Welcome

to the Minor Hotels Loyalty Programme

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1.   Welcome to Minor DISCOVERY

Customer loyalty refers to the willingness to repeatedly choose our brands. Loyal customers are more likely to make repeat bookings due to positive experiences at our hotels.

40% of all customers who visited our hotels in 2025 were a Minor DISCOVERY loyalty member, almost every second guest! Members spend 30% more than non-members, and they book through our direct channels what helps us to decrease intermediary costs.

Minor DISCOVERY is a Minor Hotels´ loyalty programme which creates a seamless loyalty experience for guests at all our brands globally – Anantara, The Wolseley, Avani, Elewana, Minor Reserve, Oaks, NH Hotels, NH Collection, nhow, Tivoli, and iStay.
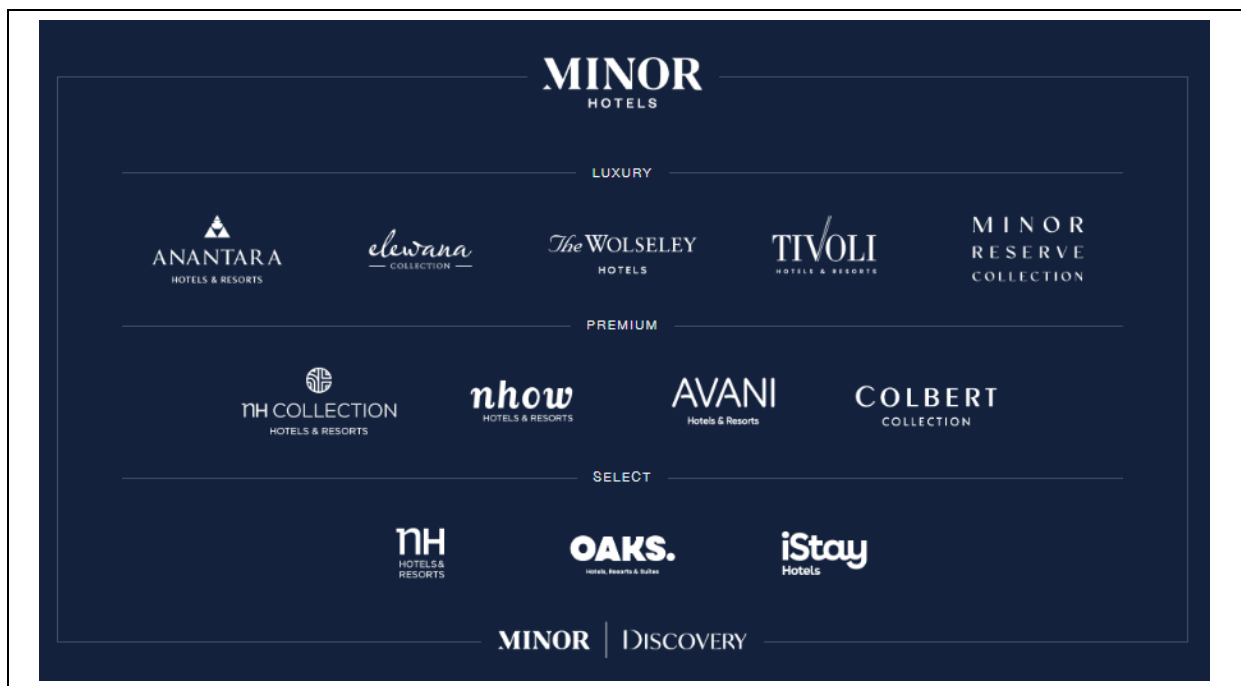
Minor DISCOVERY remains part of GHA DISCOVERY, so our members can enjoy perks at over 900 hotels across 50 Global Hotel Alliance brands around the world.

Being part of the Alliance brings incremental business to our hotels from members acquired outside Minor Hotels portfolio and gives Minor DISCOVERY members a broader choice of destinations to enjoy their rewards and experiences.

1.1. The main pillars of Minor DISCOVERY loyalty programme

Recognition

DISCOVERY Dollars (D$)

Live Local

1. RECOGNITION

Minor DISCOVERY allows us to know better our guests and offer them personalized services, exclusive benefits, and memorable experiences.

Members joining the programme will be recognized from the very first day at any of our hotels, getting first rewards.

2. DISCOVERY Dollars (D$)

D$ are more than just points – they are transparent and easy rewards which members can earn and redeem in all their eligible bookings. 1 D$ equals 1 US Dollar.

1.2. Minor DISCOVERY Training

Minor DISCOVERY training is available at Minor Hotels Europe & Americas Talent Platform. You can access it by clicking here.

Front Office hotel teams and Hotel General Manager should take this mandatory training about the programme.
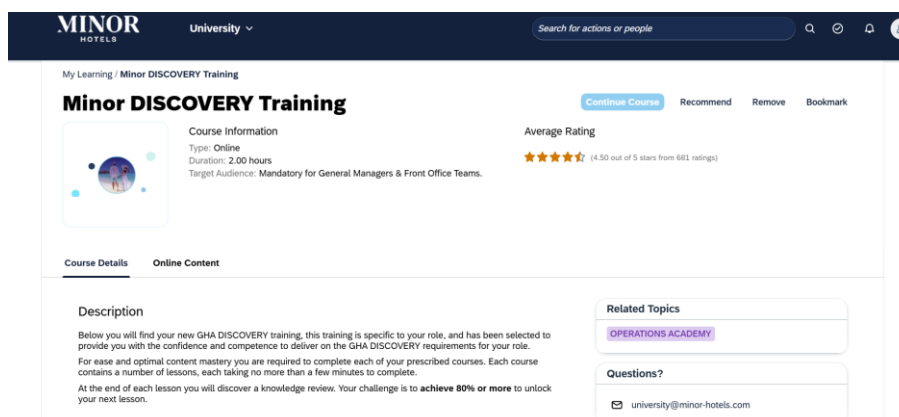
1.3. The Minor DISCOVERY Hotel Champion & Senior Hotel Champion

Loyalty Hotel Champions (HCs) are key users for Minor DISCOVERY at their hotel. They are assigned by Hotel GM and participate in monthly HCs Calls provided by Minor Hotels EUAM loyalty team, support their

Front Office Colleagues with any questions related to the programme, and follow up on loyalty performance KPIs in their hotel.

Senior Hotel Champion (SHC) plays a crucial role in leading and guiding the loyalty program initiatives in the hotels of their operational region actively engaging Minor DISCOVERY Hotel Champions. SHCs are responsible for training and mentoring other Minor DISCOVERY Hotel Champions from the hotels assigned to their area of responsibility, ensuring the successful implementation of the Minor DISCOVERY loyalty program and excellence of guest service.

You will find a summary of their responsibilities and tasks in the following documents:

- Minor DISCOVERY Hotel Champion job description.
- Minor DISCOVERY Senior Hotel Champion job description.

Also, you can find the list of Hotel Champions and Senior Hotel Champions clicking here.

1.4. my.gha.com Applications

Hotels have access to several useful applications at my.gha.com.

Clicking here you can find the tutorial for creating a user at my.gha.com.

The main applications are:

- DISCOVERY Dashboard: is a tool to consult and perform some tasks for the loyalty programme. Hotels should use it in some specific cases to look up information on membership profiles.

- POWER BI: Contains a variety of content in the form of dashboards and reports. Remember that this reporting tool should be accessed via Powerbi.com and not my.gha.com.

  Remember: To be able to access PowerBI you should create a user at my.GHA.com with your nominative email address and with a Super User role.

- DISCOVERY in a Box: The place that collects loyalty programme´s knowledge and best practices.

1.5 EUAM Business Intelligence Portal

Business Intelligence Portal is our internal report made by BI, with useful information regarding Minor DISCOVERY loyalty programme.

To access, you should have a nominative email address, and as password you should add your computer windows password.

If you have any problem accessing it, please open a JIRA here.

1.5.1 QUEST For Excellence
- Minor DISCOVERY Enrollments - Click here to check tutorial to access Minor DISCOVERY Enrollments Details.
- Minor DISCOVERY Post Stay Survey - Click here to check tutorial to access Minor DISCOVERY Post Stay Survey Details.

1.5.2 Ecommerce Report

- Minor DISCOVERY Identification - Click here to check tutorial to access loyalty Identification Details.
- Minor DISCOVERY Share Loyalty - Click here to check tutorial to access Loyalty Share Loyalty Details.

1.6 Digital Knowledge Workplace

The Digital Knowledge Workplace contains all Minor DISCOVERY procedures, with video tutorials included. Click here to access the Minor DISCOVERY procedures in the portal.

2.   Minor DISCOVERY benefits

All Minor DISCOVERY members receive benefits from the first day of their membership.

From 5% to 12%-member discount over all public rates:

- Minor Hotels direct channels:
    - minorhotels.com
    - Minor Hotels Mobile App
    - Minor Hotels branded websites
    - CROs
    - Hotels
- ghadiscovery.com website and app.

The discount applies only to meal plan & accommodation, and for insourced extra charges (such as F&B or spa if the hotel is the owner).

This table summarizes the benefits for members depending on the group or tier they belong to:

MINOR | DISCOVERY
REWARDS THAT INSPIRE JOURNEYS

IN HOTEL BENEFITS GROUP	(B)asic Silver	(BB)etter Gold	(BBB)est Platinum, LHW Club & Sterling, Public Persons (Celebrities, Personalities, Influencers, Politicians)	(V)IP Titanium Red LHW Aurelian
Complimentary Wi-Fi	●	●	●	●
Warm welcome treatment	●	●	●	●
Welcome Letter in Room	●	●		
Amenity Card			●	●
Free Bottled Water				Daily
Late Check-out*		1st day	Platinum & LHW: 1st day / Public Persons: Daily	
			Platinum & LHW: 3:00 pm / Public Persons: 6:00 pm	4:00 pm 6:00 pm
Free Room Upgrade*			●	Double Suite
In Room Courtesy			Platinum & LHW: Type 1 / Celebrities, Personalities, Influencers: Type 2 / Politicians: Type 3	Type 3 Daily
Free Early Check-in*			Public Persons: 10:00 am	11:00 am 10:00 am
Welcome by GM			Public Persons	●
Free Premium Wi-Fi			Public Persons	●
Priority Check-in			Public Persons	●
Guaranteed Room Availability 48hrs prior				●

*Upon availability

Employees and NH Programs - VIP, Corporate, Shareholder, Media, Travel Partner and Owner - always have associated Minor DISCOVERY tier visible at TMS CRM profile and they should be treated accordingly to this category.

MINORHOTELS.COM

(B)asic: Minor DISCOVERY Silver
(BB)etter: Minor DISCOVERY Gold
(BBB)est: Minor DISCOVERY Platinum, LHW Club & Sterling, Public Persons (Celebrities, Personalities, Influencers, Politicians)
(V)IP: Minor DISCOVERY Titanium, Red, LHW Aurelian

Whenever there are several customers entitled to free room upgrade benefit, you must consider assignation & priorities rules.

If at any EXCEPTIONAL situation the guaranteed room upgrade cannot be granted, the client must be notified that they will be assigned the best available room within the category they had reserved, highlighting the benefits of the room (quiet, spacious, better views, others...) and you will also be offered any alternative benefit by the hotel or brand.

- Room Upgrade Procedure
- Alternative Benefit Procedure.

Should the customer be a member of several loyalty programs (Minor DISCOVERY, Leaders Club or Frequent Flyer Programs applying in the hotel), each guest can only benefit from one of them per stay.

The Minor DISCOVERY program is always set by default in the reservation in TMS. Any other loyalty program must be previously informed in the reservation in the Loyalty card field for every new stay if it has already been added to the guest ID.

Should several guests be entitled to the same in stay benefit, the priority to receive the best available room applies as shown in the following graph:

There are two permanent benefits that have been implemented in Minor DISCOVERY:

- Free Breakfast for Titanium members at Anantara Hotels & Resorts.
- 10% Dining Discount for Platinum, Titanium and Red members at all brands.

Check here the Procedure for Frequent Flyer Program.

Regarding D$, depending on their tier level, they will earn different percentages of D$ with different months of expiration:

Loyalty Cards					
Membership Tiers	**SILVER**	**GOLD**	**PLATINUM**	**TITANIUM**	**RED** (Unpublised, by Invitation VIP)
Earn D$ on Eligible Spend	4%	5%	6%	7%	7%
D$ Expiration (months)	12	18	24	24	24

The earning will be reflected in the DISCOVERY Dashboard D$ Balance automatically between 2-5 days after departure. Therefore, the client should be informed that the amount of D$ can be seen in their profile approximately 48 hours after the Check Out date.

Regardless of the amount of the final invoice, the guest will always earn a minimum of 5 D$ per eligible stay.

1 D$ = 1 USD

% earning D$: net eligible spending.

Minimum earning of D$ 5 per stay.

D$ redemption: discount on eligible net spent at Check-Out.

Minimum redemption from D$ 10

2.1 Web benefits for Minor DISCOVERY members (Web Secrets)

This initiative has been created to increase sales through our direct digital channels.

Minor DISCOVERY members who book through our website(s) or app receive additional benefits:

- Extended Check-Out until 1pm guaranteed
- Free Premium Wi-Fi
- Free late check-out on Sundays upon request
- Always 5-12% off public rates; and up to 16% for logged where discount is increasing for higher tiers
- Bonus D$ 5 for every web/app booking
- Bonus D$ 20 after every 4th stay booked through web/app
- More flexible cancellation options for logged in users
- Deferred payment options for logged in users

Hotels should ensure that the following in-hotels benefits are proactively offered during check-in to members who booked via website: Extended Check-Out until 1pm guaranteed and the Free Premium Wi-fi.

- Complete procedure of Web Secrets.

To confirm whether a guest is entitled to this benefit, check the TMS for Connectivity remarks:
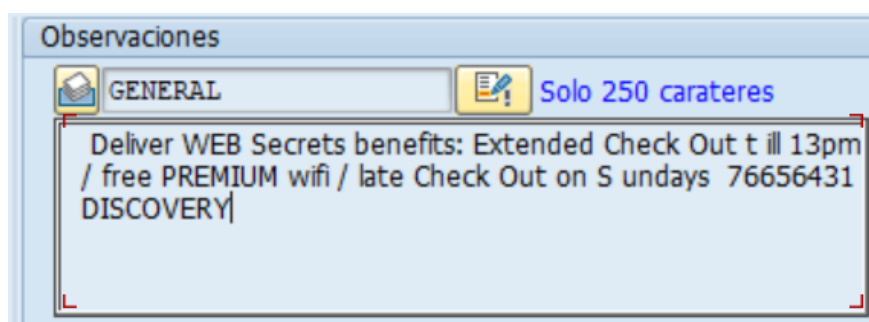
This benefit applies to all hotel brands in TMS (Minor Hotels Europe & Americas). Late check out time varies per hotel. Check here the hotels that are excluded.

3. New members enrolment procedure

It is essential to offer to join Minor DISCOVERY loyalty programme to all hotel guests. By doing that we ensure that we can communicate with these guests by electronic means and bring them back to stay in our hotels again. Enrolment KPIs are part of the hotel's annual objective plan.

Front Office Team:

There are different ways to invite a guest to join our loyalty programme at check-in, but the main channel should be the Registration Form (paper or tablet).

If the enrolment occurs during the Check In process by using the Registration Form, all the information included in the document will be signed at the Front Desk.

Scripts for Enrolling new Minor DISCOVERY members through Registration Form on Paper:

- "You can start earning D$ from this stay if you join our free loyalty programme, Minor DISCOVERY – please, accept Minor DISCOVERY as stated above the signature, and sign."

Scripts for Enrolling new Minor DISCOVERY members through Registration Form on Tablet:

- "You´ll see a quick option to join our loyalty programme, Minor DISCOVERY. It is free and takes a second to activate. You start earning D$ now, which you can use for your next stays! I highly recommend ticking that box!"

Other ways are:

- A guest can scan QR code placed on different marketing materials in the hotel – enrolment brochure and elevator print/screen. These QR codes are personalized per hotel, and enrolments count to hotel targets
- Check here the Minor DISCOVERY Collaterals.
- Enrolment brochures should be visibly exposed during check-in. Fill out the enrolment brochure manually.
- Provide a guest with a printed Sign-Up Form. It should be only used in case of systems downtime.

Identify OTA reservations: Check next-day arrivals, identify the reservations confirmed from OTAs, and offer these guests the opportunity to enroll in Minor DISCOVERY during check-in. Inform them that while their current booking is not eligible for full benefits, they will earn D$ after this stay and enjoy all privileges on future direct bookings. Script:

- "Even though your current booking isn't eligible for full programme benefits, by enrolling in Minor DISCOVERY today you'll still earn D$ to use on future stays. And when you book directly with us next time, you'll unlock the complete range of member privileges. It's free, quick, and starts rewarding you right away!"
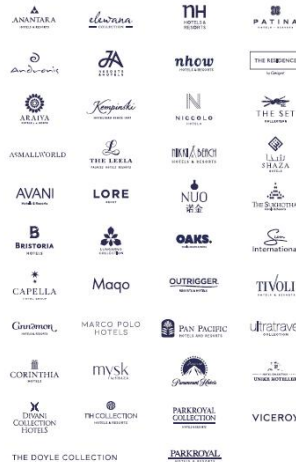
Enrolling new members is a critical task during check-in, so make sure the marketing materials are prominently placed, and Front Office team follows the enrolment script. If you have any questions, contact your Business Unit Marketing Team, your Loyalty Hotel Champion or central services at hq.loyalty@minor-hotels.com for support and guidelines.

The following video shows a manual enrolment from SAP CRM to new members (click on the picture):

This process interfaces automatically on my.gha.com and is quick: once created, GHA will send the updates to SAP TMS such as tier progression or downgrading or even the program cancellation.

Membership ID is not the same as SAP CRM ID.

Membership numbers range from 10 to 16 digits and begin with a number.

Should the guest ask you to change any data in their membership profile, you can explain to them that they can request it directly when they log into their profile on the website.

Check how to deduplicate Minor DISCOVERY profiles here.

Be persuasive! Find the right argument

Do not be afraid to insist; you just need to use the right argument and be prepared to deal with objections. Always offer the program to all clients that are not yet Minor DISCOVERY members, regardless of their booking channel or travel reason.

Here you have arguments you can use to overcome resistance:

- Benefits from Day One: even if the first stay is non-eligible (booked through Booking.com, Expedia, etc.), new members will earn 4% in D$ over their net bill right away from this stay.
- Always get the best price available only for Members.
- It's free to join!
- Members can earn D$ for eligible spend at 950+ hotels, 100+ countries.
- We can more easily personalize your stay by considering your preferences and interests.
- Members qualify for membership progression based upon spending OR nights OR stays at any of Minor Hotels brands or GHA hotels.
- Enjoy Local Offers & Experiences available only for members.
- Get exclusive D$ bonuses and member-only promotions.

You can check Minor DISCOVERY Enrollment Procedure.

4. Reservation

Direct Guest Bookings for loyalty members can be created mainly in two different ways:

1. Through direct online channels, where customers can manage them by themselves and are interfaced with TMS*:

    o Minor Hotels web & APP minorhotels.com > Main Client: 1003 // CRS: 2000001019

    o Brand websites (minorhotels.com / anantara.com / tivolihotels.com / avanihotels.com) > Main Client: 1003 // CRS: 2000001019

    o Web ghadiscovery.com > Main Client: 1100035865

2. Or through the Reservations Department of the hotel and/or Front Office and/or CRO, which are managed manually in TMS.

(*) If there is a connectivity failure between the ghadiscovery.com website and TMS, the reservations will arrive by email to the CRO so that they can create them manually. In case the failure is due to other causes, a failover notification will also be sent to the CRO.

Whenever a new reservation is made, the client will be asked if they are a member of the Minor DISCOVERY or GHA DISCOVERY loyalty programme: *"Are you a member of Minor DISCOVERY loyalty programme?"*

If the answer is YES:

... , the client **is registered** in CRM and she/he is DISCOVERY member

1. Main Client: 1003 (Minor DISCOVERY) to create the reservation.
2. Offer Minor DISCOVERY special rates (discounts from 5%).
3. Look for the customer ID of the member in CRM:
    a. If the CRM ID already has the loyalty program membership number associated; the information appears directly in the reservation.
    b. If the CRM ID does NOT have the loyalty program membership number associated, you must sync with the client by clicking on the GHA button (see link process on the next page).

... , the client is **not registered** in CRM and she/he is DISCOVERY member

1. Main Client: 1003 (Minor DISCOVERY) to create the reservation.
2. Offer Minor DISCOVERY special rates (discounts from 5%).
3. Different options:
    a. If CRO or the FO Teams (for a Walk-in) make the reservation: Create ID in CRM + click on GHA button to synchronize it with the Loyalty Membership ID.*
    b. If FO makes the reservation before the Check In: write the Loyalty Membership ID in the Remarks of the reservation.

If the answer is NO:

... and the client is **not** registered in CRM, **but wants to enrol** in DISCOVERY loyalty program

1. Main Client: 1003 (Minor DISCOVERY) to create the reservation
2. Offer Minor DISCOVERY special rates (discounts from 5%)
3. Different options:
   a. If CRO or the FO Teams (for a Walk-in) make the reservation: Create ID in CRM + click on the GHA button to create the DISCOVERY member profile. *
   b. If FO makes the reservation before the Check In: the client should be redirected to the website or CRO or enroll him once he Checks-In in the hotel.

... and she/he **DOES NOT want to enroll** in DISCOVERY loyalty program at that time

1. Please follow the individual reservations execution procedure:
   - Main Client: 1000 (Direct Guest or any other applicable) to make the reservation.

IMPORTANT

(*) This step can only be done by the CRO through a recording of acceptance of the Terms & Conditions by the client. The Front Office can do it with the client's signature of the Registration Form or Brochure whenever the guest is present at Reception.

Please note that all Minor DISCOVERY rates have the same NHR Ratecode "NHR_XX". E.g.: NHR_BAR, NHR_FLEXBB...), but the description is for Minor DISCOVERY. See an example below:

To link a loyalty member with an SAP CRM ID, we must click on the GHA button that will perform an automatic search by e-mail. If it finds it, we will only have to select it and click on the Sync button.

As of today, the default automatic search is only e-mail, the matches that exist in Discovery Dashboard (my.gha.com) with the client's data will appear in the results and will be selected so that the data of the category and member number are passed to the client's CRM.

This is how reservation looks like after the synchronization process

4.1 Duplicate profiles: merge process

Click Here to check Merge and Deduplication procedure.

It is possible that some members who had loyalty profiles with NH before June 2022 will have duplicated profiles with GHA DISCOVERY. These members can request a merge of their profiles.

As it is only possible to sync one Membership ID to the reservation, please make sure during check-in that the card linked to the CRM profile is the one preferred by the member. *

Keep in mind the following process to de-duplicate/merge profiles according to each situation:

CASE 1 – DUPLICATE: Minor DISCOVERY - Minor DISCOVERY (both Enrollment Codes start with NH).

- Hotel opens a JIRA ticket in category: 01 SAP Business Suite > Loyalty > Guest Profile Error. Click here to open the JIRA directly.
- Customer Care manages the request with GHA.

- Once completed, Customer Care resolves the case.

	Nº tarjeta	Programa	Subprograma	Categoría	Canal	Subcanal	Enrollment Code	Enrollment...	Sincroniz...	Inactividad	Fecha Cre...	Hora Cr...
		MINOR_DISCOVERY		PLATINUM			NHMIGRATE	NH	✓		02.04.2025	18:16:13
		MINOR_DISCOVERY		PLATINUM			NHMIGRATE	NH	☐	ERROR	14.02.2023	16:30:51

ESMD.EUROB NH Collection Eurobuilding COLLECTION — Id empresa — Nombre empresa — Posición — Titular — Nombre — Internal ID — Apellidos — Email asistente

<u>CASE 2 – MERGE</u>: Minor DISCOVERY - GHA DISCOVERY (different Enrollment Code).

- Important! IT MUST ALWAYS BE THE CUSTOMER WHO REQUESTS ON THE GHA "Merge Your Accounts" WEBSITE WHICH DISCOVERY ACCOUNT THEY WANT TO KEEP.
- The hotel must inform the member: *""According to data protection law, only the guest personally can request this merge. So, we invite you to choose which profile you would like to keep through the following link https://www.ghadiscovery.com/member/gha-nh-discovery-profile-merge or you may scan this QR Code. You will be asked to enter your membership details for both profiles and then select the card you would like to keep. Once this is complete, you will be able to access all your stays, D$ balance and membership benefits through one unique account¨.*

Merge Your Accounts
Minor DISCOVERY – GHA DISCOVERY

SCAN ME

MINOR | DISCOVERY   DISCOVERY

- The QR code should not be visible to customers, but should be kept at Front Desk, in case you need to show it to the member who needs to request a merge.

Loyalty cards
GHA Dashboard

ESCR.OBRAD NH Collection Santiago COLLECTION — Company ID — Company name — Position — Holder — Internal ID

	Card number	Program	Subprogram	Category	Channel	Subchannel	Enrollment Code	Enrollment Bra...	Synchronized	Inactivity	Creation Date	Creation h...	Created by
	848	GHA_DISCOVERY		GOLD			KIAQJ1W	OTHERS	✓		06.10.2023	13:01:52	E00000222
	842	NH_DISCOVERY		SILVER	WEB	EXPRESS	NHMIGRATE	NH	☐	DUPLICATED	01.05.2019	00:00:00	REMOTE_PC

<u>(*) If the synchronized card is wrong</u>, while the ticket is solved (case 1) or the member requests the de-duplication/merge (case 2), you can request to sync the correct one via Jira in category: SAP Business Suite > Loyalty > Synchronized/Desynchronized profiles. Click here to open the JIRA directly.

4.2 Eligibility logic

Members can request to use their DISCOVERY Dollars (D$) at check-out, also always verbalize available D$ balance to members on eligible stays.

Although this information is automated in TMS, it is important that you are aware of the eligibility criteria and that you have available a consultation document with all the information.

The document is available in the Business Processes section of the Minor Digital Knowledge Workplace, which we will see in detail later in the Redemption process.

Remember that eligibility will depend on several criteria:

- Type of customer: OTA (Online Travel Agency), TA (Travel Agency), direct channels…
- Segment (statistics tab in TMS)
- Concepts
- Payment methods

Please check here the Eligibility Logic Excel.

![MINOR | DISCOVERY]

5.   Pre-check-in, check-in and pre-check-out

5.1   Pre-check-in.

You can check the complete procedure [here](#).

1. <u>Check Arrivals List</u>:
   a. ZTMS_COM_CHECK à Check Reservation Report List.
2. <u>Guest Identification</u>: Identify and add their Guest ID in TMS whenever possible.
   a. If ID is not identified, but has Minor DISCOVERY rate, add a remark with membership ID and tier.
   b. If guest ID is informed and client is Loyalty member then:
   - [Sync de DISCOVERY membership with CRM](#) & [Pre-assign a better room for Premium categories](#).
   - Pay attention on comments & requests
   - Follow Special Guest Prioritization:
        1. VIPs (HQ1, TOP)
        2. VIP Titanium / Red, Leaders Club Aurelian
        3. Titanium / VIPS (Others) TOP External Programs
        4. Platinum, Leaders Club & Sterling Public Persons (Celebrities, Personalities, Influencers, Politicians)
        5. Gold
        6. Silver
        7. Airlines Crews Program / Other Loyalty (FFPs)
        8. Other Customers
   - Be aware of DISCOVERY members benefits

MEMBERSHIP TIER	SILVER	GOLD	PLATINUM	TITANIUM	VIP/RED
Member Rates — save up to 10%	●	●	●	●	●
Exclusive Offers	●	●	●	●	●
Earn D$ on Eligible Spend	4%	5%	6%	7%	7%
Redeem D$ on Eligible Spend	●	●	●	●	●
Complimentary Wi-Fi	●	●	●	●	●
Experiences	●	●	●	●	●
Local Offers	●	●	●	●	●
Welcome Amenity			●	●	●
Guaranteed Room Availability 48hrs prior				●	●
Early Check-in				11:00 am	10:00 am
Late Check-out		3:00 pm		4:00 pm	6:00 pm
Room Upgrade			●	Double	Suite
Status Sharing				●	●
Additional Brand Benefits				●	●
Free Premium Wi-Fi				●	●
Priority Check-in				●	●

You can download the Back of the House poster with Minor DISCOVERY benefits [here](#)

   c. If guest ID is identified and client is NOT Loyalty member à Set notices and alarms to offer Minor DISCOVERY. Check page 13, *new member enrolment procedure*.

3. <u>Set actions to remind required departments of:</u>
   In Room Benefits or Special Treatment.
   Remember that TMS have configured Pop-Ups with the Loyalty benefits per tier.

Noti.:
DISCOVERY PLATINUM
- Warm Welcome Treatment at check-in
- Inform about available D$ balance at check-in
- Free Room Upgrade
- Inform about Late Check-out 3pm
- In Room Courtesy with Amenity card
- Free Bottled Water 1st day
- 10% Dining Discount

4. Prepare the Welcome Card and Welcome Amenity before the guest arrival (VIP Guest: Loyalty members).

Situations we might encounter in the <u>pre-check-in</u>:

A) The client is NOT identified in the reservation (no ID is assigned) and has a Minor DISCOVERY special rate:

1. The Main Client can be: 1003 (Minor DISCOVERY) or 1100035865 (GLOBAL HOTEL ALLIANCE).
2. Rates can be typed NHR_XX / MIN_XX / GHA_XX.
3. Then you must look for the Loyalty membership number in the Discovery Dashboard and write down the Loyalty membership ID and the tier in Remarks and Notices for Reception, so it is considered during the check in.

The search will be interfaced in TMS if the ID is previously informed.

If the Guest ID is not informed in the reservation and CRM profile cannot be identified, you must search it directly in GHA Dashboard by membership number OR e-mail OR first name & last name (both written complete).

Remember to write the Loyalty Membership ID and tier in the Main Remarks of the reservation and in Notices for Reception.

See the steps of this process in the images below:

Search in Discovery Dashboard:

Welcome, **Ines**!

DISCOVERY Dashboard   DISCOVERY in a Box   Power BI   Hotel Hub

Welcome to GHA DISCOVERY Dashboard

Member Search

Member #	E-mail address	First name	Last name	City
Member #	Email	First Name	Last Name	City

Search Results

There are no profiles returned for your search criteria. Please update your search criteria or create a new member by clicking on Enroll a Member.

Inform in TMS reservation:

<div align="center">REMEMBER</div>

To access the DISCOVERY Dashboard, the Front Office Team must sign up in my.gha.com with a not shared email account or a Hotel Champion user. (If you don't have access to my.gha, please, take a look to this procedure clicking here)

The first thing that should appear when accessing Discovery Dashboard is the OKTA authenticity check for the my.gha.com user.

You must access the associated cell phone / e-mail to be able to see the code that will be sent when you click the "Send code" button. Do not forget to click on "Do not challenge me on this device for the next 30 days".

You can change this verification in your GHA profile as you prefer:

B) The client IS identified in the reservation and has a Loyalty rate:

If this is the case, you will have to check the membership details and preferences in the GHA Dashboard through the GHA button in the CRM profile.

Prepare the delivery of the client's benefits, assign the corresponding room and set the corresponding comment in General Data → Main Remarks in the reservation, to facilitate the work of colleagues who review the booking.
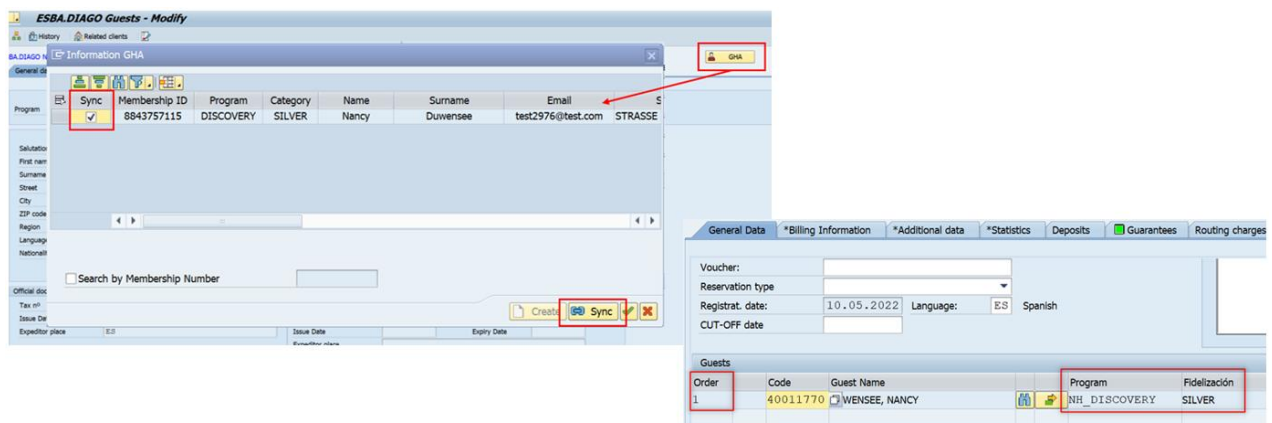
5.2   Check-in process

During the check-in process, when the guest is at Front Desk and we look for the SAP CRM ID, we can find 3 possible scenarios:

1. The guest is member of loyalty programme	2. The guest is **NOT** member of loyalty programme and wants to be enrolled	3. The guest is **NOT** member of loyalty programme and do **NOT** want to be enrolled
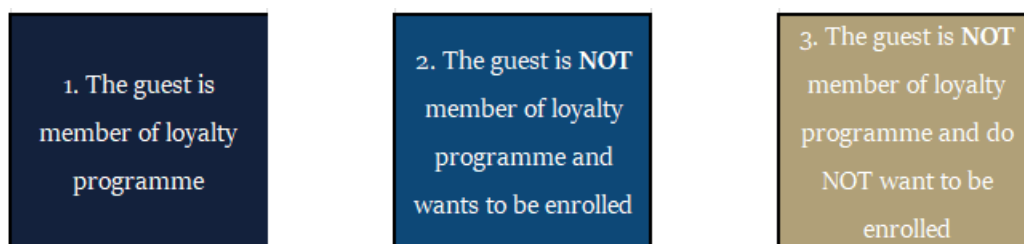
1) The first is that the guest is a member of Minor DISCOVERY program: if the client is not registered in CRM yet, please scan the identity document (IC / Passport) to create a CRM profile and then the client's membership number will be searched by pressing the GHA button so that the system searches directly in the GHA Dashboard Database.

2) In the second scenario, the guest is NOT a member of Minor DISCOVERY, but she/he wants to be enrolled so we will use the GHA button, and the option "Create". You can check Minor DISCOVERY Enrollment Procedure.

3) Finally, if the guest is not a member and does not want to be enrolled, we will simply follow the usual check-in procedure.

5.2.1   Recognition During Check-In

Once you have prepared during the Pre-check-in all the arrivals for Premium Membership tiers (Platinum, Titanium and Red), we should deliver a warm welcome on their arrival.

Recognition is key to providing members with excellent treatment worthy of its Minor DISCOVERY tier membership and for building strong relationships and remaining relevant throughout their guest journey.

A warm welcome, addressing guests by name, and helping set a positive tone. Recognizing their tier and personalizing their stay fosters loyalty, encourages them to achieve higher tier status, and boosts spending on upgrades and amenities, ultimately increasing revenue. This ensures members remember the loyalty program when choosing their next hotel and recommending us to their friends. Also, we want to stay relevant by offering information about their interests and personalizing their stays.

Post Stay Survey: specific questions about Loyalty Programme member recognition. At least 75% of answers from premium members should be ¨Yes¨.

> *Dear Mr./Mrs (Customer's Surname), since you're a Minor DISCOVERY (Tier) member, we warmly welcome you to our hotel (Hotel Name).*

Recommendations to Recognize Minor DISCOVERY members during Check-In:

- Every time you award with a benefit, tell them about that!

- Just list all the benefits out loud, especially for premium tiers.

- Have an employee cheat sheet with benefits behind the Front Desk so any colleague can consult them, if they need to.

- There are TMS alerts with a benefits list for each tier, use them!

5.2.2 Synchronize Loyalty membership card to PID at the reservation.

The following video shows how to search for a guest and synchronize in TMS, in scenario number 1 explained above (click on the picture).

As you can see, in this case the guest ID is already created, so we only search and sync accordingly.

If for some reason, there is some mistake in the linking process and we need to unlink the Membership ID in SAP CRM, we should open a JIRA (SAP Business Suite à Loyalty à Synchronized / Desynchronized profiles.

Click Here to open the JIRA directly) to request it to prevent fraud. The last modification date will be saved in the modification history.

Here you can check the Video Tutorial about the Identification Process.

Here you can check the Identification Procedure.

In case the guest wants to unsubscribe from the program, check the enrollment code and inform the guest accordingly:

- GHA DISCOVERY members must request it by writing to contact@discoveryloyalty.com
- Minor DISCOVERY members must contact unsubscribeminordiscovery@minor-hotels.com

Members have the right to access to their Personal Data held by us so they can exercise this by writing to dataprotection@minor-hotels.com

In scenario number 2, when a customer delivers the completed brochure or Registration Form at Reception, the Front Office agent must register the new member in the CRM profile.

Since the client accepts the benefits of the program and accepts the Terms & Conditions (T&C), press the GHA button and then the option "Create" to enroll the client in the DISCOVERY program.

The member creation is immediate as you can see in the screenshot below. We get the Membership number ID and tier; the rest of fields will be synchronized later.

Member Search

Member #	E-mail address	First name	Last name	City
Member #	Email	Carlota	Erana	City

Search Results

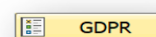| Last Name, First Name	Membership number / Level	E-mail Address	Phone Number / Address
Erana Garcia, Carlota	8471228125, PLATINUM	careragar@hotmail.com	684628544 Crta. Gijon Alto Infanzon 1146 87, Gijón, O, ES 28015

5.3   Registration Form (GDPR)

Remember that the client must sign Terms & Conditions (T&C) of Minor DISCOVERY loyalty program, either in the Registration Form or in the Minor DISCOVERY Brochure and accept the use of data protection.

When the client signs the corresponding T&C of the Minor DISCOVERY program, the Front Office team needs to insert the mandatory email address in the SAP ID, enroll the guest in the loyalty program and click "YES" in the GDPR loyalty clauses (3 & 4) since they are consenting to receive the corresponding brand communications.

Remember! It is important to get the correct email address. If you have more than 20% of invalid email addresses, it will be penalized in your monthly Loyalty Enrollment target. To avoid this, we recommend you request the member to write it down in a post-it his/her email address or spell letter by letter. The aim of this is to prevent as much as possible having invalid email addresses.

In cases where the Registration Form is automatically scanned (in case of paper RF) or in the tablet, the corresponding clauses will be automatically marked.

If the Registration Form cannot be scanned, the Front Office team must manually tick the appropiate boxes as marked by the client:

The consents activated to be managed in each hotel will be in blank, the rest will remain deactivated, no changes allowed.

Finally, if customers do not have a reservation but is at the hotel and want to join the Minor DISCOVERY program, they can do it in the ways mentioned before:

- Registration Form, brochure, Sign Up Form and QR Codes in Minor DISCOVERY Collaterals placed at the hotel. (Preferred channels for enrolment since these enrolments will be assigned directly to the hotel).
- Minor hotels or Brand websites.
- Remember! Now ALL BRANDS in MH EUAM follow the same enrolment process.

5.4   View credit cards & No-Show status in Synxis.

Synxis is the tool used to integrate reservations made through GHA.

GHA is not PCI compliant, so credit card information will NOT travel to our secure TMS PCI Bubble. In the following link you cand find the procedure on how to consult this data:

GHA website reservatios and Synxis management

Credit card data can only be consulted in the following cases:

- The reservation must be guaranteed due to BOD or high occupancy.
- It is a prepaid rate with T&C of CXL_100%.
- We need to make a No-Show charge.

IMPORTANT

This consultation process should be carried out only in these cases when the client is not present at the hotel. If the client is at the Front Desk, we must obligatorily request the physical credit card for payment.
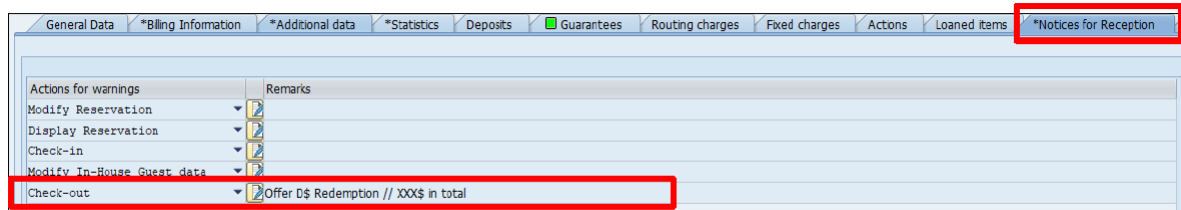
5.5   Pre-check-out

It is recommended to carry out this task ahead (during the night shift, for example, once all the daily customers' ID have been collected). This will streamline and help with the redemption process at the check-out.

We recommend you identify the guests with departure the next day who meet the conditions to redeem their D$. By doing so, the Check Out process will be faster.

Remember that the minimum amount of D$ to redeem is >10 D$.

Once the reservation is identified as redeemable, we can insert a message in the tab "*Notices for Reception*" with the D$ accrued to facilitate this action at the check-out. This way, we make sure that when we offer redemption to the client, we have previously checked that this action is possible.

Actions for warnings	Remarks
Modify Reservation	
Display Reservation	
Check-in	
Modify In-House Guest data	
Check-out	Offer D$ Redemption // XXX$ in total

5.3.1 Online Check-Out

If a member wants to use Online Check-Out, redemption is not possible through this process. So, in case he wants to redeem D$, he must go to the Front Office desk to do the Check-out.

6. Redemption process on Check-out

The redemption process and check-out include how to identify the type of booking and the linked benefits and eligibility.

How do you identify if the booking is eligible or not? You can access the big excel Eligibility Logic here and check all eligibility rules.

1. <u>Main Client.</u>

If Main Client it is not eligible, the booking won't be eligible.

All bookings made through main client of: Minor Hotels Direct Channels (web, app, CRO, hotel), GHA website, companies (ID: 2XXXXXXXXX) and other eligible external channels (check in OTA's & Wholesalers list sheet) will be eligible reservations. In the case of OTAs, only those reservations with HRS as Main Client will be eligible. The rest of them made through the other "OTA's" will be excluded from the programme. (Consult the "Excluded OTA's & Wholesalers" sheet in the excel linked above).

ESCR.OBRAD NH Collection Santiago C	Reservation	148779266	Client:	1016882287 EXPEDIA INTERNACIONAL
Arrival: 21.04.2025 Monday	RoomType: Superior Double ▼ ☐ Show Subtypes		Meal Plan Upgra BB
Nights: 4	Guests: AD 1 JU 0 CH 0 BB 0	Currency EUR	First service:
Depart.: 25.04.2025 Friday	Room ✓ 404 SUXDBLD ☐ No move		Last service:

2. <u>Segment/Subsegment.</u>

Check the "Segment-Subsegment List", filter the corresponding segment and subsegment code of the reservation to know if the reservation is eligible or not.

You can check this information at "Statistics" tab in TMS reservation screen:

Statistics	
Geographic area	▼
Region	
Market segment	TRANSIENT CORPORATE CONTRACTE.. ▼
Market subsegment	DNCO DYNAMIC CORPORATE
Source of business	BUSINESS INDIVIDUAL ▼
Channel ID	INTERD ▼
SubChannel ID	
Travel Reason	BUSINESS INDIVIDUAL ▼

3. <u>Concepts.</u>

If the reservation is an eligible booking, check if the concepts are also eligible spend or not filtering in the sheet "Concepts List".

Bear in mind that all outlets outsourced (non-MINOR property) will be non-eligible outlets by default, so they will not allow redemption or accrual of D$.

4. Payment method.

If the full payment of the reservation has been made with any non-eligible method of payment, the reservation will be non-eligible by default, so it will not be necessary to perform the previous steps. Consult the "Payment Method List".

6.1 Particularities of the eligibility logic

1) There is no mixed eligibility:

- If redemption is allowed, accumulation will be also allowed. There will be no cases where only one of the processes is allowed.
- If the reservation is eligible, it is for room and extra concepts and vice versa.

E.g.: If the reservation is not eligible, the client will not be able to pay the extras with D$

2) In the case of having a reservation for several rooms, there will be a maximum of 2 eligible rooms per person for accrual process (the 2 rooms with highest net eligible amount). There is no limit to the redemption process.

3) Loyalty Members will get D$ if they are informed in the Main Guest field of the reservation as 1st occupant.

4) If the guest pays, for example, 50% of her/his eligible stay with D$ and the rest with money (cash or credit card), this member will earn D$ only for the amount paid with money (not those paid by D$).

To know if a client is going to earn D$ for their stay, the first step is to check if the stay is eligible or not.

To find out if a reservation is eligible to earn/redeem D$, there is a MANDATORY CONDITION: ELIGIBLE STAY + ELIGIBLE CONCEPTS (for members to earn and redeem D$ in their invoice, both the reservation and the concepts in the folio must be eligible).

Summary of Eligible Stay + Eligible Concepts:

ELIGIBILIY LOGICS_20240701

For members to earn and redeem D$ in their invoice, both the reservation and the concepts in the folio must be eligible.
See schedule: DISCOVERY Eligibility Logic - D$ Earning and Redemption.xlsx

RESERVATION ELIGIBILITY (main cases):
Main client, Segment, Subsegment and Rates

✓
- BAR + Public rates
- Negotiated corporate rates
- Business Groups
- Meeting & Conference
- Leisure Groups
- Friends & Family rates
- Employee rates: Fix & Dynamic

✗
- OTAs (except HRS)
- Airline employee rates / Crew rates
- Travel agent rates
- Tour series rates, charters
- Complimentary

SPEND ELIGIBILITY (main cases):
Concepts / Payment methods

✓
- Room: room & meal plan, upselling, early check-in, late check-out, extra bed/cot
- Non room (eligible outlets): parking, laundry, minibar, room service
- F&B (non-outsourced): restaurants, cafes, bars, packages - except Banquet, catering, events, Nightclubs
- Golf & Spa: fees
- Live Local

✗
- City taxes, tips, commissions, discounts, deposits, no show, cancellation fees
- F&B Banqueting (banquet, catering, nightclub)
- Audiovisual and Function Room Rent
- Outsourced services, transfers
- Golf & Spa: membership, coaching, training fees, retail product
- Payment methods: gift cards, vouchers, invitation, D$ Redeemed

All eligibility criteria are available in the "DISCOVERY Eligibility Logic D$ Earning and Redemption" document that we have already mentioned, which will be automatically displayed in the "REDEEM" button in the folios of the reservation.

	Main Client	Rate Segment	Hotel Services
ELIGIBLE	MINOR / NH Direct Channels	TRANSIENT	Room and add-ons
	GHA WEB	TRANSIENT DISCOUNTED	Non Room, parking, laundry (in Eligible Outlets)
	Companies (ID: 2XXXXXXXXX)	TRANSIENT FIT & TTOO	Room package (BB), Breakfast, Minibar, Room Service
	Only HRS OTA	TRANSIENT CORPORATE CONTRACTED	Food & Beverage ("F&B") - except Banquet, catering, events, Nightclubs
	Other eligible external channels (check in OTA's & Wholesalers list sheet)	TRANSIENT PROGRAMS (only Employee Rates)	Live Local
		LEISURE GROUP	Spa - except retail products, Membership fees
		BGR	Golf & Sports - except retail products, Membership fees, training fees
		MECO	
NON ELIGIBLE	OTAs	TRANSIENT PROGRAMS (except Employee Rates)	Taxes, tips and fees
	Bed Banks and other intermediaries	COMPLIMENTARY	Gift Cards and vouchers or DISCOVERY Dollar Redeemed
	Tourseries or charters	OTHERS	Complimentary
		CREW	Other Hotel Services

- OTAs are excluded except for 1st stay, as a welcome gift, if there is enrollment
- For Opaques rates, the client will not see an exact % of their D$ value according to their tier. But the clients will has a surprise % for theirs reservation

Earning Rules	A stay in the hotel is mandatory and applies to main guest
	Public Rates: % (by TIER) of net revenue spend in the folio
	No Public Rates Minimum 5D$ per reservation
	Long stay up to 30 nights

Redemption Rules	Minimum 10D$ per reservation
	Taxes, tips are excluded
	D$1= USD1 (rounded down without decimals)

In the case of OTAs, consult the "Excluded OTA's List".

OTA's & Wholesalers - NON ELIGIBLE "X"	
Code	**Main Client Name**
1100005252	AGODA
1019386086	AGODA
1100019586	AIRBNB
1100035532	AIRBNB UK LIMITED
1022809907	ALKATRAZ EVASIONI BY TRADEVENT TO S
1003796930	AMEROPA REISEN GMBH
2200768322	ARISTOEVASION LDA
1013655649	ATRAPALO
2200672626	AU DELA EVASION
1000021361	BOOKING.COM B.V.
1016890085	BORDEAUX EVASION VOYAGES
2200461402	BOXER EVASION LOISIRS
1000078333	BRAVOFLY RUMBO GROUP - RED UNIVERSA
1026546561	BYHOURS TRAVEL SL
2200093662	CAISSA TOURISTIC
2200244674	CAISSA TOURISTIC (GROUP) AG
1003633012	CAISSA TOURISTIC (GROUP) AG
2200128208	CFL EVASION
1018039227	CFL EVASION SA
1016621304	CHEAPTICKETS BUSINESS
1000063305	CLUB C E EVASION S.L.
1022193537	CLUB EVASIONS
1100029136	CN BOOKING
1100021652	COMPTOIR EVASION
1018554470	CTRIP
1100033571	CTRIP OOD
1100032664	DAYUSE
1100014196	DECLIC EVASION
1021789277	DESTINATIONS OF THE WORLD TRAVEL & TOURISM LLC

OTA's & Wholesalers Non eligible - NON CREATED IN TMS	
-	Travelcube Pacific Pty. Ltd
-	Fliggy
-	Meituan
-	Rakuten
-	Traveloka
-	Makemytrip/Golbibo
-	Zhiketong
-	Travel Rooms
-	Tiket.com
-	Goibibo (MakemyTrip)
-	Hotelscombined
-	asia-hotels.com - ORBITZ GROUP
-	Trip - ORBITZ GROUP
-	Mogul Ski
-	Bonotel
-	away.com
-	Advantos Brazil Operadora de Turismo Ltda
-	Hua Min
-	Shenzhen JL
-	Dida travel
-	Hong kong Jielv
-	CN Booking
-	HK Convergent
-	Hoaqiao
-	MG Holidays
-	DOTW
-	BestDay
-	UltimateJetVacations
-	FIT Ruums

> Description | 0 Summary | Eligibility Rules | Segment-Subsegment List | **Excluded OTA's List** | Concepts List | E

If needed, you can check the "Segment-Subsegment List" sheet, filter the corresponding segment, and subsegment code of the reservation to know if the reservation is eligible or not.

All outlets outsourced (non-Minor property) will be non-eligible outlets by default, so they will not allow redemption or accrual of D$.

"√" ELIGIBLE BOOKING: Allow the redemption or accrual of Discovery $ for the room concepts and extras.
"X" NON ELIGIBLE BOOKING: Not allow the redemption or accrual of Discovery $ neither for room concepts nor extras.

SEGMENT AND SUBSEGMENT					
Reservations through an eligible OTA					
Segmer	**Segment Description**	**Subsegment**	**Subsegment Description**	**Eligibility**	**GHA MARKET CODE**
BUGR	BUSINESS GROUPS	BGRRO	ROOM ONLY	√	ADH / SNR
BUGR	BUSINESS GROUPS	CONV	CITY WIDE CONVENTION (ROOM ONLY)	√	CEX / SNR
BUGR	BUSINESS GROUPS	CTRO	CONTRACTED GROUPS ROOM ONLY	√	GRP / SNR
BUGR	BUSINESS GROUPS	SPORT	SPORT GROUPS	X	SNR
COMP	COMPLIMENTARY	COMP	COMPLIMENTARY	X	COM
COMP	COMPLIMENTARY	HOUS	HOUSE USE	X	HSE
CORP	TRANSIENT CORPORATE CONTRACTED	CONS	CONSORTIA	√	CTA
CORP	TRANSIENT CORPORATE CONTRACTED	CORP	CORPORATE LRA & NON LRA	√	CCR
CORP	TRANSIENT CORPORATE CONTRACTED	DNCO	DYNAMIC CORPORATE	√	TRA
CORP	TRANSIENT CORPORATE CONTRACTED	GOVE	PUBLIC GOVERNMENT RATE	√	GVT
CORP	TRANSIENT CORPORATE CONTRACTED	PROM	CORPORATE PROMOTIONS	√	CPR
CREW	CREW	CREW	CREW	X	AIC
CREW	CREW	EXEC	EXECUTIVE AIRLINES	X	AIC
CREW	CREW	LSTA	LONG STAY	X	AIO
CREW	CREW	LYOV	LAYOVER	X	AIO
LEGR	LEISURE GROUPS	LGITO	WHOLESALER GROUPS	X	WHP
LEGR	LEISURE GROUPS	LGOTO	TOUR OPERATOR GROUPS	X	WHP

> Description | 0 Summary | Eligibility Rules | **Segment-Subsegment List** | Excluded OTA's List | Concepts List | Eligible Accounts | Non-eligible Co

If the reservation is an eligible booking (Main Client + Segment), check if the concepts are also an eligible spend or not by filtering in the sheet "Concepts List".

After verifying the eligibility in the Segment-Subsegment sheet, filter here which concepts are eligible or non-eligible in order to know if the redemption or accrual of Discovery $ are allowed.
Bear in mind that all concepts invoiced through an outlet outsourced (non eligible outlet) will not allow redemption or accrual of Discovery $.
"✓" ELIGIBLE SPEND: Allow the redemption or acrual of Discovery $ neither for room concepts nor extras.
"✗" NON ELIGIBLE SPEND: Not allow the redemption or accrual of Discovery $ for room concepts and extras.

		CONCEPTS			
Code	Description	From Eligible Outlet		From Non Eligible Outlet	
		Eligibility	Mapping Stay Record	Eligibility	Mapping Stay Record
2PAX	Room discount 2nd pax	✓	Room Revenue	-	-
3PAX	Room discount 3rd pax	✓	Room Revenue	-	-
4PAX	Room discount 4th pax	✓	Room Revenue	-	-
5PAX	Room discount 5th pax	✓	Room Revenue	-	-
6PAX	Room discount 6th pax	✓	Room Revenue	-	-
7PAX	Room Discount 7 Pax	✓	Room Revenue	-	-
AI	All Inclusive	✓	Room Revenue	-	-
AIB	All Inclusive Beverage	✓	F&B Revenue	X	Non eligible F&B Revenue
AIF	All Inclusive Food	✓	F&B Revenue	X	Non eligible F&B Revenue
AUDV	Audiovisual Services	X	Non eligible Miscellaneous Revenue	X	Non eligible Miscellaneous Revenue
AUDV2	Audiovisual Services (No Residents)	X	Non eligible Miscellaneous Revenue	X	Non eligible Miscellaneous Revenue
B2RH	Bar Cafe 1 Beverage high VAT	✓	F&B Revenue	X	Non eligible F&B Revenue
BABH	Bar Beverage high VAT	✓	F&B Revenue	X	Non eligible F&B Revenue
BAFH	Bar Coffee/ Tea	✓	F&B Revenue	X	Non eligible F&B Revenue
BANK	Bank Charges Foreign Currency	X	Non eligible Miscellaneous Revenue	X	Non eligible Miscellaneous Revenue
BARB	Bar Beverage low VAT	✓	F&B Revenue	X	Non eligible F&B Revenue
BARB5	Coffee/Tea/Fresh Juice/Étterem 5%	✓	F&B Revenue	X	Non eligible F&B Revenue
BARBM	Bar Beverage 15%	✓	F&B Revenue	X	Non eligible F&B Revenue
BARF	Bar Food	✓	F&B Revenue	X	Non eligible F&B Revenue
BARFM	Bar Food 15%	✓	F&B Revenue	X	Non eligible F&B Revenue

> | Description | 0 Summary | Eligibility Rules | Segment-Subsegment List | Excluded OTA's List | **Concepts List** | Eligible Accounts | Non-eligible Concepts

In the sheet "Payment Method List ", you can consult all payment methods excluded.

All reservations fully paid with a non-eligible payment method (e.g., GIFT CARD, INVITATION…) do not allow the redemption or accrual of DISCOVERY Dollars by default. If it is partial payment, it will be considered as non-eligible the corresponding amount.

Bear in mind that all concepts invoiced through an outlet outsourced (non-eligible outlet) will not allow redemption or accrual of D$.

To request a modification on the parametrization for the hotel outlet, please open a JIRA ticket here.

All reservations full paid with the payment methods below will be non eligible reservations by default

PAYMENT METHODS	
Payment Method Description	Eligibility
DISCOVERY PAYMENT (ARGENTINA)	X
BAD DUE	X
ACCOR	✓
AIRPLUS	✓
ALI PAY	✓
AMEX	✓
AMEX WEB	✓
APPLE PAY	✓
Assegno	✓
Bancomat	✓
BANK TRANSFER	✓
BANK TRANSFER USD	✓
Cabal	✓
CARGOLUX	X
CARLSON W.	X
Carlson Wag.	X
CARTE BLEU	✓
CASH	✓
CHECK	✓
CHEK	✓
Cheque	✓
Cheque Dejeuner	✓
Cheque Gourmet	✓
Cheque Restaurant	✓
CHEQUE VACANCE	✓

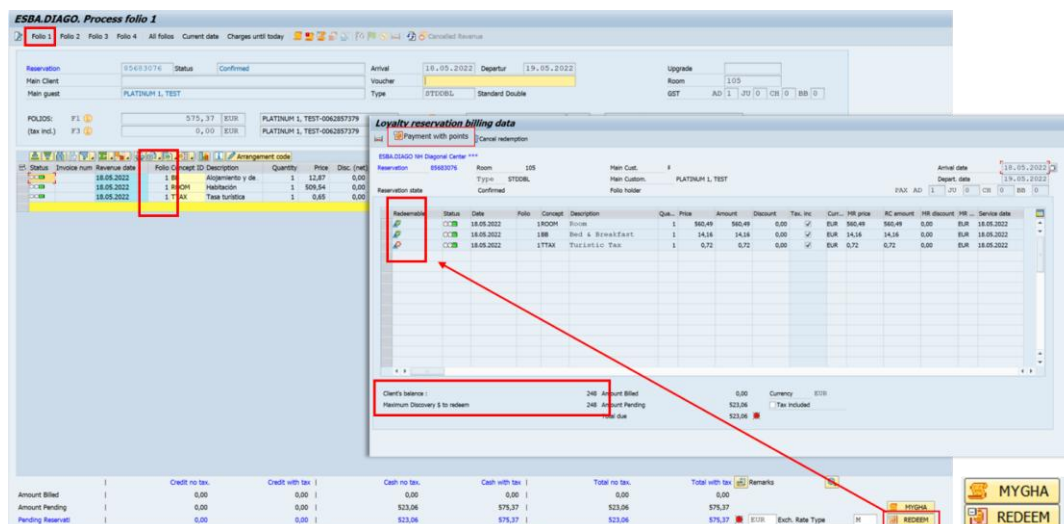> … | **Excluded Payment Methods List** | Outlets F&B Italy | Outlets F&B Minor | Outlets F&B E

6.2 Redemption process

This eligibility is automatically informed in the TMS reservation through the "REDEEM" button in the folios.

As you can see from the screenshot below, the accommodation concepts are eligible, but the city taxes are not.

Once we know that the reservation is eligible, that the client is identified in the reservation and that member wants to redeem D$, we will carry out the redemption process of D$ at check-out:

1. Check that all concepts have correctly been charged in the Folio.
2. Select the folio where the eligible items that the customer wants to redeem with their D$ are (net eligible amount).
3. Check the D$ that the client has in his/her profile by clicking on the REDEEM button.

The system will verify that the client has more than 10D$ and that he/she can pay part of the bill with D$. We will press the "Payment with points" button and the maximum D$ that can be used for this stay will appear filled by default.

You must confirm with the client the D$ he/she wants to use, fill manually the number of D$ to redeem and click on the green check button to finish the process.

When the D$ redemption is applied, it will appear in the RESERVATION STATE (Loyalty reservation billing data), and you must click the back button to return to the FOLIOS and continue with the normal billing process.

The program automatically calculates the redemption of D$ from the lowest to the highest VAT %.

The currency exchange rate will be calculated daily according to GHA currency exchange sent daily to TMS (except weekends).

Here is an example of how the discount appears on the invoice with a PARTIAL REDEMPTION:

Fecha	Cant.	Servicio		%IVA	Base	Cuota	Total	Saldo
09.12.2025	1	Alojamiento y desayuno Standard Double		10%	36,91	3,69	40,60	40,60
09.12.2025	1	Tablafina Ticket 9190204859		10%	20,49	2,05	22,54	63,14

	%IVA	Base	Cuota	Total	
IVA	10%	57,40	5,74	63,14	
Total		57,40	5,74	63,14	EUR

Forma de pago

MASTER CARD	54,54 EUR
Discovery Discount	8,60 EUR

Remember that in the case of a TOTAL REDEMPTION there will always be some amount since VAT, CITY TAX and/or TIPS always must be paid by the guest, cannot be redeemed.

6.3   Redemption in multicurrency scenario

For those hotels with a multicurrency scenario, they can find 2 scenarios:

First one, when the reservation was commercialized in USD, the window will display one column for USD and another one for D$.

In this second case, the reservation was commercialized in MXN, so the window will display one column for MXN and another one for D$.

The rest of the redemption process remains the same.

6.4 Redemption process video

6.5 Redemption cancelation

If the client changes his/her mind, and does not want to redeem the D$, the process can be canceled the same day of the redemption, but once the Night Audit has been carried out or booking is under Check-Out status, and even if the invoice was not issued yet, it is no longer possible from the Front Office. For this reason, it is very important to apply the redemption at check-out to avoid possible changes during the stay.

To process the cancelation, in the folios, click again on the REDEEM button, and all rows of the FOLIO charges appear.

Select the DISCOVERY Discount line and press the CANCEL REDEMPTION button above to cancel the redemption process. The row will disappear, then you can click on the back button to return to the FOLIO and continue with the normal billing process.

The correct and only way to apply the Minor DISCOVERY redemption is from the TMS folios (REDEEM button). Redemption of D$ on the GHA DISCOVERY Dashboard is NOT ALLOWED under any circumstance (this will generate a discrepancy between TMS and GHA).

If you encounter any error during the redemption process in TMS or in case of a system downtime:

- Charge the guest 100% of the bill by credit card at the Front Desk to guarantee the collection until the Discovery Dashboard is up and running again.
- If needed, please move the reservation to a virtual room until you can complete the redemption process:
    - Delete the future price codes to avoid more revenue charges from the real check-out date.
    - Please DO NOT change or delete the original contract, rate or statistics: otherwise, the guest won't receive her/his D$ after billing.
    - Just in case, change the meal plan to room only = RO to not impact F&B reports.
- Return the corresponding amount once you have been able to deduct their D$.

7. Invoice correction after night audit

After the Night Audit, it is not possible to cancel, move or split the DISCOVERY Dollars (D$) redemption.

If you need to modify an invoice after the Night Audit, you must consider the following:

- <u>Modification affects eligible costs (endowment):</u> open a JIRA ticket (SAP Business Suite - Loyalty - Loyalty Point Incidence – Basic Points) including the member's name, membership no., TMS reservation number and a copy of the invoice with the correct revenue so that the Customer Care team can proceed accordingly:
    - o Give more D$.
    - o D$: They will not remove them from the client's balance, but they will correct it internally so that we do not pay them extra fees.
- <u>Modification affects redemption:</u> if the client requests to change the payment of a redemption, it will not be possible.

If the redemption needs to be modified due to an error on our side, please open a JIRA to analyze the case (SAP Business Suite - Loyalty - Loyalty System Functionality Incident).

8. Downtime GHA system scenario

If a loyalty member wishes to use their D$ as partial payment of their bill at the time of a system outage, unfortunately the redemption process will not be possible. And, in that case, the receptionist can follow the next steps:

- Explain the guest that the D$ redemption system is currently and temporarily not working.

- A pre-authorization or prepayment will be necessary to guarantee the payment until the moment the DISCOVERY Dashboard is up and running.

- <u>Move the reservation to a virtual room to complete the process when GHA connection is available.</u>

Once the redemption process can be completed, the corresponding amount will be returned to the guest.

- Bear in mind that there will always be an amount corresponding to fees (not eligible spend) that cannot be redeemed with D$, so with this loyalty program there will always be a partial direct payment from the guest.

- This is feasible since downtime takes place only for a few hours, so the transaction will still be processed the same day, and therefore there should be no delays in guest credit card transactions (cash payment will not be allowed preferably to avoid subsequent bank transfers).

9. Support

If you have any questions or doubts, please create a JIRA ticket in the Minor Hotels Europe & Americas Service Desk portal in the corresponding category. Find here the link to the manual including all the use cases: JIRA DISCOVERY Structure

For example, D$ incidences, enrolment process issues, or Live Local doubts are included in the SAP Business Suite category.

MINOR HOTELS EUROPE & AMERICAS / SAP Business Suite

SAP Business Suite

Welcome! You can raise a request for SAP Business Suite using the options provided.

Contact us about

Loyalty ▾

What can we help you with?

👤 GUEST Profile Error ▾

💡 **REMIND** If error profile is for company or agency need to be created under CDM area

Required fields are marked with an asterisk *

Raise this request on behalf of *

👤 CARLOTA ERAÑA GARCIA (c.erana@minor-hotels.com) ⊗ ▾

Summary *

Description of the request *

10. Claims

There is a dedicated team in Call Center (CUAT) which provides dedicated customer service for members of the Minor DISCOVERY loyalty program, ensuring personalized and efficient support across multiple tiers and regions. The team manages specific email addresses that are publicly available to customers, handling inquiries for general members, premium tiers (Platinum and Titanium), corporate accounts, VIP sub-programs, and Owner-Red members. CUAT also supports technical processes like system migrations and assists with partner programs such as Frequent Flyer Programs, delivering multilingual and market-specific communication to maintain seamless loyalty experience.

Name Signature	BU	Country	PHONE NUMBER	Email CRO-Evolution current	EMAIL USE
CAC_Loyalty SilverGold&Corporate&HQ	All BUs	ES	0034 91 398 44 38	minordiscovery@minor-hotels.com	Generic email to any loyalty member contacting to CUAT. Published on web in T&C & FAQs
		PT	0035 121 556 82 35		
		IT	0039 069 762 71 91	unsubscribeminordiscovery@minor-hotels.com	Generic email to anyloyalty member who needs to unsubscribe from the programme. Published at FAQs at web.
		NL	0031 884 000 906		
		UK	0044 020 349 989 51	minordiscoverycorporate@minor-hotels.com	Email for Minor DISCOVERY Corporate sub-programme members. These members are employees of our key accounts (Accenture, EY, etc...)
		GER	0049 030 223 851 42	travelpartner@minor-hotels.com	Email for Minor DISCOVERY Travel Partner sub-programme members. These members are travel bookers & assistanta of our key accounts (Accenture, EY, etc...)
CAC_Loyalty Plantinum	All BUs	ES	0034 91 398 46 82	platinum@minor-hotels.com	Dedicated email for members of premium tier - PLATINUM. Published in CRM communication and have priority attention in CUAT
		IT	848 390 301		
		NL	0031 884 000 907		
		UK	0044 020 349 984 75		
		GER	0049 018 050 109 05		
CAC_Loyalty Titanium	All BUs	ES	0034 91 600 81 40	titanium@minor-hotels.com	Dedicated email for members of premium tier - TITANIUM. Published in CRM communication and have priority attention in CUAT
		IT	848 390 399		
		NL	0031 884 000 90		
		UK	0044 020 349 921 57		
		GER	0049 030 223 859 06		
CRO VIP EU	BUSE y BUNE	ES	0034913984440	minordiscoveryvip@minor-hotels.com	Dedicated email for members of Minor DISCOVERY VIP sub-program (titanium/red tiers). Published in exclusive invitations to this invitational programme
CAC_Loyalty Owner-Red	All BUs	ES	0034913984440	minordiscoveryred@minor-hotels.com	Dedicated email for members of Minor DISCOVERY OWNER sub-program (red tier). Published in exclusive invitations to this invitational programme
CAC_Loyalty	ALL BUs	ES	0034 913 984 437	loyalty@minor-hotels.com	Dedicated email to manage requests about FFPs (Frequen Flyers Programs partners). Iberia, Aireuropa, Aeromexico.
CAC_Loyalty (Backup)	ALL BUs	ES	None	GHA RESERVATIONS <gha.reservations@minor-hotels.com>	Email created for client's assitance during migration from OCM to Synxis

Loyalty members may open claims through their account on the website or via mobile app if some error occurs during their stay.

Possible scenarios when claims may occur:

- During reservation, check-in, stay and check-out, the member has not been properly recognized, and the membership profile was not linked to the reservation / main guest ID. In this case, GHA is not receiving the stay information.
- The stay of a member is non-eligible, while the member believes that the stay was eligible, and the tier nights should be credited. This may happen if the member is not aware/informed about tier nights earning eligibility - qualifying rates.
- The hotel did not synchronize member Minor DISCOVERY card to the booking, and member cannot see D$ on their membership account.
- Member couldn't redeem his D$ that was expiring soon because the hotel did not synchronize the Minor DISCOVERY card to his PID in the reservation.
- Minor DISCOVERY member requested a room upgrade for being Titanium member, and the hotel couldn't provide him/her with the benefit, and they did not offer him/her an alternative benefit.

If the member reports any of the incidents mentioned above at the Front Desk, the Front Office team should ask them to contact the Minor DISCOVERY Customer Service via e-mail (minordiscovery@minor-hotels.com) or we can report it through the Minor Support Portal (JIRA).

The hotel must NOT contact GHA Customer Care directly, nor use the Discovery Dashboard to open claims. If the Front Office team needs help with D$ redemption, stays, duplicate cards, card synchronization or any other incident related to the program, they must create a JIRA ticket in the Minor Hotels Support Portal.

The Hotel Champion of each hotel can view claims on mygha.com only to make sure that they are not pending for more than 10 days (unresolved claims beyond that period will be automatically credited regardless of eligible rates or ineligible rates). If they need to request any action on this, they must also ask for it via JIRA.

View Claims

Hotel name	Status	Claim ID	Reservation ID	Date Created	Arrival Date	Departure Date	Member Number	Resolved Date	Days Old
NH Collection Madrid Suecia	New	1251838	0159743220	05 DEC 2025	26 OCT 2025	28 OCT 2025	8372849945		0
NH Nice	New	1251843	0159409925	05 DEC 2025	29 NOV 2025	30 NOV 2025	8832235910		0
NH Oberhausen	New	1251865	0161148023	05 DEC 2025	16 NOV 2025	20 NOV 2025	8482158908		0

Filter by Brand and Hotel: NH Hotels
Filter by Date Range: From 01-DEC-2025 To 05-DEC-2025
Status: New
Claim ID

Searching by brand may take some time, especially if the brand contains multiple hotels.

11. Live Local

Live Local are exclusively created opportunities for members to engage, indulge and explore locally, enjoying them with stay or without stay, spending time and money with us when at home. They strength the connection with local culture and Minor DISCOVERY value proposition.

10.1   Live Local Concept
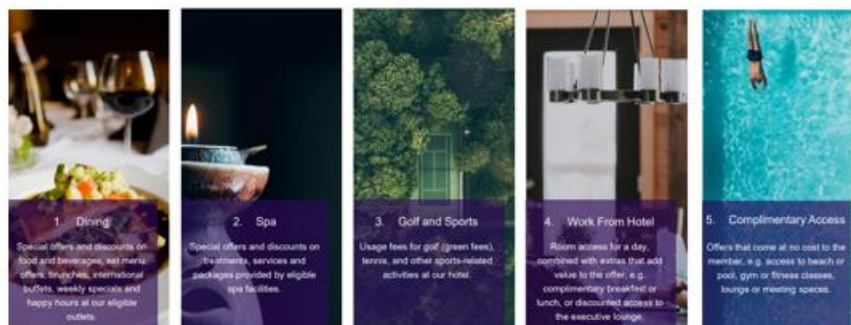
Live Local includes the following types of offers:

- Local Offers which are member-only promotions that entitle our members to make our hotel facilities and services part of their lives even when they are not traveling.

- Experiences connecting the members with authentic activities in a destination.

How do Local Offers and Experiences differ?

There are different categories within each of them:

Find below key aspects to keep in mind:

- Local Offers and Experiences are accessible to Minor DISCOVERY, regardless of their tier.
- Bookings can only be done via minorhotels.com, nh-hotels.com or ghadiscovery.com, or at the Front Office.
- Local Offers only include hotel products, so no deposit in advance will be requested from the client.
- In case of Experiences, if one or more services are provided by a third-party provider, please consider requesting prepayment in advance from the customer to cover possible cancellation costs (if applicable, according to the contracting conditions of each partner company).
- Purchase Orders to external suppliers must always be made through SAP MM, following the policies and procedures established in the "General Procure to Pay Process."
- Members staying at the hotel will earn and redeem D$ on Live Local packages only if their accommodation booking is eligible.
- When the members are not staying at the hotel, their Local Offers/Experiences won´t be eligible for redeeming D$.
- Payment methods accepted: cash/card and/or DISCOVERY Dollars.
- D$ redemption will be only accepted in the hotel on check-out (it is not yet possible to pay with D$ in advance for Local Offers and Experiences through website).

10.2   Live Local Procedure

10.2.1 Creation
- Live Local promotions and offers are defined by BU Marketing together with the Hotel team.
- Minimum to be available per hotel are 02 Local Offer and 01 Experiences.
- Experiences could be shared by various hotels within the same destination. Local Offers cannot be shared and should be specific per hotel.
- The Live Local product must include eligible concepts.
- The hotel sets the price of each package. It must be perceived by loyalty members as attractive and good value.
- The price covers the costs which should be compensated for through payment for the offer.
- These products will be managed in TMSforHotels as "Stay Options".
- Created in a hotel, these templates should be collected, approved, and submitted by Regional Revenue & Regional Operations BUs and sent to HQ Loyalty:

You can find here the Local Offers template and here the Experiences template.

10.2.2 Customer journey
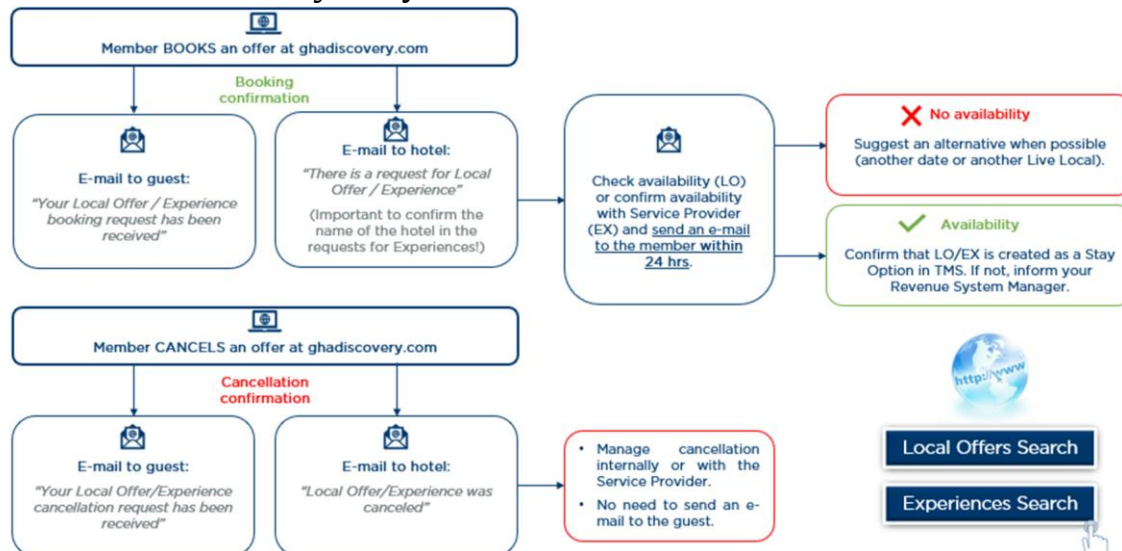
10.2.3 Live Local without stay

SAP - TMSforHotels Menu: BILLING - Billing - Day-guest billing (Live Local)

If the Live Local booking is made by someone not staying at the hotel, once it is confirmed by the point of sale/3rd party provider, we must:

- Create a new Day Guest Billing (DGB) through the new specific transaction in TMS ZEY_DC_DGB_PQO - Day Guest Billing (Live Local), informing Client, Service date, and adding the corresponding Stay Option.
- Identify the CRM ID and the DISCOVERY membership in the reservation. If you don't have it yet, create the DGB with a generic client (1003 DISCOVERY, 1100035865 Global Hotel Alliance) and change it afterwards from the "Process" menu in the top bar.
- Send the member the confirmation e-mail with all the details.
- When the guest is at Front Desk, confirm the Live Local with the member and create the SAP CRM ID if needed (and sync). The Live Local Registration Form must be signed (to be developed and confirmed).

10.2.4 Live Local with stay

If the Live Local booking is made by someone staying at the hotel, once it is confirmed by the point of sale/3rd party provider, we must search the reservation in TMS by date/name of the guest and add the corresponding stay option:

- If the guest is already created in SAP CRM, inform the Guest Code in the reservation and link the loyalty member card.
- If the SAP CRM ID doesn't exist yet, add the loyalty membership ID to the remarks of the reservation to be linked at check-in.
- Modify the automatic "Notices for Reception" (check-in) and add the details of the booked package (max. 250 characters).
- Send the member the confirmation e-mail with all the details within the next 24 hours.

- Eligibility: All the Live Local packages will be eligible at concept level. That is, if non eligible concept is included in a Live Local product, this will be eligible. Members will earn and redeem D$ on Live Local packages only if they are booked together with eligible stay.

12. Post Stay Survey

A few days after check-out, guests receive an email inviting them to evaluate their recent stay.

In addition, premium loyalty members - Gold, Platinum & Titanium on eligible stays, will see specific questions regarding their experience as loyalty program members.

The aim is to evaluate members' satisfaction with the different areas of the loyalty program: Recognition, DISCOVERY Dollars (D$), Benefits, Live Local.

Anytime the hotel reaches less than 75% of positive answers in the loyalty questions, they need to set up an action plan to improve. How to improve Post-Stay Survey Results?
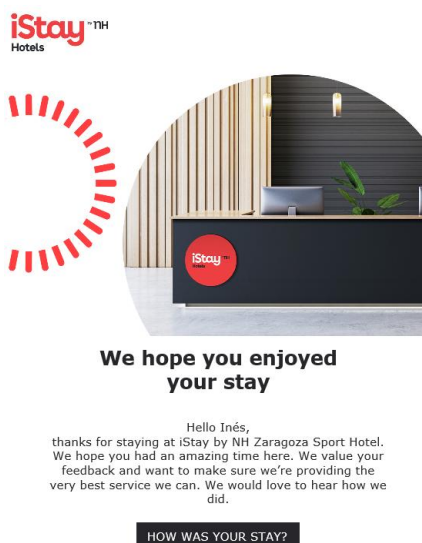
Q1 - Tier Recognition: During the check-in, did you feel your Minor DISCOVERY [Tier] status was appropriately recognized?

"Dear Mr./Mrs. [Customer's Surname], we are delighted to welcome you on our hotel [Hotel name] as [Tier] member."

Q2 - Inform about D$: Were you made aware of DISCOVERY Dollars (D$) during your stay?

*"I kindly inform you that you have at your disposal (#D$). It can be translated into the value of (#hotel currency) discount on hotel services [inform which ones are eligible] or in your final invoice, if you wish."* **(1D$ = 1 USD)**

Q3 - Room upgrade: Were you offered a room upgrade as part of your Minor DISCOVERY elite level member benefits?
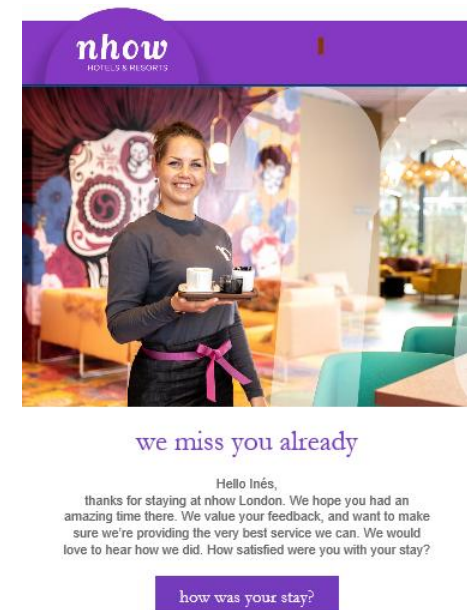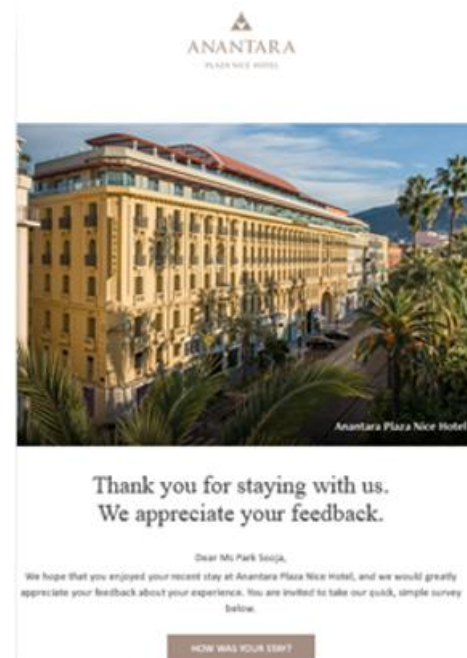
"I have a great news for you Mr./Mrs. [Customer's Surname], as you booked a [room type booked] but because you are a Minor DISCOVERY [Tier] member, we have upgraded you to a (upgraded room category),"

Q4 - Welcome Amenity: Did you receive your Minor DISCOVERY in-room welcome amenity during your stay?

Platinum Tier: Type 1 + Amenity Card
Titanium & Red Tiers: Type 3 Daily + Amenity Card

Q5 - Live Local: During your stay, were you made aware of Experiences or Local Offers that are available to Minor DISCOVERY members only?

"As a Minor DISCOVERY [Tier] member, you have access to exclusive Local Offers and Experiences to enjoy in the hotel or the city, may I offer you some additional information?"

We hope you had
a wonderful time with us

Dear Inés Asensio,
We hope that you enjoyed your stay at NH Collection Abascal, and we would greatly appreciate your feedback about your experience. You are invited to take our quick, simple survey below.

how was you stay?

Thank you for staying with us.
We appreciate your feedback.

Dear Ms Park Sooja,
We hope that you enjoyed your recent stay at Anantara Plaza Nice Hotel, and we would greatly appreciate your feedback about your experience. You are invited to take our quick, simple survey below.

HOW WAS YOUR STAY?

We hope you enjoyed
your stay

Hello Inés,
thanks for staying at iStay by NH Zaragoza Sport Hotel. We hope you had an amazing time here. We value your feedback and want to make sure we're providing the very best service we can. We would love to hear how we did.

HOW WAS YOUR STAY?

we miss you already

Hello Inés,
thanks for staying at nhow London. We hope you had an amazing time there. We value your feedback, and want to make sure we're providing the very best service we can. We would love to hear how we did. How satisfied were you with your stay?

how was your stay?

13. Related Documents

Below you will find a list with direct access to related procedures, which can also be found on the business processes portal: https://organization.minor-hotels.com/ - Key Documents Center – DISCOVERY
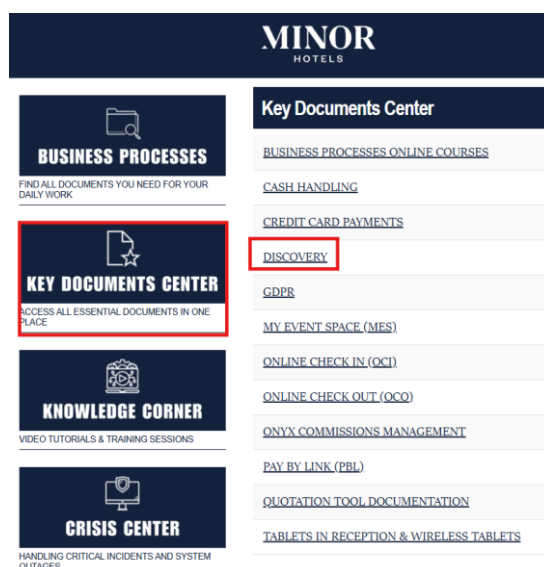
They can also be located through tags in the search area:
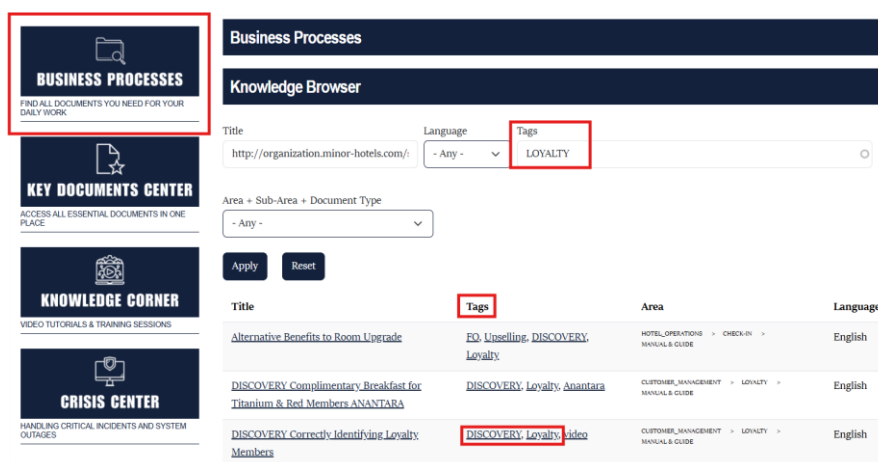
- Loyalty Vows of Excellence
- Minor DISCOVERY KPIs
- Hotel Champion Role Description
- Senior Hotel Champion Role Description
- Hotel Champion & Senior Hotel Champion List
- my.GHA.com Guide
- Room Upgrade Procedure
- Dining Discount Procedure
- Free Breakfast Procedure
- Alternative Benefit Procedure
- Enrolment Procedure

- Merge & Deduplication processes
- Eligibility Logic
- Pre Check-in Guide
- Check-in Guide
- Identification Procedure
- Identification Video Tutorial
- Synxis Management
- Check-out Guide
- Redemption Video Tutorial
- Live Local Procedure
- JIRA Minor DISCOVERY Structure