UNEXPECTED SYSTEM OUTAGE
Operations back-up procedure

MINOR HOTELS

Mandatory tasks and control actions to help you mitigate operational disruptions resulting from system failures, power outages, crises, or emergency situations. This procedure applies to all points of sale across all Business Units of Minor Hotels Europe & Americas.

CRITICAL INCIDENCES MANAGEMENT

ONLY WHEN

▸ TMSforHotels cannot be accessed

▸ Night Audit cannot be executed

▸ Check in/Check out cannot be processed

▸ Invoices cannot be issued

▸ CRO cannot make reservations

1. CONFIRM THE SCOPE OF THE ISSUE	2. REPORT INCIDENCE	3. INCIDENT ANALYSIS	4. RESOLUTION & COMMUNICATION
✅ Check if the issue affects **all computers at the reception**. ✅ Contact other hotels to determine if the issue is **local or widespread**.	📞 **Call the emergency number: +34 91 082 28 65** **Create and track a request via the** Support Portal	An **IT Analyst** will assess the incident and determine its **scale and impact**.	Once resolved, **all affected hotels** will be **notified**.

- **If only your hotel is affected**, the most **urgent or critical transactions** can be handled **remotely** in coordination with a **nearby hotel** to ensure service continuity.

- It is **mandatory** to maintain an **"emergency pack"** containing **master keys**. These keys must be fully **functional**, **tested regularly**, and **readily accessible** in case of a failure in the key system or recorder, or during any emergency.

EMERGENCY REPORTS

These lists are securely stored on MH E&A servers, with a local copy saved in the hotel's reception folder. They provide essential operational information to support business continuity during incidents.

⬇ Emergency reports quick guide

AUTOMATIC EXECUTION	MANUAL EXECUTION	WHILE THE SYSTEM IS DOWN	AFTER SYSTEM RECOVERY
Emergency reports are automatically generated **three times a day** for all hotels at the following local times: ▸ **07:00** ▸ **15:00** ▸ **23:00**	If needed outside the scheduled times, reports can be run manually. Go to: **TMSforHotels > Emergency Reports > ZEY_DIGI_EMER_USER – Emergency Reports Execution**	• **Manually record** all essential operations -such as check-ins, check-outs, room charges, F&B consumptions, minibar and laundry charges- in the corresponding file. • Only **print reports** if necessary for manual annotations. ⚠ Keep printed materials **out of sight of guests** at all times.	• **Input all manually recorded data i**nto the system. • **Shred any printed documents** used during the incident.

PLANNED SYSTEM OUTAGE
Operations back-up procedure

MINOR HOTELS

Mandatory tasks and control actions to help you mitigate operational disruptions resulting from any technical incident during or after the IT intervention. This procedure applies to all points of sale across all Business Units of Minor Hotels Europe & Americas.

BEFORE the action planned by IT

ARRIVAL CHECK	PREASSIGN ARRIVALS OF THE DAY	HAVE BLANK REGISTRATION FORMS READY	EXECUTE THE EMERGENCY REPORTS	DEPARTURES EXPECTED	CREATE PROFORMAS OF THE EXPECTED DEPARTURES OF THE NEXT DAY	USE THE BACK-UP CREDIT CARD TERMINALS (hotels with TMSforPay)

- If the system outage is scheduled to occur in the **morning** (local time), please **inform guests in advance** so they can **settle their invoices** before the system becomes unavailable.
- **Contact your Revenue Manager** to review upcoming **high-occupancy dates**. This will help determine whether it's necessary to **close sales** or **adjust rate restrictions** accordingly.
- ⚠ Ensure the **Night Audit** is run either **before or after** the time specified by IT. This will help guarantee the process **completes successfully** without interruption.

DURING the action planned by IT

DO NOT TRY TO ACCESS TMS BEFORE RECEIVING THE "END OF MAINTENANCE" EMAIL	EXECUTE THE "EMERGENCY REPORTS" SET, ONLY IF IT IS REALLY NECESSARY ⚠ Attention to compliance with GDPR	USE THE EXCEL FILE INVOICE CONTROL TO KEEP TRACK OF THE CHARGES MADE	KEEP IN MIND THT FAILOVER NOTIFICATIONS RECEIVED ARE CONFIRMES RESERVATIONS

AFTER the action planned by IT

Inform in the system all actions that have been performed manually	Record all check ins and/or check outs (Individual and groups & events)	ISSUE ALL SETTLED INVOICES	Enter F&B consumptions, minibar and laundry charges, etc.	Execute the night audit process, if it could not be done before the shutdown	Update connectivity failovers manually in TMS ⚠ Enter the external reference number
		Hotels using payment gateway (TMS4Pay): to register collections made via **backup terminals**, manually close the invoice using: → TMS: "*Change payment method*" + **type of credit card** → POS: "*Manual payment*" + **type of credit card**			

- If you experience **performance issues** (e.g., slowness, errors) after the system intervention, please follow the **standard incident reporting procedure**.
- ⚠ If the issue escalate to **operational incidents** –such as being unable to collect invoices, check in guests, create new reservations, reprint issued invoices or if system response times are excessively slow-, we strongly recommend that you **stop performing these tasks** and **do not attempt to run the Night Audit process repeatedly**, as this may worsen the situation.