



# eGift Cards

## Hotel Process

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**The eGift Cards are NH vouchers that customer can buy and expend in NH properties under certain conditions.**

### **Purchasing and general information**

- eGift Cards can be purchased online using a valid credit card (American Express, MasterCard, Visa) at the web sites <https://giftcards.nh-hotels.com/> or <https://giftcards.anantara-hotels.com/>.
- Our eGift Cards are available in Euros with denominations from EUR 50 to EUR 1,000.
- eGift Cards will be delivered to the recipient's email address indicated in the order. If this option was selected at the time of purchase, an SMS will also be sent to the recipient. No additional costs apply.
- eGift Cards are valid for 36 months. Customer can locate the specific validity information on each Gift Card or visit the web site <https://giftcards.nh-hotels.com/es/voucher> or <https://giftcards.anantara-hotels.com/en/voucher> (depending on the card type) to confirm the voucher value and expiration date.
- eGift Cards are not redeemable for cash and have no value if not used.
- eGift Cards will be only sold online by Minor Hotels Europe & Americas Head Quarters who will settle and refund the redeemed amounts to the hotels on a quarterly basis.
- For doubts and further information, either from hotels and customers, contact with [giftcards@nh-hotels.com](mailto:giftcards@nh-hotels.com).

### **Redemption conditions**

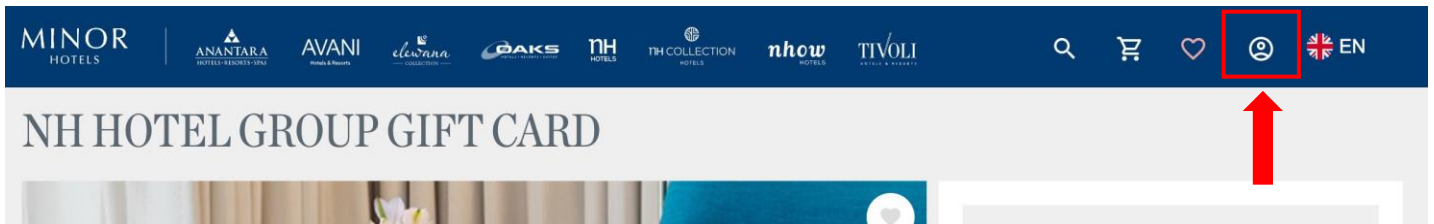
- eGift Cards are non-transferable and can only be used by the recipient named on the eGift Card when the voucher is purchased.
- eGift Cards can be used to by guests staying in and in a participant [hotel or resort of the Minor Hotels Europe & Americas](#) and in all Anantara Hotels & Resorts in Europe against the total amount of their stay. Following properties are excluded: NH Capri La Havana, NH Collection Victoria La Havana, NH Curitiba The Five, NH Boat Lagoon Phuket Resort, NH Collection Dubai The Palm, La Suite Dubai Hotel & Apartments, Anantara Sahara Tozeur Resort & Villas, NH Feira de Santana, NH Collection Maldives Havodda Resort, Tivoli Ecoresort Praia Do Forte Bahia, Tivoli Mofarrej São Paulo Hotel and NH Zhengzhou Jinshui.
- eGift Cards can also be used by temporary guests, who do not stay at [participating hotels](#) but participate in events such as gastronomic experiences in specified restaurants or any other hotel service. For further information on the points of sale included, please contact the hotel in question.
- eGift Cards are redeemable for any available online rate payable at the hotel and booked through the Minor Hotels Europe & Americas website ([www.nh-hotels.com](http://www.nh-hotels.com)) or through the Anantara Hotels & Resorts ([www.anantara.com](http://www.anantara.com)) excluding negotiated rates. Negotiated rates (including volume-based rates, agreed rates, travel agency rates or other rates that have been previously negotiated and agreed upon by direct agreement, whether paid on a collective or individual basis) will not be usable with eGift Cards.
- The value of the voucher will be calculated according to the local exchange rate.
- eGift Cards can be used for more than one transaction; the amount paid shall be deducted from the total voucher credit.
- eGift Cards can be combined with other forms of payment. Any amounts exceeding the value entered on the voucher can be paid in cash or with the major credit cards accepted at the hotel or resort.
- eGift Cards may be used for more than one transaction; the paid amount will be deducted from the voucher
- eGift Cards validation and registration, either in the eGift Card Platform and in TMS, must be performed during the check in process.
- Total or partial redemption/s value has to be deducted from the Gift Card by registering the movement/s in the eGift Cards Platform <https://giftcards.nh-hotels.com/> or <https://giftcards.anantara-hotels.com/> depending on the hotel brand.
- The Gift Card provider is [HotelTreats.com/B2B](http://HotelTreats.com/B2B).

# eGift Cards

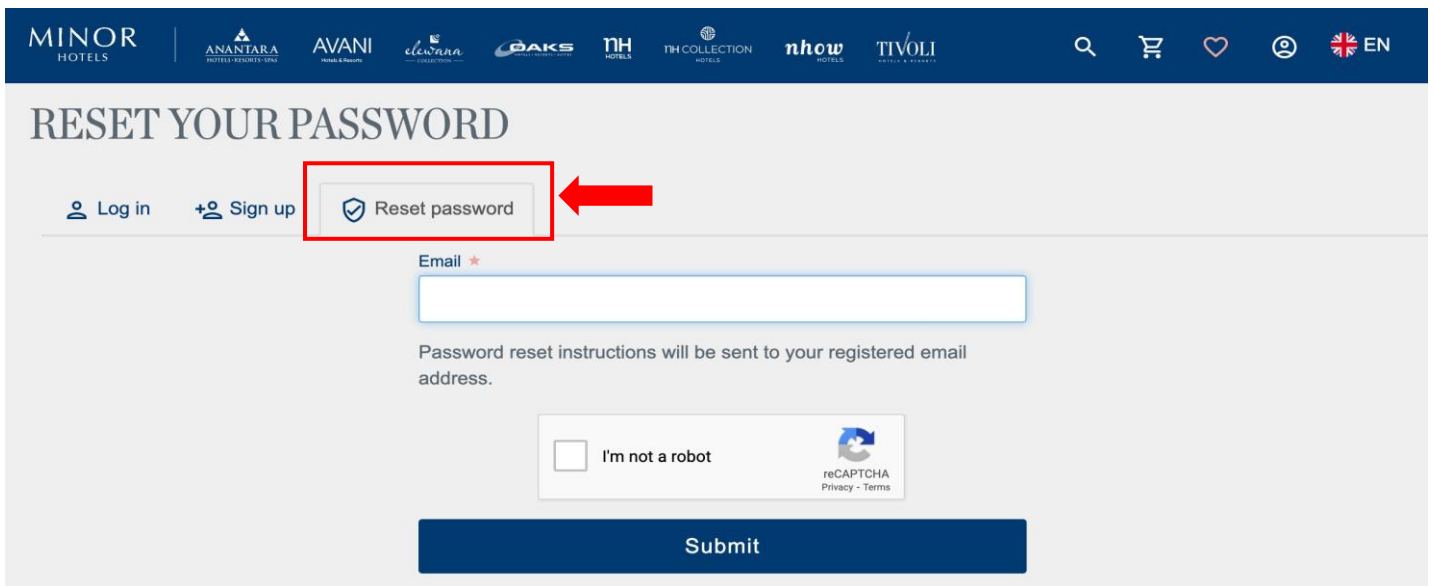
## E Gift Cards Platform

- Validation and redemption of eGift Cards and reports of activity for control purposes are available through the eGift Cards Platform: <https://giftcards.nh-hotels.com/> or <https://giftcards.anantara-hotels.com/> depending on the hotel brand.
- All hotel accounts will be created in bulk and only the official hotel emails will have access to the platform - <https://giftcards.nh-hotels.com/> or <https://giftcards.anantara-hotels.com/>. It will be necessary to reset password before creating the account. The steps are as follows:

- Click on the user icon on the top right corner of the header.

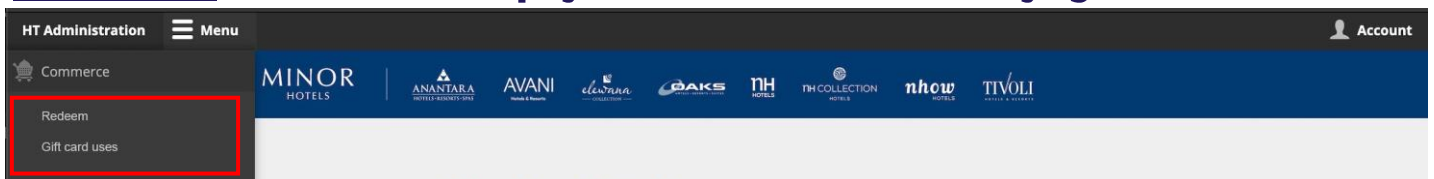


- Click "Reset password" and introduce the official hotel email to complete the process.



- Once the new password is set, the account will have full access to the platform. The top left lateral menu will display two fields:

- Redeem** – This section will allow hotels to check the status of a given eGift Card and redeem the correspondent amount.
- Gift Card Uses** – The section will display all the eGift Cards redeemed by a given hotel.



- For any problem with the eGift Platform, please send an email to [giftcards@nh-hotels.com](mailto:giftcards@nh-hotels.com)





### Redemption in the eGift Card Platform

- With the ID number of the eGift Card shown by the customer (print-out or a snapshot) you check in the eGift Card Platform <https://giftcards.nh-hotels.com> or <https://giftcards.anantara-hotels.com/> the validity of voucher and its correct data and balance at the current moment.
- Enter the full eGift Card number including dashes and click on the button "Check Status".

HT Administration Menu Account

Commerce

Redeem

Gift card uses

**CHECK STATUS**

Voucher or gift card number \*

301757-577752-935

Check status

- By clicking Check Status, Hotels will be able to see all the necessary information about the eGift Card such as original value, remaining balance, expiration date, previous uses, etc.

**STATUS**

Number	301757-577754-726
Product name	NH HOTEL GROUP GIFT CARD - 100 EUR Gift Card
Value	€100.00
Balance	€50.00
Status	partially_redeemed
Redeemed by	hotelname@nh-hotels.com
Redeemed date	Thu, 30 Nov, 2023 - 16:14
Purchase date	Thu, 30 Nov, 2023 - 15:38
Expiry date	Fri, 30 Oct, 2026

**USES**

Date	Amount	Redeemed by	Redeemed at
Thu, 30 Nov, 2023 - 16:14	€50.00	hotelname@nh-hotels.com	47

Redeem

- These are the different Status of the eGift Card:**

- Active** – The eGift Card was never used, and it still has the full value.
- Partially Redeemed** – The eGift Card has been used but still has some balance left.
- Redeemed** – The eGift Card doesn't have any balance left.
- Expired** – The eGift Card has expired.

# eGift Cards

## Redemption Process



- As a last step, after clicking on “Redeem” hotels will have to search for and select their property, register the TMS reservation number at the Service name field and indicate the amount to deduct from the eGift Card.
  - Select your hotel.
  - Enter TMS reservation number.
  - We recommend to enter the Enter FO Team Member name in the filed Service name for future checks.
  - Enter amount used for this transaction, the amount to deduct from de eGift Card

HT Administration Menu Account

Commerce

Redeem

Gift card uses

MINOR HOTELS ANANTARA AVANI elewana OAKS nh TTH COLLECTION nhow TIVOLI

### REDEEM A GIFT CARD

1 Property \* Anantara New York Palace Budapest Hotel (8868)

2 Booking number Optionally, enter booking number the gift card is being redeemed for.

3 Service name Optionally, enter name of the service the gift card is being redeemed for.

4 Amount to redeem \*  EUR

Redeem

- In case you make a mistake during this validation process, you can contact [giftcards@nh-hotels.com](mailto:giftcards@nh-hotels.com) requesting the cancellation of the wrong operation. Because the solution is not immediate, you must wait for the confirmation of the cancellation before register the new and correct redemption. Please, inform the customer about the situation and the next steps to fix it.
- Remember to customer that she/he can locate the specific validity information on each eGift Card or visit the web site <https://giftcards.nh-hotels.com/es/voucher> or <https://giftcards.anantara-hotels.com/en/voucher> (depending on the card type) to confirm the voucher value and expiration date.**
- For any doubt and further information, either from hotels and customers, you may also contact with [giftcards@nh-hotels.com](mailto:giftcards@nh-hotels.com).**
- Hotels shall ensure the eGift Cards are redeemed in the Platform to ensure fraud prevention and correct tracking of payments due.**

## Registration in TMS

- **The redemption process and registration in TMS must be performed preferably during the check in.**
- This process only can be done in the Front Office of the hotel. In other points of sale, we have to redirect the guest to Front Office.
- We always need the number of eGift Card ID and the TMS reservation number to complete this process.
- Once redeemed in the eGift Card Platform, we register the DEPOSIT/ PREPAYMENT for the redeemed amount in the TMS reservation.
- **eGift Cards are not exchangeable for cash and have no value unless redeemed.**
- eGift Cards may be used for more than one transaction; the paid amount will be deducted from the voucher total amount and the remaining balance can be used in a latter stage or consumption at NH Hotel Group outlets.
- eGift Cards may be combined with other forms of payment. Charges in excess of the voucher's stored value may be settled with cash or major credit cards accepted at the hotel or resort.
- Because the eGift Card is a payment method, you must register a DEPOSIT/PREPAYMENT in the TMS reservation for the redeemed amount after the validation and redemption in the eGift Card Platform.
- The Prepayment has to be issued with or without invoice following the legal requirements of the country. When the prepayment is issued with invoice, select the type of VAT according to the service.

**ESMD.ABASC. Individual Res. -**

ESMD.ABASC NH Collection Abascal CO    Reservation: 85646535    Client: 1000    GUEST, DIRECT

**Till operations**

Till identifier: RECEPTION

Reservation: 85646535

Amount: 80,00

Movement currency: EUR

Folio: 1    Swap currency: 16005791    PILAR JARILLO CARO

Type:
 

- ☐ Prepayment w/o bill
- ☒ Prepayment with bill

Notes detail

Concept: PPWI    Hotel & Restaurant Prepayments

Tax clasificat.: 2

Paym. Method: GIFT CARD    Voucher

Remarks: **NHHGA37D5E26** (highlighted with a red box and a red arrow)

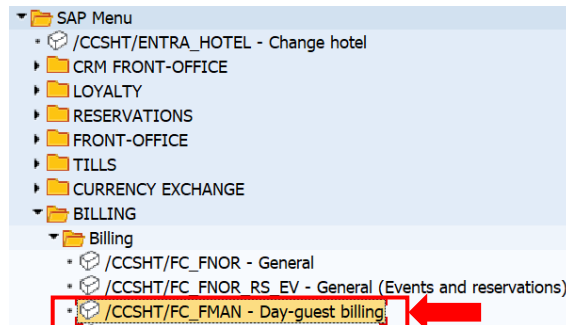
Holder:
 

- ☒ Folio's holder
- ☐ Main client
- ☐ Main guest
- ☐ Other holder

- **The eGift Card Number must be register in the field "Remarks" in order to be available in the TMS reports for balancing and control purposes.**
- **Since eGift Cards are not exchangeable for cash, the final total amount invoiced to the customer always must be more than or equal to the voucher amount redeemed.**
- You deliver to the customer the invoice or receipt of the PREPAYMENT registered in TMS and the copy of the receipt of the redemption in the eGift Card Platform.

### Special Cases

- If the customer is not staying at the hotel and she/he wants to use the eGift Card for an F&B or other service, you will register the redemption in TMS using a **Day Guest Billing** following the same process and applying the same instructions and limitations.



- eGift Cards are only available in EUROS and they only can be redeemed in the Gift Cards Platform in EUROS, but in TMS you must register the redemption in the local currency of the hotel
- To convert the EUROS into the local Currency you have to use the following currency converter <https://www1.oanda.com/currency/converter/>, selecting first the currency of the Gif Card (EURO) and after, the local currency of the hotel.

### Currency Converter

[Historical Exchange Rates](#) | [Live Exchange Rates](#) | [Transfer Money](#)

Currency I Have:	Currency I Want:
<div> <div></div> <div>Euro</div> <div>EUR</div> </div>	<div> <div></div> <div>Colombian Peso</div> <div>COP</div> </div>
<div> <div>AMOUNT:</div> <div>I have this much to exchange</div> <div>80</div> </div>	<div> <div>AMOUNT:</div> <div>I want to buy something at this price</div> <div>350,346</div> </div>

- No additional cost can be applied to this currency exchange, so the value given by this website must be used for the registration in TMS.
- You need to print 2 copies of the currency exchange receipt to inform the customer the total local currency value. If she/he agrees, we will apply this amount to the redeem the voucher in TMS.
- One copy of this receipt must be filled in the hotel for balance, control and taxes purposes.

14/9/2020 <https://www1.oanda.com/currency/converter/>

EUR/COP for the 24-hour period ending Sunday, Sep 13, 2020 22:00 UTC @ +/- 0%

Currency I Have:	Currency I Want:
<b>80 EUR</b>	<b>350,346 COP</b>

**EUR/COP Details**

EUR/COP for the 24-hour period ending Sunday, Sep 13, 2020 22:00 UTC @ +/- 0%

Selling 80.0000 EUR	→ you get 350,346 COP
Buying 80.0000 EUR	→ you pay 352,015 COP

**Rate Details**

EUR/COP for the 24-hour period ending Sunday, Sep 13, 2020 22:00 UTC



# eGift Cards

## Daily Balance & Control



- As part of the daily cash control tasks, the redeemed eGift Cards must be balanced in the cash counting of each shift change of the Front Office department following these steps:

VOUCHERS RECONCILIATION				
Voucher Type	Total counting	Total TMS	Difference	INCIDENCES
eGIFT CARDS	5,00 €	0,00 €	5,00 €	Explanation
Others - change description	15,00 €	20,00 €	-5,00 €	Explanation
Others - change description	0,00 €	0,00 €	0,00 €	

1

2

- 1 Check the redeemed eGift Cards using the section “Gift card uses” of the eGift Card Platform. In this section, Hotels will be able to see historical data about all the Gift Cards redeemed at their property. At the bottom of the page, there is an option to Export all this data to a XLS file.

HT Administration

Menu

Commerce

Redeem

Gift card uses

Account

Gift Card uses

Home » Administration » Commerce

Gift card

Used at property

Used on

to

Redeemed by

Filter

Gift card	Amount	Used on	At property	Staff name or email	Booking number	Service	Comment
301757-577752-935	€23.40	Fri, 08 Dec, 2023 - 14:35	NH Collection Madrid Eurobuilding (NH HOTELES ESPAÑA SA (NH Collection Madrid Eurobuilding ))	admin@hoteltreats.com-hm582	3333-4352		
301757-577752-935	€12.00	Fri, 08 Dec, 2023 - 14:29	Anantara New York Palace Budapest Hotel (Anantara New York Palace Budapest Hotel)	admin@hoteltreats.com-hm582	4435-4454-33		

Displaying 1 - 2 of 2

Export as XLSX



# eGift Cards

## Daily Balance & Control

MINOR  
HOTELS

ANANTARA  
HOTELS-RESORTS-SPAS

AVANI  
HOTELS & RESORTS

elwana  
COLLECTION

DAKS  
HOTELS & RESORTS

nh  
HOTELS

nh COLLECTION  
HOTELS

nhow  
HOTELS

TIVOLI  
HOTELS & RESORTS

- 2 And compare with information of the TMS report /CCSHT/R\_FC\_SI\_01 - Cash movements, selecting the Front Office Till, de Payment Method GIFT CARD and the date.

**Till Movements (Single identifier)**

ESMD.ABASC NH Collection Abascal COLLECTION

Base currency	EUR	to		
Amount		to		
Operation's currency		to		
Amount		to		
Reservation identifier		to		
Movement's type		to		
Operation type		to		
User		to		
Till Identifier	RECEPTION	to		
Client No.		to		
Payment method's code	GIFT CARD	to		
Device Id		to		
Invoice number		to		
Balance date	08.09.2020	to		
Actual operations' date		to		
Folio		to		
Operation's order number		to		
Card number		to		
Gateway client reference		to		



## ESMD.ABASC NH Collection Abascal COLLECTION

User E00000088163

Till Identifier	Hotel date	Or	Order No.	Ope Description	Invoice Id	Reservation No	Amount	Currency	Movement date	Move.ti	Pay.method	Gt	Nu	Mc	Us	Fo	Title Holder's name	Remarks
RECEPTION	09.08.2020	1	143364	8 Invoice payment	4018145876	85646535	80,00	EUR	14.09.2020	10:49:02	VISA		0	E0	1	0016005791	JAR	NHHGA37D5E26 4018145876
	09.08.2020						= 80,00	EUR										
							= 80,00	EUR										

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