

The Hotel Collection - American Express

PROCEDURE VALIDATION

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	Operations	VP Business Processes	
	Accounting & Financial	Process Lead Accounts Receivables	

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

This document establishes the guidelines for billing reservations of The Hotel Collection program from American Express Travel in TMSforHotels.

This procedure is addressed to participating hotels, which will be notified each year by the Sales Department.

SUMMARY

1. General guidelines
2. Billing process
3. Payments
4. Mystery Shop
5. Related documents

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1 GENERAL GUIDELINES

The Hotel Collection (THC) program is a hotel benefit package offered exclusively to American Express Gold Card, Platinum Card, and Centurion Members.

Bookings can be made through GDS (AMD_AMEXHO, SAB_AMEXHO, GAL_AMEXHO, WSP_AMEXHO, PGS_AMEXHO), American Express or affiliated agency, or on amextravel.com (US online site), in which case they will come through Expedia (EXPEDIA_AX and EXPEDIAHAX).

Hotels will receive daily a *THC Next Day Arrival Report*, which includes reservations made by eligible Card Members for the following day. Please note that bookings made through the GDS are not included, as these can be identified based on the TMS rate code.

If a Card Member calls to modify or cancel an existing booking, they must do so via American Express. Advise the Card Member to call the 24-hour Customer Service phone number listed on the back of their American Express Card.

For every THC reservation of two nights or more, eligible Card Members receive these benefits:

- Room upgrade upon arrival, if available.
- USD100 hotel credit or equivalent in local currency on qualifying charges

During check-in, it is essential that you clearly communicate the program's value and benefits. **The delivery of the Welcome Letter is a mandatory requirement.** Use it to guide your review of benefits with guests during check-in. Do not simply hand guests the letter without reviewing the contents with them.

To access and download your **Welcome Letter** ahead of each Card Member stay, visit <https://www.americanexpress.com/en-us/business/tls/partnerships/welcome-letter/> and bookmark the page for easy access in the future. A QR code is automatically included in the welcome letter to encourage guests to leave a review.

Payment must be made with an American Express Card in the eligible Card Member's name.

2 BILLING PROCESS

KEY TASKS

The USD100 credit must be applied per room, per stay, for up to three rooms (Card member must travel in itinerary booked). Back-to-back stays within 24-hour period at the same property are considered one stay.

This credit applies to extra services, such as bar/restaurant consumptions, spa, parking, internet services, etc.

Hotel is allowed one (1) credit exclusion. Each participating hotel should receive an e-mail from American Express to register on its online portal. The list of applicable services and the excluded service must be reported on this website within section *Contracts* → *Amenities*.

All exclusions need to be explained upfront to the guest during the check-in.

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PROCESS TASKS

The USD100 credit can only be applied at the Front Office of the hotel using the TMS payment method **PROMCRED – PROMOTIONAL CREDITS**. According to USALI, it will be posted in account 62909000 PROMOTIONAL CREDITS, allocated under the epigraph OTHER HOTEL REVENUES.

The process tasks are detailed in the [Hotel Promotional Credits](#) process.

PROCESS RESTRICTIONS

- Room nights, meal plan (that were booked in advance or upselling), 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 Card Member does not spend USD100 in eligible charges, they do not receive the full USD100 credit. For instance, if they only spend USD30 in eligible charges, 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.
- Credit is non-exchangeable and non-refundable and is applied in USD or equivalent in local currency based on exchange rate on day of arrival. May not be combined with other offers or programs unless indicated.

3 PAYMENTS

Hotel Collection benefits are for American Express Card Members only. The full folio amount must be charged to an American Express Card product in their name. Acceptable payment methods are:

- Any American Express card in their name. They are not required to use their Gold, Platinum, or Centurion Card. Any Amex Card with the Amex blue box logo on it is acceptable.
- American Express gift cards or American Express Traveler's Cheques (where accepted).

American Express has already validated the Card Member's eligibility through the booking process, so you should not ask the Card Member to see their Gold, Platinum, or Centurion Card to receive Hotel Collection benefits.

Card Members may not use cash, checks, or another issuer's card such as Visa or MasterCard to pay for any part of their stay, including incidentals. If they insist on using other payment methods, remove the USD100 hotel credit from their bill.

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4 MYSTERY SHOP

To ensure that the hotels are offering the added values to the guests and following the full process, an American Express employee will visit hotels anonymously up to two (2) times a year. *

- The Mystery Shop reservation will be registered as a standard THC guest.
- Upon check-out, the Mystery Shopper will reveal themselves and the room charge, taxes, and any fees should be credited back to the card, including the USD100 credit.
- Any previously charged deposits should also be credited back to the shopper's card.
- After their identification, the invoice must be adjusted and **the cost of the two (2) night stay, tax, fees and up to USD100 credit need to be removed (cancel charges and indicate as reason: "MYSTERY GUEST AE PROGRAM")**.
- The Mystery Shopper is responsible for paying any charge that exceeds those mentioned above.

(*) Hotel can blackout 10 days per year from Mystery Shopping via the online contract portal (please contact your Revenue Manager).

5 RELATED DOCUMENTS

- [The Hotel Collection Partner Training Site](#) (It is important that the complete Front Office team go through the training. **Access Code: AmexTHCTraining**)
- [The Hotel Collection Welcome Letter Generator](#)
- [The Hotel Collection American Express Score Guide](#)