



Version 3 - September 2024

WEEKEND PASS HOTEL PROCESS

General Information

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)

Customers can buy the weekend pass which entitles them to book, during a 12-month period, any weekend in any of our properties within Spain.

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.

Terms & Conditions

- The validity of the Weekend Pass is 12 months from the date of purchasing the program.
- Membership is strictly individual, name owner of the Weekend Pass needs to match the name of the customer checking in.
- Member can only book for stay dates within the next 14 days.
- Reservations will be allowed only when hotel forecast occupancy is below 90%.



















- Weekend Pass is valid for 2 nights during weekends meaning Friday, Saturday, and Sunday night. The product is designed for stays up to 2 pax at the entry level room type with breakfast included.
- A child (under the age of 12) can be added at the extra cost of 65€ per night including breakfast. This
 can only be booked through the dedicated phone number in the CRO Call Center. Subject to
 availability.
- A 3rd night can be booked for a fee (30% discount on Public Flexible rate). Subject to availability.
- Upgrade to the next room category is possible for 25€ per night in NH branded hotels and 65€ per night in NH Collection branded hotels. This can only be booked through the dedicated phone number in the CRO Call Center. Subject to availability.
- Stays are not allowed in member's province of residence. 30% discount on Public flexible rate will be applied per weekend in province of residence. This can only be booked through the dedicated phone number in the CRO Call Center. Subject to availability.
- Maximum of 3 weekend reservations per province. Additional weekends can be booked for a fee (30% discount on Public Flexible rate). This can only be booked through the dedicated phone number in the CRO Call Center. Subject to availability
- Rooms cannot be cancelled until 7 days prior to arrival. A fee of 99€ will be charged for late cancelation or No show. In case of lack of payment subscription will be suspended.
- Multiple bookings for the same stay date at different locations or in the same location are not permitted. Minor Hotels Europe & Americas reserves the right to cancel your bookings should this occur.
- The program is not combinable with other programs such as NH DISCOVERY, GHA DISCOVERY or NH PRO. Stays booked under the Weekend Pass Program are not eligible to earn or redeem DISCOVERY Dollars (D\$) with their stays.
- Only applicable to the participating NH and NH Collection 4-stars properties on the territory of Spain.
 - Excluded hotels are: 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.
- 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.
- 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.



















Cancellations and 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. 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.

Front – Office Process

Reservations made through the dedicated landing page

Reservations will arrive under Contract NHWEB and with rate code NH_SUB.

The voucher number will be informed in the voucher field, for example, WEEKEND12345 or WEEKENDCL12345 depending on the type of Weekend Pass bought by the guest.

The holder of the folios must be always the guest and owner of the Weekend Pass.

These reservations include 2 nights for 2 persons in BB in a basic room (STD in NH and SUP in NHC).

The total amount corresponding to the stay is included in the Weekend Pass depends on the brand of the hotel (NH or NH Collection):

NH branded properties	NH Collection branded properties
150€ VAT included (75€/ night) distributed as	210€ VAT included (105€/ night) distributed
follows:	follows:
 15,36€ VAT included (7,68€/ night) for the Room and the Breakfast. 134,64€ VAT (67,32€/ night) included in the service code WKPASS - Weekend Pass. 	 30,74€ VAT included (15,37€/ night) for the Room and the Breakfast. 179,26€ VAT included (89,63€/ night) in the service code WKPASS - Weekend Pass.









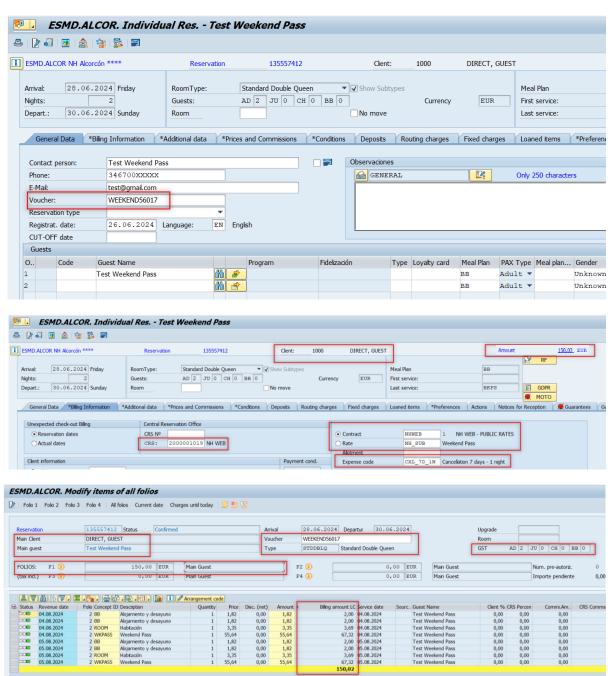




























WEEKEND PASS



Reservations made through the CRO Call Center

Reservations will arrive with Main Client 2201078553 - NH SUBSCRIPTION PROGRAM and under Contract NHSUB. The applied rate will depend on the concepts booked by the customer.

The charges of the stay will be in the Folio 2 of the reservation and the holder must be always the guest. and owner of the Weekend Pass.

The voucher number will be informed in the voucher field, for example, WEEKEND12345 or WEEKENDCL12345 depending on the type of Weekend Pass bought by the guest.

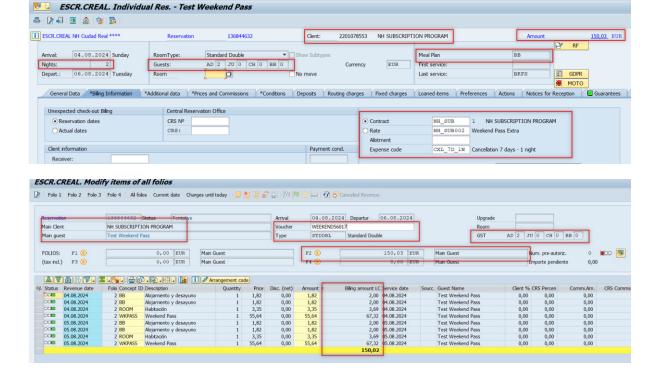
For all cases, CRO agent should leave a clear comment on the hotel PBL links for upgrades, child or extra reservations already sent to the guest and payables to the hotel.

Rate code NH_SUB

Reservation includes 2 nights for 2 persons in a basic room (STD in NH and SUP in NHC).

The total amount corresponding to the stay is included in the Weekend Pass depends on the brand of the hotel (NH or NH Collection):

NH branded properties	NH Collection branded properties
150€ VAT included (75€/ night) distributed as follows:	210€ VAT included (105€/ night) distributed follows:
 15,36€ VAT included (7,68€/ night) for the Room and the Breakfast. 134,64€ VAT (67,32€/ night) included in the service code WKPASS - Weekend Pass. 	• 30,74€ VAT included (15,37€/ night) for the Room and the Breakfast.

















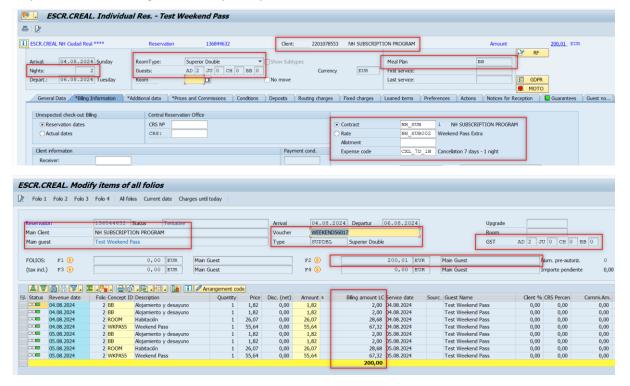




Rate code NH_SUB002 - Room Upgrade

Reservation includes 2 nights for 2 persons in BB in an one step superior room.

NH branded properties	NH Collection branded properties		
The price of the BASIC STAY is included in the Weekend Pass.			
150€ VAT included (75€/ night) distributed as follows:	210€ VAT included (105€/ night) distributed follows:		
 15,36€ VAT included (7,68€/ night) for the Room and the Breakfast. 134,64€ VAT (67,32€/ night) included in the service code WKPASS - Weekend Pass. 	 30,74€ VAT included (15,37€/ night) for the Room and the Breakfast. 179,26€ VAT included (89,63€/ night) in the service code WKPASS - Weekend Pass. 		
The Room Upgrade (25€/ night for NH branded properties and 65€/ night for NH Collection branded properties) should have been prepaid to the hotel using PBL. The CRO will send the hotel PBL to the customer during the reservation process.			
• 50€ VAT included (25€/ night) for the Room Upgrade.	• 130€ VAT included (65€/ night) for the Room Upgrade.		

















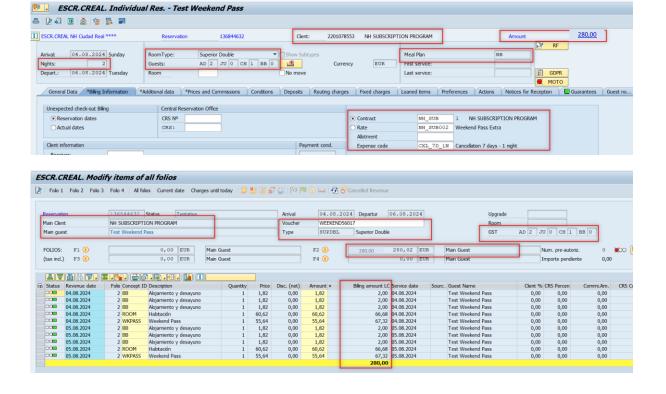




Rate code NH_SUB002 – Added Child

Reservation includes 2 nights for 2 persons and 1 child in BB.

NH branded properties	NH Collection branded properties		
The price of the BASIC STAY is included in the Weekend Pass.			
150€ VAT included (75€/ night) distributed as follows:	210€ VAT included (105€/ night) distributed follows:		
 15,36€ VAT included (7,68€/ night) for the Room and the Breakfast. 134,64€ VAT (67,32€/ night) included in the service code WKPASS - Weekend Pass. 	 30,74€ VAT included (15,37€/ night) for the Room and the Breakfast. 179,26€ VAT included (89,63€/ night) in the service code WKPASS - Weekend Pass. 		
The value of the Added Child is 65€/ night (per room VAT included) both, for NH branded properties and NH Collection branded properties. This value includes the upgrade to a larger room, if necessary, an extra bed for the child and breakfast for the child. This amount should have been prepaid to the hotel using PBL. The CRO will send the hotel PBL to the customer during the reservation process.			
• 130€ VAT included (65€/ night) for the Added Child.	 130€ VAT included (65€/ night) for the Added Child. 		



















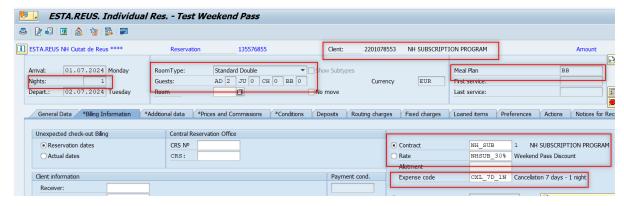


 Rate code NHSUB_BAR30% – Extra night or if the customer wants to book in his/her own province or for bookings from 4th stay in the same province.

This rate will be used always in a separate reservation also for an extra night because 2 rates cannot be combined in one booking.

For example, the following reservation includes 1 extra night for 2 persons in BB. The price of this additional night should have been prepaid to the hotel using PBL. The CRO will send the hotel PBL to the customer during the reservation process.

City tax and extra charges must be paid by the customer at the hotel.



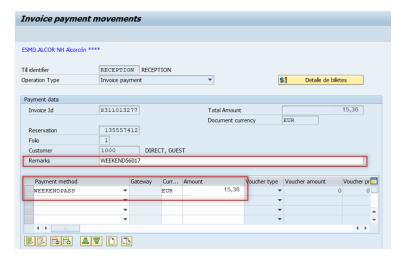
Invoicing and Control Process

There are 4 different parts with different management in this type of reservations:

1. The amount corresponding to the BASIC STAY should be invoiced to the guest but using the payment method WEEKEND – WEEKENDPASS.

NH branded properties	NH Collection branded properties	
• 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.	

- The holder of the invoice must be always the guest and owner of the Weekend Pass.
- The Weekend Pass number (available in the Voucher field of the reservation should be included in the field Remarks of the till movement to be available in the TMS reports for control purposes.

















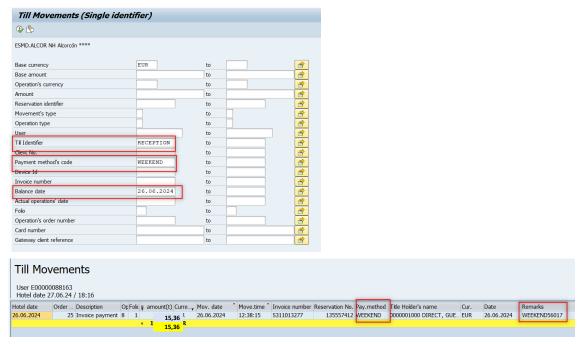




• As part of the daily cash control tasks, WEEKENDPASS payment method is already included in must be checked in the cash counting of each shift change of the Front Office department.

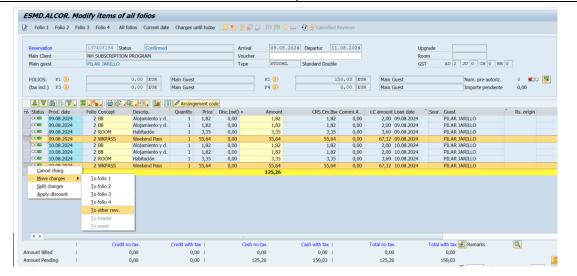
	ОТ	HERS PAYMENT METHODS RECONCILIATION
Payment Method	Total TMS	Does it comply with the MHE&A procedures?
BAD DUE	5,00 €	
INVITATION	0,00€	_
WEEKENDPASS	15,36 €	
Others - change description	0,00 €	

• Using the TMS report /CCSHT/R_FC_SI_01 – Cash movements, selecting the Front Office Till, Payment Method WEEKENDPASS and the date.



2. The charges corresponding to the service code WKPASS - Weekend Pass should be moved to a dedicated Day Guest Billing and invoiced monthly to Minor Hotels Europe & Americas HQ.

	NH branded properties		NH Collection branded properties
•	134,64€ VAT (67,32€/ night) included in the	•	179,26€ VAT included (89,63€/ night) in the
	service code WKPASS - Weekend Pass.		service code WKPASS - Weekend Pass.













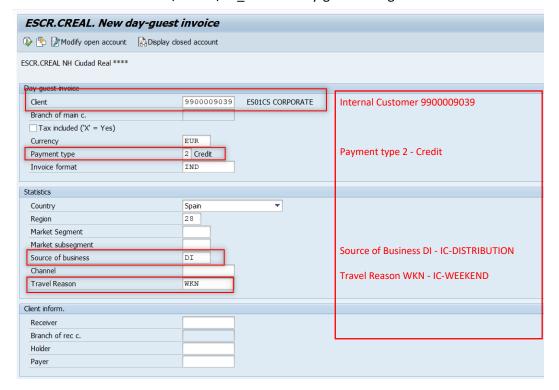




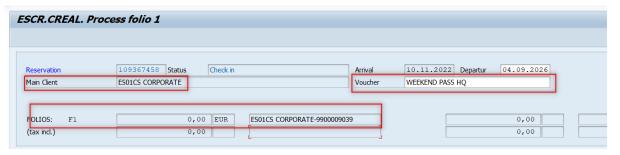




• Go to the TMS transaction /CCSHT/FC_FMAN – Day-guest billing and create a DGB as shown:



We recommend using WEEKEND PASS HQ in the field Voucher to help to identify the DGB.



- The DGB should be invoiced monthly by the 20th or following working day.
 - Please, remember that in hotels included in the legal company Minor Hotels Europe & Americas, S.A. TMS will create an internal charge without VAT.
- 3. The supplements booked by CRO (room upgrade, added child, extra night, or extra reservation) should be prepaid to the hotel before arrival. The CRO will send the hotel PBL to the customer during the reservation process and the hotel should register the prepayment as usual after collection.

NH branded properties	NH Collection branded properties	
• 50€ VAT included (25€/ night) for the Room	• 130€ VAT included (65€/ night) for the	
Upgrade.	Room Upgrade.	
130€ VAT included (65€/ night) for the Added Child.		
NHSUB_BAR30% for extra reservations.		

4. City tax and other extra charges and consumptions in the hotel should be paid directly by the guest with cash or credit card.

















MINOR

Check the <u>Weekend Pass Hotel Guide</u> for a summary of the reservation, prices and invoicing process.















