

Prepayment refunds

PROCEDURE VALIDATION

Version	Corporate area	Approved by:	Approval date
1	Finance	SVP Treasury	06/2017
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Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace* www.nhorganization.com

OBJECTIVE AND SCOPE

Describes the procedure to be followed in case an amount excess need to be refunded to a customer.

SUMMARY

1. Payment methods in customer refunds
2. Functional operation
 - 2.1 TMS invoicing process
 - 2.2 Request a refund to the Finance & Administration department of the BU

1 PAYMENT METHODS IN CUSTOMER REFUNDS

In case the prepayment or deposit exceeds the amount billed, we must refund the guest the difference **in the same method the payment was received.**

When origin method of payment is cash, if the amount to be reimbursed is over 300,00 € (up to 1,000 € for Anantara hotels) the refund will be always done via bank transfer.

When origin method of payment is card, the refund will be done to original card number. If for any reason it is not possible to do the refund in the original card number, request it to the Finance and Administration department of the BU, both in hotels with and without payment gateway.

2 FUNCTIONAL OPERATION

2.1 TMS invoicing process

The exceeded amount will be invoiced in TMS with the original method of payment.

For example, if the refund must be done by bank transfer, the “**TRANSFER**” method of payment (negative amount) must be used.

The screenshot shows a 'Payment data' form with the following fields:

- Invoice Id: 4327800004
- Net Value: 52,49-
- Document currency: EUR
- Reservation: 135279
- Folio: 1
- Customer: 1000 DIRECT GUEST
- Remarks: (empty text box)

Below the form is a table with the following columns: Payment method, Gateway, Curr..., Amount, Voucher t..., Voucher amount, and Voucher price. The first row shows 'TRANSFER' with an amount of 52,49- and a voucher amount of 0.

Payment method	Gateway	Curr...	Amount	Voucher t...	Voucher amount	Voucher price
TRANSFER		EUR	52,49-		0	0,00

When a cash refund invoice is issued, it will be mandatory to keep a copy signed by the guest as proof of his/her agreement.

2.1 Request a refund to the Finance and Administration department of the BU

Request the refund, both for cases with credit card and bank transfer to your BU AR Department copying your General Manager using the NH Support Service Desk (Jira). For more details, check the [Credit & Refund Request Process](#).

Requests not fulfilled properly won't be accepted.

WHEN CREDIT CARDS CANNOT PROCESSED AT THE HOTEL

Include the following information of the original operation in the request:

- Last digits of the card
- Operation date
- Original transaction amount
- Amount to be reimbursed

BANK TRANSFER

Prepayment refunds

Business Processes - Operations

In case that the original payment method was not a bank transfer (i.e, cash), and the refund must be done by bank transfer, additional documentation must be required to the customer:

- For individual customers: Any official bank receipt which his / her bank details can be identified.
- For companies or travel agencies: A legal bank certificate issued from the bank with the bank details of the company / travel agency

Bank transfer refunds are issued from BU Treasury department on a weekly basis