

NH+ Business Program Front Office Training

MINOR
HOTELS

ANANTARA
HOTELS • RESORTS • SPAS

AVANI
Hotels & Resorts

elewana
COLLECTION

GAKS
HOTELS • RESORTS • SUITES

nh
HOTELS

nh COLLECTION
HOTELS

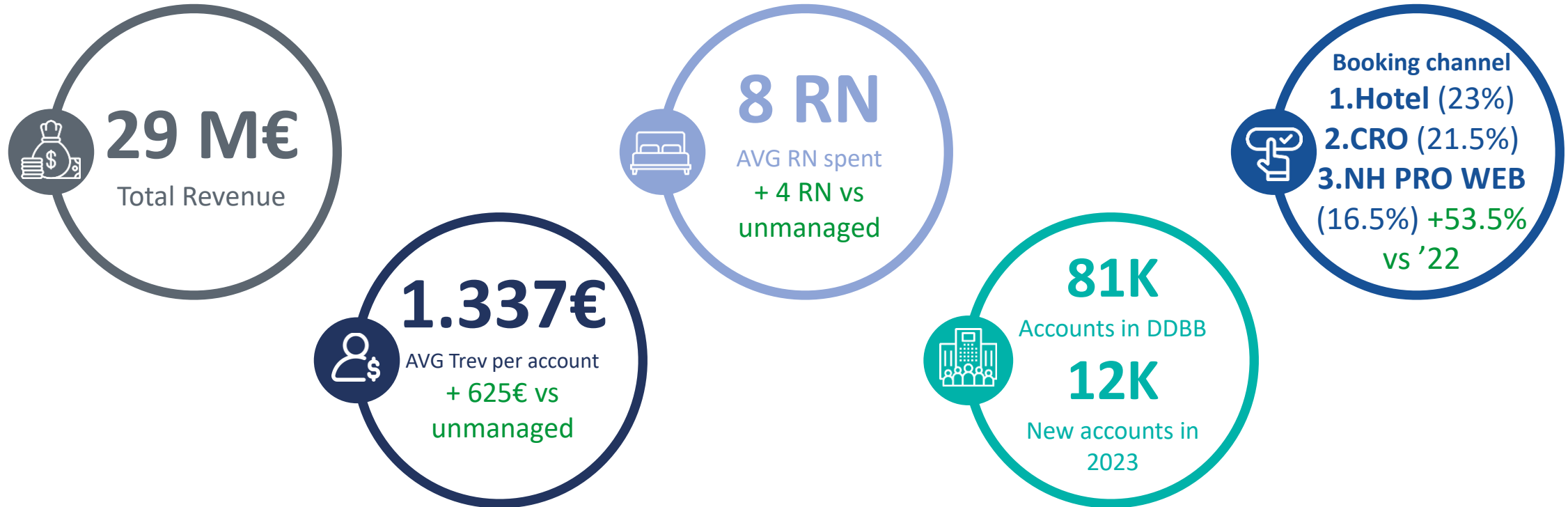
nhow
HOTELS

TIVOLI
HOTELS & RESORTS



MINOR
HOTELS

Why is NH+ so important?



Automanaged & Managed as of 31st December 2023



MINOR
HOTELS

What is NH+ Business Program?

WHAT IS NH+ BUSINESS PROGRAM?

What is NH+ Business Program?

NH+ Business Program is our benefit program for companies with exclusive discounts and benefits.

For which type of client is NH+ made?

NH+ is made for **companies or self-employed** and that **don't** have a negotiated rate or contract with NH Hotel Group.



WHAT IS NH+ BUSINESS PROGRAM?

How does NH+ work?

NH+ is a tier program. In this way, the more room nights a company spends with us, the more the company will level up. Each level offers more attractive and interesting benefits, as well as greater discounts.

NH+ has 4 tiers: Smart, Advance, Master & Elite, which depend on the number of room nights that a company spends with us within a year from their subscription date.



NH+ has a digital focus, offering better discounts and benefits when booking directly through nhpro.com and less benefits and discounts when booking through other channels (CRO or Hotel)

How can a client register?

- A client can directly register through our [NH PRO website](#)
- A client can [scan the QR code](#) available in the following hotel marketing materials: Flyer, Post-it, Tablet, Elevator sign & video.

Once the form is filled in, the client will immediately receive an email in order to make their first reservation, and within about 24 business hours, the client will receive their username and will need to set up their password.

How can a client make a reservation?

To take advantage of the maximum discounts and benefits, clients should directly book through the [NH PRO website \(nhpro.com\)](#)

1. Access the website with the username and password they have configured.
2. Once logged in, at the homepage, enter destination, dates and occupancy.
3. Click “reserve now”.

*If they decide to book through another channel (CRO or hotel) they will only benefit from 8-15% off and 5% MICE regardless the category they belong to.

NH+ Business Program is our exclusive program for companies and self-employed offering special discounts and benefits every time you book online through **nhpro.com**

Exclusive online benefits*



Up to 25% off
on bookings



Premium
Wi-Fi



10% off in bars
and restaurants



Up to 10% discount
on promo rates



Early check-in &
late check-out



Parking
discount



Free cancellation
until arrival date



5% discount on
meetings & events



Detail
in room

* Discounts and benefits will vary depending on the category you belong to

nh+ | THE MORE YOU BOOK, THE MORE YOU GET

- + The more room nights your company books, the higher the category leading to better discounts
- + Your category increases taking into account all your bookings at company level, not individual, in this way you will upgrade faster
- + Discounts and benefits only available when you book online through nhpro.com

 Nights ¹	% Discount on flexible rates	% Discount on promo rates	★ Discount on bars and restaurants ²	 Discount on meetings & events ³	 Free cancellation until arrival date ⁴	 Premium Wi-Fi	 Fast pass ⁵ (Online check in & check out / choose your room)	 Early Check-in Late Check-out ⁶ (9AM) (2PM)	 Parking discount ^{6,7}	 Detail in room
SMART From your 1st room night booking	12-20%	5-10%	10%	5%	✓	✓	✓			
ADVANCE From 10 to 24 room nights	15-20%	5-10%	10%	5%	✓	✓	✓	✓		
MASTER From 25 to 74 room nights	17-22%	5-10%	10%	5%	✓	✓	✓	✓	20%	
ELITE From 75 room nights	20-25%	5-10%	10%	5%	✓	✓	✓	✓	20%	✓

★ **ALWAYS THE BEST PRICE GUARANTEED**
when you book at nhpro.com

¹ Room nights spent in 1 natural year from subscription date ² Check the list of excluded restaurants ³ Subject to availability. Valid only for group with a contracted meeting room or F&B services. Check full conditions in [NH+ T&Cs](#)

⁴ Free cancellation until arrival date on flexible rates, check reservation conditions for precise details ⁵ Subject to availability ⁶ Check participating hotels ⁷ Available Monday to Thursday both inclusive



As a member you can book both **business and leisure trips**

Access to FASTPASS: Online check-in, Choose your room, and Online check-out to have an easier and faster stay

Total room nights are accumulated per company and not individually, in this way you will upgrade faster

NH DISCOVERY members can accumulate Discovery \$ in their personal account with every NH+ booking

If you book directly with the **hotel** or through the **reservation office** you will also **get a discount from 8% to 15% off**



01. SIGN UP FOR NH+ BUSINESS PROGRAM

1. Click on the button below and register for free. You will be redirected to nhpro.com, our platform for professionals
2. Complete the form with your company and personal details
3. Once the form is completed you will receive a confirmation email for you to configure your log in details and password to access the NH PRO platform

03. MAKE YOUR RESERVATION

Search the desired hotel and dates and book your hotel room with your special rates and all the program benefits

02. LOG IN TO NH PRO PLATFORM

Once you have set your log in details, access the NH PRO platform by logging in with your email and password to access your discounts and benefits

04. MOVE UP THROUGH THE TIERS

The more you and your colleagues book the faster your company will upgrade through the tiers and the better discounts and benefits you will get



MINOR
HOTELS

Marketing materials in hotels

NH+ MATERIALS IN HOTEL

In your hotel you should have the following NH+ materials, which all contain a QR code per hotel which the client can scan to register.

If you are missing one of these materials, please contact your B2B marketing team from your business unit.

Tablet in reception

NH+ Business Program

NEED TO TRAVEL?
JOIN NH+ BUSINESS PROGRAM AND

GET UP TO 25% OFF

WORLDWIDE BOOKING VIA NHPRO.COM

Need to travel? Join NH+ Business program and
GET UP TO 25% OFF worldwide booking via nhpro.com

If you're a company or self-employed,
this program is for you!

If you're a company or self-employed, this program is for you!

Free cancellation until arrival date
Free cancellation until arrival date

Premium Wi-Fi
Premium Wi-Fi

5% off meetings
5% off meetings
5% off meetings
5% off meetings
5% off meetings
5% off meetings
5% off meetings
5% off meetings
5% off meetings
5% off meetings

Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out
Early check-in & late check-out

and much more!
and much more!
and much more!
and much more!
and much more!
and much more!
and much more!
and much more!
and much more!
and much more!

REGISTER NOW
FOR FREE
AND DISCOVER ALL
THE ADVANTAGES!

Register now for free and
discover all the advantages!

Sign in Elevator

NH+ Business Program

JOIN
NH+ BUSINESS PROGRAM AND

GET UP TO 25% OFF

WORLDWIDE BOOKING VIA NHPRO.COM

JOIN NH+ BUSINESS PROGRAM AND GET UP TO 25% OFF
WORLDWIDE BOOKING VIA NHPRO.COM

IF YOU'RE A COMPANY OR SELF-EMPLOYED, THIS PROGRAM IS FOR YOU

If you're a company or self-employed, this program is for you

The more you book online through nhpro.com, the more you get!
The more you book online through nhpro.com, the more you get!

- Up to 25% off on bookings**
Up to 25% off on bookings
- Premium Wi-Fi**
Premium Wi-Fi
- Free cancellation until arrival date**
Free cancellation until arrival date
- Early check-in & late check-out**
Early check-in & late check-out
- 5% discount on meetings & events**
5% discount on meetings & events
- 10% off in bars and restaurants**
10% off in bars and restaurants

and much more benefits!
and much more benefits!

For more info visit: nhpro.com/nhplus
For more info visit: nhpro.com/nhplus

REGISTER HERE
FOR FREE
REGÍSTRATE
GRATIS AQUÍ



Print brochure in reception

Un programa exclusivo para
empresas y autónomos que
necesitan viajar

An exclusive program for companies and
self-employed who need to travel

Regístrate ahora
Register now

Regístrate ahora en
nhpro.com/es/nhplus
Register now at nhpro.com/es/nhplus

NH+ Business Program

OBTEN HASTA UN
25% DE DESCUENTO
EN RESERVAS EN
TODO EL MUNDO

Up to 25% off all bookings worldwide

Además, los miembros de NH+ pueden acumular
DISCOVERY Dollars (DE) con sus reservas.
Additionally, NH+ members will earn DISCOVERY
Dollars (DE) with their bookings.

MINOR
HOTELS

descuentos + ventajas + mucho más
discount + advantages + much more

Post-its in reception

NH+ Business Program

¿Necesitas Viajar? Únete a
NH+ Business Program y obtén hasta un
25% de descuento en reservas en todo
el mundo en nhpro.com

Need to travel? Join NH+ Business Program and
Get up to 25% off worldwide booking via nhpro.com

Comienza a disfrutar
de ésta y más ventajas
en tu próxima reserva

Start enjoying this benefit and
much more on your next booking

Únete
ahora
Join now

<https://www.nh-hotels.biz/esp/es/hoteles/153>

NH+ Business Program

CUANTO MÁS RESERVAS
VIA NHPRO.COM, MEJORES
DESCUENTOS RECIBES!

The more you book via nhpro.com, the more you get!

The more room nights your company books,
the higher the category leading to better
discounts

Your category increases taking into account all
your bookings at company level, not individual, in
this way you will upgrade faster

Discounts and benefits only available when you
book online through nhpro.com

The more room nights your company books,
the higher the category leading to better
discounts

Your category increases taking into account all
your bookings at company level, not individual, in
this way you will upgrade faster

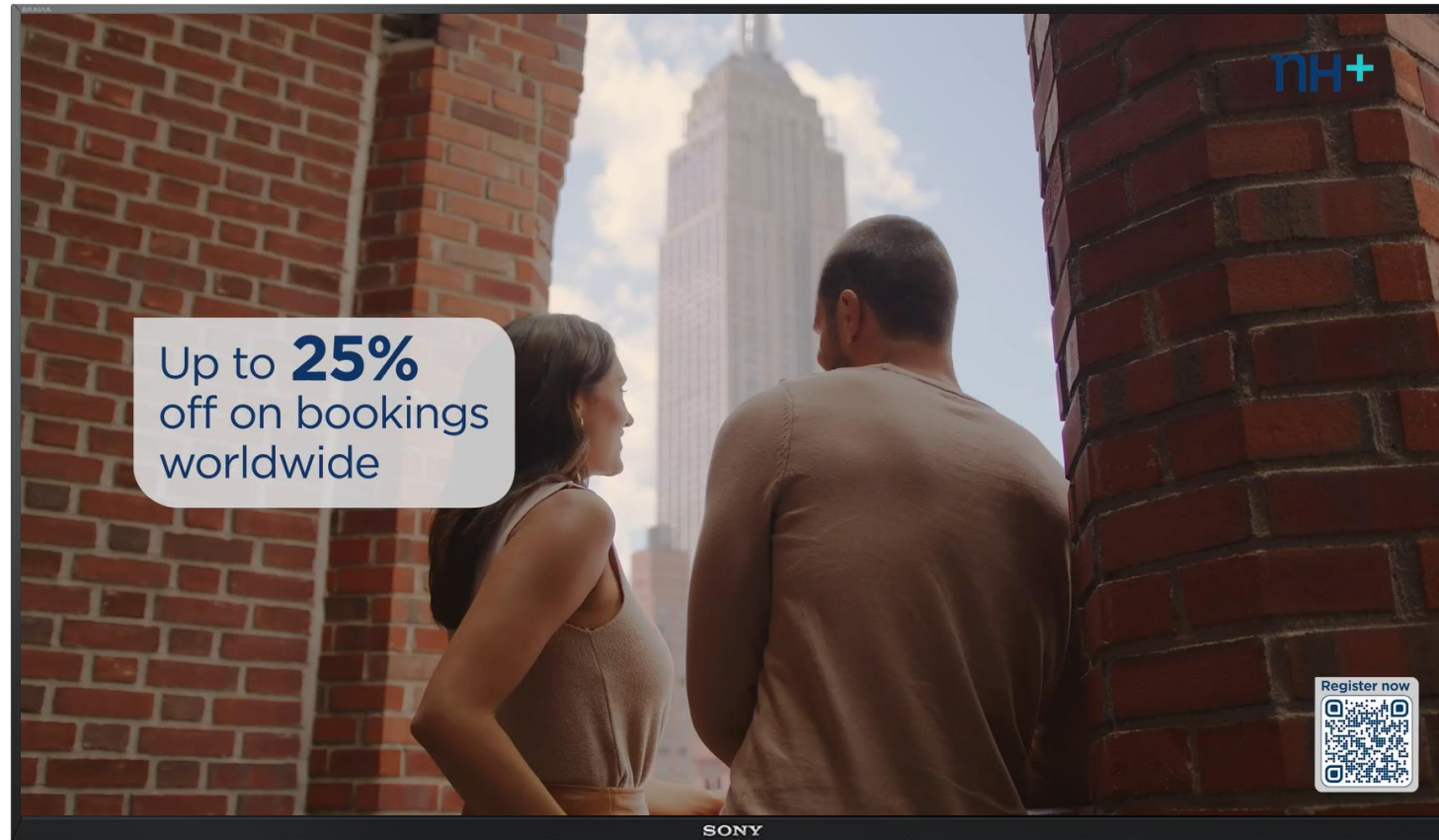
Discounts and benefits only available when you
book online through nhpro.com

Member	%	%	%	%	%	%	%	%	%
Member	Discount on bookings	Discount on meetings & events	Discount on bars and restaurants	Discount on cancellation	Discount on check-in & check-out	Discount on parking	Discount on laundry	Discount on internet	Discount on phone
SMART From 12 to 19 room nights per stay	12-20%	5-10%	10%	5%	✓	✓	✓	✓	✓
ADVANCE From 20 to 29 room nights per stay	15-20%	5-10%	10%	5%	✓	✓	✓	✓	✓
MASTER From 30 to 39 room nights per stay	17-22%	5-10%	10%	5%	✓	✓	✓	✓	✓
ELITE From 40 to 49 room nights per stay	20-25%	5-10%	10%	5%	✓	✓	✓	✓	✓

NEED MORE CLARIFICATIONS? Discover all the program details

* Room nights spent in a room per year (calendar year) ** Check the list of member categories *** Subject to availability, hotel only
**** Subject to availability, hotel only ***** Subject to availability, hotel only ***** Subject to availability, hotel only ***** Subject to availability, hotel only
***** Subject to availability, hotel only ***** Subject to availability, hotel only ***** Subject to availability, hotel only ***** Subject to availability, hotel only
***** Subject to availability, hotel only ***** Subject to availability, hotel only ***** Subject to availability, hotel only ***** Subject to availability, hotel only

Video



An aerial photograph of a rugged coastline with numerous large, dark rocks scattered along the shore. The water is a deep blue, and the sky is a lighter blue. The entire image is overlaid with a semi-transparent dark blue filter. The text 'MINOR HOTELS' is positioned on the left side of the image, and 'NH+ Selling Points' is on the right side, separated by a vertical line.

MINOR
HOTELS

NH+ Selling Points

NH+ SELLING POINTS



Registration is free



Immediate discounts and benefits



Up to 25% discount on your web bookings worldwide



Plenty of benefits: Free cancellation until arrival date, premium wifi, early check-in, late check-out, parking discount, 5% off in meetings & events...



Discounts and benefits also apply to personal trips



10% Discount on F&B even if you are not staying in a hotel



Book at any of our Minor Europe & Americas brands worldwide



The more you book, the more discounts and benefits you have



Dedicated website (nhpro.com) for easy and quick bookings



MINOR
HOTELS

Your role

Your role



Ambassadors: Experts on NH+ Business Program and online booking tools to offer it to potential clients



Digital Mindset: Identify customers that book through another channel and promote channel shift. The main objective is for our clients to book directly through our platform for professionals, nhpro.com

An aerial photograph of a rugged coastline, featuring a forested hill on the left and a rocky shoreline with a small boat in the water. The entire image is overlaid with a semi-transparent blue filter.

MINOR
HOTELS

FO Script

FO Script



If you have a corporate guest that do not have an agreement or negotiated rate with us and they ask for an invoice upon departure under the company name:

- Ensure you request their e-mail
- Request to add contact to the company profile by JIRA
- Hand in the QR code and invite guest to join the NH+ Business Program

If you have a NH + Member that complains because if they book through the hotel, you are unable to offer the same discounts and benefits as on our website.

Inform the guest that the program is a Digital Program focused on those companies that want to make their corporate and leisure reservations through our website (nhpro.com). Let them know they can make their reservations easily and quickly through nhpro.com in 3 steps:

1. Access the website with the username and password they have configured.
2. Once logged in, at the homepage, enter destination, dates and occupancy.
3. Click “reserve now”.

FO Script



If a client books via the Call Center or Hotel, do the room nights count for the calculation of the Program Category?

Yes, if the client books via the Call Center or Hotel the room nights will be taken into account to upgrade to the next category. The client will however only benefit from the additional discounts and benefits of that category on your online bookings through nhpro.com

We have many early check-ins & late check-outs and will not be able to manage operationally.

The benefit is only applicable upon availability. We are not obliged to give this benefit when occupancy is high or operationally it is not feasible

NH DISCOVERY guests always have priority over the NH + guest

An aerial photograph of a rugged coastline with numerous large, dark rocks scattered along the shore. The water is a deep blue, and the sky is a lighter blue. The entire image is overlaid with a semi-transparent dark blue filter.

MINOR
HOTELS

Acquisition of potential clients

HOW TO IDENTIFY A POTENTIAL NH+ CLIENT?

A client who meets one or more of the below requirements will be a potential client for NH+ Business Program:



Client who travels alone and during the week



Client who asks for an invoice



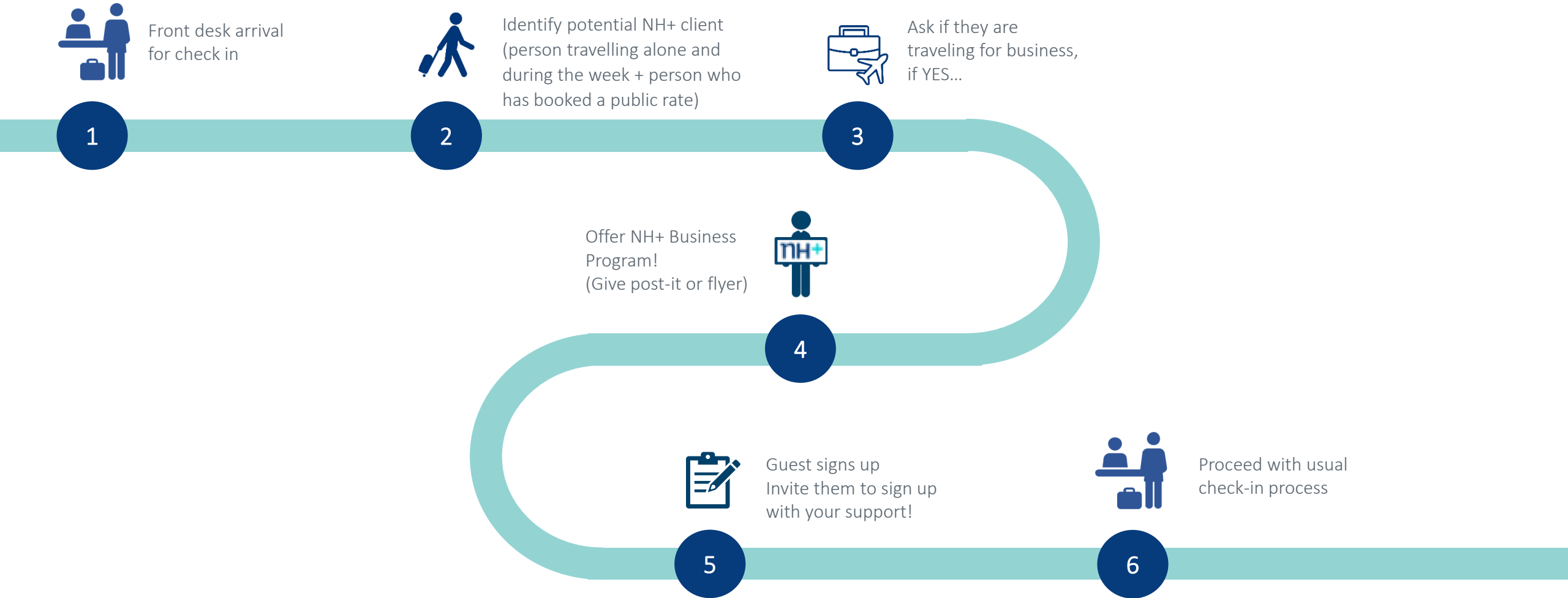
Client who has booked a public rate

*clients who have a negotiated rate with NH can't have NH+

List of Public Rates:

AP15-29D	PRO_3X2
AP15DMLOS	PRO_BF_%
AP30D	PRO_BF_FRE
BAR	PRO_SEASOB
FLEXBB	PRO_SEASOD
FLEXBB_LC	PRO_SEASON
PK_OTR2N	PRO_SP
PK_OTR3N	SD1_7-14D

NH+ SIGN UP CUSTOMER JOURNEY – CHECK IN



NH+ SIGN UP CUSTOMER JOURNEY – CHECK OUT





How to identify an NH+ client on TMS

HOW TO IDENTIFY A BOOKING OF AN NH+ CLIENT ON TMS?

The screenshot displays the TMS4Connectivity interface with two booking records. The top record (Reserva 9022860) shows a client named 'ESMD.EUROB NH Collection Eurobuild' with a contract named 'ELITE'. The bottom record (Reserva 90211366) shows the same client with a contract named 'ELITE_WEB'. A green box highlights the 'Contrato' field in the bottom record, which is labeled 'ELITE_WEB'. The interface includes various tabs like 'Datos Generales', 'Datos de Facturación', and 'Ofertas', and a sidebar with 'Huespedes'.

How to identify web bookings?

Benefits and NH+ category informed at TMS4Connectivity Comments

Contract is named after the client category

HOW TO IDENTIFY A BOOKING OF AN NH+ CLIENT ON TMS?

How to identify bookings from other channels?

Benefits and NH+ category are NOT informed at TMS4Connectivity Comments

Contract is named after the client category

The screenshot displays the TMS4Connectivity booking interface for a reservation. The top section shows the reservation details: 'Reserva 90227921', 'Cliente: 2000001026 ELITE - NH + BUSINESS PROGRAM', and 'Importe 147,70 EUR'. Below this, there are tabs for 'Datos Generales', 'Datos de Facturación', 'Ofertas', 'Datos adicionales', 'Estadísticas', 'Anticipos', 'Garantías', 'Enrutamiento de Cargos', 'Cargos fijos', 'Acciones', 'Objetos prestados', and 'Avisos'. The 'Datos Generales' tab is active, showing contact information (P. contacto: ELITE - NH + BUSINESS PROGRAM, E-Mail: ma.tomes@nh-hotels.com), reservation type (Tipo reserva: Superior Double), and dates (Llegada: 17.06.2021, Salida: 18.06.2021). The 'Observaciones' section contains a comment: 'TMS forConnectivity'. The 'Huespedes' section shows a list of guests with one guest named 'TEST'. The 'Facturación' section shows the contract name 'ELITE - NH + BUSINESS PROGRAM' and the tariff 'OCB_10-20% Open Corporate Rate 10-20%'. The 'Datos Cliente' section shows the client's name 'TEST' and the company 'TEST'. The 'Información Tarjeta' section shows the card number and the cardholder's name. The 'Crédito extras' section shows the credit limit and the cardholder's name. The 'Crédito telef' section shows the credit limit and the cardholder's name. The 'Pre-autorización' section shows the pre-authorization amount and the cardholder's name.

An aerial photograph of a rugged coastline. On the left, a steep, forested hill rises from the water. The shoreline is composed of numerous large, dark rocks and boulders of various sizes. A narrow, light-colored sandy beach is visible in the lower right. The water is a deep blue, and the overall scene is captured from a high angle, looking down at the landscape.

MINOR
HOTELS

Frequently Asked Questions

Frequently Asked Questions

GENERAL NH+ FAQs

- **What is NH+ Business Program?**

NH+ Business Program is our exclusive program for companies and self-employed with special discounts and benefits.

- **How can I register?**

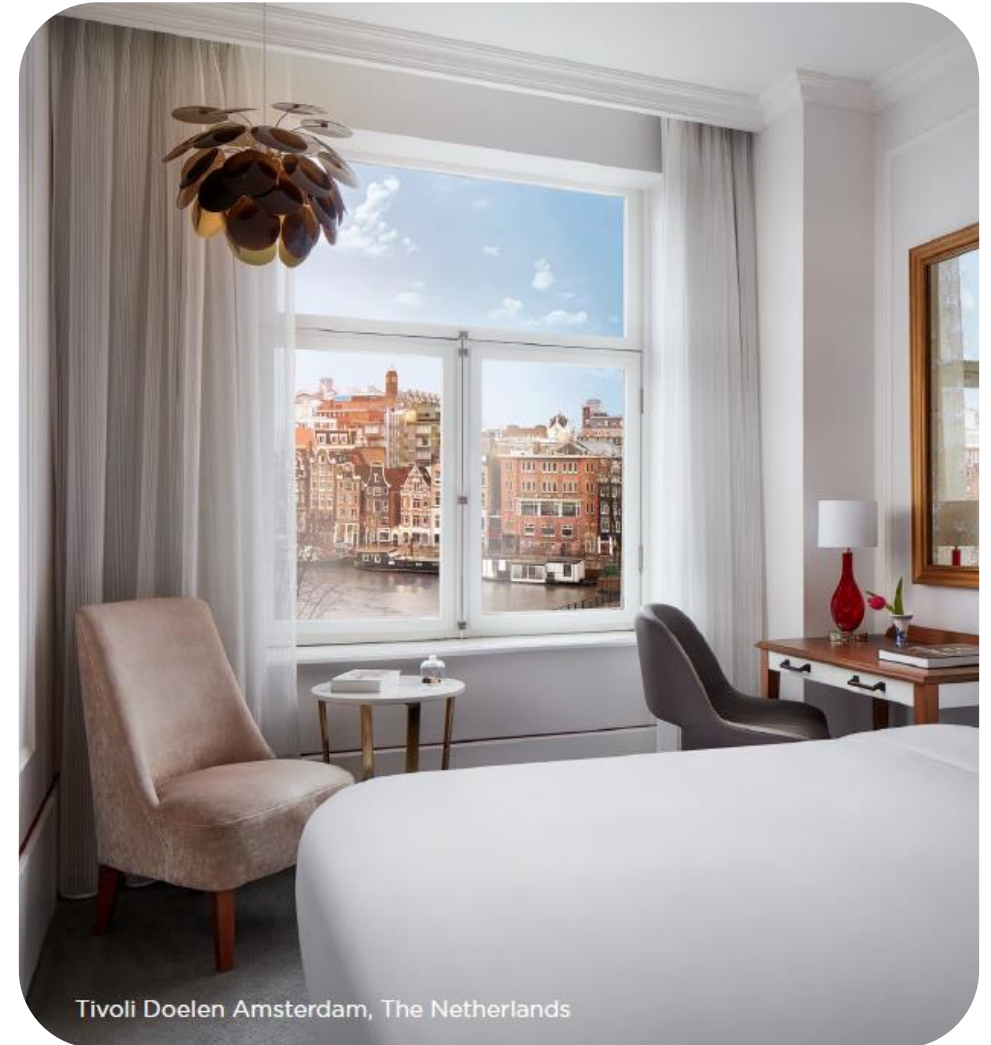
You can register with NH+ by filling out the following form: <https://www.nh-hotels.biz/nhplus/en/web/>

- **Do I have to pay a registration fee when registering with NH+?**

No. There is no associated cost with the NH+ membership. The program is free for all companies and self-employed.

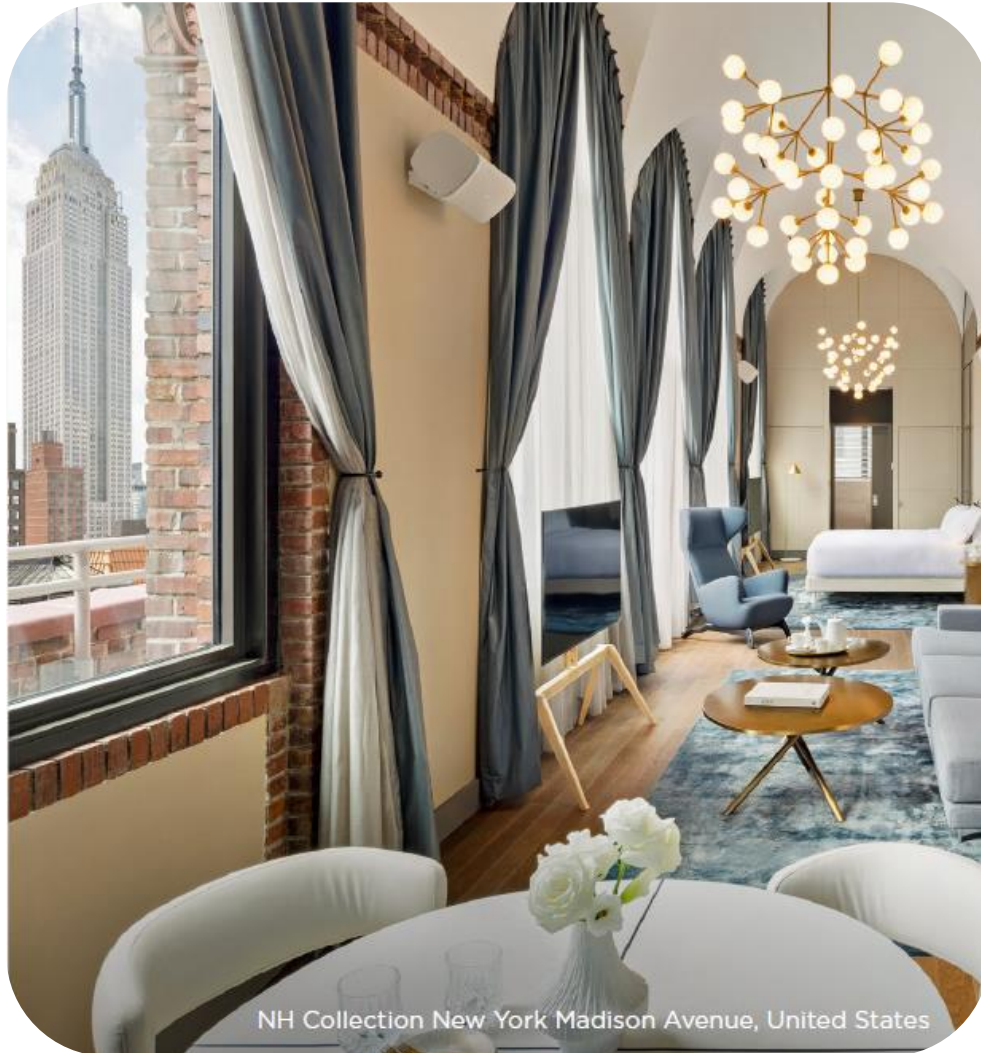
- **What are the different tiers and how do I reach them?**

There are four NH+ tiers: SMART, ADVANCE, MASTER AND ELITE. These are based on the number of room nights that a company spends with us within a year from their subscription date. Note that the tier is calculated based on your historical reservations (consumed) and not on future bookings. Also remember that the room nights are accumulated per company and not individually, in this way you will upgrade faster.



Tivoli Doelen Amsterdam, The Netherlands

Frequently Asked Questions



- **Where can I start making my bookings with NH+ discounts and benefits?**

You just need to log in to nhpro.com with your log in details.

You can access your private NH+ area by clicking on the login button on the top right hand corner of the web (nhpro.com). You can find this access throughout the whole NH PRO website. If you do not have a NH PRO account, you can always sign up through the login button and select sign up to enjoy all the benefits.

If you forget your password, you can simply click on “Forgot your password” to reset your login credentials.

- **Do I have the same benefits regardless of the booking channel?**

You will always get the best discounts and benefits when booking online through **nhpro.com**. When booking through the Reservation Office or directly with the hotel you will not enjoy the online benefits but still have access to the following advantages:

- A minimum of 8% discount and a maximum of 15% off on your bookings, regardless of the tier you belong to.
- And 5% discount on meetings & events. Check all the conditions in the NH+ T&Cs
- If you are also a member of NH DISCOVERY, you can earn DISCOVERY Dollars (D\$) for NH DISCOVERY with your NH+ bookings.

Frequently Asked Questions

FAQS ABOUT NH+ DISCOUNTS & BENEFITS

- **Can I take advantage of the NH+ discounts and benefits on both my business and leisure trips?**

Yes of course, with NH+ you can book for both business and leisure trips.

- **What is the difference between “discount on flexible rates” and “discount on promo rates”?**

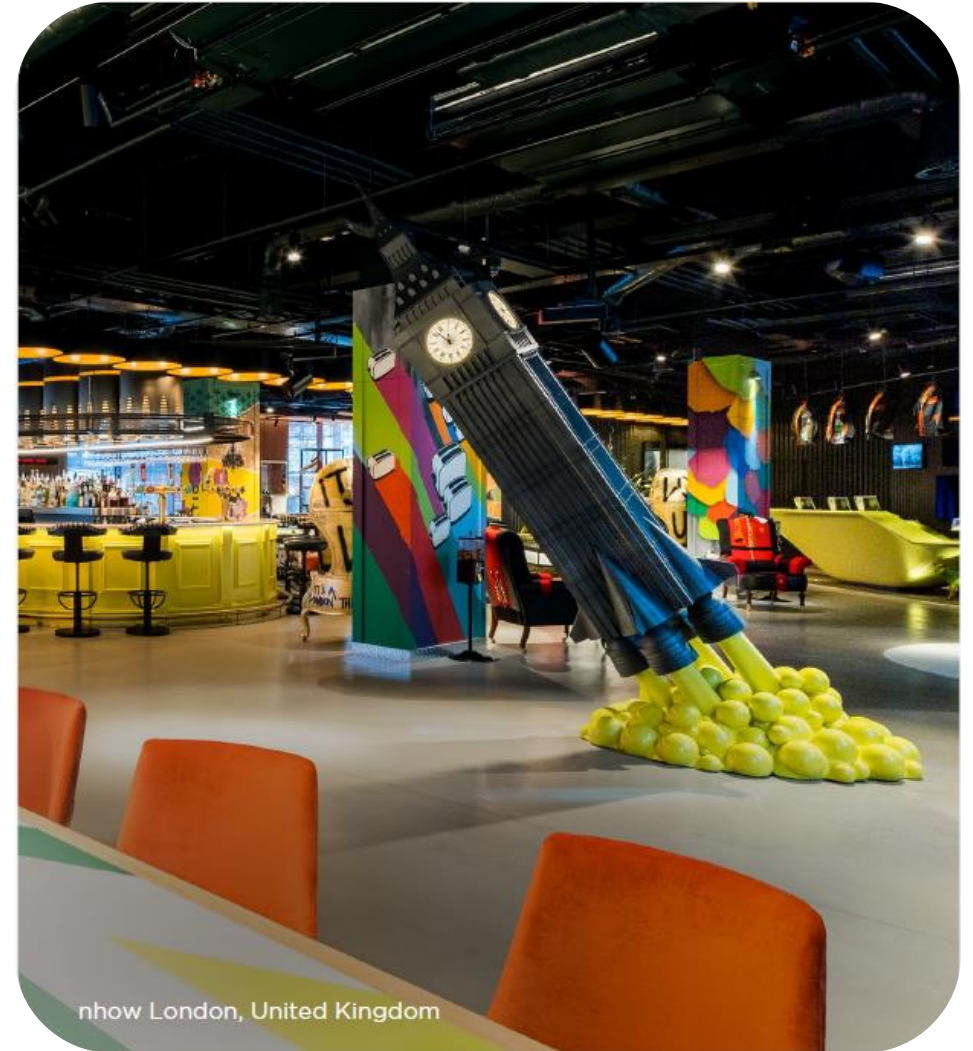
We guarantee that you will always find the best available rate on NH PRO. That is why we will grant you access within your account to any seasonal promotion and give you up to 10% extra discount!

- **Can I use my “discount on flexible rates” and the up to 10% additional “discount on promo rates” in the same booking?**

No. The 2 discounts are not cumulative. You will need to choose the rate and discount you want during the booking process.

- **How can I get early check-in or late check-out?**

If you belong to the tier ADVANCE, MASTER or ELITE, you can request an early check-in at least two days prior to arrival or a late check-out upon arrival at the hotel. Special accommodation options are based on availability, but hotels will do their best to honour such requests. Check-in and check-out times may vary depending on the hotel.



nhow London, United Kingdom

Frequently Asked Questions



- **How can I get the 10% discount on bars and restaurants?**

To benefit from your 10% in bars or restaurants, just show your NH+ membership number in the hotel bar or restaurant, and our colleagues will automatically apply the discount.

Keep in mind there are some bars and restaurants that are excluded. Check the list of excluded restaurants [here](#).

- **How can I benefit from the 5% discount on meetings & events?**

5% discount on meetings and events applies to groups with a contracted meeting room or F&B services. Discount applicable on total net group revenue (applicable on Guest rooms, Meeting room rental, F&B and in-house contracted services). To qualify, your event must have a minimum of 5,000 Euro/USD in Total Revenue Spend. This offer cannot be combined with other promotions and is not valid for city-wide events nor previously booked or held meetings. This discount is always subject to availability.

- **I am also a member of NH DISCOVERY, can I accumulate DISCOVER \$ with my NH+ bookings?**

Yes, NH DISCOVERY members can accumulate Discovery \$ in their personal account with every NH+ booking.

To receive your DISCOVERY \$ just tell our colleagues at the hotel that you are a member of NH DISCOVERY, and that you would like to accumulate \$ with your booking made as an NH+ member.

Frequently Asked Questions

- **As a business traveler and member of NH DISCOVERY can I combine my up to 10% discount from the NH DISCOVERY program with the NH+ discounts?**

No. Your company rates, which are part of the NH+ program, cannot be combined with your NH Discovery discounts. However, you will still earn Discovery Dollars!

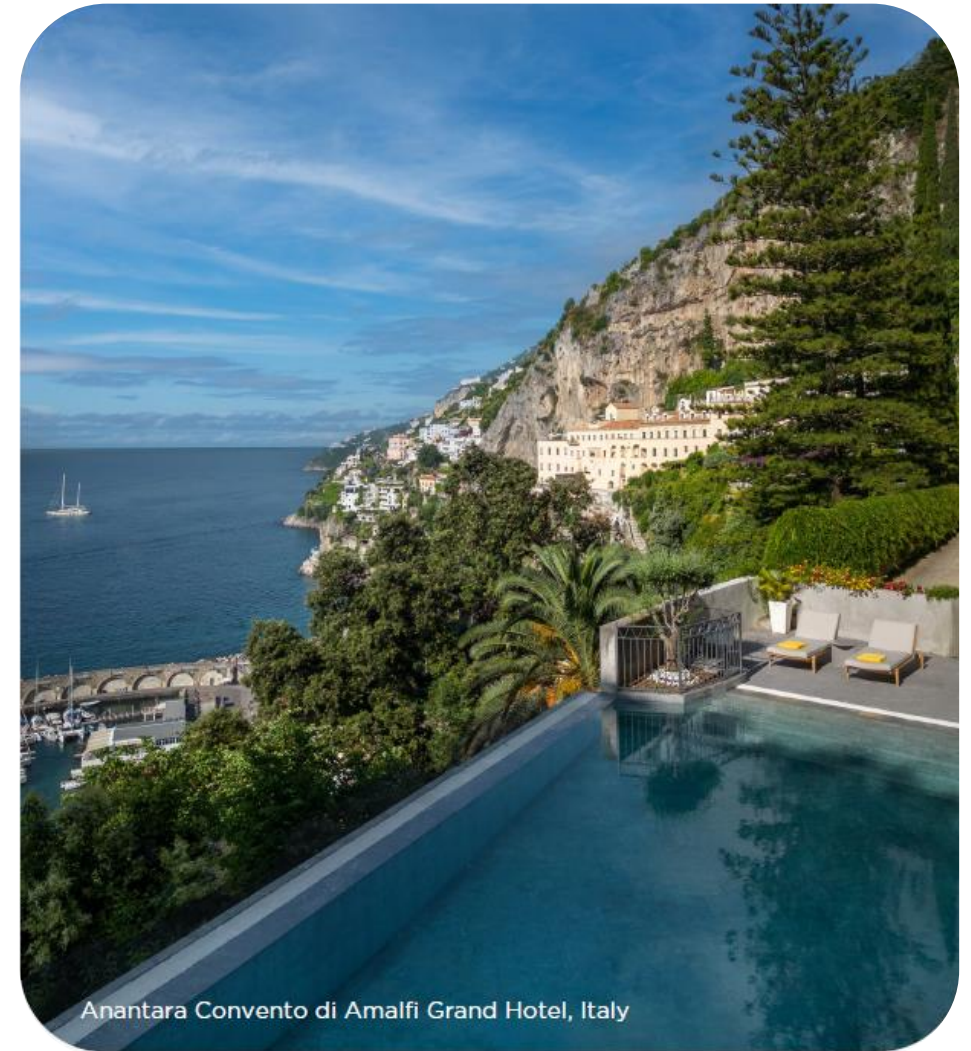
To book your NH+ discounts you need to book through your professional access nhpro.com/nhplus and to book your NH DISCOVERY rates you need to book via your individual account at nh-hotels.com. However, if you are a member of NH DISCOVERY and NH+, you will still accumulate your DISCOVERY Dollars (D\$) when booking a NH+ rate.

- **To access to a superior category, will all the room nights spent be taken into account no matter the booking channel?**

Yes, all the room nights will be taken into account independently of the booking channel. But to enjoy your category benefits and maximum discounts, you will need to do the booking through the NH PRO platform (nhpro.com).

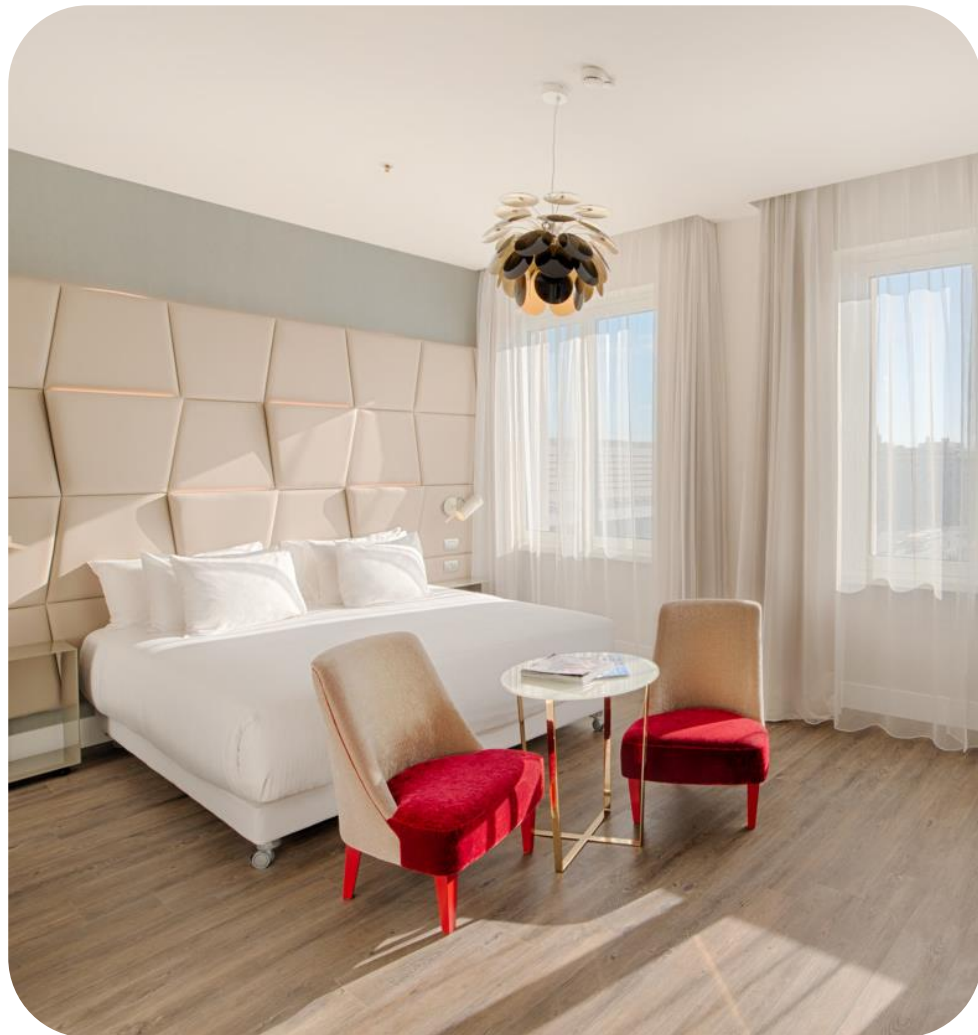
- **When will my bookings be taken into account to upgrade my profile to a superior category?**

Every month we will analyse the number of nights spent and upgrade your category accordingly. Remember that you need to spend the night and not just book it, for it to count.



Anantara Convento di Amalfi Grand Hotel, Italy

Frequently Asked Questions



- **How will I know which is my NH+ category?**

When you reach a new category, you will receive a communication via email that will inform you.

You can also log in to your NH+ private area through the NH PRO platform and see what your current category is there.

- **How will I be able to enjoy the benefits of my new NH+ category when getting a category upgrade?**

Your new benefits will automatically be uploaded in your account, and you will be able to enjoy them when you login in NH PRO website.

- **My bookings are managed through an agency. How can my agency book my NH+ benefits?**

If the agency is not working with NH they can join us by registering through <https://www.nh-hotels.biz/yas/en/>. Once the registration is complete or if the agency is already working with NH, it is necessary to have access to your NH+ membership, this access should be requested by sending an email to nhpro@nh-hotels.com. To enjoy the NH web additional benefits associated to your category level, the agency will need to book online with their own credentials.



MINOR
HOTELS

B2B Digital Sales Contacts

B2B Digital Sales Contacts

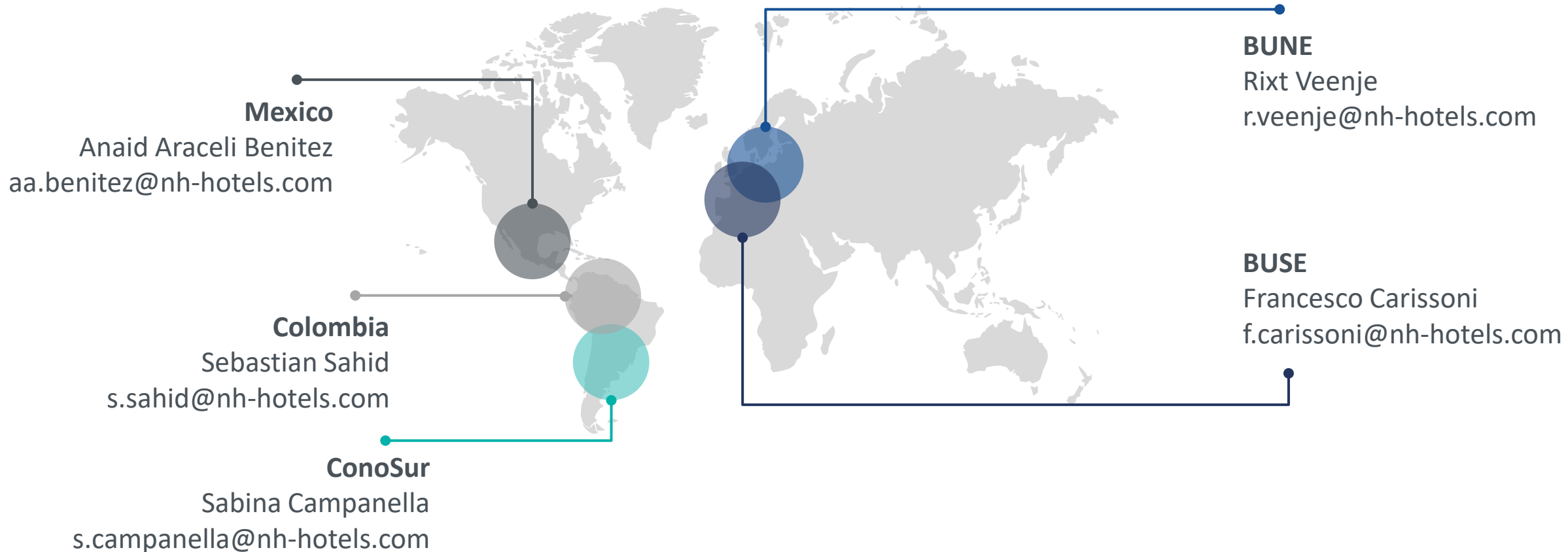
HQ B2B Digital Sales

Janneke Messiaen j.messiaen@nh-hotels.com

Sofia Fuster de Unzueta s.fuster@nh-hotels.com

Claudia Reina Vargas c.reina@nh-hotels.com

Jille Van Calster ja.vancalster@nh-hotels.com



Thank
you!

MINOR

HOTELS

