

Travel Policy Minor Hotels Europe & Americas



POLICY VALIDATION

Approved by	Approval date
People	July 2023
Operations	
Finance	
Management Committee	

UPDATES

Version	Approved by	Approval date
27	People	January 2026
	Finance	

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](#).

Remember that your Digital Knowledge Workplace credentials are the same you use to access to the Minor Hotels Intranet, Team Member Reservations or MyApp.

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7^a, 28003, Madrid, Spain

MINOR
HOTELS

ANANTARA
HOTELS & RESORTS

elewana
COLLECTION

The WOLSELEY
HOTELS

TIVOLI
HOTELS & RESORTS

**MINOR
RESERVE**
COLLECTION

nh COLLECTION
HOTELS & RESORTS

nhow
HOTELS & RESORTS

AVANI
Hotels & Resorts

COLBERT
COLLECTION

nh
HOTELS & RESORTS

OAKS.
Hotels, Resorts & Spas

iStay
Hotels

SUMMARY

- Introduction
- 1. Hotel reservations
- 2. Ticketing & travel authorization
 - 2.1 Unused tickets
 - 2.2 Frequent traveller programmes
 - 2.3 Plane
 - 2.4 Baggage loss
 - 2.5 Train
- 3. Rental cars and company cars
 - 3.1 Use of own vehicle
 - 3.2 Traffic fines using a rental car, a car company or an own car
- 4. Public transport vs. Taxi
- 5. Meals and invitations
- 6. Other expenses
 - 6.1 Minibar
 - 6.2 Laundry
 - 6.3 Tips
- 7. Policy Compliance Control
- 8. Related documents

INTRODUCTION

- This document defines Minor Hotels Europe & Americas' Travel Authorization and Expense Report and Reimbursement Policy and applies to all Team Members based in Americas. The Company reserves the right to modify the policies and procedures contained herein at any time, duly notifying any such changes.
- This policy applies to all the Minor Hotels Europe & Americas' Team Members, at all the Business Units and Work Centers located in Americas. Any more restrictive version of this policy may be approved by the Management Committee of the BUs or Chief Officer of each department, but any less restrictive versions have to be approved, in writing, by the Management Committee at the MHE&A Regional Office.
- All company activities related to or associated with travel and the resulting expenditure must also comply with the Code of Conduct and other applicable Company policies.
- Minor Hotels Europe & Americas will reimburse its Team Members only for reasonable and appropriate expenses that they have incurred during their professional trips authorized by the group. These are the only concepts allowed:

CAR RENTAL
HOTEL
INVITATION
KM-MILEAGE
MEALS
OTHERS, MISCELLANEOUS
PARKING
PUBLIC TRANSPORT (BUS, SUBWAY)
TAXI
TOLL
TRAVEL TICKET (AIRPLAIN, TRAIN)

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7^a, 28003, Madrid, Spain

- Expenses to be reimbursed must be supported with corresponding documentation (ticket or invoice), registered and approved following the [Travel Expenses](#) manual.
- Any personal or travelling expenses that are not associated with company trips (lawyers' fees, gifts or any personal expenses) will not be reimbursed.
- The travellers must assess the need to travel, endeavouring to minimise trips analysing:
 - The possibility of using videoconferences (highly recommended) and other similar communication systems.
 - The necessary number of team members attending meetings when travelling is required.
- When travelling involves spending more than thirty (30) days in a particular place, reference shall be made to the People Department's Short-Term Assignments Policy.
- All bookings (except for Minor's internal hotel reservation) must be made through the company's designated travel agency or online booking tool:
 - **For Mexico and Caribe.** Viajes El Corte Inglés (*travel agency*).
 - **For Andean Region and Southern Cone.** BDC Travel (*travel agency*).

1 HOTEL RESERVATIONS

- Whenever possible, book stays and other hotel services within Minor Hotels Europe & Americas, following the guidelines defined in the [InterCompany reservations policy](#) with the same time terms defined as for the rest of concepts included in this Policy.
- Reservations in other companies are permitted for business economic reasons and must be approved by the supervisor.
- These reservations will be invoiced to the corresponding Minor Hotels Europe & Americas cost center.
- Personal expenses such as spa, gym, or in-room entertainment will not be reimbursed.

2 TICKETING & TRAVEL AUTHORIZATION

- **All trips must be arranged at least ten (10) days in advance for domestic travelling and twenty (20) days in advance for trips abroad.**
- The approved travel agency shall be used for arranging trips (flight tickets, trains, vehicle hire, booking external hotels, when these are necessary).
- The Travel Agency reserves the right to ask for further approval from the People Department when the trip does not comply with the established policy.
- All business trips must be approved in advance by the Chief, SVP, VP or by the Senior Director of each department.

2.1 UNUSED TICKETS

- If a trip is cancelled, the issuing Travel Agency shall be contacted immediately.

2.2 FREQUENT TRAVELLER PROGRAMMES

- Any bonuses obtained from the different loyalty programmes can be kept by the Team Members for personal use.
- Team members can sign up to loyalty programmes in order to obtain certain free benefits (i.e. priority boarding, additional baggage or seat selection in some airlines).
- The fees involved in joining these programmes are not reimbursable.

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7^a, 28003, Madrid, Spain

2.3 PLANE

- Business Class and/or Premium Category are only allowed for long trips (more than 6 hours) for the Managing Director and the members of the Management Committee.
 - Very exceptional cases might be accepted for other Team Members always requested by the Director of the department and approved by the Managing Director in America.
- Tourist Class for all other trips.
- Selection of seat won't be allowed, unless there is no additional cost.
- The Team Members shall invariably be aware of the terms of the details and penalties for changing or cancelling the tickets issued.
- The boarding pass must be presented digitally or printed. If the airline charges for printing at the airport, the TM will bear the cost.
- Extras such as Wi-Fi, upgrades, excess baggage, priority, or lounge access will not be reimbursed unless pre-approved. Where applicable, it will be mandatory to attach the approval as an additional document within the travel expense report.

2.4 BAGGAGE LOSS

- Any confidential documents and company's equipment must be kept as hand luggage.
- The traveller will be held personally responsible for any loss of the company's equipment (computers, mobile devices, etc.) if he/she has been negligent when looking after or transporting them.
- TM must file a claim with the airline, that it will be responsible for recovering lost luggage and paying compensation for the loss.
- If company's equipment is lost or stolen, TM must go to the nearest police station to report it and submit a copy to the People department.

2.5 TRAIN

- This shall be regarded as an alternative when the cost is reasonable and appropriate, and it is less than the air fares available.
- Economy rate (standard) for all Team Members.
- Extras such as Wi-Fi, upgrades, or lounge access will not be reimbursed unless pre-approved.

3 RENTAL CAR AND COMPANY CARS

- Rental car is justified when it is more economical than any other transport options, taking into account safety, security, travelling times and the number of occupants.
- The hiring of rental car services must be done through the corresponding travel agency in each country.
- The rented vehicle shall not be higher than Class C (intermediate / medium sized).
- In every case a rented vehicles will be return on the time agreed (with no delays) and with the fuel tank full, in order to avoid penalties.
- Renting shall not be extended for the Team Members' personal use or holidays.
- The company will reimburse fuel and tolls with valid receipts. Fines and damages are the Team Member's responsibility.
- In all cases of vehicle rentals, a fully comprehensive insurance will be included.
- Team Members who have company cars should use the means of transport that best suits the needs of the job, taking into account distance, cost, etc.

3.1 USE OF OWN VEHICLES

- The use of the Team Member's own car will be optional outside the Team Member's city of origin, and other means of transport may be used in accordance with the established policy.

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7^a, 28003, Madrid, Spain

MINOR
HOTELS

ANANTARA
HOTELS & RESORTS

elewana
COLLECTION

The WOLSELEY
HOTELS

TIVOLI
HOTELS & RESORTS

**MINOR
RESERVE
COLLECTION**

**NH
COLLECTION**
HOTELS & RESORTS

nhow
HOTELS & RESORTS

AVANI
Hotels & Resorts

COLBERT
COLLECTION

NH
HOTELS & RESORTS

OAKS.
Hotels, Resorts & Spas

iStay
Hotels

- On long-distance journeys of more than 700 km outward and return, an alternative method of transport must be considered for security reasons.
- The Company will reimburse Team Members for the expenses involved in the use of their own vehicles on work trips, and in compliance with the legal requirements in each country.

3.2 TRAFFIC FINES USING A RENTAL CAR, A CAR COMPANY OR AN OWN CAR

- Team Members must take all the safety / security precautions and invariably abide by the local traffic regulations. Minor Hotels Europe & Americas will not bear the costs of traffic fines:
 - The payment of fines is responsibility of the TM who commits the infraction. Thus, it is the TM who must bear the cost, not Minor Hotels Europe & Americas.
 - Even if the sanction has been carried out by the TM during her/his working schedule, Minor Hotels Europe & Americas neither requests nor promotes the commission of infractions.
- Team Members who drive rental car or a company car under the influence of alcohol or illegal drugs will receive the corresponding disciplinary measures and will not be covered by insurance in the event of an accident.

4 PUBLIC TRANSPORT VS. TAXI

- Collective public transport is encouraged if it is available in the destination.
- Using a taxi must be assessed on every occasion, using common sense to decide on the difference (cost and time) when compared to the use of public transport.
- Car sharing (e.g. Car2Go) and/or transportation network company cars (e.g. Uber) can be used as cheaper alternative.
- For trips from/to the airport, consider using the regular connection services. If a taxi is used, the Team Member may claim no more than the cost of a taxi from his/her office or work centre to the airport and back. It is the supervisor's responsibility to endorse the maximum amount to be reimbursed.
- When two or more TMs travel together, they must make every effort to coordinate their travelling plans.

5 MEALS AND INVITATIONS

Whenever it is possible to do so, professional meals (breakfasts, lunches and dinners) should be held in the company's establishments. Meals in other establishments should be justified, such as the invitation of third parties (clients or suppliers) or when the market is being researched.

The difference between lunches/dinners and an invitation is that, in the first case it corresponds to internal meals, lunches or dinners, (with one or several Minor Hotels Europe & Americas Team Members) and in the second case a third party (client or supplier) joins the lunch or dinner.

When reimbursing expenses (meals or invitations), TMs must specify the date, reason, and number of diners, including their names, job titles, and companies. The approver must be informed of this in advance.

The consumption of alcoholic beverages is allowed during meals or invitations, if it is reasonable and justified by business reasons.

In exceptional circumstances, on those trips where it is not possible to have dinner in one of a Minor Hotels Europe & Americas hotel, the maximum cost for food and drink will be:

- Breakfast - 15.00 EUR.
- Lunch - 35.00 EUR (or the equivalent amount in the currency concerned).
- Dinner - 35.00 EUR (or the equivalent amount in the currency concerned).

In the case of meetings with clients, suppliers or strategic partners, the maximum allowance per person is 60€ (or the equivalent amount in the currency concerned), including drinks and tips.

Price limits are approximate and will depend on the cost of living in each country. Any receipts exceeding these limits must be properly justified during the expense settlement process.

Also, the following local legislation must be considered in the following countries (see Appendix).

6 OTHER EXPENSES

6.1 MINIBAR

The maximum consumption authorized is a soft drink or water and a snack per day. Alcoholic beverages are considered to be personal expenses and will not be reimbursed.

6.2 LAUNDRY

Only when it is strictly necessary. It is allowed for work clothes in stays of more than 2 nights for frequent travellers (those who spend more than 2 nights a week traveling regularly) or in exceptional cases. Under exceptional circumstances, Team Members may use the Ironing Service if necessary.

6.3 TIPS

Only those required by local customs will be accepted and always included in a receipt. Hand-written notes will not be accepted.

Don't include the 'Service Charge' fee on our invoices in hotels where it is implemented.

7 POLICY COMPLIANCE CONTROL

All Team Members are required to comply with policy; however, the expense report approver holds final responsibility for ensuring policy compliance.

A quarterly review of travel expenses is performed by Finance Excellence department in the following month for the Trip report submitted during the quarter.

This procedure includes a detailed analysis of a selection among all travel trips (weighted by region) submitted in the prior quarter to verify adherence to the travel expenses policy. Any inconsistencies or violations of the policy will be reviewed by a Committee and will be notified to the relevant department heads.

If a Team Member's expenses are qualified as non-compliant, that Team Member will be required to reimburse the identified amounts.

8 RELATED DOCUMENTS

[Travel Expenses](#)

[InterCompany reservations policy](#)

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7^a, 28003, Madrid, Spain

MINOR
HOTELS

ANANTARA
HOTELS & RESORTS

elewana
COLLECTION

The WOLSELEY
HOTELS

TIVOLI
HOTELS & RESORTS

MINOR RESERVE
COLLECTION

nh COLLECTION
HOTELS & RESORTS

nhow
HOTELS & RESORTS

AVANI

COLBERT
COLLECTION

nh
HOTELS & RESORTS

OAKS.

iStay
Hotels