MINOR
HOTELS

MY EVENT SPACE MANUAL

(former Customized Group Website)

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My Event Space manual

What is My Event Space?

It is an online tool that allows the event organizer to create a dedicated website through which the customers can book their rooms online.
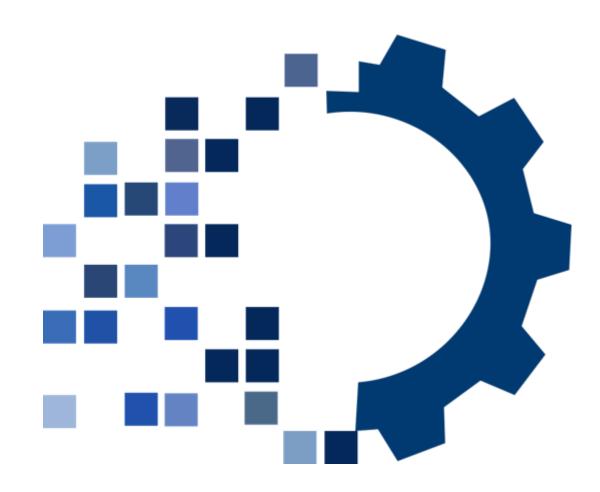
It can be used for any kind of events, both business (meetings, trainings, congresses, etc.) and leisure (weddings, family events, etc.)

The events must be previously created in TMS for Meetings.

The bookings are made with special rates (BGR/LGR) that are exclusive for the event participants.

Who are the users of My Event Space?

- Hotel staff (General Managers, Commercial Team, Front-Office, etc.)

- Group Sales Offices (GSO)

- Event Managers

Contents

1. How to create an Event

Creating an event only requires two easy actions in two different environments.

1 — Organizer creates the Booking File in TMS

2 — Organizer creates the booking site in Event Tool

3 — Customer books online

4 — Organizer manages the event

The process is closed by the customer, who can book their exclusive rate online in a secure environment, available 24/7.

Contents

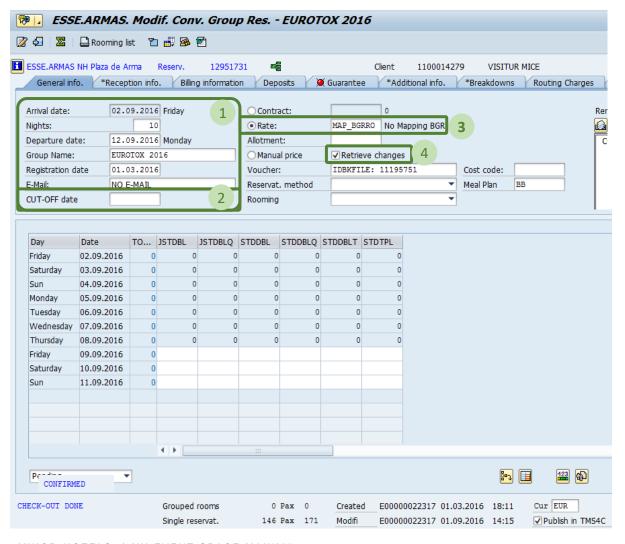# 1.I. Check configuration in TMS Required information

Creating an Event Booking Page starts at TMS. Here are some points you must double check before using My Event Space.

1	Event information must be ALWAYS changed in TMS.
2	CUT-OFF date.
3	Rates.
4	ALWAYS ticked!!
5	Cost code.
6	Rooming Allowed.
7	Grid of rooms.
8	ALWAYS ticked!!
9	Check guarantee conditions.
10	Check that the discount is always set as "Commission" and not as "Deduction".
11	Check the conditions (restrictions) of the event are set properly (min & max length of stay per date).
12	Save the convention group in TMS and accept to create a Booking File!

1.I. Check configuration in TMS Required information

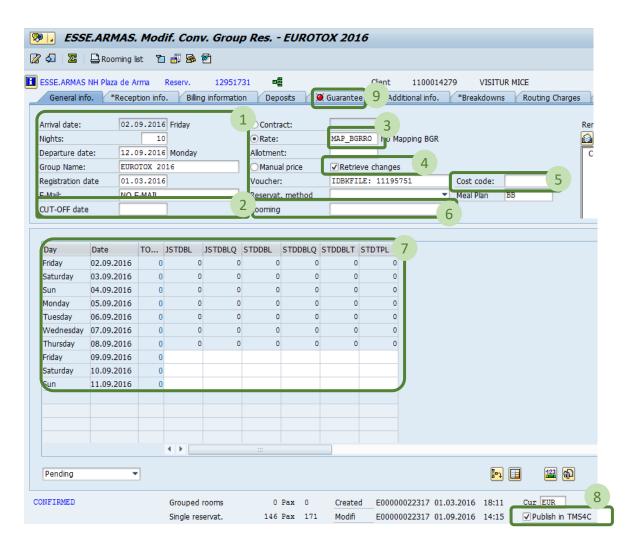Creating an Event Booking Page starts at TMS. Here are some points you must double check before using My Event Space.

1   Event information must be ALWAYS changed in TMS

- Dates and rate of the event are associated to the convention group, NOT to the booking file.
- If you change the name of the group, the link won't work.

2   CUT-OFF date

- Do not forget to inform the cut-off date.
- This information is on the web and customer must know until they can book with this special rate.

3   Rates

Please see next slide.

4   ALWAYS ticked!!

* Otherwise, every time a user goes to the web page but does not finish the reservation process, a room will be deducted from the event's allotment and will go over the general allotment.

1.I. Check configuration in TMS Required information: Tips about Rate

Rates data

⚙ 🔧 Change documents   🔍 Validate dates   📅 Rate calendar

FSMD PRADO NH Collection Paseo del Prado COLLECTION **(a)**

Rate   BGR_MC_M   GR with Meeting Room, Medium   Description   Validity   01.07.2014 to 31.12.2030   Rate group   RL09   **(b)**

Rate type

- ☑ General rate
- ☑ Active rate
- ☑ Floating rate

○ Per guest   ◉ Per room

Rate use   Group Reservation
Rate type

Remarks

☐ Active in TMS4C

Rate's charges currency
European Euro

(c)

| *Pricing | *Conditions | *Guarantee | Offers | Fixed charges | Extras | Stay Options | Routing instructions | *Statistics |

From date	Date until	M	T	W	T	F	S	S	Rate	%	+/- Amount	% Bo...	+/-Am.board		Description
01.04.2018	30.04.2018	☑	☑	☑	☑	☑	☑	☑	BAGR	95,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate
01.05.2018	30.06.2018	☑	☑	☑	☑	☑	☑	☑	BAGR	97,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate
01.07.2018	16.07.2018	☑	☑	☑	☑	☑	☑	☑	BAGR	95,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate
17.07.2018	31.08.2018	☑	☑	☑	☑	☑	☑	☑	BAGR	92,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate
01.09.2018	31.10.2018	☑	☑	☑	☑	☑	☑	☑	BAGR	97,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate
01.11.2018	30.11.2018	☑	☑	☑	☑	☑	☑	☑	BAGR	95,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate
01.12.2018	31.12.2018	☑	☑	☑	☑	☑	☑	☑	BAGR	92,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate
01.01.2019	31.12.2030	☑	☑	☑	☑	☑	☑	☑	BAGR	100,00	0,00	100,00	0,00	📄	BAGR Best Available Group Rate

Split by current date

Modify rate intervals

From date	Date until	M T W T F S S Rate	Desc.	🔧 🗑	%	+/- Am.	% Board	+/-Am.board
		☐☐☐☐☐☐☐						

☑ Only valid price

---

3 Rates

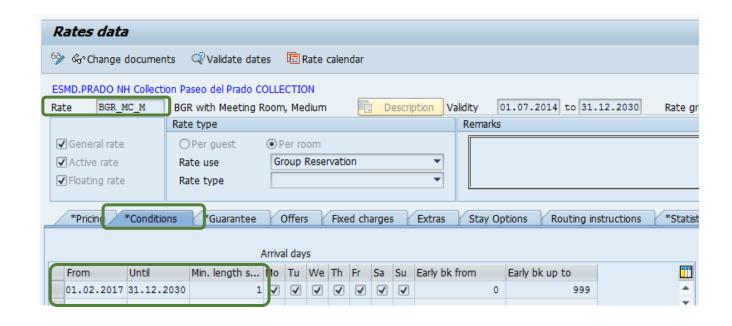*By clicking twice over the rate, you can get the next information.*

a   Name and description of the rate

b   Rate group of the rate

c   Pricing, conditions and guarantee

If you need any modification or have any question about the rate, you must consult your Revenue Manager.

Rates data

Change documents   Validate dates   Rate calendar

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

| Rate | BGR_MC_M | BGR with Meeting Room, Medium | Description | Validity | 01.07.2014 | to | 31.12.2030 | Rate gr |

Rate type

☑ General rate
☑ Active rate
☑ Floating rate

○ Per guest   ● Per room
Rate use   Group Reservation
Rate type

Remarks

*Pricing   *Conditions   *Guarantee   Offers   Fixed charges   Extras   Stay Options   Routing instructions   *Statist

Arrival days

From	Until	Min. length s...	Mo	Tu	We	Th	Fr	Sa	Su	Early bk from	Early bk up to
01.02.2017	31.12.2030	1	☑	☑	☑	☑	☑	☑	☑	0	999

C   Pricing, **CONDITIONS** and guarantee
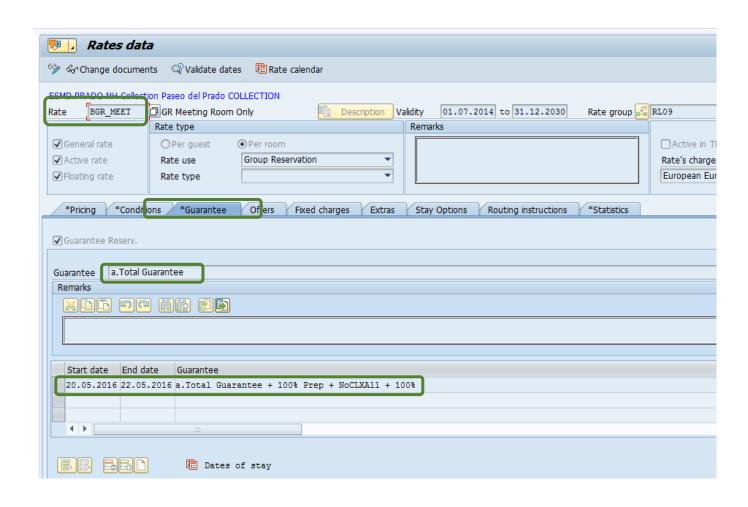
The rate may have some condition informed.

In this example there is a condition:

- Minimum stay of one night.
- From 2017 until 2030.
- If customer books 999 days before arriving.
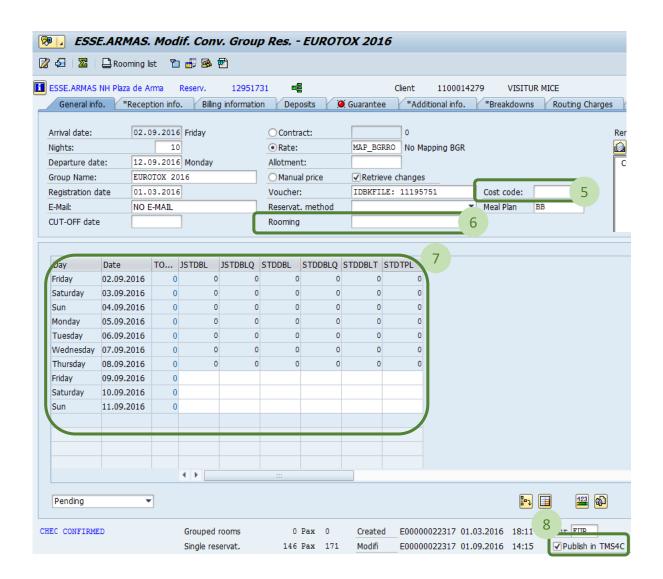
Pricing, conditions and GUARANTEE

This rate has "total guarantee" by default, but we can see that there is a condition of prepayment in a period.

If you need any modification or have any question about the rate you must consult your Revenue Manager.

1.I. Check configuration in TMS Required information

5 Cost Code

See next slides, there are different options to choose.

6 Rooming Allowed

7 Grid of rooms
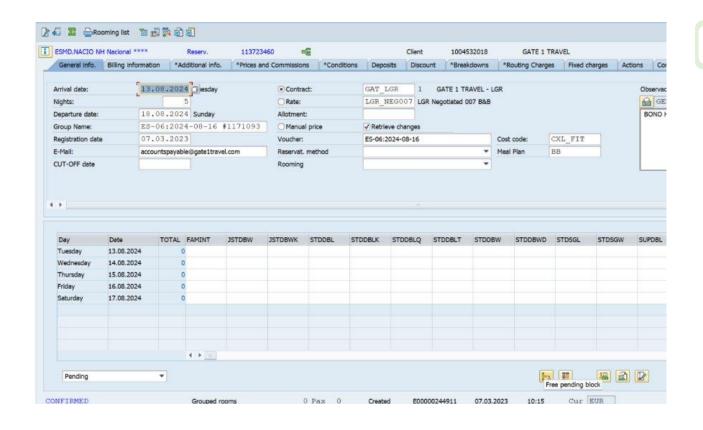
Configure the allotment using the room types, do not use the room subtypes to avoid issues with allotment management.
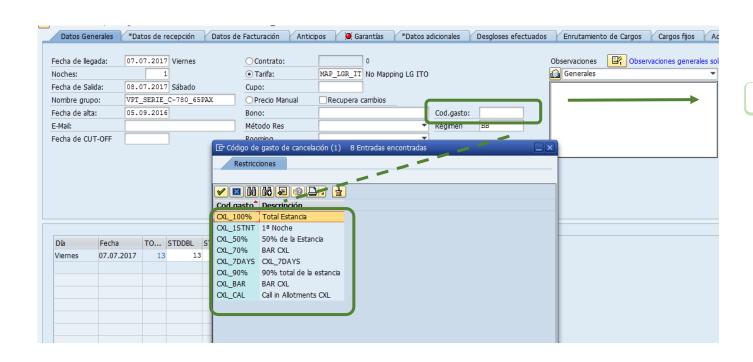
Use the same configuration of number of pax. everyday of the event.

Rejected rooms are added as the total of breakdown.

8 ALWAYS ticked!!

1.I. Check configuration in TMS Required information: Cancellation conditions
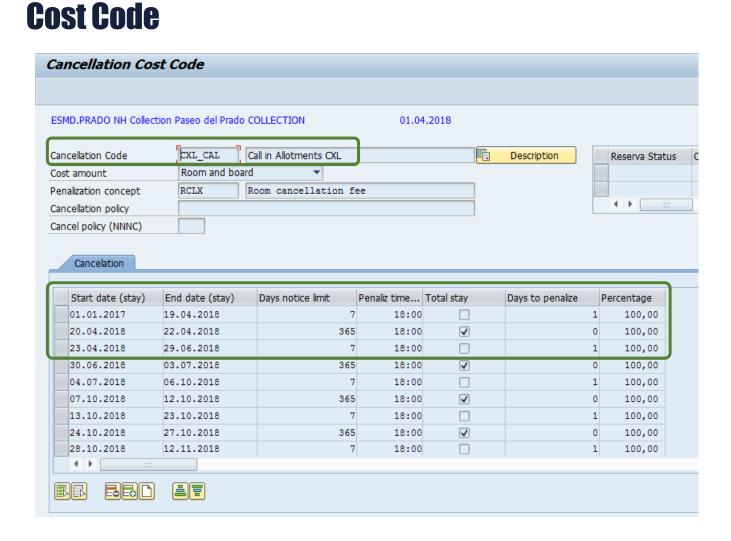
5 Cost Code (Check cancellation conditions)

- There are different options to define the cost of canceling the reservation.

- It depends on the Business Unit.

- This cost code must be deleted if the MB is lost to avoid generated Cancellation Cost by mistake.

Please always review:

1. Guarantee and conditions to ensure that the reservation confirmation letter has the correct information.

2. Cost code to be sure if cancellation cost must be generated

Cancellation Cost Code

ESMD.PRADO NH Collection Paseo del Prado COLLECTION   01.04.2018

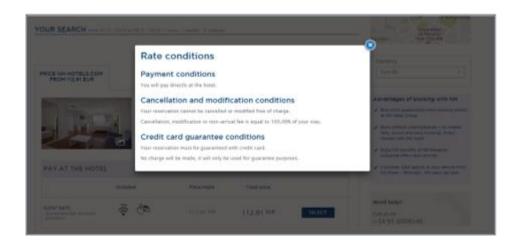| Cancellation Code	CXL_CAL	Call in Allotments CXL		Description
Cost amount	Room and board			
Penalization concept	RCLX	Room cancellation fee		
Cancellation policy				
Cancel policy (NNNC)				

Reserva Status

Cancelation

	Start date (stay)	End date (stay)	Days notice limit	Penaliz time...	Total stay	Days to penalize	Percentage
	01.01.2017	19.04.2018	7	18:00	☐	1	100,00
	20.04.2018	22.04.2018	365	18:00	☑	0	100,00
	23.04.2018	29.06.2018	7	18:00	☐	1	100,00
	30.06.2018	03.07.2018	365	18:00	☑	0	100,00
	04.07.2018	06.10.2018	7	18:00	☐	1	100,00
	07.10.2018	12.10.2018	365	18:00	☑	0	100,00
	13.10.2018	23.10.2018	7	18:00	☐	1	100,00
	24.10.2018	27.10.2018	365	18:00	☑	0	100,00
	28.10.2018	12.11.2018	7	18:00	☐	1	100,00

5   Check guarantee conditions

- There are different options to define the type of guarantee and the period.
- Please don´t use guarantee starting by "a.".

1.I. Check configuration in TMS Required information: Room types

7.1 Configure the allotment using the room types, do not use the room subtypes to avoid issues with allotment management.

* Guest will have the possibility to select the bed preference during the booking process, but as in all other web reservation bed type cannot be automatically guaranteed.

7.2 Use the same configuration of number of pax. everyday of the event.

* The reservations number can be different for different days, but always associated to the same number of pax.

* Example: if you configure this selection:
- Day 1: 50 double single and 10 doubles
- Day 2: 40 double single and 10 doubles
It would not be possible to book 41 single rooms

1.I. Check configuration in TMS Required information: Room types

7.3 Delete the remaining and not booked allotment after cut off date .

TMS doesn´t release the reaming rooms after cut off date automatically.
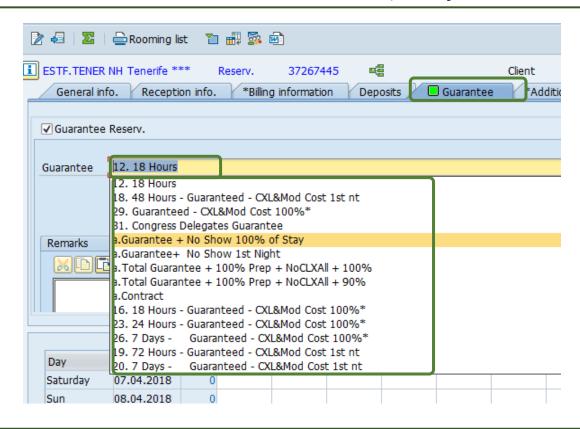
Remember to do it to return these rooms to the general availability of the hotel.

Click on this icon to release all the rooms massively.

1.I. Check configuration in TMS Required information: Guarantee conditions

We must review/modify the "Guarantee" tab also in the convention group.

9 Cost Code (Check cancellation conditions)

There are different options to choose.

By double clicking on the cost code, you can see this information.

*In this example there are different penalties depending on the date.

Please always review guarantee and conditions to ensure that the reservation confirmation letter has the correct information.

1.I. Check configuration in TMS Required information: Conditions and guarantee

As a summary of the definition of conditions, here are a couple of examples of how to select the conditions:

1. Event with payment at the hotel, mandatory credit card guarantee and a 100% penalty for cancellations:
   - Cost code = CXL_100%
   - Guarantee = Credit Card

   The customer will see a discrepancy in the confirmation letter. Please keep this in mind before sharing the URL.
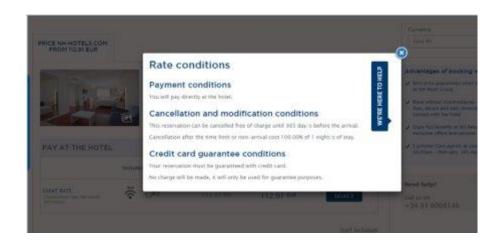
> *Check configuration in TMS Required information – Conditions and guarantee*

1.I. Check configuration in TMS Required information: Conditions and guarantee
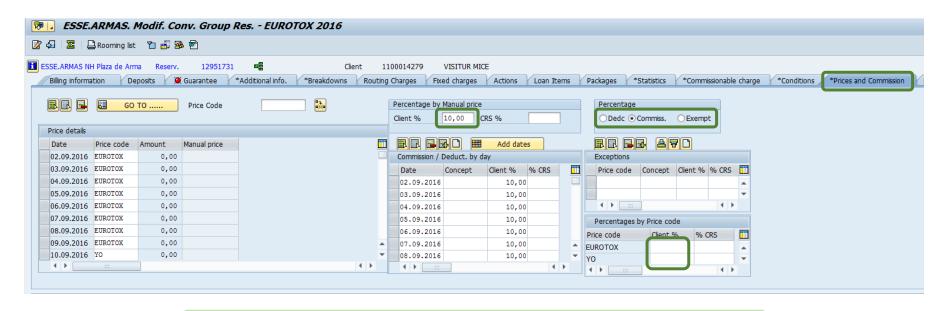
As a summary of the definition of conditions, here are a couple of examples of how to select the conditions:

2. Event with payment at the hotel, mandatory credit card guarantee and 1 night of penalty for cancellations:
    *   Cost code = CXL_1STNT
    *   Guarantee = Credit Card

        The customer will see a discrepancy in the confirmation letter. Please keep this in mind before sharing the URL.

> *Check configuration in TMS Required information – Conditions and guarantee*
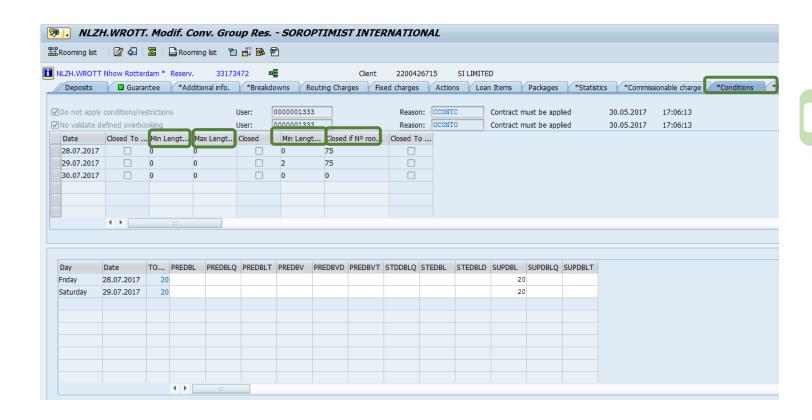
10 Check that the discount is always set as "Commission" and not as "Deduction"

* If an event is created with direct payment and deduction, this deduction would be applied to the customer during the booking.

In case you have doubts, please review these documents:

- Commissions in MICE Reservations
- General MICE Reservation Management Process
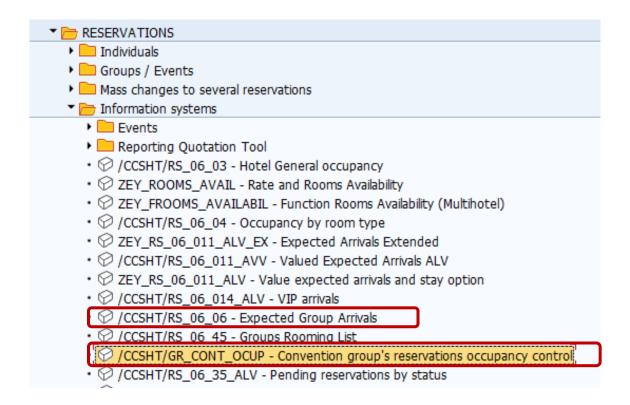
11 Check the conditions (restrictions) of the event are set properly (min & max length of stay per date).

Please, for now we need to check both flags (overbooking and restrictions) when the reservation is in tentative and confirmed status.

1.I. Check configuration in TMS Required information

There are two transactions to see how many rooms are pending breakdown:

1. /CCSHT/RS_06_06: Expected group arrivals

2. /CCSHT/GR_CONT_OCUP: Convention group´s reservations

1.I. Check configuration in TMS Required information: Close the event

If you have followed all the steps mentioned in the previous pages, you only need to do one more thing to get the event ready and create the booking page:

> **12** Save the convention group in TMS and accept to create a Booking File!

If a TMS user is modifying a convention group in the booking file (MB), the web (Event Tool) will not provide availability. It is very important not to block the reservation. This comment is valid both for the creation of a new event and for the modification of an existing event.

Contents

1.II. Create event booking page in My Event Space

To help you create an event on the web, there is another manual uploaded to the Intranet.

All training materials, best practices, and the updated user manual are available in our Digital Knowledge Workplace. You'll find them under the My Event Space (MES) topic in the Key Documents Center:
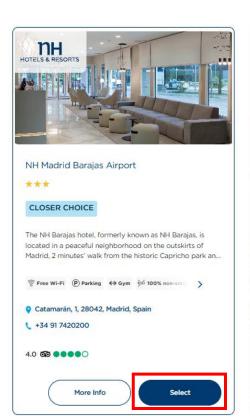
<u>**MY EVENT SPACE**</u>

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1. How to create a new Event Booking
   I.   Check configuration in TMS
   II.   Create event booking page in My Event Space
   III. How to book a room online
   IV.   How to manage an Event
2. Event Tool compulsory Checklist
3. How to report an issue in JIRA
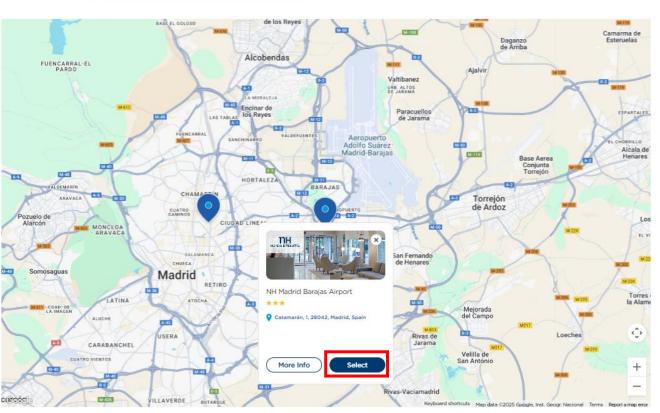4. Feedback is welcome!
5. Inform about big events

2.III. How to book a room online?

On the event website, a map is displayed with the hotel or hotels with availability. To access the reservation process, click *Select*.
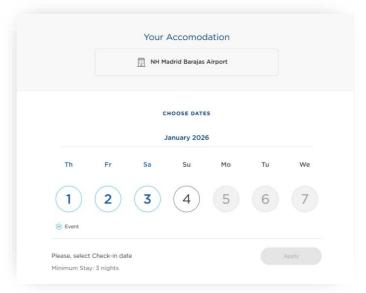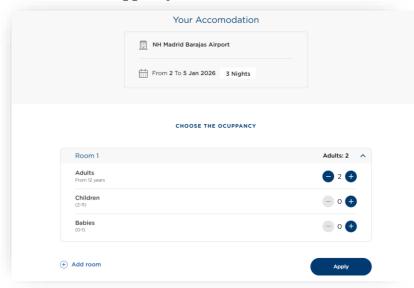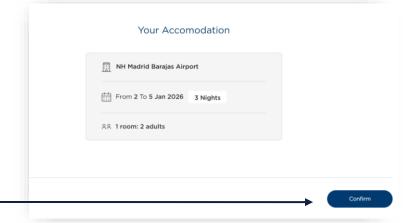
2.III. How to book a room online?

1. Choose dates

2. Choose the ocuppancy

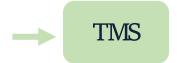3. When you have selected your reservation details, click on *Confirm*

Contents

1.IV. How to manage an event

If During all the time that the event is open, you can manage it.

How to do it? It depends…

- Do you want to manage inventory or main information of the event?

TMS → Remember to save and close the event in TMS after modifying it and wait 20 minutes before checking availability on the booking tool. See section 2.I. of this manual.

- Do you want to change content?

Event Tool → Changes are applied automatically. See section 2.II. of this manual.

You can change almost anything, but be careful with the following:

- TMS creates a "*pre-booking*" every time a customer is connected to the booking website. If the customer finally does not book, the reservation will be changed to the status "Rejected" after 30 minutes (this happens for all the bookings made in NH web, not only for events). The room will go back to the event allotment.

Contents

2. Event COMPULSORY Checklist

1. **Before sending the URL to the client check the following points:**

   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 .

2. Event COMPULSORY Checklist

2. <u>If Event Tool is not working test the following points:</u>

   ✓ Make sure "Public" TMS4C is ticked.

   ✓ Verify Dates information is correct.

   ✓ 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.

3. <u>If you cannot complete ANY of the steps above → Open a JIRA.</u>

4. <u>There is a "Best practice & new standars " procedure. We strongly recommend you review it by clicking this link.</u>

Contents

3. How to report an issue in JIRA

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, Infraestructure, 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, Aplication 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

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3. How to report an issue in JIRA
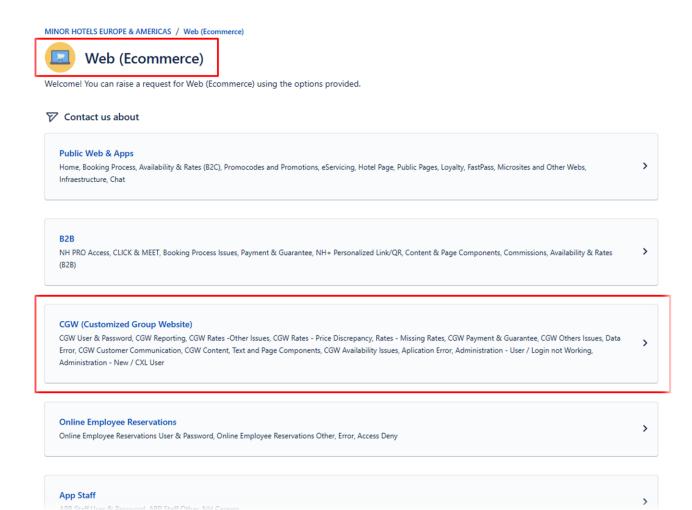4. Feedback is welcome!
5. Inform about big events

4. Feedback is welcome!

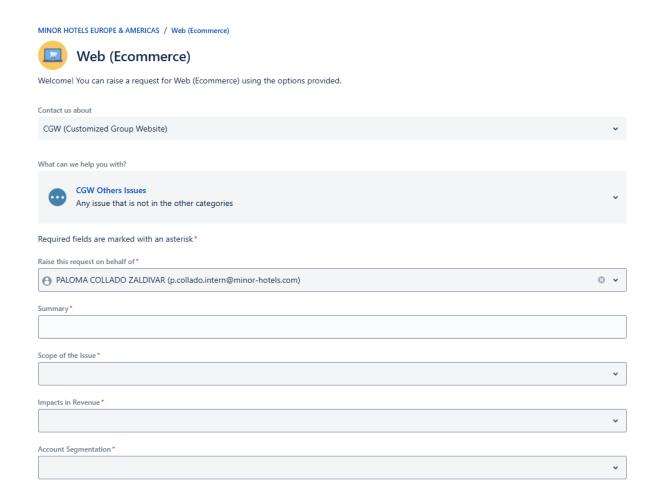Still have questions? We are more than happy to help!

Do you have comments and would like to include them in the next update of the manual? Thanks for your help!

Open a JIRA & select category "Others" and we will come back to you as soon as possible.

If you have a technical issue with the Event Tool, you can report it using the Service Desk:

 Web (Ecommerce) → CGW (Customized Group Website) → CGW Others Issues

[Open a JIRA](#)

MINOR HOTELS EUROPE & AMERICAS / Web (Ecommerce)

Web (Ecommerce)

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

Contact us about

CGW (Customized Group Website)

What can we help you with?

••• **CGW Others Issues**
Any issue that is not in the other categories

Required fields are marked with an asterisk*

Raise this request on behalf of*

👤 PALOMA COLLADO ZALDIVAR (p.collado.intern@minor-hotels.com)

Summary*

Scope of the Issue*

Impacts in Revenue*

Account Segmentation*

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4. Inform about big events

COMMUNICATION PROTOCOL FOR MY EVENT SPACE (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: • Sofía 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

4. Inform about big events

COMMUNICATION PROTOCOL FOR MY EVENT SPACE (PART II)

EMAIL TO INCLUDE	The email should include the following information: • 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	The user will inform by email to all teams involved 30 days prior to making the URL public

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

Paride Ritto, BUNE
p.ritto@nh-hotels.com
Umut Tiknaz, BUNE
u.tiknaz@nh-hotels.com

Sheila Puñal, BUSE
s.punal@minor-hotels.com
Roberto La Vista, BUSE
r.lavista@minor-hotels.com

Daniela Navarrete López
d.navarrete@nh-hotels.com

Matias Martin Nuñez
mm.nuez@minor-hotels.com

Ángel Espindola
a.espindola@minor-hotels.com

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Thank You