



My Event Space (MES)

Best Practices & New Standards



Formerly called **Event Tool**, it has changed its name to

My Event Space (MES)

MINOR
HOTELS


ANANTARA
HOTELS & RESORTS

AVANI
Hotels & Resorts

elewana
— COLLECTION —

 **OAKS**
HOTELS • RESORTS • SUITES

nh
HOTELS &
RESORTS


nh COLLECTION
HOTELS & RESORTS

nhow
HOTELS & RESORTS

TIVOLI
HOTELS & RESORTS

My Event Space Overview

WHAT IS IT?

It is a customized website for call-in groups and events for attendees to make their individual reservations online

MAIN 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

My Event Space (MES) is a sales added value that teams can offer during the assessment call or during any client interaction for groups & events that do not require a rooming list as booking method.

My Event Space Overview

WHY CGW?

Simplify the reservation
process for planners
serving customers better &
faster

WHO OFFERS IT?

All sales teams should offer it:







Account Handlers
GEMs
Remote Sales
Hotel Organizers

WHO CREATES THE CGW?

Depending on the BU right
now is at GEM level or at
hotel level

There are key users per BU
to support the team
(see contacts in last slide)

My Event Space Customer Benefits

<p><u>Time Saving</u></p>  <p>Preview event details. Book & pay easily for rooms. Consult local information</p>	<p><u>24/7</u></p>  <p>24 hours a day. 7 days a week.</p>	<p><u>Tailored</u></p>  <p>Personalize event page. Meet specific need.</p>	<p><u>Brand Awareness</u></p>  <p>Promote client's brand. Showcase event.</p>
<p><u>Refresh & Update</u></p>  <p>Update participants latest event information.</p>	<p><u>Map & Contact</u></p>  <p>Participants know where to go, Who to contact for support.</p>	<p><u>All in One</u></p>  <p>Simple scroll down to see all info in one page.</p>	<p><u>Mobile Friendly</u></p>  <p>Access event detail anywhere with mobile.</p>

BEST PRACTICES TO AVOID BLOCKING THE MY EVENT SPACE



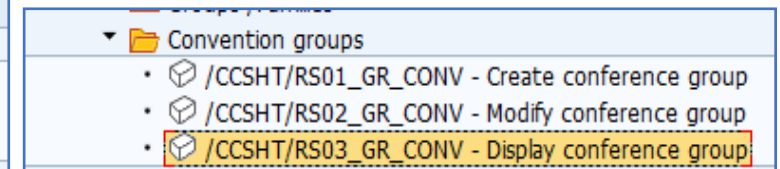
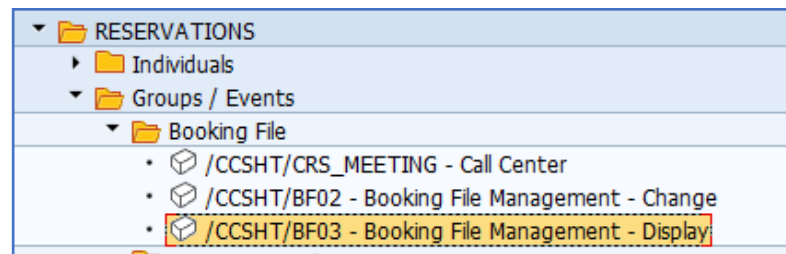
My Event Space Best Practice



HOW TO ACCESS THE BOOKING FILE WITHOUT BLOCKING THE MY EVENT SPACE

If you just need to check any information in the group /BF without making any changes, please use the “**Display Mode**”, so My Event Space will not be blocked.

However if a user gets into a Convention Group or Booking file via “**Modify**” option, the group will be blocked and therefore no reservations will be processed until the user exits the transaction.



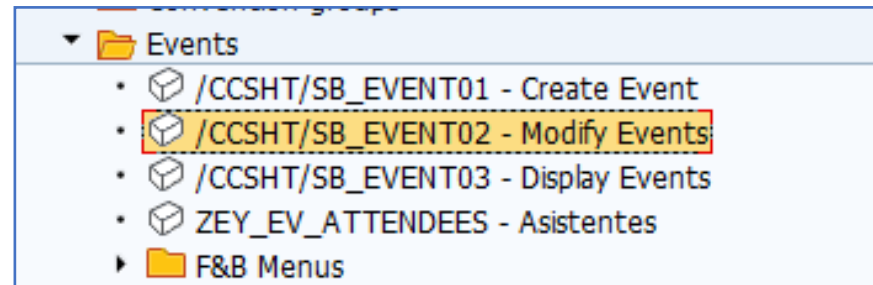


My Event Space Best Practice



HOW TO MAKE CHANGES IN THE EVENT RESERVATION WITHOUT BLOCKING THE MY EVENT SPACE

If you need to modify the event booking (for example, you need to add menus to your meeting rooms, modify DDR....) enter through the **Event Reservation**, to avoid blocking the Convention Group or the Booking file otherwise clients will not be able to book through My Event Space.



My Event Space Best Practice



DO NOT CHANGE MANUALLY THE STATUS OF A REJECTED RESERVATION AS IT CHANGES AUTOMATICALLY; OTHERWISE MY EVENT SPACE WILL GENERATE ERRORS

When a client is in the process of booking via My Event Space , a reservation with CONFIRMED status is automatically created in TMS as a “pre-booking” (this is a general NH web behavior).

If after **30 minutes** the client does not finish the process, the status of this uncompleted reservation will change to REJECTED and **the room will AUTOMATICALLY go back to the event allotment.**

REMEMBER: NEVER change manually the status of a rejected reservation as that would create a mismatching number of rooms in your pending block. Also bear in mind that the information data sent to Duetto would be affected too.

My Event Space Best Practice



Delete the release room

- 1) The **cost code** must be deleted if the MB is lost to avoid generated Cancellation Cost by mistake.
- 2) Remember **deleting the remaining and not booked allotment** after cut off date

The screenshot displays a hotel management system interface with various tabs at the top: General info., Billing information, *Additional info., *Prices and Commissions, *Conditions, Deposits, Discount, *Breakdowns, *Routing Charges, Fixed charges, and Actions.

Key fields include:

- Arrival date: 13.08.2024 Tuesday
- Nights: 5
- Departure date: 18.08.2024 Sunday
- Group Name: ES-06:2024-08-16 #1171093
- Registration date: 07.03.2023
- E-Mail: accountspayable@gate1travel.com
- CUT-OFF date: (empty)
- Contract: GAT_LGR 1 GATE 1 TRAVEL - LGR
- Rate: LGR_NEG007 LGR Negotiated 007 B&B
- Allotment: (empty)
- Manual price: (empty)
- Retrieve changes: (checked)
- Voucher: ES-06:2024-08-16 1
- Reservat. method: (empty)
- Rooming: (empty)
- Cost code: (highlighted with a red box and a red '1' next to it)
- Meal Plan: BB

Below the form is a table with the following columns: Day, Date, TOTAL, FAMINT, JSTDBW, JSTDBWK, STDBL, STDBLK, STDBLQ, STDBLT, STDBW, STDBWD, STDSL, STDSGW, and S. The table lists dates from Tuesday 13.08.2024 to Saturday 17.08.2024, with 'TOTAL' values of 0 for each day.

At the bottom, there is a 'Pending' dropdown menu, a red '2' next to a red box containing a trash icon, and a status bar showing 'CONFIRMED', 'Grouped rooms', '0 Pax 0', 'Created', 'E00000244911', '07.03.2023', '10:15', 'Cur EUR', and 'Free pending block'.

My Event Space Best Practice



IF THE CRO HAS THE RESERVATION DATA OPEN, THE CONVENTION GROUP WILL BE BLOCKED AND THEREFORE NO RESERVATIONS WILL BE PROCESSED THROUGH MY EVENT SPACE.

When CRO USERS are creating a congress delegate reservation via /CCSHT/CRS - Call Center the convention group and the booking file linked to the My Event Space are automatically blocked for the user.

Therefore My Event Space will not be bookable for any other guest until the reservation process is finished by the CRO user.

For this reason CRO number should never be included in any My Event Space link.

The screenshot displays the 'Call Center' reservation system interface. The main window is titled 'Reservation data' and shows details for a reservation at 'NH Baboia'. Key fields include:

- Selection data:** Arrival date 13.08.2020, Departure 14.08.2020, Room Type Standard D..., Meal Plan RO, 1st srv, Last.sv.
- Guests:** AD 2, JU 0, CH 0, BB 0.
- Reserv. Status:** Confirmed.
- Statistics Data:** Source.bus BUSINESS MICE, Channel HOTEL, SubChannel, T. Reason BUM.
- Multi-reservation:** Booking File MB0002067968, 1 Number of rooms, Booking num. BGR_RO_M-STDDBL 02, Price D. 86,45.
- Features:** BED TYPE, SMOKING ROOM, VIEW ROOM, EXTERNAL SPACE, WOODEN FLOOR, ROOM FACING, PETS.

My Event Space Best Practice



MANUAL CONGRESS DELEGATE FORMS WILL NO LONGER BE ACCEPTED BY CRO

CRO will no longer accept manual Congress-delegate Forms.

Please use My Event Space instead for any call-in group or event.

Only under exceptional/justified cases may be approved & authorized to be used.

www.nh-hotels.com

NH MEETING!
inspire. create. enjoy

RESERVATION FORM

Please fill in the present form with all the information required within 29.08.2019

SURNAME / NAME	ROOM TYPE (SINGLE/DBL)	ARRIVAL	DEPARTURE	PAX NR

Double room for single occupancy € 149,00
Double room for double occupancy € 169,00

City Tax _ euro 6,00 per person per night includes breakfast and 10% Vat

Our rates are per room per night including breakfast and 10% Vat

PAYMENT TERMS _ Total prepayment on _____ (+ City Tax)

CANCELLATION POLICY _ Penalty _____ the entire reservation confirmation.

We kindly ask you to send the following credit card details _____ to guarantee the reservation.

VISA AMERICAN EXPRESS DINERS OTHER

Number _____

Expiring date _____ Signature _____

For any no-show we will charge the first night accommodation on credit card given as guarantee

- o All reservations must be guaranteed by the credit card given.
- o The reservations must be confirmed by the hotel.
- o After this date any new reservation request will be confirmed according to the hotel availability
- o In case of late cancellation or no-show the hotel will charge the penalty of the first night accommodation for each room on the credit card given.

SPACE RESERVED TO THE HOTEL

CONFIRMATION N° _____ ON _____

My Event Space Best Practice



NEW COMMUNICATION PROTOCOL FOR MY EVENT SPACE WITH SPECIFIC CHARACTERISTICS (PART I)

In order to avoid any situation with My Event Space that could compromise the customer booking experience, the following protocol should be followed **by all users** in charge of creating the My Event Space. This protocol will allow us to anticipate any potential issue that may arise and prepare/act accordingly:

30 days prior to publishing a My Event Space with specific characteristic (see below)
The user in charge of the My Event Space must inform all key teams involved (see contact page 13).

WHO SENDS THE EMAIL	The user in charge of creating My Event Space
FOR WHAT TYPE OF MY EVENT SPACE Specific Characteristics	Any group/event with more than 200 rooms and/or any group/event with more than 7 days length of stay or more than 5 hotels and/or any group/event with very high volume of demand concentrated in a specific time/date.
WHO TO INFORM	The email informing about the event should be sent to: <ul style="list-style-type: none">• Sofia Fuster de Unzueta (B2B digital Sales HQ) at s.fuster@minor-hotels.com• Claudia Reina Vargas (B2B digital Sales HQ) at c.reina@minor-hotels.com• Paloma Collado Zaldívar (B2B digital Sales HQ) at p.collado.intern@minor-hotels.com

My Event Space Best Practice



NEW COMMUNICATION PROTOCOL FOR MY EVENT SPACE WITH SPECIFIC CHARACTERISTICS (PART II)

EMAIL TO INCLUDE	<p>The email should include the following information:</p> <ul style="list-style-type: none">• Name of the event and dates• Specific URL (if ready) and the date to go public• Hotels involved and main contact of the My Event Space• Number of rooms on pick night and total room nights contracted• Total Revenue estimated and room revenue contracted• Accounts involved and if it is a recurring or a new event• Demand expected: staggered reservations or is demand expected to hit on a specific moment in time/date?
WHEN & HOW	<p>The user will inform by email to all teams involved 30 days prior to making the URL public</p>

BEST PRACTICES FOR THE ADMINISTRATOR / ORGANIZER TOOL



My Event Space Administrator Web



NEW CRO CONTACT EMAIL

1. CRO NUMBERS **will no longer be included** in any My Event Space.
2. CRO has activated a new generic email specific for My Event Space as the only way of contact with CRO.
the generic email for individual reservations can no longer be used. The new email substituting congress@nh-hotels.com is:

events@minor-hotels.com



3. The web chat will still be available on the My Event Space for customer online support



RECAP OF HOW TO COMPLETE THE CONTACT DETAILS FIELDS

My Event Space for one centralized or decentralized hotel

- Organizer’s name: if applicable, it will include the name of the organizer
or it will include the name of the hotel if there is not specific name given.
- Job Position: It is not a required field
- Telephone: It will include the generic hotel number. Do not include the CRO number.
- Email (mandatory) If applicable, and if there is an organizer, it will include the email of the organizer
or if not, the generic new email from CRO: events@minor-hotels.com. Do not use any other CRO email.

My Event Space Multi-property (including or not decentralized hotels)

- Organizer’s name: It will include the text **Minor Hotels** if there is not an specific name agreed.
- Job Position: It is not a required field
- Telephone: Do not include the CRO number. If no number was agreed, include the telephones of the hotels as part of the “description text “ and complete this field with the following text: *See numbers in the description*
- Email (mandatory) Include the email of the organizer if agreed, or include the generic CRO email events@minor-hotels.com

My Event Space Administrator Web



FILL OUT THE MLOS/MAX ROOMS IN TMS

The “Minimum length of stay” must be complete in TMS, not in the admin section of My Event Space tool. So please leave it as it comes by default from TMS to avoid any potential issues. The “Maximum rooms to book per reservation” can only be configured on web.

Minimum days of stay *

–

1

+

days

Booking Start date

Thursday, 01/01/2026

Booking End date

Wednesday, 07/01/2026

Start event date *

Start event date ✓

Thursday, 01/01/2026

×

End event date *

End event date ✓

Wednesday, 07/01/2026

×

Cut-off days 07/01/2026 Within 251 days

Rooms occupancy

Max. people per room *

☒ Unlimited

☐ 1 Adult only

☐ 2 Adult only

☐ Max. 2 adult

Max. rooms available to book per reservation *

☐ Unlimited

☒ Limited to

–

1

+

rooms per reservation

CUSTOMER DATES SELECTION PREVIEW:

CHOOSE THE DATES

Month YEAR

Weekday Weekday Weekday Weekday Weekday Weekday Weekday

D

D

D

D

D

D

D

Event

Please, select Check-in date

Apply

ⓘ

This choice of event dates will result in the one week type calendar

CUSTOMER ROOM BOOKING PREVIEW:

CHOOSE THE OCCUPANCY

Room 1

Adults (Over 18 years) 2

Children (2-17 years) 0

Babies (0-1 years) 0

My Event Space Administrator Web



TEXT UNDER DESCRIPTION

- The texts under **DESCRIPTION** must be brief and should be used as a welcome note to the customers who are joining the event thanking them for booking their rooms.

Event name *

TH HOTEL GROUP

Luca & Claudia

15/04/2024

Event date

Rooms

Check-in

Check-out

Book now

Event name* ✓
TEST IT CGW

Short description

TH HOTEL GROUP

Luca & Claudia

15/04/2024

Event date

Rooms

Check-in

Check-out

Book now

B I U S

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec qu

0/200 characters

- To **modify, cancel or request** additional dates out of the event days please see **contact details**.

Contact

Mark

Organizer

+44 61527251791

Organizer@event.com

Lu

Manager

+44 61527161881



TEST THE MY EVENT SPACE BEFORE YOU SEND THE URL TO THE CLIENT

Test the Event Page (URL) & make a Test Reservation according to the manual:

- Confirm ***Rate & Price*** displayed, as well as ***T&Cs*** (Step 1 & 2)
- Confirm ***Reservation***
- Confirm ALL information in the ***Confirmation Email*** is correct
- Confirm that the ***Room*** is correctly ***discounted*** in TMS
- ***Cancel Reservation***
- Review the room has come back to the ***Convention Group Availability***
- Send the ***URL*** to the client → ONLY if the test is successful



IF MY EVENT SPACE DOES NOT WORK VERIFY THE FOLLOWING:

- Make sure “**Public**” **TMS4C** is ticked
- Verify **Dates** information is correct
- Inform **CUT-OFF date**
- Tick **Retrieve changes**
- Ensure **Rooming** is **allowed**
- Make sure there is not a **receptive client** in the event (SAP-CRM). If there is, ERASE it
- Don’t edit the event in TMS while somebody else is doing it → The tool won’t work
- Ensure **Cancellation Conditions** are correct
- Check **Guarantee Conditions**
- Ensure the restrictions of the event are correct under the conditions tab, and **click both conditions of Don’t Verify Sales Close** (conditions and overbooking)
- Make sure **Availability in Room Numbers & Guests by Room** is correct
- **Generate the Event** according to the Manual

If you have any questions or/and issue



Please open a **JIRA** in this category and include all the information:

- MB number
- URL of the event
- Screenshots with the issue

MINOR HOTELS EUROPE & AMERICAS / Web (Ecommerce)



Web (Ecommerce)

Welcome! You can raise a request for Web (Ecommerce) using the options provided.

Contact us about

Public Web & Apps

Home, Booking Process, Availability & Rates (B2C), Promocodes and Promotions, eServicing, Hotel Page, Public Pages, Loyalty, FastPass, Microsites and Other Webs, Infrastructure, Chat

B2B

NH PRO Access, CLICK & MEET, Booking Process Issues, Payment & Guarantee, NH+ Personalized Link/QR, Content & Page Components, Commissions, Availability & Rates (B2B)

CGW (Customized Group Website)

CGW User & Password, CGW Reporting, CGW Rates -Other Issues, CGW Rates - Price Discrepancy, Rates - Missing Rates, CGW Payment & Guarantee, CGW Others Issues, Data Error, CGW Customer Communication, CGW Content, Text and Page Components, CGW Availability Issues, Application Error, Administration - User / Login not Working, Administration - New / CXL User

Online Employee Reservations

Online Employee Reservations User & Password, Online Employee Reservations Other, Error, Access Deny

App Staff

APP Staff User & Password, APP Staff Other, NH Careers

Key Users My Event Space By BU (the way to contact must be the JIRA)





Thank You

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