General MICE Reservation Management Process

Business Processes - Operations| Global MICE - Sales

February 2025

MINOR HOTELS | ANANTARA HOTELS · RESORTS · SPAS | AVANI Hotels & Resorts | elewana COLLECTION | OAKS HOTELS · RESORTS · SUITES | nH HOTELS | nH COLLECTION HOTELS | nhow HOTELS | TIVOLI HOTELS & RESORTS

Introduction

What?

This document is a summary of the Minor Europe & Americas 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, Standalones..) involved in the management of MICE reservations in all Hotels and Central Services of all Business Units.

Where?

This document and all the related processes are available in the Business Processes section of our **Digital Knowledge Workplace**: Minor - Organization Portal

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MINOR HOTELS

General MICE Reservation Management Process: **General Concepts**

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General Concepts - Definition of a Group

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.

BGR - BUSINESS GROUP: ROOM ONLY COMPONENT

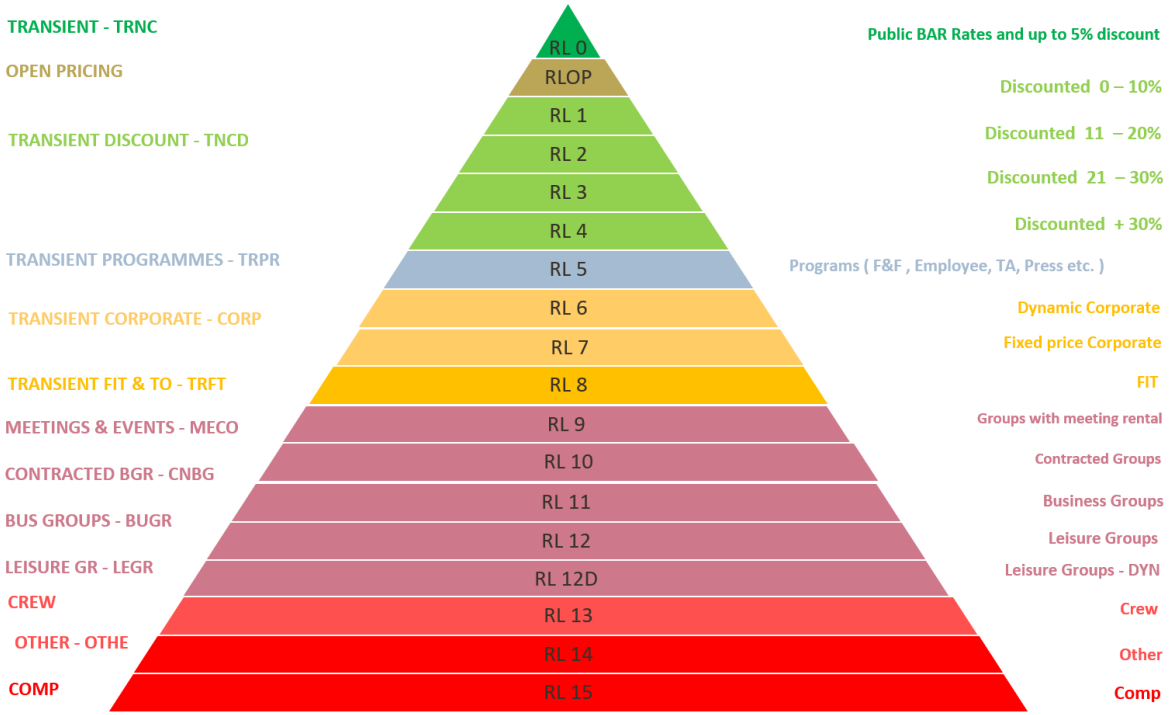
- Accommodation requests for 10 rooms or more.
- The purpose of the trip and the booking of room only is solely business focused.

	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	RL09
Business Groups	Business groups that only take rooms and no meeting space/ banqueting	RL10
Contracted Business Group	Business Groups that have an agreement with the hotel (mostly recurrent business)	RL11
Leisure Groups	Leisure Groups: booked directly or via Tour Operator / Travel Agent	RL12
Crew	Airline Crew	RL13



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:

Segment	Description	Rate Category
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.

General Concepts - Service Level Agreements (SLA)

Some SLAs are decided to obtain answers from different departments in order 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 workflows

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

Before initiating **the denial process GEM – GGT to always check alternative dates, hotels and room types.**

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 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

General Concepts

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.***

  Reservation review procedure | Minor - Organization Portal

- **"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 MICE Reservation Management Process: **General Process**

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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.

Regarding operational handling of events (standard set-up guidelines, F&B service, audiovisual equipment, environmental adjustments and other welcome services), Minor E&As are working in update the ***Operational Event Manual.***

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

Key task	Frequency	Status if not confirmed
▪ **Check availability** of bedrooms & meeting rooms , TMS – GQT. ▪ **Define property or properties** to be quoted. Is there any opportunity for other hotels/destinations? ▪ **Review duplicates in TMS & C4C. Is it already "on the books" in our system?**	Every time a lead is received.	**Denied:** either by capacity, availability or revenue strategy the GEM/HOTEL denies the request. Investigate if a cross-selling opportunity to other company hotels or destinations is makeable.
▪ **Assessment call**: understand the aim of the event/expectations of customer. Go into detailed questions about technical requirements (meeting rooms, F&B, AV equipment, etc.), budget of the event if the client has a cap, flexibility on dates and location, competition. Finally , summarizing upon what you have agreed, or information received during the call "speech remarks" template. Assessment call must be done for MECO large pieces of business and also if we are missing relevant information on the request. For cases of XS, S or M groups where information to provide our offers is clear we could exceptionally void the call.	Max. 6hrs. after receiving the request.	

General Process – Quotation
Status: offer/option

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

Key task	Frequency	Status if not confirmed
▪ **Create Booking File or Quotation in OFFER /** OPTION **status.** ○ You should always ask for the client's data to **prevent the reservation from being created with generic customer 1000 – "Direct Guest"**. The main client will usually be the company or agency. All know parties should be entered in the systems (I.e., Corporation – Third Party – Channel). In the case of social events (such as weddings, baptisms, etc.), the main client must be the person making the reservation or to whom the invoice is to be issued. ○ Ensure that commissions are properly informed (percentage, type and commissionable concepts). It is extremely important to make any modification before the guests' arrival, to avoid wrong productions and invoices. ▪ **Send first proposal:** make sure that it is complete, clear and highlights our unique selling points, adding the information the client may want to see and share to confirm the business with us (e.g.: hotel fact sheets, menus…). **Avoid including information that is not valuable or required for the client**. Also, in the case of breakout rooms or smaller rooms **avoid ideally providing the name of the meeting space** ▪ **No block has been made**, that is, the offer is "subject to availability". ▪ It is **mandatory to enter all OFFERS/DENIALS in the system** for a correct study of the hotel demand by channel. Every Denial and Offer should exclusively be entered on TMS. ▪ Use transaction ***ZEY_TMS_BF_SPIT Booking File Detail*** **for follow up and deadline dates.**	Ranging between 5 working hours and 20 working hours depending on the pre-established SLAs parameters.	**Lost**: the client indicates that the business will not take place in MH E&A. Always inform the correct reason in the system for a subsequent analysis of the total demand of the hotel.

General Process – Quotation
Status: offer

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

Key task	Frequency	Status if not confirmed
If it´s managed or unmanaged dispatch the lead accordingly CCing the LAH – GAH for all leads , ideally those one from 50K or above due to current workload. ○ For managed leads CC GAH- LAH. ○ For unmanaged leads BCC leads@nh-hotels.com in the case of BUNE. ○ For unmanaged leads in BUSE corporatetravel.it@nh-hotels.com, corporatetravel.es@nh-hotels.com, corporatetravel.en@nh-hotels.com		**Lost:** the client indicates that the business will not take place in MH E&A. Investigate if a cross-selling opportunity to other company hotels or destinations is makeable. Always inform in TMS (Speech Remarks) the correct reason in the system for a subsequent analysis of the total demand of the hotel. Speech remarks must be entered before changing the BF status into LOS.
▪ Follow up on offer: call the client to get feedback concerning first impression, knowing competitors, main driver to close the deal. ○ Make sure that the client understands everything. ○ Ensure we have provided all requested services to the client. Is he/she missing anything? ○ Solve any questions or objections they may have. ○ Show flexibility and provide alternative solutions. ○ Demonstrate our commitment and desire of hosting the event. ○ Proactively invite clients for a site inspection. ○ Involve the Account Handler if it is informed in TMS. ○ Ensure all feedbacks are properly tracked in BF ´s Speech Remarks & Remarks.	Ranging between 5 working hours and 20 working hours depending on the pre-established SLAs parameters.	

General Process – Quotation
Status: offer

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

Key task	Frequency	Status if not confirmed
▪ The potential customer has requested blocking: modify the BF to OPTION status. ▪ When the event is waiting for availability, since the spaces/rooms have been temporarily blocked by another client, the BF will be in SECOND OPTION status (in case the first option is confirmed, the status would be "Rejected“ or potentially and ideally cross-sold). ▪ When you quote the same space or rooms, make sure it is not a "Mutual Offer“. There is an SOP about how to use the TMS4M Mutual Offer Manual. ▪ The deadline, as a general rule, will be the following. However please always consider the exception to this rule (low season, no new request for the same period awaiting, recurrent client, total value of the event…) ○ Check in < 6 weeks: 24/48 hours ○ Check in > 6 weeks: 1 week ○ Check in > 6 months: 15 days ▪ Set the option dates in the MB. Likewise, reflect the group status change on speech remarks.	After follow up on offer call.	

General Process – Quotation
Status: option

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

Key task	Frequency	Status if not confirmed
We inform about the general rule of option status in the booking files: If a client asks for an option, we will offer FIRST OPTION with following deadlines: Check in < 6 weeks: 24/48 hours . If there is no replacing business, no high occupancy + forecast estimations or second groups waiting for the option we can be more flexible and extend the option to one week. Check in > 6 weeks: 1 week Check in > 6 months: 15 days If after this deadline, client wants to extend the option and there is no other client waiting we will extend always with the 24 hours clause. If a second client wants to have the same spaces on hold, contact the first customer and give them 24 hours to decide. If they don't confirm, it goes to SHARED with the new one or in a 2nd OPTION if the second wants exclusivity (they exchange) If the second request arrives within the first days of exclusivity, it goes to 2nd OPTION while waiting to be able to switch to SHARED at the end of the first option. If you find options with word "shared", don´t worry, it means there are different customers interested in your hotel. For this reason, keep in mind the option reservations before selling the space or rooms to other customer. "Common sense" is best way to apply the process; relevance of the accounts, revenues of each booking file, recurrent account… ▪ If business is LOST, always inform the correct reason in TMS and speech remarks for a subsequent company analysis. "Others" never used as a reason for LOST ▪ Shared option; if we have already offered options to two different groups and no decision has been taken yet, both groups should be put on shared option and on "first come first served" modality unless we want to prioritize one business against the other (due to higher revenue)	On option day.	**Lost:** the client indicates that the business will not take place in MH E&A. Always inform the correct reason in the system for a subsequent analysis of the total demand of company. **"Others" never used as a reason for LOST.**

General Process – Event Confirmation
Status: tentative

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

Key task	Frequency	Status if not confirmed
▪ **The client wants to confirm change BF status to TENTATIVE when the draft contract has been sent out.** ▪ **Create the contract** with all the information agreed upon within the proposal, as well as others such as payment terms or cancellation policies. ▪ **Commissions:** check if commission registered in TMSforMeetings is properly deducted or foreseen in the invoice (depending on the agreement) and correct accordingly (percentage and/or amount). It is recommended to see this information in *"Event Revenue"* or *"Billing and Production details"*. **It is very important to review this before check in, since otherwise, all services would be already produced. For further information please refer to:** Commissions in MICE Reservations ▪ **Please review the credit policy (if applicable) before sending the contract to the client:** NH Global Credit Policy **Send the contract together with the proforma created in TMS, including the requested deposits and their deadlines.** The documents must be non-editable versions such as a PDF. ▪ **Please kindly review the contract´s signature process (who is responsible for contract´s signature based on estimated total revenue)** ▪ **The spaces are still blocked** for the customer (and out of sale) until the signature of the contract is executed ▪ If the contract is not signed after a period no later than two-three weeks, follow up should be done and otherwise group status should be brought back to OPT ▪ Please ensure to have included all commercial and legal terms	Max. 48 hrs. after receiving the confirmation by email	

General Process – Event Confirmation
Status: tentative

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

Key task	Frequency	Comments
▪ **The final contract has been signed by the client and by MH E&A: Change BF from OPT to CONF status and handover the MB to the hotel without the first deposit. If deposits are not received involve management teams.** ▪ In case of a **call-in allotment**, the reservation status should be kept ***"tentative"* until the CUT-OFF date** (Call in Allotment). **Remember to change the status to "Confirmed" before the date of the first check in! Event Level l change to status confirmed / Convention level keep status tentative.**		Cancelled: the client has decided to cancel the event once confirmed. Usually entails cancellation fees according to the contract terms and conditions. Moreover, explain the reasons for cancellation and explore future opportunities.
▪ **Follow up on contract:** it could be that the client's requirements have slightly changed. In this case, register all modifications in TMSforMeetings and re-send updated contract.	One or two days after the signed copy of the contract has been received	
▪ Operations will monitor the prepayment checks, release/cut off dates, rooming lists, final number of participants, call to confirm last details…).	Depending on the lead time of the request	
▪ **Proforma invoice:** inform the client of the due dates for the following prepayments, accordingly to the agreed conditions, and introduce this information in the reservation, in the ***"Deposits"*** tab (amount requested, deposit request date and due date). ▪ **<u>Apply in all BUs</u>. Always request 100% of the prepayments.** The corresponding commissions must be settled according to the procedure established by the company. 100 % Prepayment except for the next customer although they have credit line: Groups <6.000 Euros - clients with credit: NO PREPAYMENTS REQUIRED Groups>10.000 Euros - clients with credit: DEPOSITS UP TO 60% AND REST TO BE PAID AS PER AGREEMENT (only if this 40% is in line with credit line approved otherwise, deposits will be amended accordingly). **<u>Apply in all BUs.</u>** ▪ **For last minute groups**, where prepayments do not arrive before group arrival, **additional guarantees must be requested**, as credit card, thus hotels can charge manually the deposits. Always use the link to PCI landing page to request Credit Card information. To get the payment use pay by link option.	Depending on contract´s terms and conditions	

General Process – Event Confirmation
Status: tentative

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

Key task	Frequency	Comments
▪ Congress delegate: block of bedrooms where clients can individually pick-up their rooms. Settings and management of the block always goes via TMS. The clients can make reservations out of the block in two different ways: ○ Online: any customer via a hyperlink distributed by the agency or company organizing the event. The GEM agent or the meeting coordinator/organizer in charge of the reservation must prepare the event page and send the URL to the client (see the Customized Group Website manual). ○ By telephone: the client will call the CRO, and the agents will pick up the bedrooms from the block. ▪ A release date is provided to the client to control the pickup process of individual reservations. Please ensure to monitor an apply accordingly the release dates.		Cancelled: the client has decided to cancel the event once confirmed. Usually entails cancellation fees according to the contract terms and conditions. Moreover, explain the reasons for cancellation and explore future opportunities.

General Process – Event Confirmation
Status: confirmed

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Key task	Frequency	Status if not confirmed
▪ **Prepare handover to the hotel. Check the Booking File for:** ○ Payment instructions correctly loaded (penalty fees if applicable). Did all prepayments due arrive? Organizers. ○ Verify if the Credit Card for guarantee has been introduced in the PCI Bubble. Organizers. ○ Commercial discounts , upgrades & complimentary policies (according to the negotiation/site inspection process). ○ Commissions percentage and type properly deducted or foreseen in the invoice (depending on the agreement). ○ Rates & invoicing details be sure breakfast split, Client ID and Branch ID are correct. ○ Additional customer wishes noted, actions and service order's remarks entered. ○ Correct set up loaded for the meeting room(s). ○ All services requested correctly loaded in the system. ○ Adjust the time schedule of the meeting and the services (if applicable). ○ Do we have the logo for the signage of the meeting room? Organizers. ○ Package split properly loaded in the system (DDRs).	As soon as the contract is signed, and event fully confirmed	**Cancelled:** the client has decided to cancel the event once confirmed. Check if cancellation entails cancellation fees.
▪ **Handover to the hotel via e-mail.** ○ **For room only groups,** it will be done with the hotel's Front Office department. If there is an event organizer, then to him/her. ○ **For groups with meeting included,** also contact the meeting rooms' responsible, Sales & Event department. ○ **Attachments:** rooming list, logo, copy of signed contract, possible menus/buffets, agenda/timetable/schedule information for guests/invitees of event from host company, all correspondences up-to-date (if apply, some BU's have shared folders in the system). ○ Use the handover sheet.	As soon as the contract is signed, and event fully confirmed	

General Process – Event Confirmation
Status: confirmed

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

Key task	Frequency	Status if not confirmed
▪ **Introduce to the client the new contact at the hotel** who will be in charge of the group from now on. ▪ **The hotel will be responsible for all changes made by the client afterwards.** ▪ The ***Reservation Review Procedure*** is mandatory for all hotels, and it must always be done **before the client's arrival (at the latest, the day before).**	As soon as the contract is signed, and event fully confirmed	**Cancelled:** the client has decided to cancel the event once confirmed. Check if cancellation entails cancellation fees.
▪ In case the client cancels, ask: ○ Which hotel/venue/destination did you choose? What is the main reason for choosing another hotel/venue/destination? ○ Is there anything we can do to change your mind? ○ Is there any opportunity to propose alternatives destinations or hotels? ○ When will you start planning your event for next (time/year)? ○ Can I call you around that time to see if we can make a proposal?	Max. 48 hrs. after receiving the confirmation of the cancellation by email	
▪ **Groups with block:** when the agency/company will send a rooming list with the arrivals and departures of the guests. Add the correct bedroom subtypes within TMS.	As soon as the contract is received or at the last free cancellation release date	

General Process – Event Confirmation
Status: confirmed

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

Key task	Frequency	Status if not confirmed
▪ **Follow up on release/cut off dates:** group reservations can have quite a long lead time such as a city-wide congress that the client needs to be contacted to figure out the current status of the reservation*: 1. Any new details with regards to the number of participants? 2. Any changes with regards to the number of meeting rooms requested? 3. Any further details known with regards to the meeting itself. (*) When the client explicitly asks not to do so, please write this down within the "Remark or speech r*emarks"* field of the Booking File. ▪ **Use transaction *ZEY_TMS_BF_SPIT Booking File Detail* to manage cut-off dates.**	This applies to: Rooms blocks < Three months until the event deadline is due For all room blocks >365 days	**Cancelled:** the client has decided to cancel the event once confirmed. Check if cancellation entails cancellation fees.
▪ **Prepayment check**: see the current situation for the prepayments that are due for a certain hotel in TMS transaction */CCSHT/RS_DEPOSITOS - Reservation Prepayments.* When the prepayment is due but not received yet, contact Administration Department to see if they have received anything. If not, call the client to follow up.	Every morning	
▪ **Set Service Order remarks:** enter any important information about the group in ***"Remarks"*** field. As this field is limited to a maximum of 250 characters, it is recommended to enter each observation in its respective section (function room, resources, menus, tasks remarks, etc.). DDR remarks, Menu standard and sales descriptions, and function room description allow up to 1000 characters.		
▪ **Rooming list:** if still not received, call the customer to ask for the rooming list (ask for all the necessary details for the police record to avoid delays when the group arrives). Once you have it, check if the rooms are correctly assigned in TMS (room types and subtypes). **Initial draft rooming list requested (mandatory) 15 days prior to group arrival.**	Two weeks prior to arrival.	
▪ **Follow up call:** call the client to confirm all final details of the upcoming event. If any changes have been made to the BF, write the client an email with a summary of those details. ▪ Ensure that the client is signing the Proforma and approving the very latest changes. ▪ Changes on payments and impacting 20% increase/decrease on revenues should be also clearly stated on an additional event addendum and signed again by the client.	One week prior to arrival.	

General Process – Event management

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

Key task	Frequency	Responsible	Tools
▪ **Organizer introduction call** to introduce him/herself and review all details of the event: check the rooming list, set up of the meeting rooms, F&B services, audiovisual equipment, number of people attending, times and any other requirements that the client may have. All the details closed and agreed in this call must be sent in writing to the client.	As soon as the BF is received	Hotel M&E Organizer / Group Coordinator	
▪ **Internal Meeting with all operational departments involved in Events** (Sales, F&B, Reception, Housekeeping, Maintenance, Finance and, if applicable, other departments) to go over the confirmed events for the coming week. ▪ If there are changes after the Service Order has been distributed-up to the start of the event, departments affected must be immediately by email informed and the BF in TMS4M must be updated. * The events 'coordinator will also need to issue and release the updated Order of Service to all departments to ensure the tracking of correct numbers/services specially the ones that could impact operationally the services, the final numbers of attendees or the final revenue of the group	Each hotel will choose a day, once the Service Orders for the following week have been distributed	Hotel M&E Organizer / Group Coordinator	/CCSHT/SB_SERV_ORD Service Order
▪ **Pre-con Onsite Review Meetings:** If the event is of a great volume and importance (XL&XXL mandatory), the meeting should be held with the relevant Heads of Department and General Manager, allowing the guest to meet the responsible persons directly, subsequently transmitting an image of maximum cooperation with the client **"Ambassador of the Project"**	The day before the event starts (depending on the size of the meeting or wishes of the client, it can take place a few days before)	Hotel M&E Organizer / Group Coordinator	

General Process – Event management

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

Key task	Responsible	Frequency	Tools
▪ Review and check in details the programmed events for each day.		Daily	TMSforMeetings */CCSHT/SB_PLN_SALAS - Room Occupation Planning* */CCSHT/SB_EVCHECKIN – Events not checked-in*
▪ **Pre check in:** a group registration can affect other guests in house, so to speed up the registration process it is highly recommended to advance tasks as much as possible, preparing beforehand the keys and the welcome cards based on the rooming list available. If you have customer data, you can already have the Registration Form printed to collect GDPR consents faster. Specially passport, national ID guest details are requested to speed up the process. ▪ In case of special customers identified in the rooming list, the ***Customer Personalization procedure*** must be followed.	Front Office	The day of arrival	TMSforHotels */CCSHT/PLIEGO - Welcome card* *ZEY_REGISTRATIONFORM – Registration Form Printing*
▪ **Arrival and welcoming: On arrival date of main meeting planner t**he group organizer/coordinator greet the guests and remain at his/her disposal to do a complete pre-check of the event **"Meet & Greet"**	Hotel M&E Organizer/Group Coordinator General Manager or Duty Manager	The day of arrival	

General Process – Event management

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

Key task	Responsible	Frequency	Tools
▪ **Check in:** identify the group leader to review again groups details and speed up the process as much as possible (BEO, Timings, Services,…) ▪ **It is mandatory to register in the hotel all the guests.** ▪ **Never check in in the system a guest who has not arrived in the hotel!** o Access the Event reservation header and click on the ***Check in tick box*** (it will only be available on the start day of the event). o In case of events with no meeting rooms (room only),it is not necessary to check in the event. ▪ **Request guarantees:** check the conditions of the group and request the guarantees to the guest accordingly. Is it full Credit on Master Account or Individual responsibility? Are guests individual CC needed to cover incidentals? ▪ Take into consideration all **key principles of service** applicable for individual Check in.	Hotel MICE Responsible Front Office Manager Manager on Duty	The day of arrival	TMSforMeetings /CCSHT/BF02 - Booking File Management - Change /CCSHT/SB_PLN_SALAS - Room Occupation Planning TMSforHotels /CCSHT/RS_CI_RAPIDO - Express check-in /CCSHT/RS_CHE_HU_NEW - Check-in
▪ Review the charge of all the services that the client has requested before starting and during the meeting (meeting room, technical equipment, rooms, F&B services, internet connection, etc.) ▪ When the lengths of stay of a group is considerably long or with very large revenues and services, we must ensure a daily revision of the services charged on TMS and seek the signature of the client as an approval to ease the final invoicing process and payment. ▪ Check possible adjustments (deductions/commissions, commercial discounts…). ▪ Confirm with the F&B Manager the real number of persons for each F&B service. ▪ A copy of signed receipts must be delivered to the hotel MICE Responsible or left in a defined place, to justify the charges and avoid any misunderstandings or incorrect charges.	Hotel MICE Responsible Front Office Manager F&B Manager	**Daily** during the event	TMSforPOS TMSforHotels TMSforMeetings

General Process – Event management

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

Key task	Responsible	Frequency	Tools
▪ **All F&B extra charges must be entered in TMSforPOS and paid directly by the guest** who consumes them, unless the person responsible for the event has authorized them to be included in the event invoice (with authorized signature, previously informed in the contract).	F&B Manager Hotel MICE Responsible Front Office Manager	Daily during the event	TMSforPOS TMSforHotels TMSforMeetings
▪ If there is any issue during the event, the department involved will try to solve it as soon as possible, informing immediately to the Hotel MICE Responsible.	All departments involved	Ad-hoc	

General Process – Billing and 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

Key task	Responsible	Frequency	Tools
▪ **Check billing information:** make sure that the client/company/agency's details are correct. ▪ If not, modify the Client ID in TMS or request company creation or modification to CDM Department. You must **always change it in the BF**, and the information will apply to event and groups. ▪ If the client asks to attach a code/reference number in the invoice, enter this information in the group/event reservation's ***Billing remarks***. ▪ **It is very important to have reviewed the commissions before check in.** However, if commission correction is necessary in a checkout event, consult the *"Invoice Correction Process for MICE Reservations".*	Hotel MICE Responsible Front Office Manager Manager on Duty General Manager (specially in terms of cancellation fees)	Before production date	*Invoice Correction Process for MICE Reservations* TMSforMeetings TMSforHotels
▪ **Review the cancellation policy** and ensure that it is contemplated in any case. ▪ **Check No shows and penalties** due to contracted services reduction and enter them in TMS under the corresponding concept. ▪ **Cancellation without any penalties:** reasons for waiving cancellation fees must always be documented in writing and approved by General Manager (signed or email). Inform the Account Handler (if applicable) of the amount cancelled.		Before check out	
▪ **Prepayment:** check if prepayments have already been informed in TMS. In case it is needed to refund a prepayment because no penalty fees are applied, inform the client that the deposit will be reimbursed by the same payment method that was received (notify Administration Department when apply). ▪ Remember that when a **cash refund invoice** is issued, it will be **mandatory to keep a copy signed by the guest** as proof of his/her agreement.			

General Process-
Billing and 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

Key task	Responsible	Frequency	Tools
▪ **Charges verification:** go to folios maintenance and check that all charges, deposits paid, complimentary, discounts and cancellation fees have been entered in TMS. If there is something wrong, modify the amounts accordingly.	Hotel MICE Responsible Front Office Manager Manager on Duty General Manager (specially in terms of cancellation fees)	Before production date	*Invoice Correction Process for MICE Reservations*
▪ **PROFORMA:** specially in case of large conference groups, deliver a proforma invoice to the event's organizer for its review. If she/he is not in the hotel, send it by email. ▪ In case there are any changes or comments from the organizer, changes will apply accordingly. This will help to improve that invoices are correct, and loss of time can be reduced. ▪ **It is mandatory that the client agrees with the invoice charges and details to ensure the charges and ease the payment process.**	Hotel MICE Responsible Front Office Manager Accounting Department		
▪ **Farewell and closure:** personal farewell to assess the event overall (were expectations met?) ▪ **Review onsite the final proforma invoice** and potential incidences that may have come up (extras, etc.).	Hotel MICE Responsible Head of Department General Manager	One day before the event ends	TMSforMeetings TMSforHotels

General Process-
Billing and 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

Key task	Responsible	Frequency	Tools
▪ **Pre-Check Out:** a group departure can affect other guests in the hotel, so to speed up the check out process, it is highly recommended to advance tasks as much as possible, identifying those pending extra charges which must be directly paid by individual guests.	Front office		*TMSForhotels*
▪ **Check out: t**ake into consideration all **key principles of service** applicable for individual Check out. ▪ **It is mandatory to mark the *Check out flag* in the event reservation,** , even if the invoice has not been issued yet (the system allows 7 days maximum for billing). This flag will only be available on the End date of the event. ▪ **Keep in mind that, once the event is checked out, it disappears from the planning.** So, if you do check out before the meeting really ends, in the system will be as if the room is no longer occupied (if, for any reason, you want to do so, it is important that the rest of departments, specially in Reception, are informed).	Hotel MICE Responsible Front Office Manager	The day of departure	KEY PRINCIPLES OF SERVICE_ONLINE TRAININGS - KPS HANDBOOKS TMSforMeetings */CCSHT/BF02 - Booking File Management - Change* */CCSHT/SB_PLN_SALAS - Room Occupation Planning* TMSforHotels */CCSHT/RC_CHECK_OUT - Check-out* */CCSHT/RC_CHECK_MASS - Express Check-out*
▪ **Check daily whether there is any BF or Event pending to check out**, as this type of error do not allow the Night Audit process to be carried out.		Daily	TMSforMeetings */CCSHT/SB_EVCHECKOUT – Events not checked-out*

General Process – Billing and 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

Key task	Responsible	Frequency	Tools
▪ **Print and charge the invoice:** ○ **On desk-payment:** deliver the invoice to the customer and, upon acceptance, charge it with the corresponding payment method. Remember that there are legal regulations in some countries restricting the cash collections and payments! **TMS will not allow cash payments over the legal limits (although it is split or deferred) over the same reservation (individual, event or group reservation).** This control will apply to all the hotels of the Minor Europe and Americas. You can consult the limits in the ***Hotel Cash Handling procedure***. ○ **Invoice by credit:** be sure to attach the proper authorization to the invoice (mail, voucher, etc.). If the reservation is to be invoiced as **Full Credit,** issue two invoices: one to cover the services indicated in the voucher (usually B&B, meetings, F&Bs/Banqueting services & AVs) and the other one with the extras to be signed by the responsible person of the event or the full credit. ▪ **Never hand in the invoice to the client if they are not paying for it.**	Hotel MICE Responsible Front Office Accounting Department (if applicable) Deputy GM or Deputy DOSM (if applicable)	Maximum 7 days after check out	English_anti_money_laundering_policy_update_september_2023_and_annexes.pdf TMSforHotels TMSforMeetings
▪ **Send the invoice to the client:** if the client is not in the hotel, send the invoice including a thank you letter. ▪ **It is not allowed to send any invoices not issued in TMS.**	Hotel MICE Responsible Front Office Accounting Department (if applicable)		
▪ **End of Day Reports:** the system offers several reports to track the production and deductions of meetings and F&B services. These reports are useful to make a proper analysis and monitoring of what happened during the day. In this way, the hotel will be able to overcome future problems by doing a proper review of the entire day. (*See the corresponding procedure for more information).*	Hotel MICE Responsible Front Office Manager F&B Manager General Manager		

General Process-
Billing and 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

Key task	Responsible	Frequency
▪ Gather all the information about the past event, focus your attention if there were any incidences during the event.	Account Handler (if any) / Hotel MICE Responsible	Between 2 and 7 days after the end of the event
▪ **Satisfaction call**: With a time limit of 7 days call the customer to ask about the overall experience of the event, thank for choosing and trusting in Minor Hotels. ▪ **Bridge the relation to capture future business**. "BRING IT BACK" prospect about new group opportunities for any of our destinations/hotels. **Are there any opportunities for repeating same hotel, other destinations or Minor Region?**	Hotel MICE Responsible / Hotel Group Sales responsible / LAH or GAH (managed accounts) For unmanaged of prospecting accounts confirm with the segment leader of each country	
▪ End SATISFACTION MICE SURVEY - UNDER DISCUSSION		

MINOR HOTELS

General MICE Reservation Management Process:
Reporting

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General MICE Reservation Management 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 MICE Reservation Management Process - Reporting

More TMS reports:

- **FUNCTION ROOM OCCUPANCY** - ZEY_FROOM_OCCUPANCY
  o 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 REPORT**
  - **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

✓ Find everything about **TMS REPORTINGS** on the ***Business Processes*** portal Minor - Organization Portal

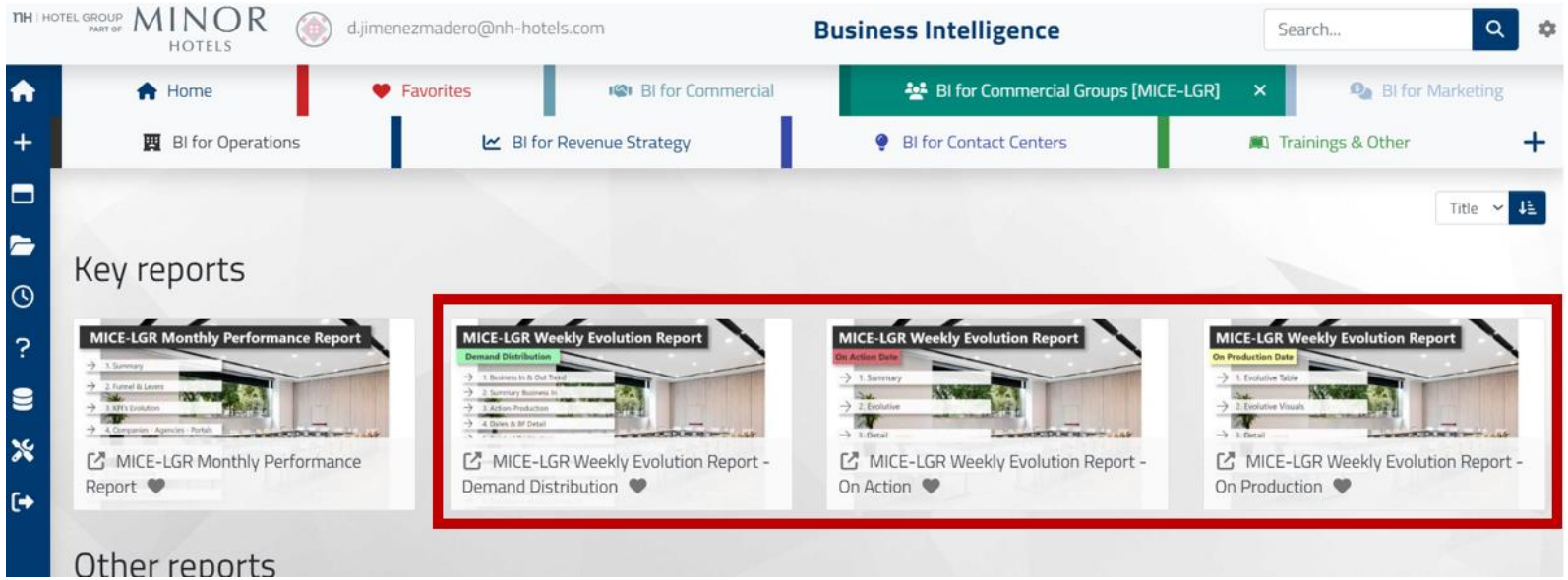
✓ **Other reports that may be useful for agents GEM/CRO/GGT**
SLA Reporting:
- Overview SLAs of all incoming e-mails at GEM
- Need to request BI CRO/GEM/GGT to be added to the distribution list

General MICE Reservation Management Process - Reporting

BI REPORTINGS

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…



Find everything about Power BI **REPORTINGS** on the ***Business Intelligence Knowledge Portal***

MINOR HOTELS

General MICE Reservation Management Process.
Sales manual
Site inspection

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General MICE Reservation Management Process – Site inspection

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.

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

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General MICE Reservation Management Process – Deposits

Corporate Terms and Conditions applicable for business groups for congresses/fairs contracted with Minor E&A are available in the ***Business Processes*** portal. 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 MICE Reservation Management 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 MH E&A are available in the ***Business Processes*** portal.

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 MICE Reservation Management 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 MH E&A are available in the ***Business Processes*** portal.

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

General MICE Reservation Management Process:
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General MICE Reservation Management 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 MICE Reservation Management 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 MICE Reservation Management 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 MICE Reservation Management 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%

MINOR HOTELS

General MICE Reservation Management Process:
Deposits BUNE

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elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

General MICE Reservation Management Process – Deposits

DEPOSITS – BU NE Deposit policy All Hotels –

Corporate Terms and Conditions applicable for business, leisure groups and groups for congresses/fairs contracted with MH E&A are available in the ***Business Processes*** portal.

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.**

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*			

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

General MICE Reservation Management Process – Deposits

DEPOSITS – BU NE CXL policy All Hotels – Call in Allotment

Corporate Terms and Conditions applicable for business, leisure groups and groups for congresses/fairs contracted with MH E&A are available in the ***Business Processes*** portal.

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.**

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*

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

General MICE Reservation Management Process – Deposits

DEPOSITS – BU NE Deposit policy during Fairs – Call in Allotment

Corporate Terms and Conditions applicable for business, leisure groups and groups for congresses/fairs contracted with MH E&A are available in the ***Business Processes*** portal.

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.**

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*

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

General MICE Reservation Management Process – Deposits

DEPOSITS – BU NE Deposit policy during Fairs –

Corporate Terms and Conditions applicable for business, leisure groups and groups for congresses/fairs contracted with MH E&A are available in the ***Business Processes*** portal. 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.**

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*			

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

MINOR HOTELS

General MICE Reservation Management Process:
Commissions

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General MICE Reservation Management Process – Commissions

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 MICE Reservation Management Process – Commissions

COMMISSIONS: GENERAL GUIDELINES

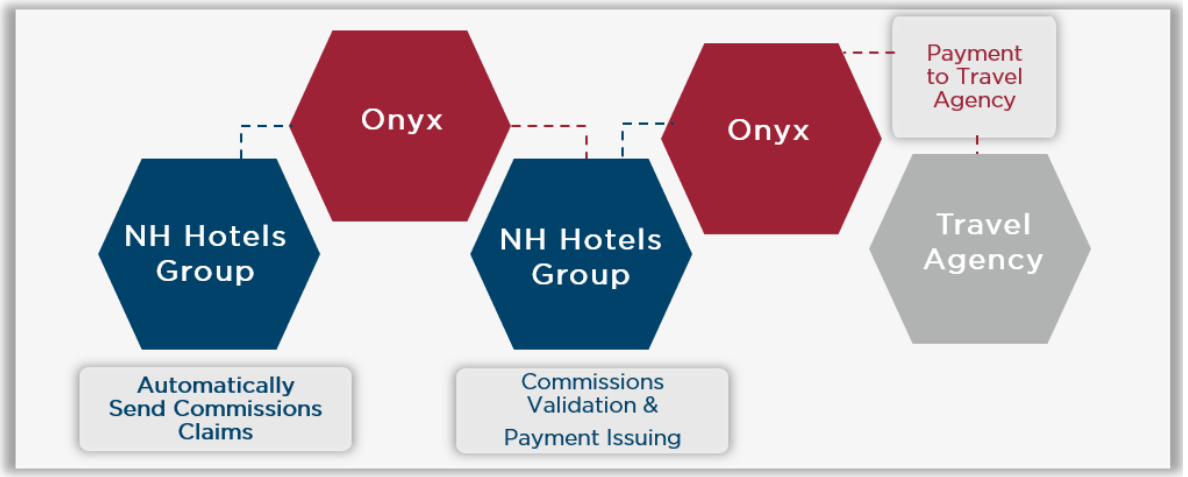
Commission management in TMSforMeetings:

- 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*

Find everything about **COMMISSION procedures** on the ***Business Processes*** portal Minor - Organization Portal

General MICE Reservation Management Process – Commissions

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**, MH E&A 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 MICE Reservation Management Process – Commissions

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

Find everything about **COMMISSION procedures** on the ***Business Processes*** portal Minor - Organization Portal

General MICE Reservation Management Process – Commissions

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 **Minor E&A 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 MICE Reservation Management 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 MICE Reservation Management 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

Find everything about **COMMISSION procedures** on the ***Business Processes*** portal Minor - Organization Portal

MINOR HOTELS

General MICE Reservation Management Process:
FAM TRIP

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General MICE Reservation Management Process – Fam Trip

FAM TRIP POLICY

FAM TRIP is a complimentary trip for decision makers, travel agents and consultants organized by MH E&A 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.

Find everything about **FAM TRIP POLICY** on the ***Business Processes*** portal Minor - Organization Portal

General MICE Reservation Management 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 Sales Person

Find everything about **FAM TRIP POLICY** on the ***Business Processes*** portal Minor - Organization Portal

General MICE Reservation Management Process – Fam Trip

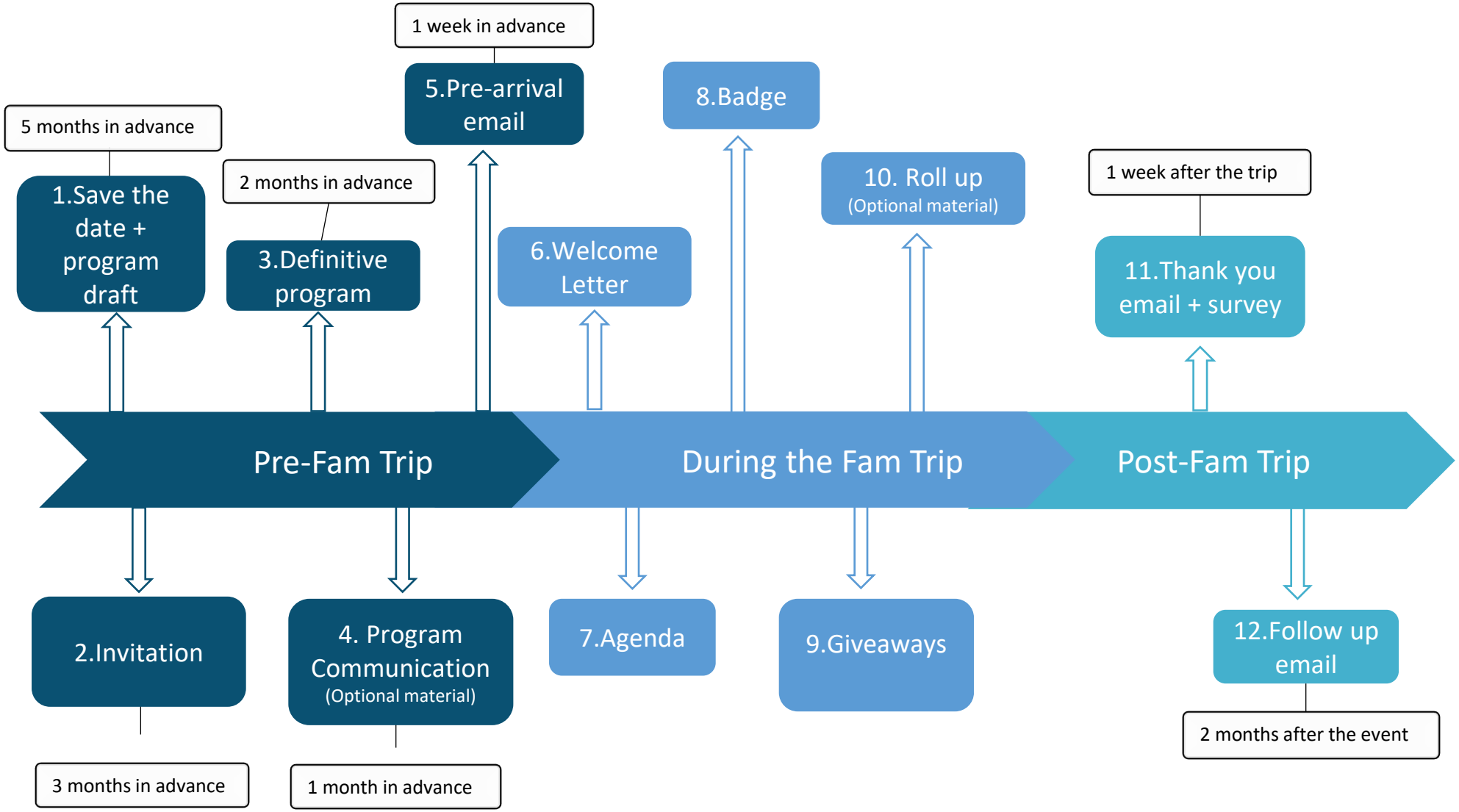
FAM TRIPS RESERVATION PROCESS

- 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

Find everything about **FAM TRIP POLICY** on the ***Business Processes*** portal Minor - Organization Portal

General MICE Reservation Management Process – Fam Trip

FAM TRIPS POLICY: COMMUNICATION PLAN



MINOR HOTELS

General MICE Reservation Management Process:
MEDIA HOSTING POLICY

ANANTARA HOTELS · RESORTS · SPAS | AVANI Hotels & Resorts | elewana COLLECTION | OAKS HOTELS · RESORTS · SUITES | nh HOTELS | nh COLLECTION HOTELS | nhow HOTELS | TIVOLI HOTELS & RESORTS

Media Hosting Policy

MINOR HOTELS

MINOR HOTELS EUROPE & AMERICAS

MEDIA HOSTING POLICY

Communication-PR July 2024

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.
	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.	
	HQ	**BU**
	The HQ 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 HQ 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 using the Internal Customer number (starting with 99) corresponding to the hotel. 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. Apply 100% discount to the rest of services, both internal and external. *Reallocation of the corresponding cost is pending to be defined by Corporate Business Controlling Department.*

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

MINOR HOTELS

General MICE Reservation Management Process:
Event tool (former CGW) and Click & Meet

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General MICE Reservation Management Process – Event tool (CGW)

What is it?	IA **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 CGW?	Simplify the reservation process for planners serving customers better & faster
Who offers CGW?	All sales teams should offer it: Account Handlers, GEMs, Remote Sales, Hotel Organizers
Who creates CGW?	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 **How to create CGW**

TAILORED

Publish, personalize and update details such as event schedule, picture, logo, dates, 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.

*Find everything you need to know about CGW in the following documents that are available on the Business Processes portal: Customized Group Website Manual or CGW Best Practices and New Standards

General MICE Reservation Management Process – Click & Meet

nH PRO Click & Meet 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.

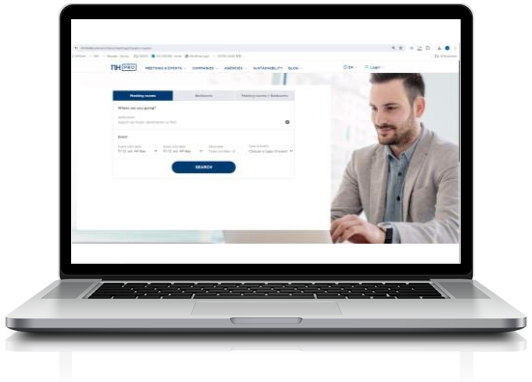
Meal plans and AV´s only available when booking DDR packages.

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 MICE Reservation Management Process – Click & Meet

nH PRO Click & Meet 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

General MICE Reservation Management Process:
MICE SALES MANUAL

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MICE SALES MANUAL – Top MICE Hotels

MINOR HOTELS EUROPE & AMERICAS TERRITORIES					
COUNTRY	CITY	HOTEL NAME	Nº ROOMS	Nº OF MEETING ROOMS	MAX CAP (THEATRE STYLE)
Argentina	Buenos Aires	NH Collection Buenos Aires Crillón	96	4	120
		NH 9 de Julio	175	3	120
		NH Buenos Aires City	302	13	500
		NH Collection Lancaster	115	7	60
Austria	Vienna	Anantara Palais Hansen Vienna	152	10	265
		NH Vienna Airport Conference Center	499	21	550
		NH Danube City	252	10	450
Belgium	Brussels	nhow Brussels	305	12	320
		NH Collection Brussels Grand Sablon	192	9	140
		NH Gent Belfort	174	10	340
Chile	Santiago de Chile	NH Collection Plaza Santiago	159	9	200
		NH Ciudad de Santiago	122	6	160
Colombia	Barranquilla	NH Collection Royal Smartsuites	118	8	150
	Bogotá	NH Collection Bogotá WTC Royal	144	10	320
		NH Collection Bogotá Teleport Royal	251	14	250
	Cali	NH Royal Cali	145	8	130
	Medellín	NH Collection Royal Medellin	134	4	80
Czech Republic	Praga	NH Collection Prague Carlo IV	152	6	220

MICE SALES MANUAL – Segment Leaders 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: MERCEDES GALLEGOS m.gallegos@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: GEM Directory | Minor - Organization Portal (minor-hotels.com)

MINOR HOTELS

General MICE Reservation Management Process:
Processes and documents

ANANTARA HOTELS · RESORTS · SPAS
AVANI Hotels & Resorts
elewana COLLECTION
OAKS HOTELS · RESORTS · SUITES
nH HOTELS
nH COLLECTION HOTELS
nhow HOTELS
TIVOLI HOTELS & RESORTS

General MICE Reservation Management Process – Processes

All these documents are available in the *Business Processes* section on the **Digital Knowledge Workplace:** Minor - 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

THANKS!

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HOTELS & RESORTS

Document control

PROCESS: General MICE Reservation Management Process	
SUBPROCESS:	
PROCESS OWNER: Rufino Pérez Fernandez	**PROCESS LEADER:** Pedro Marfany Mora

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Name	**Function**	**Date**	**Comments**
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Diana Marin	Global Sales	11/2024	
Fernando Cebada	Treasury Owner	11/2024	

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