



# WEEKEND PASS HOTEL GUIDE

## Reservation, prices & invoicing process

Business Processes – Operations  
VI-September 2024



### General Information - Terms & Conditions

The Weekend Pass is a subscription program on invitation only that will be offered to certain customers in our Call Center (CRO Phone Number: +34 911080742; CRO E-mail Address [weekendpass@nh-hotels.com](mailto:weekendpass@nh-hotels.com)).

There are 2 different categories within the Weekend Pass subscription:

- NH Weekend Pass: Only valid for NH Hotels Brand.
- NH Collection Weekend Pass: Valid for both NH and NH Collection 4-star properties.

Bookings can be made through the dedicated landing pages or the dedicated CRO phone number +34 911080742.

- <https://www.nh-hotels.com/es/ofertas/weekend-pass>, where only NH branded hotels are available, for owners of the NH Weekend Pass.
- <https://www.nh-hotels.com/es/ofertas/weekend-pass-collection>, where both NH branded hotels and NH Collection branded hotels are available, for owners of the NH Collection Weekend Pass.

Membership is strictly individual, name owner of the Weekend Pass needs to match the name of the customer checking in.

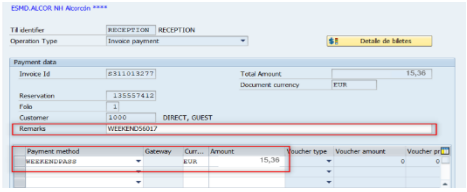
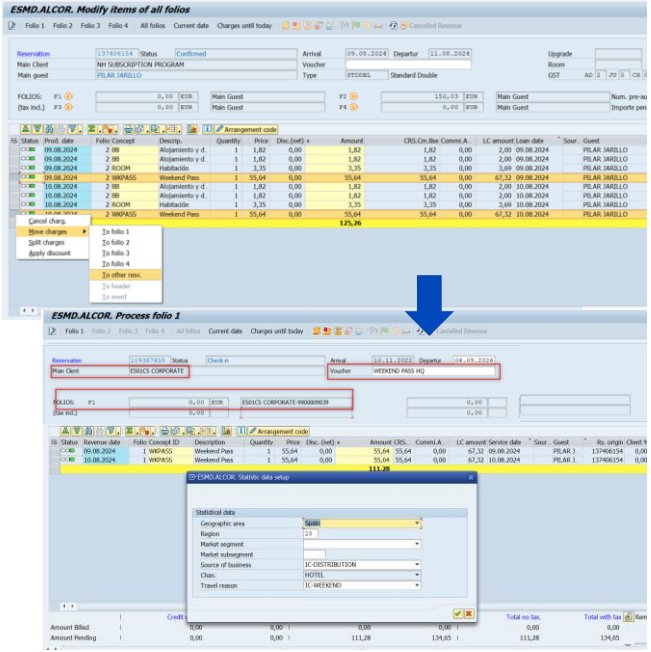
The BASIC STAY (Weekend Pass) will be always collected in advance in HQ. The other additional supplements must be prepaid to the hotel using Pay By Link. The CRO will send the hotel PBL to the customer during the reservation process.

City taxes are not included in the weekend pass and must be paid upon check-in/ check-out at the hotel.

Any extra spend of the customer at the hotel will need to be paid upon check-out at the hotel.

Only applicable to the participating NH and NH Collection 4-stars properties on the territory of Spain.

- Excluded hotels: NH La Avanzada, NH Bilbao Deusto, NH Córdoba Califa, NH Gran Hotel Casino de Extremadura, NH Collection A Coruña Finisterre, NH Collection Barcelona Gran Hotel Calderón, NH Collection Madrid Palacio de Tepa, NH Collection Madrid Paseo del Prado, NH Collection Madrid Suecia y NH Collection Santiago de Compostela.

Type of reservation	NH hotels	NH Collection hotels	Invoicing & Control
<b>BASIC STAY, included in the Weekend Pass 2 nights for 2 persons in BB in a Base room (STD in NH and SUP in NHC)</b>  <b>TMS rate code NH_SUB</b>	150€ VAT included (75€/ night) distributed as follows:	210€ VAT included (105€/ night) distributed as follows:	This amount is included in the Weekend Pass, so the guest does not have to pay anything!!!  Only extra charges and/or city taxes should be paid directly by the guest in the hotel at check out time.
	15,36€ VAT included (7,68€/ night) for the Room and the Breakfast.	30,74€ VAT included (15,37€/ night) for the Room and the Breakfast.	Invoice to the guest and owner of the Weekend Pass, using the payment method WEEKEND – WEEKENDPASS. 
	134,64€ VAT (67,32€/ night) included in the service code WKPASS - Weekend Pass.	179,26€ VAT included (89,63€/ night) in the service code WKPASS - Weekend Pass.	Invoice monthly by the 20th or following working day to Minor Hotels Europe & Americas HQ. Move to a Day Guest Billing with: MC – 9900009039, Payment type: 2-Credit, Travel Reason: WKN - IC-WEEKEND, Source of Business: DI - IC-DISTRIBUTION and Voucher: WEEKEND PASS HQ. 



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<b>2 nights for 2 persons in BB in a one step superior room</b>  <b>Rate NH_SUB002 - Room Upgrade</b>	<b>BASIC STAY</b> + Room Upgrade The Room Upgrade (25€/ night for NH branded properties and 65€/ night for NH Collection branded properties)  50€ VAT included (25€/ night) for the Room Upgrade.		
		130€ VAT included (65€/ night) for the Room Upgrade.	This amount should have been prepaid by the guest to the hotel using PBL. This must be invoiced to the guest. The CRO will send the hotel PBL to the customer during the reservation process.

Type of reservation	NH hotels	NH Collection hotels	Invoicing & Control
<b>2 nights for 2 persons and 1 child en BB</b>  <b>Rate NH_SUB002 – Added Child</b>	<b>BASIC STAY</b> + The value of the Added Child is 65€/ night (per room VAT included) for NH branded properties. This value includes the upgrade to a larger room, if necessary, an extra bed for the child and breakfast for the child.  130€ VAT included (65€/ night) for the Room Upgrade.		
		130€ VAT included (65€/ night) for the Room Upgrade.	This amount should have been prepaid by the guest to the hotel using PBL. This must be invoiced to the guest. The CRO will send the hotel PBL to the customer during the reservation process.

Type of reservation	NH hotels	NH Collection hotels	Invoicing & Control
<b>Extra night</b>  <b>Rate code NHSUB_BAR30%</b>	<b>BASIC STAY</b> + Extra night. This rate will be used always in a separate reservation also for an extra night because 2 rates cannot be combined in one booking. Or if the customer wants to book in his/her own province or for bookings from 4th stay in the same province. In this case, 2 nights will be charged with BAR30%.  BAR30%		
		BAR30%	This amount (extra night or extra reservation) should have been prepaid by the guest to the hotel using PBL. This must be invoiced to the guest. The CRO will send the hotel PBL to the customer during the reservation process.

### Cancellation & No Show process

If the client cancels or in case of no show, **there is a cost of 99€ VAT included**. This cost does not vary depending on whether the client has taken extras or extra nights

**If the collection is not received in 3 days, the hotel will inform back the CRO to block the corresponding Weekend Pass.**

**Cancellations** can only be made through the dedicated CRO number: (+34 911080742). If the client cancels and the RCLX fees should be applied, the CRO will send the PBL of the hotel to the customer. After collecting the money, the hotel will invoice this amount to the guest.

**In case of no show**, the hotel will inform the CRO via e-mail indicating No Show + Weekend Pass number + Reservation number, the e-mail address is: [weekendpass@nh-hotels.com](mailto:weekendpass@nh-hotels.com). The CRO will contact the customer and if NSHO fees should be applied, they will send the PBL of the hotel. After collecting the money, the hotel will invoice this amount to the guest.



For more information, check the complete Weekend Pass Hotel Process

