



eGIFT CARDS QUICK GUIDE

June 2024

MINOR
HOTELS



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/>.
- 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 are available in EUROS, with denominations from EUR 50 to EUR 1,000. In hotels with different currencies, the local exchange rate will be used to calculate the value of the voucher.
- eGift Cards can be used 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.
- If the cost of the services is lower than the eGift Card value, the remaining balance can be used in a later stage or consumptions.
- 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) or through the Anantara Hotels & Resorts (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.



IMPORTANT

- eGift Cards can be combined with other forms of payment.
- eGIFT CARDS ARE NOT REEDEMEABLE FOR CASH!**
- The final total amount invoiced to the customer always must be less than or equal to the amount of the redeemed card.



HELP

- Incidents and doubts about the redemption process in TMS → please open a JIRA ticket in category *SAP TMS (Tourism Management Suite)* > *Frontoffice* > *Billing*.
- Incidents with the Admin Portal, doubts and information → contact giftcards@nh-hotels.com (both hotels and clients).



REDEMPTION PROCESS (preferably during check in)

1

eGIFT PLATFORM

<https://giftcards.nh-hotels.com>
or
<https://giftcards.anantara-hotels.com/>
depending on the hotel brand.

CHECK THE VALIDITY OF THE eGIFT CARD.

REVIEW eGIFT DETAILS (status, owner data, remaining balance, expiry date).

FILL IN THE REQUIRED FIELDS:

- TMS reservation number
- FO team member name
- Amount for this transaction



Total remaining balance is shown by default. Make sure you **enter the correct amount to be redeemed!**

If you make a mistake during this validation process, you can contact giftcards@nh-hotels.com to request the cancellation of the wrong operation.

2

REGISTRATION IN TMSforHotels

CREATE A DEPOSIT in the reservation for the redeemed amount.

ISSUE THE PREPAYMENT with or without invoice (according to the legal requirements of the country).

If issued with invoice, select the type of VAT according to the service.

- Payment method:** GIFT CARD
- Remarks:** eGift Card number

SPECIAL CASES

CUSTOMERS NOT STAYING (F&B services or others)

- Redeem the eGift Card in the Platform as explained in step 1.
- Register the redemption in TMS in a **Day Guest Billing** reservation (following the same process as in step 2).

SPECIAL CASES

eGIFT CARDS ARE ONLY AVAILABLE IN EUROS

- eGift Card Platform:** can only be redeemed in **EUROS**.
- TMSforHotels:** the redemption must be **registered in the hotel's LOCAL CURRENCY**.



- Mandatory to use this currency converter: <https://www1.oanda.com/currency/converter/>
- Find the **step by step of redemption process in the eGift Card hotel Process**.



DAILY BALANCE AND 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. Any discrepancy will be reported by the SSC through DWP as other CC and cash differences.

1) eGIFT CARD PLATFORM:

- Check the redeemed eGift Cards using the section "Gift card uses"

Hotels shall ensure the eGift Cards are redeemed in the Platform to ensure fraud prevention and correct tracking of payments due.

2) TMSforHotels:

- Run report */CCSHT/R_FC_SI_01 – Cash movements*.
- Select Till Identifier (RECEPTION).
- Payment method's code: GIFT CARD.
- Select BALANCE DATE.