No show reservations procedure

PROCEDURE

Version	Corporate area	Approved by:	Approval date
1	Operations **(Process Owner)**	Operations Control Director Chief Operations Officer	July 2012
	Internal Audit	SVP Internal Audit	
	Resources	SVP Human Resources	
	Strategy & Development	Chief Commercial Officer	
	Finance	VP Administration	
	Management Committee		Steering Minutes 09/07/2012
2	SVP Operations VP Revenue Management SVP Internal Audit SVP Administration Organization Director		January 2018
3	SVP Operations VP Business Processes		May 2024

Always find the latest version of this document and all the related ones in the **Business Processes** section of the *Digital Knowledge Workplace, Minor – Organization Portal*.

OBJECTIVE AND SCOPE

Standardize the procedure in case of no show reservations.

The intention is to achieve a greater control ensuring the revenues coming from the application of the corresponding cancellation and no show policies.

SUMMARY

1. No show or cancelled reservation?
2. Daily verification of no shows
3. Registration in the system
4. Related documents
5. Templates and file periods

1   NO SHOW OR CANCELLED RESERVATION?

VERY IMPORTANT !!!

- A **NO-SHOW** reservation occurs when an individual or group booking guest fails to check in on the scheduled arrival date without prior notice or cancellation.

- The type of guarantee associated with the reservation does not affect the classification as no-show (not guaranteed, credit card, prepayment, etc.)

- The reservation status can only be changed to **CANCELLED** if the guest contacts the hotel or if any form of communication is maintained between the guest and the hotel.

- Without any communication, the reservation remains in a no-show status.

2   DAILY VERIFICATION OF NO SHOWS

Responsible parties: Front Office / Front Office Manager / In-house Sales

KEY TASKS

- Before launching the Night Audit process (NA) in the system, it will be necessary to check the expected arrivals report (*ZEY_RS_06_011_ALV_EX - Expected Arrivals Extended*) marking the flag for Confirmed and Tentative reservations to detect no shows.

Check all of them paying special attention in the report to the following information: main client, CRS (if any), number of nights and main remarks. Besides that, compare the report with the supporting documentation (voucher, e-mail…) to confirm that it is really a no show or if there has been an error in the reservation.

In the event of group reservations or M&E reservations, both Front Office Manager and Internal Sales Responsible (according to the management distribution of the Hotel) will check together with Front Office the expected arrivals before the end of their workday to inform them about what to do with the possible no show reservations (according to the cancellation and no show policy and the MICE guarantee policy applied).

3   REGISTRATION IN THE SYSTEM

Responsible parties: Front Office / Front Office Manager

KEY TASKS

Before changing the status reservation from confirmed to no show it is advisable to take some screenshots of the reservation or write the following information down:

- "Billing information" tab: contract, rate, expense code

- "Prices and commissions" tab: price codes or manual prices, commission percentages applied and commission type (deduction, commission, exempt)

This is important because in case of modifying the dates in a reservation, the system will automatically update the information to the current price codes position.

No show reservations procedure   *Business Processes - Operations*

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

2

PROCESS RESTRICTIONS

- Depending on the country where the hotel is located, NSHO and RCLX are charges with or without VAT. Check the procedure [Cancellation costs for non-refundable reservations (CLX 100% cost)](#) for detailed information.
- It is not allowed to use concepts as ROOM and BFKS to register a no show or cancelled charge. The concept used must be NSHO (and RCLX in Italy if partita IVA is not informed)
- To avoid possible fiscal problems, the descriptions of NSHO and RCLX charges must not be replaced for any other specification such as Room, Breakfast …

KEY TASKS

- Check that the concepts NSHO or RCLX are already included in "Commissionable charges" tab reservation. If not, please, add it so that the corresponding commission or discount amount is applied.
- Do not forget to inform that a reservation has been "no show" in the OTA's extranets when requested following their usual process (i.e., Expedia).
- **Booking.com** **Remember that for Booking.com we have a daily process that automatically sends the information about the no show reservations of the day before, including if charges have been collected or not.**

CONTROL ACTIONS

- Every day, the **Front Office Manager** and the **Hotel General Manager** must verify that the no show reservations from the previous day have been correctly managed and billed. To do this, they will run the corresponding report from their EOD Reports Dashboard and sign it as approval. For more information, please refer to the documents [Control lists and Actions management](#) and [End of Day Reports digitalization process manual.](#)

All the information described above must be taken into consideration in the following situations:

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

RESERVATIONS TOTAL GUARANTEED – PREPAYMENT NON-REFUNDABLE

These reservations have specific conditions which do not allow to cancel or modify the booking and require 100% payment of the entire stay.

After the registration of the reservation

Prepayment must be managed and checked, as soon as possible, 24-48 hours after reservation registration.

Use cancellation reason CXL_PPAY - CXL Prepayment not received.

- When we cannot collect the total amount before arrival date in case reservations from own channels (CRO, Hotel, Web).
- In case of interfaced reservations (OTAs, GDS, TTAA, …) we should inform the partner about no prepayment is possible and follow their process as usual.
- **Booking.com** **For Booking.com reservations, you must cancel both, on their extranet and directly on TMS selecting this cancellation reason.**

The client does not arrive before NA	The client arrives after NA	The client arrives in the following day
Delete the "expense code" (if informed) and save the reservation. Change reservation status to 05-No show. Add the NSHO charge/s manually for the corresponding nights (depending on the length of the reservation) and with the corresponding amount and issue the final invoice applying the already collected prepayment.	Recover the original reservation: · Change the arrival date (departure date remains, so number of nights will be 0 in case of one-night reservations and one night less for several nights reservations). · Change the status to 03-Confirmed. Check in the reservation. Cancel the invoice and delete the NSHO charge. Add the corresponding accommodation + meal plan charges manually (ROOM, BKFS…) with the corresponding amount for the first night. In case of reservations for several days, check and modify (if necessary) the prices according to the reservation original reservation. **You always must ensure the payment of the reservation requesting the credit card used for the prepayment (PBL, ADYEN) or refunding the original prepayment and charging again with credit card present.** Issue the final invoice at check out date.	Only for reservations of several nights. **In case of a no show reservation for more than one day, the room can be held with time limit 12 hours.** Recover the original reservation: · Change the arrival date (departure date remains, so number of nights will be one less). · Change the status to 03-Confirmed. Check in the reservation. Keep the NSHO charge of the first night and for rest of the days, check and modify (if necessary) the prices according to the reservation original reservation. **You always must ensure the payment of the reservation requesting the credit card used for the prepayment (PBL, ADYEN) or refunding the original prepayment and charging again with credit card present.** Issue the final invoice at check out date.

No show reservations procedure

Business Processes - Operations

ON-DESK PAYMENT RESERVATIONS GUARANTEED BY CREDIT CARD

The guest guarantees his/her stay with the credit card beyond the free cancellation limit (7 days, 24 hours prior arrival, 16:00 hours, 18:00 hours, etc.).

Before arrival date

Use the reason CXL_GNVD - CXL Guarantee not valid:

· When cancelling reservations without credit card, or fraudulent.

· In case of interfaced reservations (OTAs, GDS, TTAA, …), we should inform the corresponding partner and follow their process as usual.

The client does not arrive before NA	The client arrives after NA	The client arrives in the following day
Delete the "expense code" (if informed) and save the reservation. Change reservation status to 05-No show. Add manually the NSHOW charge/s manually and issue the invoice. **Always use the payment gateway to collect the cancel or no-show production from the folio, do not try to collect the penalty charges through a back-up terminal, neither using preauthorization.** If credit card is not accepted, inform in the remarks of the reservation.	Recover the original reservation: · Change the arrival date (departure date remains, so number of nights will be 0 in case of one-night reservations and one night less for several nights reservations). · Change the status to 03-Confirmed. Check in the reservation. Cancel the invoice and delete the NSHO charge and refund the prepaid credit card charge. Add the corresponding accommodation + meal plan charges manually (ROOM, BKFS…) with the corresponding amount for the first night. In case of reservations for several days, check and modify (if necessary) the prices according to the reservation original reservation. Ask the guest for payment method and **if it is credit card, always use the method credit card present for the full amount of the stay.** Issue the final invoice at check out date.	Only for reservations of several nights. **In case of a no show reservation for more than one day, the room can be held with time limit 12 hours.** Recover the original reservation: · Change the arrival date (departure date remains, so number of nights will be 0 in case of one-night reservations and one night less for several nights reservations. · Change the status to 03-Confirmed. Check in the reservation. Cancel the invoice and refund the prepaid credit card charge. Keep the NSHO charge of the first night and for rest of the days, check and modify (if necessary) the prices according to the reservation original reservation. Ask the guest for payment method and **if it is credit card, always use the method credit card present or the full amount of the stay.** Issue the final invoice at check out date.

RESERVATIONS GUARANTEED BY A TRAVEL AGENCY (OTAs EXCLUDED), VOUCHER PAID BY A CUSTOMER WITH CREDIT GRANTED

A Travel Agency or Company guarantees the reservation with a voucher or e-mail. A prepayment will be required in the case of Travel Agencies or Companies without credit granted.

The client does not arrive before NA	The client arrives after NA	The client arrives in the following day
Delete the "expense code" (if informed) and save the reservation. Change reservation status to 05-No show. Add the NSHO charge/s manually for the corresponding nights (depending on the length of the reservation) and with the corresponding amount and issue the final invoice with credit payment method. Inform the travel agency the no show reservation.	Recover the original reservation: · Change the arrival date (departure date remains, so number of nights will be 0 in case of one-night reservations and one night less for several nights reservations). · Change the status to 03-Confirmed. Check in the reservation. Cancel the credit invoice and delete the NSHO charge. Add the corresponding accommodation + meal plan charges manually (ROOM, BKFS…) with the corresponding amount for the first night since, in case of reservations for several days, the following nights will be automatically charged with room concept (and meal plan if applicable) attending to the contract and rate. Issue the final invoice with credit payment method at check out date.	Only for reservations of several nights. **In case of a no show reservation for more than one day, the room can be held with time limit 12 hours.** Recover the original reservation: · Change the arrival date (departure date remains, so number of nights will be 0 in case of one-night reservations and one night less for several nights reservations. · Change the status to 03-Confirmed. Check in the reservation. Cancel the credit invoice. Keep the NSHO charge of the first night and for rest of the days, check and modify (if necessary) the prices according to the reservation original reservation. Issue the final invoice with credit payment method at check out date.

MINOR HOTELS | ANANTARA AVANI elewana OAKS nH NH COLLECTION nhow TIVOLI

NON-GUARANTEED RESERVATIONS

12:00 hours, 16:00 hours, 18:00 hours, etc. + no credit card or voucher informed.

Before arrival date

Use the reason CXL_GNVD - CXL Guarantee not valid:

· When cancelling reservations without credit card, or fraudulent.

The client does not arrive before NA	The client arrives after NA	The client arrives in the following day
Delete the "expense code" (if informed) and save the reservation. Change reservation status to 05-No show.	Recover the original reservation: · Change the arrival date (departure date remains, so number of nights will be 0 in case of one-night reservations and one night less for several nights reservations). · Change the status to 03-Confirmed. Check in the reservation. Cancel the credit invoice and delete the NSHO charge. Add the corresponding accommodation + meal plan charges manually (ROOM, BKFS…) with the corresponding amount for the first night since, in case of reservations for several days, the following nights will be automatically charged with room concept (and meal plan if applicable) attending to the contract and rate. Issue the final invoice at check out date.	N/A

No show reservations procedure

Business Processes - Operations

MINOR HOTELS | ANANTARA | AVANI | elewana | OAKS | NH | NH COLLECTION | nhow | TIVOLI

4   RELATED DOCUMENTS

[Cancellation costs for non-refundable reservations (CLX 100% cost)](#)

[Control lists and Actions management](#)

[End of Day Reports digitalization process manual](#)

5   5 TEMPLATES AND FILE PERIODS

Document or template	Responsible	File period
Issued invoices with the back-up documentation	Front Office	Invoices legal period of each country