



SECRET ESCAPES FLASH

Organization – Business Transformation

Abril 2018

Reservation Secret Escapes

This document describes how to carry out tasks related to reservations made by the Secret Escapes Flash Sale (PID 1024383222).

Flash Sale will be available between 10 and 15 days (Distribution Department will inform of the exact dates of the promotion), and periods fixed of stays .

All reservations have cancellation fees of 100%, not modifiable y not refundable.

Customer pay directly a reservation at Secret Escapes website, which send the Hotel a virtual credit card to make the charge for the total reservation, (city tax and extras are always direct payment)

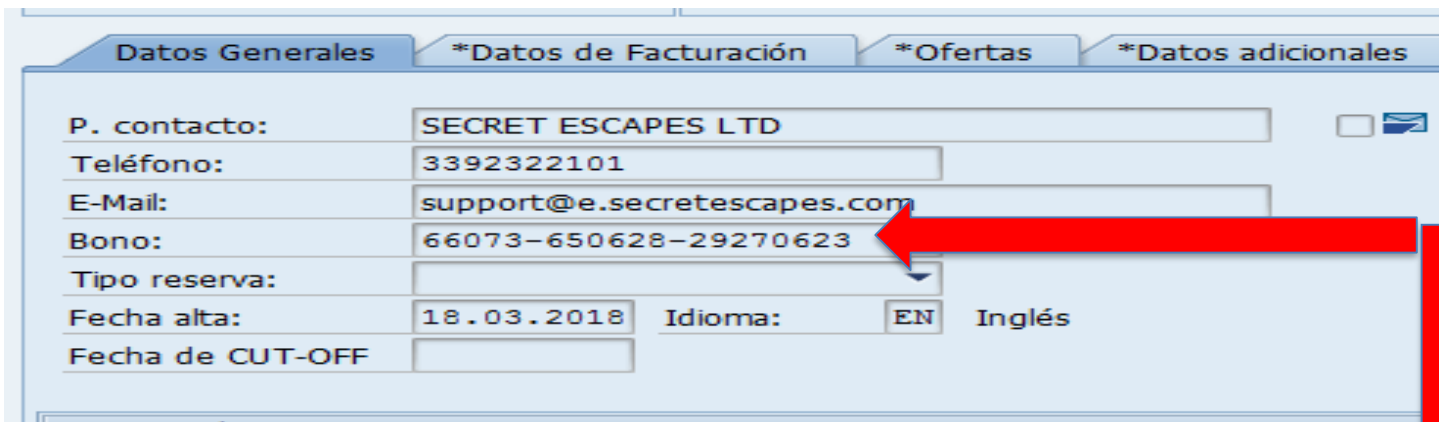
The hotel issues the invoice on behalf of the guest, all Folios header must be the guest's name

Secret Escapes send a reservations to CRO, wich loaded in TMS and send to Hotel back-up.

The rates are commissionable 15%+TAX, in TMS contract taxes are included and increased the percentage informed at *Rates and Commissions Tabs* (same case BOOKING.COM).

The commissions will arrive to us by ONYX, deadline for its validation will be the second Thursday of each month. Unchecked commissions will be auto-accepted by deadline.

ALWAYS, be sure, input in TMS in the field VOUCHER the Transaction ID of Secret Escapes to guarantee the correct match of commission in ONYX



Datos Generales		*Datos de Facturación	*Ofertas	*Datos adicionales
P. contacto:	SECRET ESCAPES LTD			
Teléfono:	3392322101			
E-Mail:	support@e.secretescapes.com			
Bono:	66073-650628-29270623			
Tipo reserva:				
Fecha alta:	18.03.2018	Idioma:	EN	Inglés
Fecha de CUT-OFF				

Transaction id

66073-650628-29270623

<div><div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div></div><div>Aceptar seleccionRechazar selec.DesignarActualizar reserva</div></div>																					
Se...	Al...	Onyx F.Limite	Received date	Onyx referencia reserva	/	Mat...	Aceptado/R	Onyx Imp.	Ony...	Ca...	Ti...	Reserva	Id Factura	TMS I.Co...	CRS I.Co...	TM...	TMS Clie...	CRS pe...	C...	Mo...	Com. acept
<input type="checkbox"/>		12.04.2018	04.04.2018	64980-644725-28773239			Auto-ace	61,80	EUR			49683999	4736849915	61,80	0,00	EUR	61,80	0,00	<input type="checkbox"/>	EUR	61,80
<input type="checkbox"/>		12.04.2018	04.04.2018	64980-644725-28773239			Auto-ace	0,00	EUR			49683999	4736849966	0,00	0,00	EUR	0,00	0,00	<input type="checkbox"/>	EUR	0,00
								61,80	EUR					61,80	0,00		61,80	0,00		EUR	61,80

Cancellation fees or no shows are also commissionable.

At the close of the promotion, Secret Escapes will send a file with the reservation information and virtual credit card for charge individually at Check-Out

Booking id	Sale id	Contractor	Sale name	Offer name	Adult	Chi	Infan	pax	Date booked	Check In	Check Out	No of ni	No of ro	Currency	Total se	Commi	Total n	Transaction id
27254495	62825	Giuliana Belli	Hotel NH C	Superior room (B&B)	2	0	0	Paul	30/01/2018	26/05/2018	28/05/2018	2	1	EUR	178	30,26	147,74	62825-628848-27254495
27261005	62825	Giuliana Belli	Hotel NH C	Superior room (B&B)	2	0	0	Fran	30/01/2018	13/02/2018	14/02/2018	1	1	EUR	95	16,15	78,85	62825-628848-27261005

If there are reservations with stay before to end Flash Sale promotion, Secret Escapes send virtual credit card for charge individually. If the card has not been received, we must send mail to hotel-invoices@secretescapes.com requesting the card to be able to make the charge.

It is very important, in order to avoid possible incidences with customers, overbooking, billing processes, match of commissions, etc, once promotion has been completed and Hotel has received a file with all reservations sold within promotional period, a Hotel verify that reservations loaded at TMS be right about arrival and departure date, total amount, commission, etc must be identical with data-file Secret Escapes

!!!! VERY IMPORTANT!!!!

Reservations made before to the launch Flash Sale will keep terms and conditions which it has been booked. (method of payment, commission, etc).

Attached an example of file-data that SECRET ESCAPES send to the hotel once promotional is closed, and one example of booking promotion.



Booking made on Secret Escapes - ~~64980-644725-29386384~~ - Superior Double room (BB).msg

THANKS!

nh | HOTEL GROUP

nh
HOTELS


NH COLLECTION

nh*ow*

Hesperia
RESORTS

www.nh-hotels.com