



MANUAL

# TRAVEL AGENCIES BOOKING TOOL

**nh** | HOTEL GROUP PART OF **MINOR**  
HOTELS



## 1. Benefits for Travel Agencies

2. How to log in
3. How to make a reservation
4. Reset password
5. Contact

# 1. Benefits for Travel Agencies

---

**YOUR AGENCY SPACE** is an online booking tool, that offers a simplified booking process for our partners on our Public Rates, Negotiated Rates (under request and once has been authorized by each company) and of course on our special Travel Agent Rate.

## WHO IS IT FOR?

Any travel partner willing to book direct with NH Hotel Group

## BENEFITS

- Book and manage **your bookings 24 hours** a day, **365 days** a year.
- Access public rates, promotions and negotiated rates
- Create and operate with **different profile usernames**.
- **Up-to-date** information about all NH hotels.
- **Specialized and experienced customer service** in case support is needed
- Access to **special Travel Agent Rates** - Take advantage of up to 50% off BAR discount upon availability plus other added values.

# Agenda

---

1. Benefits for Travel Agencies
- 2. How to log in**
3. How to make a reservation
4. Reset password
5. Contact

## 2. How to log in

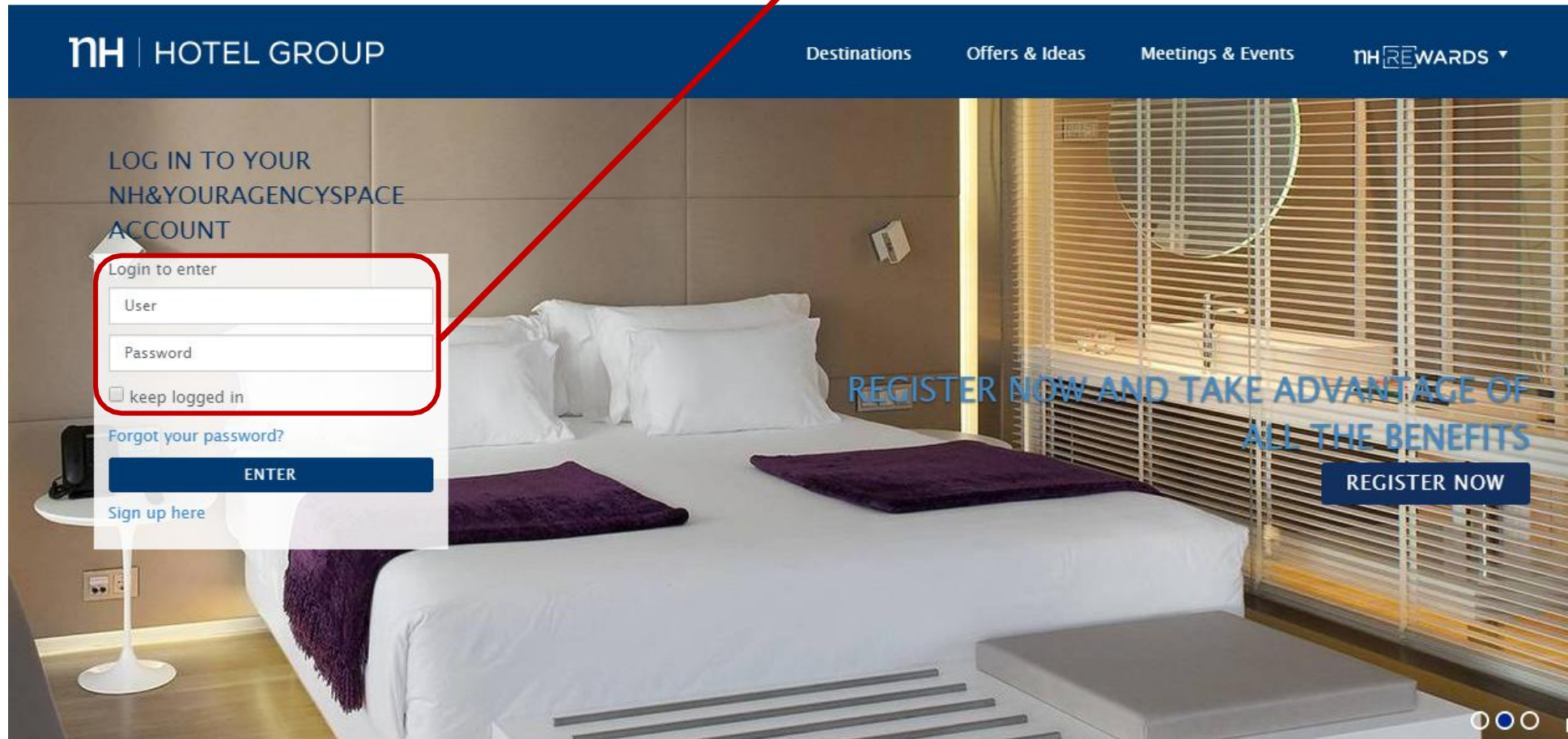
1

Go to [www.nh-hotels.com/travel-agents](http://www.nh-hotels.com/travel-agents) (or any other language version (e.g. .es, .de, etc.))

2

Log in

- Insert the email you have used to sign up
- Password: you will receive the password through email. If you do not remember it, use the “Forgot your password” option (see point 5 of this manual for more details)
- Tick “Keep logged in” if you do not wish to add your data each time
- Click on “**ENTER**” button



1. Benefits for Travel Agencies
2. How to log in
- 3. How to make a reservation**
4. Reset password
5. Contact

### 3. How to make a reservation

## Account options

Before starting, you can check some information in the top of the page.

The screenshot shows the top navigation bar of the NH Hotel Group website. On the left, it says "My Home". On the right, there is a user profile section with the username "TESTB2B", a "Reset my password" link, and a "Log out" link. A red box highlights these three items, with a red arrow pointing from the "1 Account options" callout box to the "Log out" link. Below the navigation bar is a "Reservation" form with fields for Company (TEST BPC), Branches (TEST BPC - STA ENGRACIA 120 28000,...), Location (Madrid, Spain), Check in (20/11/2019), Check out (21/11/2019), and Occupancy (1 adult, 0 children). A "Book now" button is located to the right of the form.

#### 1 Account options

\* Once you are logged in, you will see your user name.

**e.g:** Alberto del Bosque

\***Reset my password:** Click here if you want to change or remember your password.

\***Log Out:** Click here if you want to close the session.

### 3. How to make a reservation

#### Search for availability

If you want to make a reservation, follow the next steps after logging-in

#### 2 Search for availability

Reservation

Company  
TEST BPC

Branches  
TEST BPC - STA ENGRACIA 120 28000,...

Location  
Madrid, Spain

Check in  
11/10/2019

Check out  
12/10/2019

Occupancy  
1 adult, 0 children

Book now

- \* Fill in the required fields:
  - Company
  - Branches
  - Customer (if you are booking for a company)
  - Location (destination or hotel)
  - Check in and check out dates at destination
  - Occupancy: number of rooms and adults/children per room
- \* Click on “Book now” button.

My bookings

Meetings & Events

Faqs & Contact

+34 91 6008146

#### A TASTE OF SPRINGTIME!

Plan now your Spring escape including Easter and enjoy Free breakfast and for stays between April 12th and May 5th

See the terms and conditions here.



#### 3 Need help?

- \* If you have any doubt with the search and you need help, you can call us at this number.



# 3. How to make a reservation

## Choose hotel (only for destination searches)

Madrid | 11/10/2019 | 12/10/2019 | 1 adult, 0 children, 0 E | Promotional code | New search

### 28 Hotels in Madrid, Spain

Sort by: NH raccomands | Currency: Euro (€) | **See hotels on map**

28 hotels found

**Availability**

- View all hotels
- View only hotels with availability

**Stars**

- ★★★★★: 8 Hotels
- ★★★★: 15 Hotels
- ★★★: 10 Hotels

**Prices**

79 EUR - 381 EUR | 28 hotels in price range

**Services**

- Parking
- Air condition...
- Pets
- Accessibility
- Celebrations
- Meetings

**Brand**

- NH Collection: 8 Hotels
- NH Hotels: 20 Hotels

**Close to:**

Choose an option

**1. NH Collection Madrid Eurobuilding** ★★★★★ | 4.5 | 2311 reviews | 2017 Certificate of Excellence

Padre Damián, 23, 28036, Madrid - Spain | 4.04 km Sol (City center)

Room only Superior Room | Max capacity: 3 people | TOTAL: 224.99EUR (VAT included) | **SEE ROOMS**

**2. NH Collection Madrid Abascal** ★★★★★ | 4.5 | 1557 reviews | 2017 Certificate of Excellence

C/José Abascal 47, 28003, Madrid - Spain | 0.88 km Chamberí

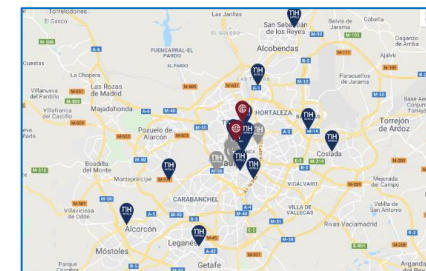
Room only Standard Single | Max capacity: 1 person | TOTAL: 280.40EUR

**4 New search?**

\* If you want to change the search, you can do so here.

**5 See hotels on the map?**

\* If you want to choose a hotel in a particular location, you can search for it here.



**6 Choose your hotel**

\*You will see all hotels available at the destination.

\*If you wish to filter the results, use the options on the left. e.g. Only show 4 star hotels and between a price range.

# 3. How to make a reservation

## Choose room and rate

The screenshot shows the 'NH BOOKING TOOL' interface for a 'Standard room'. The room details include: Max. guests: 2, Bed type: 1 Queen or 2 Twin, and Size: 20 m². Below the room details, there are two sections: 'NON REFUNDABLE RATES' and 'FLEXIBLE RATE'. Each section contains a table of options with 'Select' buttons. A red box highlights the 'See conditions' link for the flexible rate options.

NON REFUNDABLE RATES			
Room only Special Deal - Non refundable	Free Wi-Fi	89.25EUR per night	Total Price 89.25EUR
Room only	Free Wi-Fi	99.76EUR per night	Total Price 99.76EUR
Breakfast included Special Deal - Non refundable	Free Wi-Fi, Breakfast	102.15EUR per night	Total Price 102.15EUR
Breakfast included	Free Wi-Fi, Breakfast	112.66EUR per night	Total Price 112.66EUR

FLEXIBLE RATE			
Room only Negotiated Rate For Companies. Up to 20% Discount	Free Wi-Fi	94.50EUR per night	Total Price 94.50EUR
Breakfast included Negotiated Rate For Companies. Up to 20% Discount	Free Wi-Fi, Breakfast	107.40EUR per night	Total Price 107.40EUR

### 7 Choose your room

\* Once you have chosen your hotel, you can book different options:

- Type of room
- Rate conditions: prepaid or flexible rates
- Board type: room only, breakfast included and other options

\* Click on the **“SELECT”** button on the right of your preferred combination.

#### Payment conditions

Enjoy this special discount over the flexible rate by booking in advance. This rate is non refundable. The total price of the reservation will be charged at the moment of the booking via the selected payment method. This rate doesn't allow payment with NH Rewards points.

#### Cancellation and modification conditions

Your reservation cannot be cancelled or modified free of charge. Cancellation, modification or non-arrival fee is equal to 100.00% of your stay.

#### Credit card guarantee conditions

This rate must be prepaid online.

### 3. How to make a reservation

## Check the reservation information

Once you have selected your choice in the previous page, you will reach the last step of the booking process.

Booking details

1. Booking details 2. Confirmation

**NH Alcorcón**  
★★★★

- Avda. Europa nº2 Edificio A, 28922 Alcorcón, Madrid
- Phone number: +34 91 4983200
- From Thursday 14/11/2019 at 3:00 pm until Friday 15/11/2019 at 12:00 pm (1 Night)
- 1 adult, 1 room

TEST BPC

Name and surname\*

TESTB2B

Phone number

Email\*

bpc.testingb2b@gmail.com

**Your search**

**NH Alcorcón**

From 14/11/2019 To 15/11/2019 (1 Night) - 1 Adult, 0 Children, 0 Babies, 1 Room.

Modify

Room 1 85.91EUR

Room	85.91 EUR
Taxes	8.59 EUR
<b>Total Price</b>	<b>94.50 EUR</b>

VAT Included

**Book now for 94.50EUR**

#### 8 Check information

\* You can do a last check of your reservation details:

- Name of the hotel
- Dates
- Conditions
- Price

# 3. How to make a reservation

## Fill in all the details

TEST BPC

Name and surname\*

TESTB2B

Phone number

Email\*

bpc.testingb2b@gmail.com

### 9 Check company details

\*Company details are pre-filled according to the profile: Name, Phone number and e-mail. This information cannot be modified at this step.  
\*You have the possibility of choosing who will receive the confirmation email - booker, guest, or both.

\*The fields marked with an asterisk (\*) are mandatory.

Name\*

TESTB2B

Surname\*

Email\*

Confirm Email\*

We'll use your email address to send you a confirmation email

Phone number

Including the complete country code at the beginning of the

### 10 Fill in the guest details

\* Guest details appear blank. You have to fill in all the fields: Name, Surname, Email, Phone number

Add your room preferences

Superior Room  
NOW REFUNDABLE RATES - 1 adult  
Room only

See reservation terms and conditions  
Guest details

Name and surname of guest 1

TESTB2B

Choose your preferred bed type Subject to availability

1 King 2 Twin

Smoking Room? Subject to availability

No Yes

Would you like to add any comments to your reservation?

Payment Details

Choose payment method

The invoice will be settled by the guest directly at the hotel. Or...

Booking Price Summary

Room	88.00EUR
Taxes	6.50EUR
<b>Total price</b>	<b>94.50EUR</b>
VAT included	

See detailed summary of prices per room

Guarantee your reservation (Optional)

I have read and accept the General Terms and Conditions, Privacy Policy and reservation conditions

Book now for 94.50EUR

### 11 Fill in the rest of required information

\*You can add room preferences that will be considered by the hotel subject to availability, e.g. type of bed, smoking, baby crib, etc.  
\*Payment method: It depends on the agreement between NH Hotels and the Travel Agency).  
\* Read and accept the Terms & Conditions.  
\* Click on **“Book now”**

# 3. How to make a reservation

## Confirmation (1/2)

Once you have finished the previous step, you will see the confirmation page with all the details of your reservation. This same information will be sent via email according to your selection in the step before. View the following example:

**NH Alcorcón**  
★★★★★  
Avda. Europa nº2 Edificio A, 28922 Alcorcón, Madrid  
[How to get to the hotel](#)  
+34 91 4983200  
[nhalcorcon@nh-hotels.com](mailto:nhalcorcon@nh-hotels.com)

✓ Your reservation at the NH Alcorcón has been completed successfully!

Reservation number: **0068207865**  
Booker: **TESTB2B**  
Email: **bpc.testingb2b@gmail.com**  
Check-in: **Thursday 14/11/2019 at 3:00 pm**  
Check-Out: **Friday 15/11/2019 at 12:00 pm**  
Occupancy: **1 Room, 1 Adult**

Your reservation is confirmed. In case of late arrival (after 04:00pm or 6:00pm depending on hotel location) the room needs to be guaranteed with a credit card.

Thank you for booking with NH Hotel Group. You will shortly receive confirmation of this reservation in the email provided. Below you will find all the details of your reservation. You can check your reservation whenever you need to in the **Manage your booking section**.

[Download voucher](#) [Print](#) [Make another reservation](#)

### 12 Booking confirmation - First part

- \*It will include the Booking Number of the reservation.
- \* It will show the name of the hotel with its corresponding address.
- \*Booking Holder: Check the data of the person who is going to the hotel (Name, Phone and Email).
- \*If the person receiving the email wants to make changes -> Click on **“Manage your booking”**. A new window will open requesting the following: Reservation Number, Email and Check in Date.

**MODIFY YOUR BOOKING**  
Here you can change some of your booking details and add additional services if wanted.  
If you would like to make a date change, please contact the booking office on phone number: +34 91 000146

**BOOKING DETAILS**

**BOOKING DETAILS**  
Name and Surname\*  
TEST AGENCIA B2B ✓  
Email\*  
bpc.testingb2b@gmail.com ✓  
Telephone

**ROOMS**  
Guests  
Name and Surname Guest 1\*  
TEST AGENCIA B2B test  
Room Preferences  
Bed type  
Double  
Smoking  
No  
Comments  
Maximum 250 Characters

[EXIT WITHOUT SAVING](#) [SAVE CHANGES](#)

# 3. How to make a reservation

## Confirmation (2/2)

### Rooms

Standard room  
FLEXIBLE RATE  
Room only - 1 adult

Reservation ID:  
0068207865

**Rate includes:**  
Wi-Fi  
[See conditions](#)

**Guest details**  
TESTB2B TESTB2B

### Booking Price Summary

Room	85,91EUR
Total VAT	8,59EUR
<b>Total price</b>	<b>94,50EUR</b>

VAT included. Additional City Tax doesn't apply

### Payment Details

The invoice will be settled by the guest directly at the hotel. Direct payment

### About VAT

The prices shown at the time of booking include VAT (or the equivalent tax) at the tax rate applicable at that moment. Should the tax rate change between the date of the booking and the date of the delivery of services, thus resulting in a disparity, the tax rate applied to the final price will be the rate applicable at the time of the delivery of services or accrual of the tax, even if the former results in an increase of the final price communicated to the client at the time of booking

### 13 Check Booking details - Second part

- \*Booking Details: Dates, type of room, rate conditions, and board type.
- \*Price of accommodation will be shown (VAT included).
- \* Payment method: The one that you have chosen.
- \* Reservation Guarantee: Should it not be guaranteed, follow the recommended steps.
- \* Description and rate conditions.

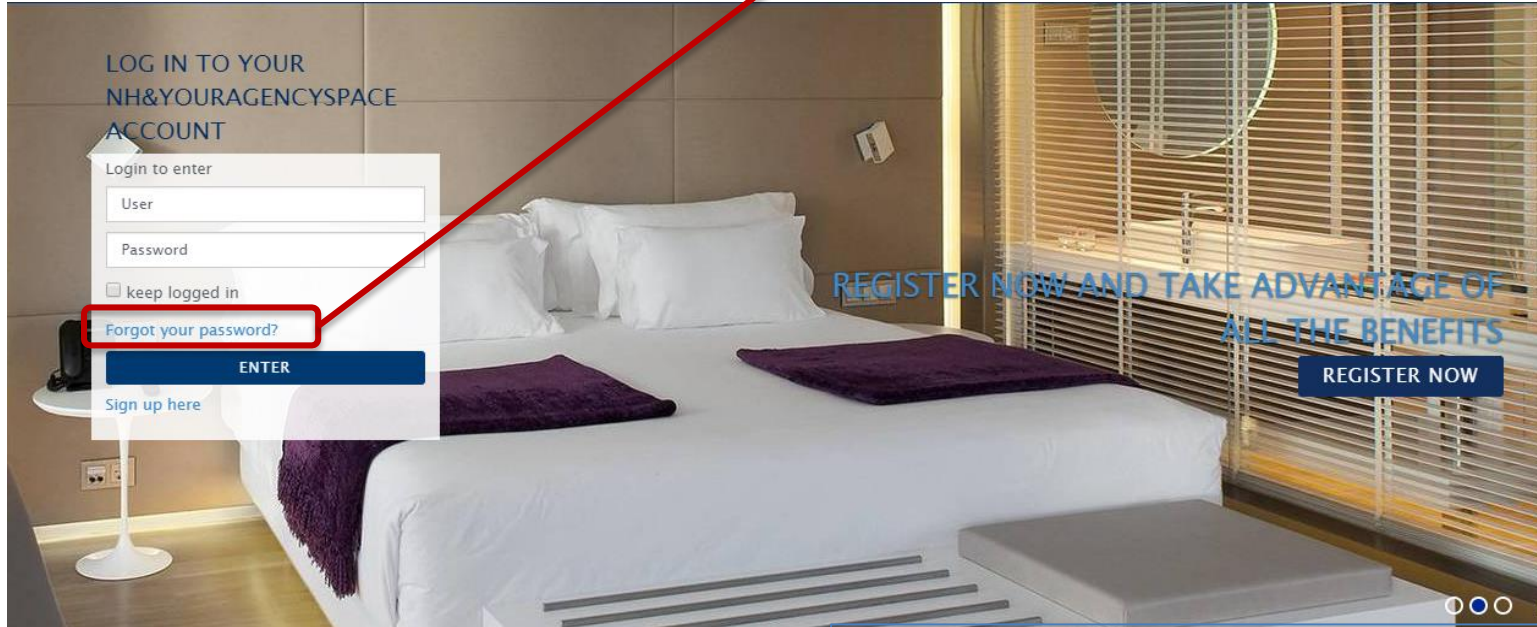
1. Benefits for Travel Agencies
2. How to log in
3. How to make
- 4. Reset password**
5. Contact

# 4. Reset Password

1 Go to [www.nh-hotels.com/travel-agents](http://www.nh-hotels.com/travel-agents) (or any other language version (e.g. .es, .de, etc.))

2 If you forgot your password, click on “Forgot your password?”

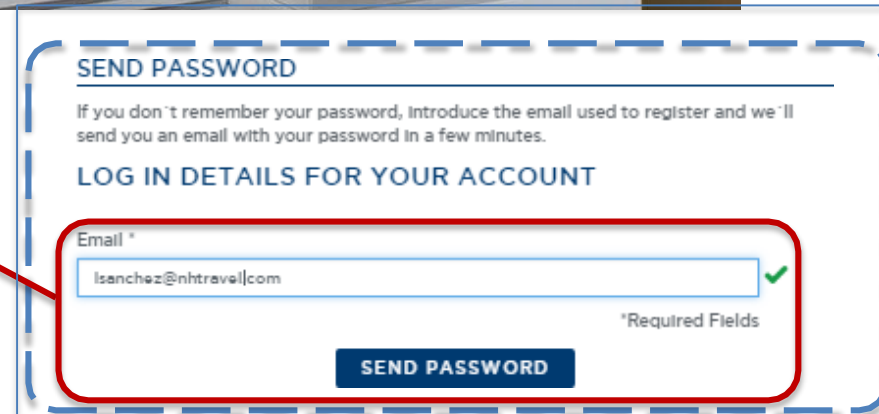
\* Once you click in the link, a new window will open.



3 Check your email address

\*Password will be sent to your email, so double-check that it is correctly written and that it is the email you have used to register.

\* Click on “SEND PASSWORD”





# Agenda

---

1. Benefits for Travel Agencies
2. How to log in
3. How to make
4. Reset password
- 5. Contact**

Still have questions? We are more than happy to help!!

Go to:

**<http://www.nh-hotels.com/contact/travel-agents>**

search for your country and email or call us!

# THANKS!

**nh** | HOTEL GROUP PART OF MINOR  
HOTELS

**nh**  
HOTELS

  
NH COLLECTION  
HOTELS

**nhow**  
HOTELS

**TIVOLI**  
HOTELS & RESORTS

  
ANANTARA  
HOTELS · RESORTS · SPAS

**AVANI**  
Hotels & Resorts

  
*elewana*  
— COLLECTION —

  
Daks  
HOTELS & RESORTS

[nh-hotels.com](http://nh-hotels.com)