



PROMOTIONAL HOTEL CREDIT

FRONT OFFICE

Business Processes – Operations February 2025

Definition & General Conditions

- ❑ The commercial agreements with some Consortias & High-End Luxury Programs (Amex The Hotel Collection, Virtuoso, etc.) include a HOTEL CREDIT, for extra services in the hotel during the stay. Mainly they are F&B or SPA extra services, but in some cases other own service can be included.
- ❑ Credit amount and conditions depend on each program and is non-exchangeable and non-refundable.
- ❑ Room nights, meal plan (that were booked in advance or upselling), city taxes and fees are excluded for this credit.
- ❑ This credit cannot be carried over to another stay, it is not redeemable for cash and expires at check-out.
- ❑ If the guest does not spend the total credit amount, they do not receive the full amount credit. For instance, for a credit of USD100 if they only spend USD30, then you should only apply a USD30 credit to the bill. The difference can never be refunded in the guest’s card or through any other payment method.
- ❑ However, if the total extra services of the guest are higher, the total credit amount must be combined with other payment methods.
- ❑ This credit can be only applied in the Front Office of the hotel using the TMS payment method PROMCRED – PROMOTIONAL CREDITS and, according to USALI, it will be posted in the account 62909000 PROMOTIONAL CREDITS, allocated in the epigraph OTHER HOTEL REVENUES.
- ❑ F&B and/or SPA outlets should register the full services as usual and charge to the guest room so there will no reduction on their revenues.

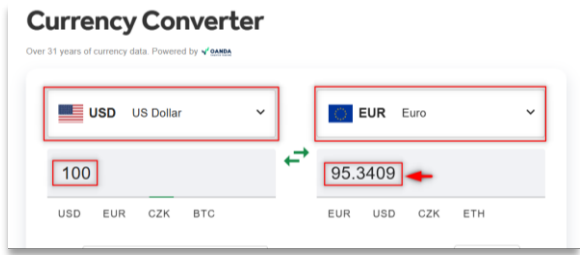
- ❑ The registration of the RESORT CREDIT VOUCHERS has been also adapted to USALI and from now on the payment method REDVOU - GIFT VOUCHER (REDEEM) will be posted in the account 62909000 PROMOTIONAL CREDITS, allocated in the epigraph OTHER HOTEL REVENUES*. The rest of the process remains as usual in the affected hotels.

*Anantara The Marker Dublin has a different accountancy set-up for REDVOU.

Process Steps

TMSHOTELS

- ❑ Verify if the credit applies to the extra charges of the reservation.
- ❑ This credit is normally valued in USD so, if needed, use the following currency converter <https://www1.oanda.com/currency/converter/> to find the amount to be discounted in local currency.



- ❑ Invoice payment: Record the credit amount with payment method PROMCRED – PROMOTIONAL CREDITS and the rest with the corresponding on desk payment method.
- ❑ Write down “PROGRAM name HOTEL CREDIT” (i.e., “VIRTUOSO HOTEL CREDIT”) in the Remarks field to justify this movement in the cash balance.

Till identifier: RECEPTION RECEPTION
Operation Type: Invoice payment
Detalle de billetes

Payment data
Invoice Id: S386005684 Total Amount: 115,71
Reservation: 136211469 Document currency: EUR
Folio: 1 preauthorized 1.147,50 EUR
Customer: 1000 DIRECT, GUEST
Remarks: VIRTUOSO HOTEL CREDIT

Payment method	Gateway	Curr...	Amount	Voucher type	Voucher amount	Voucher pr
PROMOTIONAL CREDITS		EUR	95,34		0	0
CASH		EUR	20,37		0	0

- ❑ The promotional credit applied on the invoice will look like this:

Fecha	Cant.	Servicio	%IVA	Base	Cuota	Total	Saldo
30.07.2024	1	Restauración Ticket 9860201994	10%	13,64	1,36	15,00	15,00
31.07.2024	1	PATATAS FRITAS SAN NICASIO C/SAL 40G	10%	4,55	0,46	5,01	20,01
02.08.2024	1	Desayuno Ticket 9860100731	10%	27,00	2,70	29,70	49,71
10.08.2024	1	Minibar Food	10%	60,00	6,00	66,00	115,71
IVA			%IVA	Base	Cuota	Total	
			10%	105,19	10,52	115,71	
Total				105,19	10,52	115,71 EUR	

Forma de pago

CASH	20,37 EUR
PROMOTIONAL CREDITS	95,34 EUR

- ❑ As part of the daily cash control tasks, the total PROMOTIONAL CREDIT amount should be checked during the cash counting of each shift change of the Front Office to avoid incorrect payments.



The TMS payment method PROMCRED – PROMOTIONAL CREDIT is only available for hotels included in the agreements with the Consortia & High-End Luxury Programs including this credit hotel. The requests to be added in other hotels may always be approved by Business Processes Operations department.