

TMSforMeetings – CXL reasons

Click on the buttons to see the reasons, their explanation and use cases.

For any questions or incidents regarding this, please open ticket in the [Support Portal](#) (JIRA Service Desk).

DENIAL

LOST



CXL

TMSforMeetings – CXL reasons: DENIAL



	REASON	DESCRIPTION	EXPLANATION	USE
CAPACITY	DEN_CAPBED	DEN Capacity of bedrooms	The request is too large for our hotel(s) by means of the number of bedrooms needed.	Not enough rooms
	DEN_CAPEV	DEN Capacity of event room	The request is too large for our hotel(s) by means of the number of meeting rooms needed.	Not enough FR
	DEN_CAPTOT	DEN Capacity (total)	The request is too large for our hotel(s) by means of the number of bedrooms & meeting rooms needed.	Not enough rooms + FR
CHARACTERISTICS	DEN_CHAR	DEN Characteristics of (event) room	The request requires specific characteristics for either bedrooms and/or meeting rooms that our hotel(s) do not have (e.g., too low ceiling, columns no twin bedding, etc.)	Not match characteristics
NO AVAILABILITY	DEN_NOBED	DEN No availability bedrooms	The hotel has NO available bedrooms to the requested period	No rooms availability
	DEN_NOEVT	DEN No availability event room	The hotel has NO available meeting rooms to the requested period	No FR availability
	DEN_NOTOT	DEN No availability (total)	The hotel is fully booked (NO available room & meeting rooms) to the requested period.	No rooms+FR availability *2nd option impossible to confirm
STRATEGY	DEN_DOWBED	DEN SellingStrat: DOW for bedrooms	The hotel does have available bedrooms but does NOT want to take the piece of business during the requested day of the week.	No quoting rooms due to day of week
	DEN_DOWEVET	DEN SellingStrat: DOW for event rooms	The hotel does have available meeting rooms but does NOT want to take the piece of business during the requested day of the week.	No quoting meeting rooms due to day of week
	DEN_LOSBED	DEN SellingStrat: LOS for bedrooms	The hotel does have available bedrooms , but does NOT want to take the piece of business because of the requested length of stay (LOS)	No quoting rooms due to MINLOS
	DEN_LOSEVT	DEN SellingStrat: LOS for event rooms	The hotel does have available meeting rooms , but does NOT want to take the piece of business because of the requested length of stay (LOS)	No quoting meeting rooms due to MINLOS
	DEN_SIZEGP	DEN SellingStrat: Size of group	The hotel does have available bedrooms , but does NOT want to take the piece of business because of the requested size of the group(too large or too small)	No quoting due to SIZE
	DEN_RATIO	DEN SellingStrat: Room/event room ratio	The hotel does have available space but does not want to take the piece of business because the ratio bedrooms vs. Event rooms is out of balance.	No quoting unbalance request
	DEN_CONTR	DEN SellingStrat: Contracted Rate unavail	The hotel does have available space , but does not want to take the piece of business because the contracted rate is not available	No contracted rate available
BUDGET	DEN_BUDBED	DEN Budget bedrooms	The client has a tight budget for the bedrooms and therefore its business is unattractive for MINOR Hotels Europe & Americas (MH E&A).	Budget bedrooms
	DEN_BUDEV	DEN Budget meeting rooms services	The client has a tight budget for the meeting services and therefore its business is unattractive for MH E&A.	Budget meeting rooms
	DEN_BUDTOT	DEN Budget (total)	The client has a total tight budget and therefore its business is unattractive for MH E&A.	Total Budget
BLACKLIST	DEN_BL	DEN Client balcklisted	The client has a negative relationship with MH E&A (i.e.. Neglect payment) and is blacklisted from any further cooperation	Blacklisted
NO NH IN CITY	DEN_CITY	DEN No NH in city	The client has chosen to place the business within another city where MH E&A has no presence	No MH E&A
CRO	DEN_FWCRO	DEN Forward to CRO	The requested number of rooms is equal or less than 9 and GSO forward it to CRO	No group request
SPLITTING	DEN_SPLI	DEN No Splitting	The client tell us that he cannot split the group into two of our hotels and he is not interested in our offer anymore	No splitting
OTHERS	DEN_OTHE	DEN Others	Do not use	

TMSforMeetings – CXL reasons: LOST



	REASON	DESCRIPTION	EXPLANATION	USE
DUPLICITY	LOS_DUPL	LOS Process Duplicated BF	The request came in via 2 different channels and 2 different booking files were created. IN this case, one needs to be put on LOS Process duplicated BF .	Duplicity of MB
RESPONSE TIME	LOS_RESP	LOS Process response time	The client tells us that we sent the offer too late	Offer sent too late
BUDGET	LOS_PRICE	LOS P&C Price bedrooms	The client has chosen to place the business within another hotel chain because our prices of the bedrooms were too high	Room's price too high
	LOS_PREV	LOS P&C Price meeting room services	The client has chosen to place the business within another hotel chain because our prices of the meeting rooms were too high	Meeting room's price too high
	LOS_PRTOT	LOS P&C Price total quote	The client has chosen to place the business within another hotel chain because our prices of our total quote were too high	Total price too high
CONDITIONS	LOS_PAYM	LOS P&C Payment Conditions	The client does NOT accept our payment conditions and there is no renegotiation possibility from MINOR Hotels Europe & Americas (MH E&A) side.	Not accepting MH E&A payment conditions
	LOS_CXLTER	LOS P&C Cancellation Terms	the client does NOT accept our cancellation terms and there is no renegotiation possibility from MH E&A side.	Not accepting MH E&A CXL conditions
QUALITY	LOS_QUALH	LOS Quality hotel	The client has chosen to place the business within another hotel chain because they liked the other hotel better	Prefers other hotel
	LOS_QUALM	LOS Quality event rooms	The client has chosen to place the business within another hotel chain because they liked the meeting area within the other hotel better	Prefers other meeting rooms in another hotel or in their offices
LOCATION	LOS_LOCACCES	LOS Location Accessibility	The client has chosen to place the business within another hotel chain (same destination) because the accessibility (public transport or car) is better there.	Prefers another hotel in the city because of means of transportation
	LOS_POI	LOS Location Point-of-interest	The client has chosen to place the business within another hotel chain (same destination) because the other hotel is closer to a point-of interest (venue, historic center, congress center, etc.)	Prefers another hotel in the city because is near to a POI
	LOS_LOCI	LOS Location International factors	The client has chosen to place the business in another country because of weather, POIs , pices of flights, etc.	Prefers another hotel in a different country
	LOS_LOCN	LOS Location National factors	The client has chosen to place the business within another hotel chain (same destination) where MH E&A has presence, but they liked other hotel better	Client prefers another hotel in the city
CHARACTERISTICS	LOS_QUALBED	LOS Characteristics bedrooms	The client wants certain bedroom characteristics (triple rooms, Suites ...)which MH E&A do not have	MH E&A has no specific type of rooms
	LOS_CHAREVT	LOS Characteristics event rooms	Client wants certain meeting rooms charateristics (audiovisual, special requests...)which we do not have or can't rent	MH E&A has no specific request in meeting rooms
OPTION DATE	LOS_REL	LOS Option date released	The option date has past , and the client is either not willing to confirm (cannot decide) or cannot be reached. To free space for other booking, BF will be LOS.	Option date overdue
INFORMATION	LOS_INFO	LOS Information request only	The client only requested an offer for information only	After FUP client does not give feedback *No FUP and MB lost
CLIENT	LOS_INTM	LOS Intermediary lost client	The intermediary lost the end-client	Agency lost end-client
CANCELLATION	LOS_EVC	LOS Event cancelled	The event has been cancelled due to lack of participants , no visa, or an unknown reason	Lack of attendees
RESCHEDULED	LOS_EVP	LOS Event rescheduled or postp	The client says that the request will be rescheduled to an unknown date.	Event rescheduled
FORCE MAJEURE	LOS_AOG	LOS Force Majeure	The client cannot place the business at MH E&A because of an external force : war, volcano, etc.	Force majeure
OTHER NH	LOS_OTHNH	LOS but stays in NH	The client has chosen to place the business at another MH E&A Hotel (in the world)	Choose other MH E&A
NO NH IN CITY	DEN_CITY	DEN No NH in city	The client has chosen to place the business within another city where MH E&A has no presence	No MH E&A
CRO	DEN_FWCRO	DEN Forward to CRO	The requested number of rooms is equal or less than 9 and GSO forward it to CRO	No group request
SPLITTING	DEN_SPLI	DEN No Splitting	The client tell us that he cannot split the group into two of our hotels and he is not interested in our offer anymore	No splitting
OTHERS	DEN_OTHE	DEN Others	Do not use	



TMSforMeetings – CXL reasons: CXL

	REASON	DESCRIPTION	EXPLANATION	USE
DUPLICITY	CXL_DUPL	CXL Process duplicated BF	The confirmation has been duplicated by 2 different agents and 1 needs to be cancelled	Duplicity of confirmation
OVERBOOKING	CXL_OVBE	CXL Overbooking (external)	The client needs to be booked out from a MINOR Hotels Europe & Americas (MH E&A) Hotel to a different chain	Overbooking no MH E&A
	CXL_OVBI	CXL Overbooking (internal)	The client needs to be booked out from a MH E&A Hotel to another MH E&A due to overbooking	Overbooking MH E&A
CANCELLATION	CXL_EVENT	CXL Event Cancelled	The event has been cancelled due to lack of participants , no visa, or an unknown reason	Lack of attendees
RESCHEDULED	CXL_RESC	CXL Event rescheduled or post	The client says that the request will be rescheduled to an unknown date.	Rescheduled
COST	CXL_ECR	CXL Economical reasons	Due to cost saving measures the client needs to cancel	Saving
PAYMENT	CXL_PPAY	CXL Prepayment not received	The client didn't pay the prepayment and there is nothing that can be done from our side.	Not payment
FORCE MAJEURE	CXL_AOG	CXL Force Majeure	The client cannot do the event at MH E&A because of an external force : war, volcano, etc.	External force
PERSONAL	CXL Personal Reasons	CXL_PER	The client cannot do the event at MH E&A because of personal reasons	Personal reasons
OTHER	CXL Others	CXL_OTHE	Do not use	