEPOSITS BEFORE THE ARRIVAL DATE. PAYMENT BASED ON THE AGREEMENT WITH MINOR E & As.	100% PREPAYMENT BEFORE THE ARRIVAL DATE CC AS A GUARANTEE TO COVER ANY POTENTIAL EXTRA COSTS DURING THE EVENT

(*) Excluding customers with special agreements.
In the event of any ad-hoc deposit or cancellations terms , please escalate this to your supervisors at BU Level.
⚠️ It is mandatory to send our clients a link to the landing page so that they can enter their CC details in a secure way. This card will be added in TMS via PCI.

General process – deposits

CXL POLICY – BUSE – APPLIES ALWAYS, EXCLUDING CUSTOMERS WITH SPECIAL AGREEMENTS

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with MHEA are available in the Digital Knowledge Workplace.
All group sales agents in GEM and Hotels are responsible to apply and communicate these conditions properly.

Up to 20 pax	From contract signature up to 30 days prior to arrival date: 90% of reserved services on a daily basis can be cancelled without fee. From 29 to 14 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. From 13 to 7 days prior to arrival date: 20% of reserved services on a daily basis can be cancelled without fee. During the 6 days prior to arrival date: any cancellation is charged 100% with the exception of 1 room or 1 participant that can be cancelled without fee until the day before arrival No shows, late arrivals or anticipated departures are charged 100% During the event any cancellation is charged 100%
From 21 to 40 pax	From contract signature up to 50 days prior to arrival date: 85% of reserved services on a daily basis can be cancelled without fee. From 49 to 30 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. From 29 to 7 days prior to arrival date: 20% of reserved services on a daily basis can be cancelled without fee. During the 6 days prior to arrival date: any cancellation is charged 100% with the exception of 2 rooms or 2 participants that can be cancelled without fee until the day before arrival
From 41 to 70 pax	From contract signature up to 60 days prior to arrival date: 85% of reserved services on a daily basis can be cancelled without fee. From 59 to 35 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. From 34 to 7 days prior to arrival date: 15% of reserved services on a daily basis can be cancelled without fee. During the 6 days prior to arrival date: any cancellation is charged 100% with the exception of 3 rooms or 3 participants that can be cancelled without fee until the day before arrival
From 71 to 90 pax	From contract signature up to 90 days prior to arrival date: 80% of reserved services on a daily basis can be cancelled without fee. From 89 to 42 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. From 41 to 14 days prior to arrival date: 20% of reserved services on a daily basis can be cancelled without fee. During the 13 days prior to arrival date: any cancellation is charged 100% with the exception of 4 rooms or 4 participants that can be cancelled without fee until the day before arrival
More than 91 pax	From contract signature up to 120 days prior to arrival date: 80% of reserved services on a daily basis can be cancelled without fee. From 119 to 60 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. From 59 to 21 days prior to arrival date: 20% of reserved services on a daily basis can be cancelled without fee. During the 20 days prior to arrival date:any cancellation is charged 100% with the exception of 4 rooms or 4 participants that can be cancelled without fee until the day before arrival

For Resorts, such as Tivoli Marina Vilamoura, ad hoc cxl policies may apply.
In the event (high number of attendees, buyout, etc.) of any ad-hoc deposit or cancellations terms, please escalate this to your supervisors at BU Level.
⚠️ It is mandatory to send our clients a link to the landing page so that they can enter their CC details in a secure way. This card will be added in TMS via PCI.

General process – deposits

CXL POLICY – BUSE – FAIRS TYPE APPLIES ALWAYS, EXCLUDING CUSTOMERS WITH SPECIAL AGREEMENTS

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with MHEA are available in the Digital Knowledge Workplace.
All group sales agents in GEM and Hotels are responsible to apply and communicate these conditions properly.

A-Fairs	From contract signature up to 180 days prior to arrival date: 90% of reserved services on a daily basis can be cancelled without fee. From 179 to 90 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. During 89 days prior to arrival date: any cancellation is charged 100% with the exception of 1 rooms or 1 participants that can be cancelled without fee until 3 days before arrival
B-Fairs	From contract signature up to 120 days prior to arrival date: 80% of reserved services on a daily basis can be cancelled without fee. From 119 to 90 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. During 89 days prior to arrival date: any cancellation is charged 100% with the exception of 2 rooms or 2 participants that can be cancelled without fee until 2 days before arrival
C-Fairs	From contract signature up to 90 days prior to arrival date: 80% of reserved services on a daily basis can be cancelled without fee. From 89 to 60 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. During 59 days prior to arrival date: any cancellation is charged 100% with the exception of 2 rooms or 2 participants that can be cancelled without fee until 2 days before arrival
D-Fairs	From contract signature up to 60 days prior to arrival date: 80% of reserved services on a daily basis can be cancelled without fee. From 59 to 30 days prior to arrival date: 50% of reserved services on a daily basis can be cancelled without fee. During 29 days prior to arrival date: any cancellation is charged 100% with the exception of 2 rooms or 2 participants that can be cancelled without fee until 2 days before arrival

For Resorts, such as Tivoli Marina Vilamoura, ad hoc cxl policies may apply.
In the event (high number of attendees, buyout, etc.) of any ad-hoc deposit or cancellations terms, please escalate this to your supervisors at BU Level.
⚠️ It is mandatory to send our clients a link to the landing page so that they can enter their CC details in a secure way. This card will be added in TMS via PCI.

MINOR
HOTELS

Sales manual: Deposits BUAM

General process – deposits

CXL POLICY – BUAM – MECO MX

Pago	Fecha de Estadia Ene - Dic 2023	
	Porcentaje a liquidar	
Payment Schedulle	%	Walk
At the moment to sign the contract	20%	15%
90 to 60 Days before the group check in	30%	25%
59 to 30 Days before the group check in	30%	35%
29 to 15 Days before the group check in	20%	25%

Cambio de Fecha	Fecha de Estadia Ene - Dic 2023	
	Total daños a liquidar	
Date Changed	%	Walk
>90 Days before the group check in	0%	0%
90-60 Days before the group check in	30%	25%
60 -30 Days before the group check in	50%	40%
30 - 15 Days before the group check in	75%	65%
<15 Days before the group check in	90%	80%

Cancelacion	Fecha de Estadia Ene - Dic 2023	
	Total daños a liquidar	
Cancellation Schedulle	%	Walk
60 Days before the group check in	50%	40%
59-30 Days before the group check in	80%	75%
29-15 Days before the group check in	95%	85%
<14 Days before the group check in	100%	100%

Attrition	Fecha de Estadia Ene - Dic 2023	
	Reduccion	
Attrition	%	Walk
72h	10%	15%

Cutoff	# Days prior	
	Wish	Walk
Held until	30	21

General process – deposits

CXL POLICY – BUAM – MECO MERCOSUR

Payment and Cancellation:
Rates are valid for single or double occupancy and include breakfast and internet service.
Deposits and advances received are non-refundable (except for Force Majeure as outlined in the Service Proposal).

Partial Cancellation/Attrition:
Any cancellation above a (20%) percent of the total booked, between the sign proposal and 70 days before the check-in of the group, shall be full invoiced to the Company.
Any cancellation above a (10%) percent of the total booked, between 69 and 31 days before the check-in of the group, shall be invoiced in full to the Company.
Any cancellation of the total booked, 30 days before the check-in of the group, shall be invoiced in full to the Company.

Payment	
Payment Date	
At the signing of the contract	10%
70 days before the group/event entry	50%
30 days before the group/event entry	40%
Cancellation	
Payment Date	
From signing to 70 days before the group/event entry	10%
69-31 days before the group/event entry	60%
30 days before the group/event entry	100%

General process – deposits

CXL POLICY – BUAM – CONOSUR

Payment and Cancellation:
Rates are valid for single or double occupancy and include breakfast and internet service.
Deposits and advances received are non-refundable (except for Force Majeure as outlined in the Service Proposal).

Partial Cancellation/Attrition:
Any cancellation above a (20%) percent of the total booked, between the sign proposal and 70 days before the check-in of the group, shall be full invoiced to the Company.
Any cancellation above a (10%) percent of the total booked, between 69 and 31 days before the check-in of the group, shall be invoiced in full to the Company.
Any cancellation of the total booked, 30 days before the check-in of the group, shall be invoiced in full to the Company.

Payment	
Payment Date	
At the signing of the contract	0%
45 days before the group/event entry	40%
20 days before the group/event entry	60%
Cancellation	
Payment Date	
From signing to 45 days before the group/event entry	0%
44-21 days before the group/event entry	40%
<20 days before the group/event entry	100%

General process – deposits

CXL POLICY – BUAM – CONOSUR

Payment and Cancellation:

Payment	Percentage to settle
Payment Date	Wish
At the signing of the contract	10%
60 days before the group/event entry	30%
30 days before the group/event entry	30%
20 days before the group/event entry	30%
	100%

Cancellation	Total, damages to settle
Cancellation Notice Date	Wish
60 days before the group/event entry	40%
30 days before the group/event entry	70%
29-21 days before the group/event entry	95%
<20 days before the group/event entry	100%

General process – deposits

CXL POLICY – BUAM – COLOMBIA

Summary:

POLITICA DE CANCELACION EVENTO

Todo evento tendrá un plazo máximo de 15 días de anticipación para su cancelación. De lo contrario se realizará el cobro de un porcentaje del valor total del evento por cancelaciones, de la siguiente manera:

POLÍTICAS DE CANCELACIÓN	
15 días antes del evento	50%
8 a 14 días antes del evento	70%
7 a 0 días antes del evento	100%

POLITICA DE CANCELACION ALOJAMIENTO

La cancelación total del Grupo producida entre la fecha de la aceptación de la presente Oferta Comercial y hasta la fecha de ingreso del Grupo en el Hotel, implicará una penalidad equivalente al cien por ciento (100%) del total del precio de la presente Oferta así:

POLITICA DE CANCELACION ALOJAMIENTO Y EVENTO

aceptación de la presente Oferta Comercial y hasta la fecha de ingreso del Grupo en el Hotel, implicará una penalidad equivalente al cien por ciento (100%) del total del precio de la presente Oferta así:

POLÍTICAS DE CANCELACIÓN	
En momento de contrato	25%
45 a 60 días	50%
30 a 45 días	75%
0 días a 30 días	100%

General process – deposits

CXL POLICY – BUAM – COLOMBIA

ACCOMMODATION
Prices per room per night.
The rates detailed above are specific to this group and will not apply to individual bookings.
Any variation in the total number of rooms and/or nights offered could result in a rate review.

BENEFITS
•Buffet Breakfast
•Internet access in the room and common areas of the Hotel.

CANCELLATION POLICY

CANCELLATION POLICY **LEISURE**	
>A 60 días	0%
59 a 45 días	25%
44 a 30 días	50%
29 a 20 días	80%
19 a 0 días	100%

CANCELLATION POLICY **BGR**	
At the time of contract	25%
60 to 45 days	50%
44 to 30 days	75%
30 to 0 days	100%

PAYMENT METHOD
Once we receive your written confirmation, we will proceed with the contract preparation, which will guarantee your reservation. We require a deposit or 100% payment before the group's arrival; otherwise, we will assume the rooms will remain available for sale.

VALIDITY OF RATES: this quotation does not guarantee a reservation. We also confirm that the rates are subject to change without prior notice and are subject to availability at the time of confirmation.

MINOR
HOTELS

Sales manual: Deposits BUNE

General process – deposits

BUNE DEPOSIT POLICY

- ALL HOTELS –

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with MHEA are available in the Digital Knowledge Workplace.

All group sales agents in GEM and Hotels are responsible to apply and communicate these conditions properly.

❗ Prepayment is only requested when a client does not have credits or the total revenue from a Booking is higher than the loaded credit then the difference is requested.

In the event of any ad-hoc deposit or cancellations terms, please escalate this to your supervisors at BU Level.

Standard CXL Policy - normal groups

# of booked delegates	Deadlines before the planned event begins or planned arrival (in days before begin/arrival)			Percentage of the agreed total volume that can be cancelled free of charge		Deposit Handling	
GROUP SIZE S	up to	30	*days before begin/arrival*	100%	*of the agreed total volume*		
	up to	14	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	7	*days before begin/arrival*	20%	*of the agreed total volume*	100%	*of the total value*
	up to	1	*day before begin/arrival (Last Minute)*	*max. 2 rooms and/or 2 participants*			
GROUP SIZE M	up to	60	*days before begin/arrival*	100%	*of the agreed total volume*		
	up to	30	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	14	*days before begin/arrival*	20%	*of the agreed total volume*	100%	*of the total value*
	up to	1	*day before begin/arrival (Last Minute)*	*max. 3 rooms and/or 3 participants*			
GROUP SIZE L	up to	90	*days before begin/arrival*	100%	*of the agreed total volume*		
	up to	30	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	14	*days before begin/arrival*	20%	*of the agreed total volume*	100%	*of the total value*
	up to	1	*day before begin/arrival (Last Minute)*	*max. 3 rooms and/or 3 participants*			
GROUP SIZE XL	up to	120	*days before begin/arrival*	100%	*of the agreed total volume*		
	up to	60	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	30	*days before begin/arrival*	20%	*of the agreed total volume*	100%	*of the total value*
	up to	1	*day before begin/arrival (Last Minute)*	*max. 5 rooms and/or 5 participants*			
GROUP SIZE XXL	up to	150	*days before begin/arrival*	100%	*of the agreed total volume*		
	up to	90	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	60	*days before begin/arrival*	20%	*of the agreed total volume*	100%	*of the total value*
	up to	1	*day before begin/arrival (Last Minute)*	*max. 5 rooms and/or 5 participants*			

SHORT LEAD TIME CXL Policy - normal groups

	# of booked delegates	Deadlines before the planned event begins or planned arrival (in days before begin/arrival)			Percentage of the agreed total volume that can be cancelled free of charge		Deposit Handling	
CE	less than 59days before arrival	up to	30	*days before begin/arrival*	100%	*of the agreed total volume*		
		up to	14	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
		up to	7	*days before begin/arrival*	20%	*of the agreed total volume*	100%	*of the total value*
		up to	1	*day before begin/arrival (Last Minute)*	*max. 2 rooms and/or 2 participants*			
BLX	less than 59days before arrival	up to	42	*days before begin/arrival*	100%	*of the agreed total volume*		
		up to	14	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
		up to	7	*days before begin/arrival*	20%	*of the agreed total volume*	100%	*of the total value*
		up to	1	*day before begin/arrival (Last Minute)*	*max. 3 rooms and/or 3 participants*			

General process – deposits

BUNE DEPOSIT POLICY – CALL IN ALLOTMENT

- ALL HOTELS –

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with MHEA are available in the Digital Knowledge Workplace.

All group sales agents in GEM and Hotels are responsible to apply and communicate these conditions properly.

❗ Prepayment is only requested when a client does not have credits or the total revenue from a Booking is higher than the loaded credit then the difference is requested.

In the event of any ad-hoc deposit or cancellations terms, please escalate this to your supervisors at BU Level.

Normal CXL Policy- Call in groups

# of booked delegates	Deadlines before the planned event begins or planned arrival (in days before begin/arrival)			guaranteed due final invoice	Release for unguaranteed business	
GROUP SIZE S	up to	30	*days before begin/arrival*	n/a	25%	*of the remaining rooms*
	up to	14	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	7	*days before begin/arrival*		100%	*of the remaining rooms*
GROUP SIZE M	up to	60	*days before begin/arrival*	n/a	25%	*of the remaining rooms*
	up to	30	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	14	*days before begin/arrival*		100%	*of the remaining rooms*
GROUP SIZE L	up to	90	*days before begin/arrival*	n/a	25%	*of the remaining rooms*
	up to	60	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	30	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	14	*days before begin/arrival*		100%	*of the remaining rooms*
GROUP SIZE XL	up to	90	*days before begin/arrival*	25%	25%	*of the remaining rooms*
	up to	60	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	30	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	14	*days before begin/arrival*		100%	*of the remaining rooms*
GROUP SIZE XXL	up to	120	*days before begin/arrival*	25%	25%	*of the remaining rooms*
	up to	90	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	60	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	30	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	14	*days before begin/arrival*		100%	*of the remaining rooms*

SHORT LEAD TIME CXL Policy- Call in groups

	# of booked delegates	Deadlines before the planned event begins or planned arrival (in days before begin/arrival)			guaranteed due final invoice	Release for unguaranteed business	
CE	less than 59days before arrival	up to	30	*days before begin/arrival*	n/a	25%	*of the remaining rooms*
		up to	14	*days before begin/arrival*		50%	*of the remaining rooms*
		up to	7	*days before begin/arrival*		100%	*of the remaining rooms*
BLX	less than 59days before arrival	up to	42	*days before begin/arrival*	n/a	25%	*of the remaining rooms*
		up to	14	*days before begin/arrival*		50%	*of the remaining rooms*
		up to	7	*days before begin/arrival*		100%	*of the remaining rooms*

General process – deposits

BUNE DEPOSIT POLICY <u>DURING FAIRS</u> – CALL IN ALLOTMENT - ALL HOTELS –

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with MHEA are available in the Digital Knowledge Workplace.

All group sales agents in GEM and Hotels are responsible to apply and communicate these conditions properly.

❗ Prepayment is only requested when a client does not have credits or the total revenue from a Booking is higher than the loaded credit then the difference is requested.

In the event of any ad-hoc deposit or cancellations terms, please escalate this to your supervisors at BU Level.

Fair CXL Policy - Call in groups						
Fair Type	Deadlines before the planned event begins or			Guaranteed	Release of unguaranteed bookings	
A - Fair	*up to*	180	*days before begin/arrival*	25%	25%	*of the remaining rooms*
	up to	120	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	90	*days before begin/arrival*		75%	*of the remaining rooms*
	up to	60	*days before begin/arrival*		100%	*of the remaining rooms*
B - Fair	*up to*	120	*days before begin/arrival*	25%	25%	*of the remaining rooms*
	up to	90	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	60	*days before begin/arrival*		75%	*of the remaining rooms*
	up to	30	*days before begin/arrival*		100%	*of the remaining rooms*
C - Fair	*up to*	90	*days before begin/arrival*	25%	25%	*of the remaining rooms*
	up to	60	*days before begin/arrival*		50%	*of the remaining rooms*
	up to	30	*days before begin/arrival*		100%	*of the remaining rooms*

Fair CXL Policy - SHORT LEAD TIME Call in groups							
	Fair Type	Deadlines before the planned event begins or planned arrival (in days before begin/arrival)			Guaranteed	Release of unguaranteed bookings	
CE	A or B or C fair less than 59days before	*up to*	30	*days before begin/arrival*	25%	100%	*of the remaining rooms*
BLX	A or B or C fair less than 59days before	*up to*	42	*days before begin/arrival*	25%	100%	*of the remaining rooms*

General process – deposits

BUNE DEPOSIT POLICY <u>DURING FAIRS</u> - ALL HOTELS –

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with MHEA are available in the Digital Knowledge Workplace.

All group sales agents in GEM and Hotels are responsible to apply and communicate these conditions properly.

❗ Prepayment is only requested when a client does not have credits or the total revenue from a Booking is higher than the loaded credit then the difference is requested.

In the event of any ad-hoc deposit or cancellations terms, please escalate this to your supervisors at BU Level.

Fair CXL Policy - normal groups							
Fair Type	Deadlines before the planned event begins or			Percentage of the agreed total volume that can		Deposit Handling	
A - Fair	*up to*	180	*days before begin/arrival*	100%	*of the agreed total volume*	10%	*of the total value*
	up to	120	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	90	*days before begin/arrival*	25%	*of the agreed total volume*	100%	*of the total value*
	up to	60	*days before begin/arrival*	10%	*of the agreed total volume*		
	up to	3	*days before begin/arrival*	*max. 5 rooms and/or 5 participants*			
B - Fair	*up to*	120	*days before begin/arrival*	100%	*of the agreed total volume*	10%	*of the total value*
	up to	90	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	60	*days before begin/arrival*	25%	*of the agreed total volume*	100%	*of the total value*
	up to	30	*days before begin/arrival*	10%	*of the agreed total volume*		
	up to	3	*days before begin/arrival*	*max. 5 rooms and/or 5 participants*			
C - Fair	*up to*	90	*days before begin/arrival*	100%	*of the agreed total volume*	10%	*of the total value*
	up to	60	*days before begin/arrival*	50%	*of the agreed total volume*	50%	*of the total value*
	up to	30	*days before begin/arrival*	25%	*of the agreed total volume*	100%	*of the total value*
	up to	3	*days before begin/arrival*	*max. 5 rooms and/or 5 participants*			

Fair CXL Policy - SHORT LEAD TIME groups								
	Fair Type	Deadlines before the planned event begins or planned arrival (in days before begin/arrival)			Percentage of the agreed total volume that can be cancelled free of charge		Deposit Handling	
CE	A or B or C fair less than 59days before	*up to*	60	*days before begin/arrival*	100%	*of the agreed total volume*	50%	*of the total value*
		up to	30	*days before begin/arrival*	50%	*of the agreed total volume*	100%	*of the total value*
		up to	3	*days before begin/arrival*	*max. 2 rooms and/or 2 participants*			
BLX	A or B or C fair less than 59days before	*up to*	60	*days before begin/arrival*	100%	*of the agreed total volume*	50%	*of the total value*
		up to	42	*days before begin/arrival*	50%	*of the agreed total volume*	100%	*of the total value*
		up to	3	*days before begin/arrival*	*max. 2 rooms and/or 2 participants*			

MINOR HOTELS

Commission

General process – commissions

GENERAL GUIDELINES

- **Commissions will be quoted and calculated on net revenues (excluding VAT and other taxes)** 👉 Commissions in MICE Reservations
- **Commissions are paid through Onyx. In addition, there is an interface possibility for some MICE clients to ease the process, we highly recommend having our clients working with an Onyx interface modality** *(see next slide)* as the commission claim for our planners is more automated 👉 ONYX MICE Commissions Automatic Interface
- **IMPORTANTE NOTE;** There are agencies not working through Onyx and getting their commission out of this portal. Please check Onyx Exception List manual for registrations and approvals 👉 ONYX Exception List
- **Please strictly follow the process to include an account within Exception List (JIRA).**
    - **For managed accounts,** the GAHs and LAHs are responsible to ensure the TMS Alerts are properly in place to highlight the exceptionality.
    - **For unmanaged accounts**, please revert to your segment leader or GEM leader to decide on the responsibility. BUNE refers to leads@nh-hotels.com
- **Any exception** of percentages, calculation or commissionable services from the previously mentioned **must be formally approved by the Corporate Sales department**, except for MICE intermediaries which will be approved by the Local Segment Leader if the commission is higher than 10%. It should be aligned and approved by either CDs, DBDs, GEM Leader, Segment Leader or Revenue teams
- The information on commissions should be included in the contract for relevant intermediaries (See "*Contract Management – Intermediaries*").
- Commissions must always be foreseen in our systems to protect the costs lines but also to expect commission payment to our clients. This is responsibility of each Account Handler for managed accounts. For unmanaged accounts, the Coordinator of the group will be responsible for this.
- No commission in cases of no shows, canceled reservations, taxes , outsourced or not pre-reserved services. The digital distributors should not ask for a commission for services not finally rendered or processed by them. If we have charged fees for no-shows or cancellations, we may have to expect commission payment only if it is claimed by the intermediary
- Our first position should be no commission on no-shows or cancellation fees.
- BUSE & BUAM generally consider commission payment on CXL fees and/or no shows, BUNE not necessarily always. Please contact your supervisor if that is the fact to analyze on case-by-case basis

General process – commissions

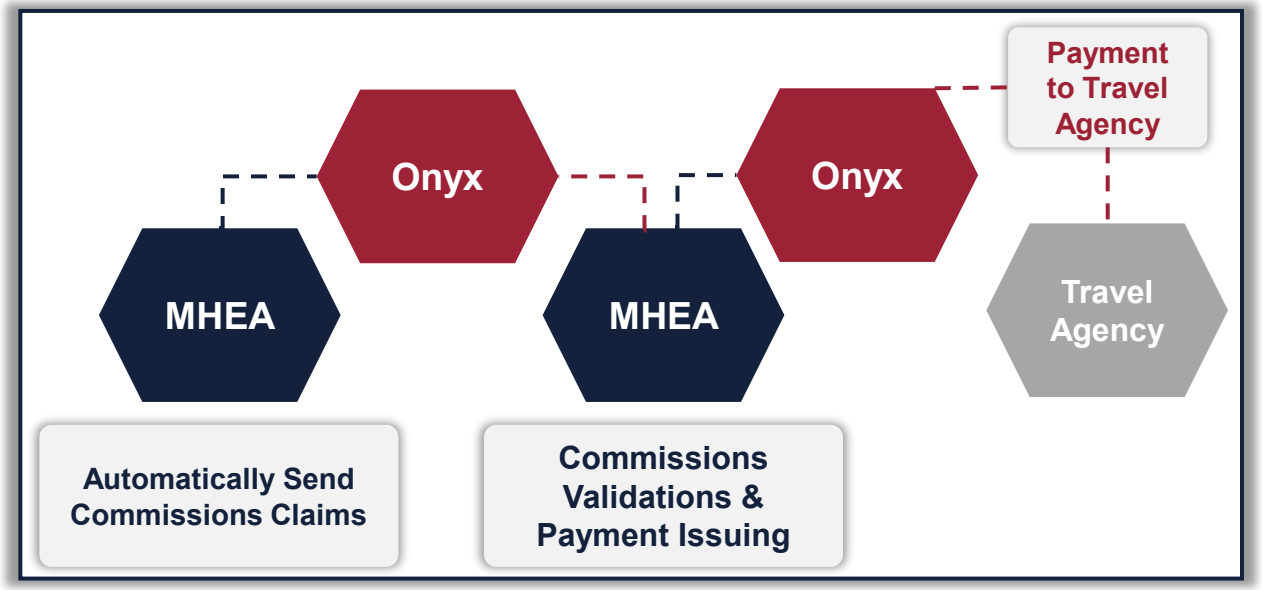
GENERAL GUIDELINES

Commission management in TMSforMeetings:

- If commission is informed via Booking File, the data is transferred to the event and convention group.
- There are **5 concept groups** to use in Booking File to inform about commissions. Automatic process for hotels.
- Use **DDR concepts** to apply commission to all types of DDR (VAT 6%, 10%...) instead of DDRM ones (Billing Concept)
- If the Booking File is **only rooms**, you can review the commission and revenue from “Billing & Production detail” option.
- In **event reservations**, you can review commissions and revenue by clicking on “Revenue detail” button.
- It is highly **recommended to issue the invoices from the Event Reservation** to avoid moving charges (if you move them several times, it is possible that Onyx does not charge the claim properly).
- There are 2 **reports to review commissions** (please check after breakdown):
    - *ZTMS_COMMISSIONS - Commissions Control*
    - *ZEY_TMS_BF_SPIT - Booking File Detail*

General process – commissions

ONYX MICE COMMISSIONS AUTOMATIC INTERFACE



Benefits of this model

- ✓ Avoid travel agency errors when commission claims are sent to Onyx: lower or zero amount
- ✓ Speed up the payment of the due commissions
- ✓ Commissions received in TMX-Onyx transaction will be auto-accepted automatically during the matching process, so no action is required on the part of the hotel

Main features

- ✓ New Onyx Datasource for this commission claims: NH-MICE
- ✓ After check-out & invoicing of the group/event, the commission calculated by TMS is sent to Onyx
- ✓ **Travel agency is not claiming any commission**, MHEA sends the commission amount to pay to start the Onyx process
- ✓ Progressive inclusion of travel agencies in this new model

Key tasks at the hotel

- ✓ At the end of the event, the Hotel Event Organizer, Front-Office Manager or Account Handler must ensure the correct invoicing and commission amount of the booking file agreed with the travel agency
- ✓ Any invoice correction and commission amount change will not be included in the Onyx monitor so it will become a dispute or an overpaid amount , that is the reason why it is very important to ensure that the right commission amount is reflected
- ✓ Be aware of possible duplicate commission claims sent again by new included travel agencies. Please, check alerts type “Reservation assigned” in the TMS-Onyx monitor for include customers.
- ✓ Most of those commissions are automatically matched and accepted but, if you detect one in the TMS monitor, please be proactive to check it (not more than 3 days and always before the deadline- 10 days)

General process – commissions

ONYX MICE COMMISSIONS WITHOUT AUTOMATIC INTERFACE

Client needs to input the commission in ONYX “**commission claim**” Please be sure that client is properly aware of how commission claim must be executed

Onyx without Interface is an option but again Onyx with interface should be the best option to propose our client

Therefore, ideally encourage clients to use our Interface service for commissions claims, it eases the whole process and speed up the payment of commissions !!!

👉 ONYX MICE Commissions Automatic Interface

General process – commissions

MICE INTERMEDIARIES

- **Commissionable services** are those booked by the intermediary, particularly rooms, F&B Banqueting Contracted Services and meeting rooms. Exceptionally, in some countries, audiovisuals could be also commissionable.
- In case any other service would be considered as commissionable, the contract should explicitly cover this provision, ensuring that anyone involved in the event management is aware about that exception.
- **Packages** are **commissionable in all the services** they include (not commissionable on outsourced services).
- No commission in cases of no shows, canceled reservations, taxes, outsourced or not pre-reserved services. If we have charged fees for no-shows or cancellations, we may have to expect commission payment only if it is claimed by the intermediary and on case-by-case basis.
- The **MHEA standard commission policy** states to grant a **10% commission on the net revenue** generated by booked rooms, breakfast, day delegate rates, meeting rooms sales and F&B Banqueting contracted services. Although it could exceptionally be raised up to 15%. In case of higher commission rate needs to be granted, additional approvals of GEM-GGT Leaders, CDs or DOSMs are needed (refer to below chart).
- **Higher commissions must be explicitly approved** by the BU Commercial Director or VP Corporate Sales, according to the following chart:

Commission rate	Responsible person
=< 10%	GEM – GGT Agent/Hotel
10% - 15%	Segment Leader / BU Commercial Director
> 15%	VP Corporate Sales / VP Distribution

- Each Business Unit will propose how to protect the **DMCs (Destination Management Company)** in case it is needed a protection from a market perspective as in BUSE, which will **never be more than 15%**:
  - BB and meeting rooms services: 15% commission *(BUSE, they give us information about the end customer).*
  - F&B Banqueting contracted services: 10% commission.
  - AV and extras: net rates.
  - In BUSE, a 15% commission on DMCs should automatically be granted regardless of having an agreement in place or not

General process – commissions

COMPLIMENTARY & UPGRADE POLICY

General (for groups less than 100 rooms)

- 1 complimentary room every 30 rooms / night on non-cumulative basis. Maximum 4 per day.
- 1 Upgrade to the next contracted room category every 20 rooms/ night on non-cumulative basis. Maximum 4 per day.

Big events (for groups more than 100 rooms):

- 1 complimentary room every 50 rooms / night on non-cumulative basis. Maximum 5 per day.
- 1 Upgrade to the next contracted room category every 40 rooms/ night on non-cumulative basis . Maximum 5 per day.
- Extra rooms for staff: 10% Minimum discount on the group rate with these conditions:
    - Max. 2 rooms for groups between 10 - 100 rooms
    - Max. 5 rooms for groups between 101 -199 rooms
    - Max. 10 rooms for groups between 201 -299 rooms

Free room nights through SAP MM:

- The purchase order must be created in SAP MM **ONLY IF** the agency (as a vendor) wants to include this concept in their group´s invoice.
- The above does not apply to complimentary rooms (rooms priced zero) registered in TMS.
- Complimentary rooms do not count for commissions payment. They must never be paid through Onyx!
- If the agency does not need the complimentary rooms to be included on the master invoice , this concept must be reflected in a separate invoice, since again no commissions must be paid for complimentary room nights.
- The invoices with commissions on complimentary rooms must be rejected by the hotel.

General process – commissions

COMPLIMENTARY & UPGRADE POLICY

- If complimentary policy is included in the contract, the template for Hotel Manager's approval is not mandatory.
- *COMPLIMENTARY AND UPGRADE POLICY SHOULD BE NEGOTIATED ON "CASE BY CASE" BASIS AS A CONVERSION DRIVER*
- FOR CITY WIDE EVENTS OR SPECIAL EVENTS (F1, BASKET CHAMPION LEAGUE FINAL, OLYMPICS, ETC…) COMPLIMENTARY & UPGRADES POLICIES ALSO NEGOTIATED ON CASE-BY-CASE BASIS

In the event of any ad-hoc complimentary or upgrade requests , please escalate this to your supervisors at BU Level.

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FAM trip

General process – FAM trip

FAM TRIP POLICY

FAM TRIP is a complimentary trip for decision makers, travel agents and consultants organized by MHEA in collaboration with external suppliers, with the objective of showcasing our properties and services and increasing revenue in the short, medium and long term.

1) Define the objectives and what you want to achieve. Who should be your targeted clients? Which point of Sales? Which Segments? Impact? Etc.…
2) Fam Trips should always be coordinated between the organizer of the Fam and the main segment leader-s of the Region-s receiving the Fam Trip.
3) We have the obligation to accompany the Fam Trip through the whole program by coordinating internally ”who attend where” and not leaving the Fam Trip Unattended
4) Apply strategic sense when setting the date , ideally requesting low seasons / forecast period for the fam trip dates.
5) Room costs:

Forecast Occupancy <60%

- NH: 35€ BB inc. VAT
- NHC & nhow: 40€ BB inc. VAT
- For LATAM hotels rates will stay the same but currency will be in $

Forecast Occupancy <90%

- NH: 60€ BB inc. VAT
- NHC & nhow: 70€ BB inc. VAT
- For LATAM hotels rates will stay the same but currency will be in $

Forecast Occupancy >90%

- 35% off BAR LRA

Fam Trips exclusively for one property with forecasted occupancy <90% rooms, will be on complimentary basis.

Above conditions are always available excluding **during BOD periods**, in which **FAM Trips aren´t allowed.**

Anantara Fam trip Policy see next slide.

General process – FAM trip

FAM TRIP ANANTARA POLICY

The next conditions will be applied for Cluster Luxury.

- Leadtime restriction: Three months max. If it is necessary to be more flexible depending on what the FAM is and who it is for, contact to your revenue.
- Max 10 rooms double occup. per request. If it is necessary to be offer more rooms, contact to your revenue.
- Value at 0€ so ADR reported is not affected
- Max. 2 groups per year at the same hotel. If there are more requests, contact to your revenue.
- Forecasted occup. below 80% to grant availability. If there is any request above 80 % contact to your revenue.
- Invoicing of Value for EMP rates values to Commercial Department.

Additional Concessions and Fam application

- Airport transfers always on Anantara vans or hotel vehicles
- Room Category Upgrades to Junior Suite or Suites mandatory to the entire group when available
- One complimentary Spa Voucher to each attendee of fam trip
- Pre-scheduled meals and drinks for the entire group at hotel discretion, including alcoholic drinks.
- “Spice Spoons” Anantara Experience included
- Special welcome amenities and/or give away
- Personal greeting from General Management or senior board member
- Fam Trip accompanied throughout the whole program at the destination, by the Fam organizer or Hotel Salesperson

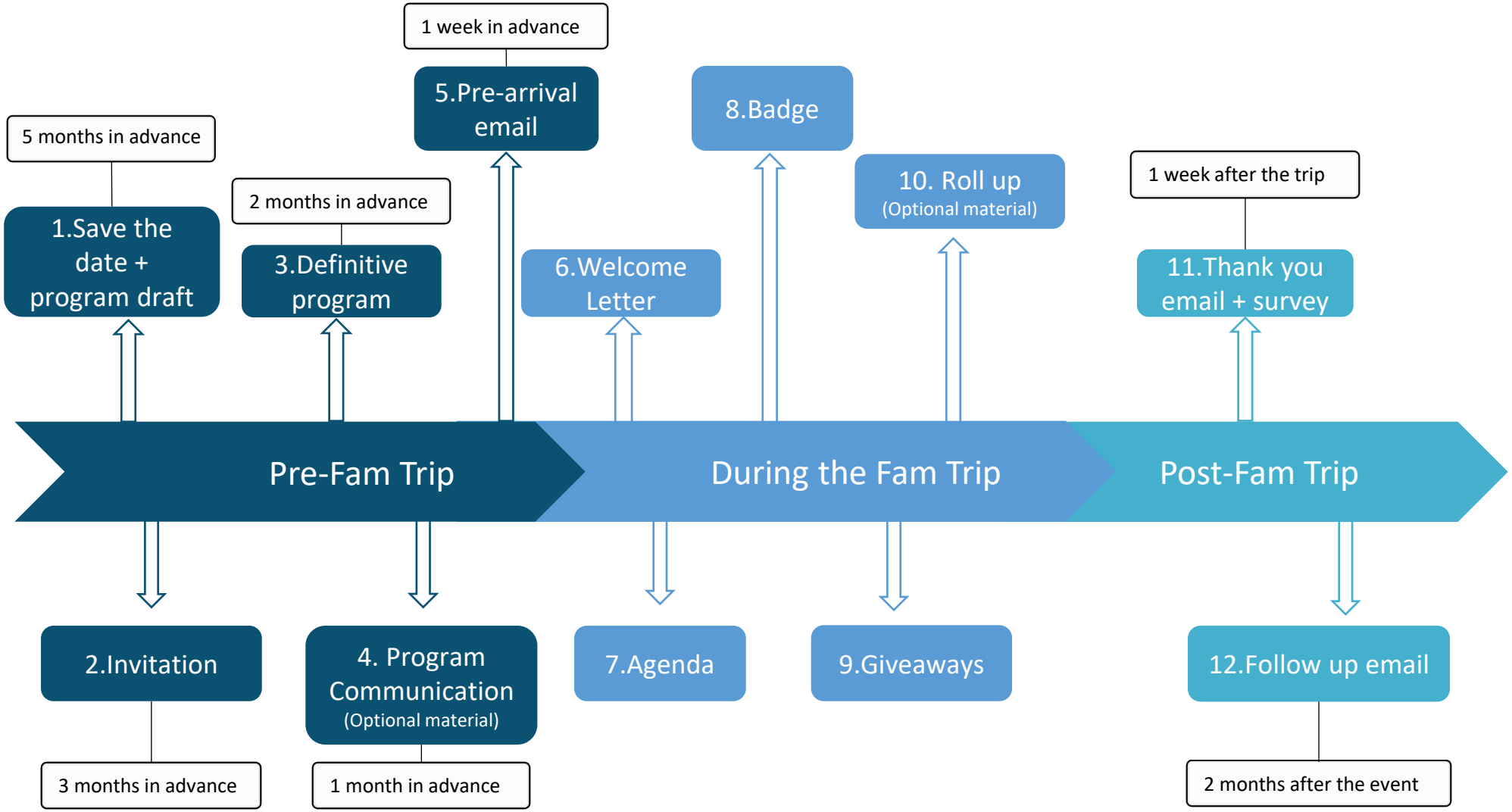
General process – FAM trip

FAM TRIP RESERVATION PROCESS

- The reservation process in the hotels always must follow the guidelines defined in the policy *Provision of Services in NHHG* and Provision of Services in NHHG-Summary
- FAM TRIPS are sponsored always by the Commercial Direction of the BU or HQ
- It is mandatory to send a services request via email to Operations Management
- HQ or BU requestor center (CS center 990000XX) See NH Centers & Legal Entities

General process – FAM trip

FAM TRIPS POLICY: COMMUNICATION PLAN



MINOR HOTELS

Media hosting policy

General process – Media hosting policy

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MEDIA HOSTING POLICY

Communication-PR March 2025

Objective	Hosting media at our properties is essential to our company-wide promotional strategy, as it lets us drive in-depth media coverage in major publications, forge lasting relationships with influential journalists and create ambassadors for our brands. To ensure uniformity in how our hotels manage media visits and to optimize our public relations opportunities, we are implementing a network-wide policy that requires adherence to the following guidelines:		
Rates & Conditions			
Room Rate	Forecast Occupancy based on Duetto < 80%	FREE	No approval is needed, and the hotel will cover the cost.
	Forecast Occupancy based on Duetto > 80%		Approval is needed (see below).
Number of Room Nights	Recommended 2 nights, up to 3-4 for medium to long-haul flights.		
Complimentary Services	Properties must offer approved media complimentary meals and airport pick-up services as minimum inclusions. We advise properties to be generous with additional inclusions advised by the PR teams, as these gestures contribute to a memorable experience and favorable media coverage.		
Experiences	Local experiences provide journalists with additional story angles with the potential for favorable stories and coverage about the property. Hotels must include additional complimentary activities (defined by or in collaboration with the PR team).		
Media Hosting	Journalist must be given the best available room and receive an in-person welcome from the property's General Manager and/or PR staff and offer at least one hosted meal/coffee/drink during their stay. Time with key team members (Spa Director, Executive Chef, etc.) should be offered (when applicable) to communicate the property's USP's.		
Requests without direct coverage	To be managed on a case-by-case basis with the hotel and with approval if needed. They should include minimum BB and an additional lunch or dinner, plus experience/s where appropriate.		
Request & Approval			
Request	The requests will be made by the members of 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.		
	Regional Office	BU	
	The Reg. Off. Communication-PR team will manage the requests of journalists/influencers whose country of origin is in a BU different to the BU of the country they will travel to.	The BU's Communication-PR team will manage the requests of journalists/influencers whose country of origin is in the same BU of the country they will travel to.	
Approval	COO will approve those requested by RO Communication-PR, when Occ>80%.	BU Managing Director will approve those requested by BU Communication-PR, when Occ>80%.	
	For Management/Franchised hotels each request must be checked with the Hotel General Manager.		
Management & Invoicing			
Management of requests	The corresponding Communication-PR team will check forecasted occupancy and will manage the request and all complimentary services with the hotel via email. The hotel must always reply to Communication-PR within 24 hours. The Communication-PR team will manage the required approvals.		
Invoicing	The TMS reservation should be created with the Internal Customer number (starting with 99) corresponding to the hotel and PRESSTRIP as Voucher information. In the tab Statistics, Source of Business should be IC-CRM & LOYALTY and Travel Reason IC-PRESSTRIP. Contract NH_HOTELS, Rate FREE Complimentary Press Rate and Price code Complimentary. Apply 100% discount to the rest of services, both internal and external. Invoices to the own hotel are not allowed. They shall be ZERO invoices. *For the reallocation of the corresponding cost, contact Controlling and Finance Department.* These reservations are included in the general InterCompany Reservations Policy.		

Hosting media at our properties is essential to our company-wide promotional strategy, as it lets us drive in-depth media coverage in major publications, forge lasting relationships with influential journalists and create ambassadors for our brands.

To ensure uniformity in how our hotels manage media visits and to optimize our public relations opportunities, there is a network-wide policy implemented that requires adherence to the guidelines described in this document:

Media Hosting Policy

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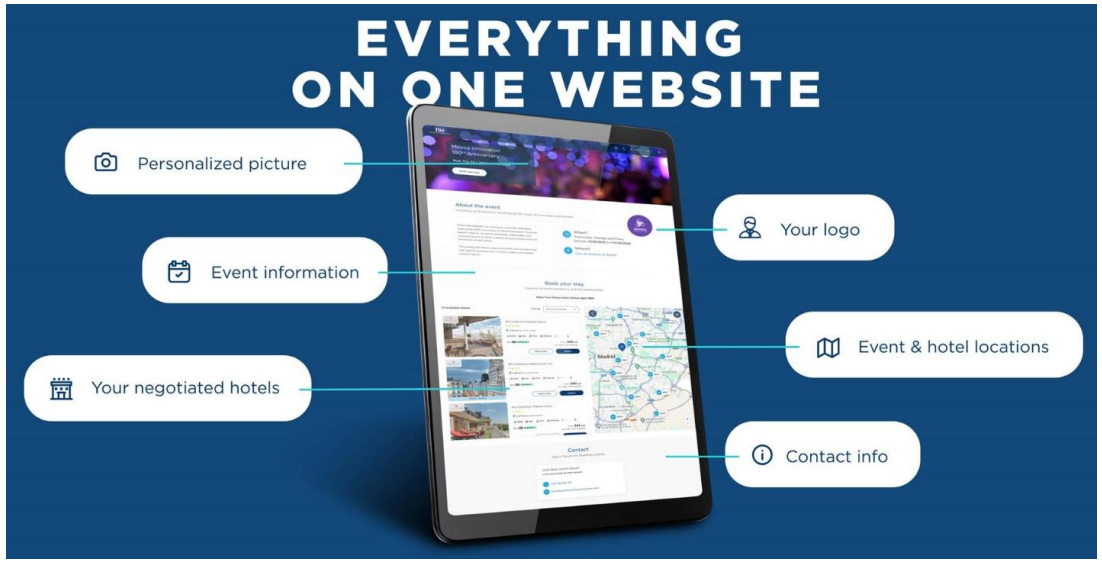
My Event Space and Click & Meet

General process – My Event Space (MES)

❓ What is it?	A dedicated website designed exclusively for an event or call-in groups, where guests can easily book and pay for their own rooms at the special negotiated rate. Additionally, the event planner will be able to publish, personalize and update details such as event schedule, logo, dates, hotel facilities, directions, and much more.
🎯 Objective	To simplify the reservation process and provide customers with an easy-to-book online solution.
👤 Applicable to	Any call-in group/event that requires attendees to make/pay the reservation on their own
⭐ Why MES?	Simplify the reservation process for planners serving customers better & faster
👉 Who offers MES?	All sales teams should offer it: Account Handlers, GEMs, Remote Sales, Hotel Organizers
🛎️ Who creates MES?	Depending on the BU it will be created by GEM or by the hotel itself. There are key users per BU to support the team



Find everything you need to know about MES in the Key Documents Center on the Digital Knowledge Workplace 👉 MY EVENT SPACE (MES)

Tailored

Publish, personalize and update details such as event schedule, picture, logo, check-in/check-out dates, rates, hotel facilities, directions, and much more.

Timesaving

Guests can preview all the event details, and easily book and pay for their own rooms at the special negotiated rate.

Convenient

Online, 24 hours a day 7 days a week, and all in one accessible place.

100% Free

This service is free of charge, just contact your sales representative for access.

General process – Click & Meet

MINOR PRO - MICE INSTANT BOOKING TOOL (IBT)

Click & Meet, our Instant Booking Tool, allows customers to **book their meeting rooms & guestrooms UP TO 20 people** online in 5 quick steps with **instant confirmation**, where they must choose:

Destination – Event Date – Duration of the event –
Number of participants – Number of required meeting rooms & guestrooms

PRICE and AVAILABILITY are displayed instantly. Customers can pick and choose the type of event they want to organize and customize their event with set-up:

- F&B: they can book meal plans for any hotel.
- Audiovisual equipment: flip charts, projectors, laptops, etc.

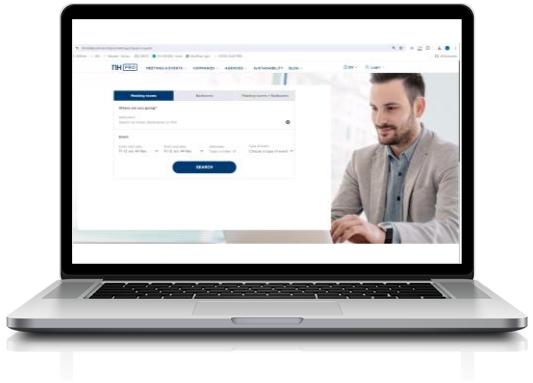
Meal plans and AV´s only available when booking DDR packages.

Customers can COMPARE different hotels and prices, CHOOSE and REVIEW their event details, cancellation policy and payment terms.

They can sign the EVENT'S CONTRACTUAL AGREEMENT ONLINE and after making their reservation, they will receive and email confirmation providing information about the confirmation of their reservation.

General process – Click & Meet

MINOR PRO - MICE INSTANT BOOKING TOOL (IBT)



ONLINE BOOKING BENEFITS

INSTANT CONFIRMATION

REAL TIME AVAILABILITY AND PRICES

FREE CANCELLATION up to 14 days before the event

EASY & QUICK BOOKINGS in just a few clicks

*Real time availability, prices and instant confirmation are only available for events up to 20 attendees and max 2 meeting rooms.

For other types or sizes of events, the client can request a quote (RFP) through the same tool, Click & Meet. In this case the process is as follows:

- Customer receives copy of his request via email
- GEM receives the booking via C4C
- Booking File automatically created with all available information in OFFER status
- GEM to contact guest to clarify details of event and send a quotation for the group

MINOR HOTELS

Other relevant information

General process – Other relevant information

SEGMENT LEADER PER BU

BU SOUTHERN EUROPE
- SPAIN: MONICA ALCORIZA m.alcoriza@minor-hotels.com
- ITALY: FEDERICA DI LEONE f.dileone@minor-hotels.com
- PORTUGAL: FILIPE RODRIGUES f.rodrigues@minor-hotels.com
- FRANCE: VICTOIRE SIX v.six@minor-hotels.com

BU NORTHERN EUROPE
- BENELUX ; JEROEN PEEK j.peek@minor-hotels.com
- CENTRAL EUROPE; SUSAN PACHAL s.pachal@minor-hotels.com

BU AMERICA
- COLOMBIA + ECUADOR: FEDERICO D'ACHIARDI f.dachiardi@minor-hotels.com
- ARGENTINA: CINTHIA COPADO c.copado@minor-hotels.com
- BRASIL; JULIA BORGES; j.borgesdelimamelo@minor-hotels.com
- MEXICO: IVÁN HUERTA CRESPO i.huerta@minor-hotels.com

GSO´s
- UK; ILARIA ILARI , GAH MICE i.ilari@minor-hotels.com
- USA; DION SAVELKOUL , GAH MICE d.savelkoul@minor-hotels.com

GEM DIRECTORY

TOP MICE HOTELS WORLDWIDE

MINOR HOTELS

Processes and documents

General process – Processes and documents

All these documents are available in the *Business Processes* section on the Digital Knowledge Workplace **(Minor Hotels Organization Portal)**

MICE SALES MANUAL

- Site Inspection experience manual
- Annex: no commissionable services
- T&C for business and leisure groups
- Corporate commissions policy
- Commissions in MICE Reservations
- Commissions Management in TMS4H
- ONYX Commissions Management Process
- Customers included in ONYX MICE Commissions Automatic Interface
- MICE IBT Intro
- Customized Group Website Manual
- CGW Best Practices and New Standards
- Contract management - Intermediaries
- Corporate Credit Policy
- Credit Concession MICE
- FAM TRIP Procedure
- FAM TRIP Reservation Process

QUOTATION

- Market segmentation Segment and Subsegment
- Denied, lost and cancelled events
- CXL reasons (use)
- Quotation Tool Manual
- DDRs in Quotation Tool
- KP-Training Quotation Tool
- Quotation Tool Menus and Resources
- PCI Landing page to register CC

EVENT CONFIRMATION

- Reservation review procedure
- Prepayments
- Pre check in Procedure
- Customer Personalization

EVENT MANAGEMENT

- Operational Event Manual
- Check in Procedure
- SAP CRM Manual
- CRM Manual Key Points

BILLING & COLLECTION CONTROL

- Proforma MICE Quick Guide
- KP-Proforma Template
- Check out and invoicing Procedure
- No show Reservations Procedure
- Prepayment refund
- Control Lists and Actions Management

Document control

PROCESS: General MICE Reservation Management Process	
SUBPROCESS:	
PROCESS OWNER: COO & Global Transformation Leader	**PROCESS LEADER:** SVP Operations

Author	Business Processes - Operations
Date	11/2024
Last modification date	10/2025
Document version	

Minor Hotels Europe & Americas Approvals			
Name	**Function**	**Date**	**Comments**
Chief Operations Officer	Process Owner	11/2024	
SVP Operations	Process Leader	11/2024	
SVP Sales	Global Sales	11/2024	
SVP Treasury	Treasury Owner	11/2024	

Modification History			
Document Version	**Date**	**Modified by**	**Comments**

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