



QUICK GUIDE NH PRO AGENCIES

Minor Hotels Europe & Americas



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01 **Sign up**

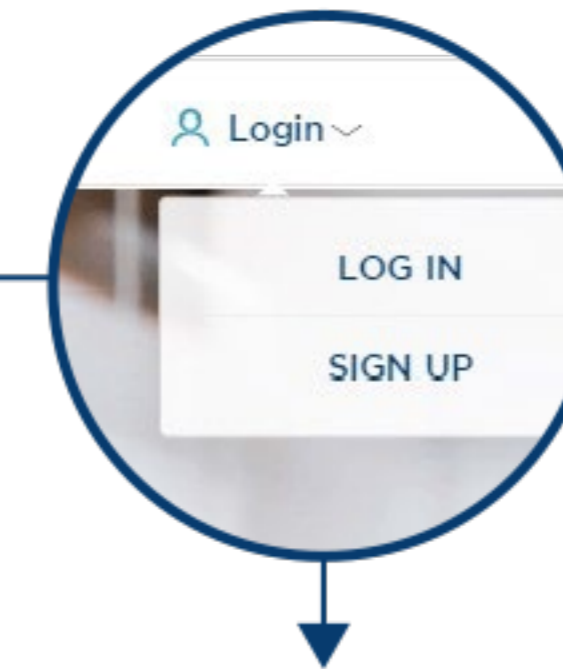




01 Sign up

GO TO:

nhpro.com



NH PRO English

Agencies 1. Agency Details 2. Personal Details

Complete this form to request your Online Access to NH Pro. Start enjoying the benefits:

* fields marked with an asterisk (*) are required

Agency Details

Travel Agency Name *

Travel Agency segment *

Select

Country *



YOU WILL RECEIVE AN EMAIL CONFIRMING WE HAVE RECEIVED YOUR REGISTRATION

OUR TEAM WILL PROCESS YOUR REGISTRATION



YOU WILL RECEIVE AN EMAIL WITH YOUR USERNAME AND LINK TO SET YOUR PASSWORD IN ORDER TO GET ACCESS THE NH PRO WEBSITE



COMPLETE THE REGISTRATION FORM¹



¹ The registration form is online




ONCE YOUR CREDENTIALS ARE CREATED YOU ARE READY TO ACCESS NH PRO AND START ENJOYING YOUR BENEFITS

How to get your online credentials

Once you have filled in the registration form, to get your online credentials for the NH PRO website, follow the next 3 steps:

01



Look in your inbox for an email from:
reset.no-reply@nh-hotels.com

(Please check your Junk Email in case you can't find the email)

02

This is your new log-in information

Username / E-mail: test@gmail.com
Password: [Click here.](#)

Login now | »

In this email you can find your username and a link to set your password

03

Reset Password

Change Password

New password

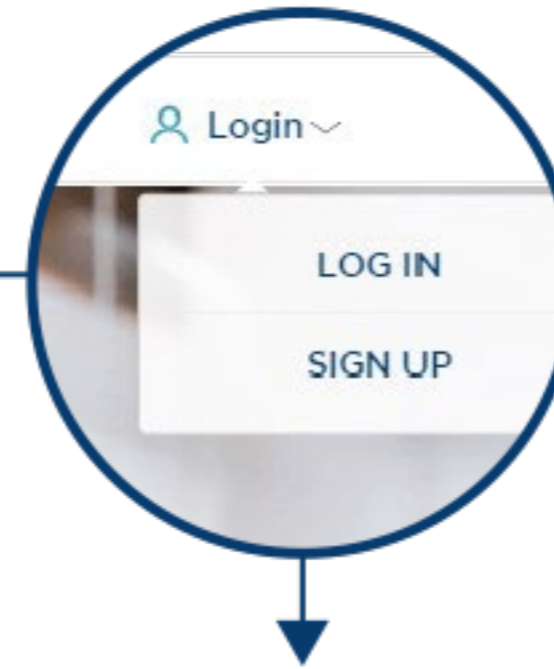
Set your password

02 **Log in**



GO TO:

nhpro.com



Log in into your business area ✕

Username / e-mail

Password

Remember me [Forgot your password?](#)

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 3 of this manual for more details)

Tick "Keep logged in" if you do not wish to add your data each time

Click on "Log in" button

03 **Reset
Password**



You can reset your password in our website by following the log in steps and choosing “Forgot your password?” option.

Log in into your business area
✕

Username / e-mail

Password


Remember me
[Forgot your password?](#)

Reset password
✕

If you don't remember your password introduce the e-mail you used to register, and we'll send you an e-mail with instructions on how to reset it.

E-mail

I'm not a robot



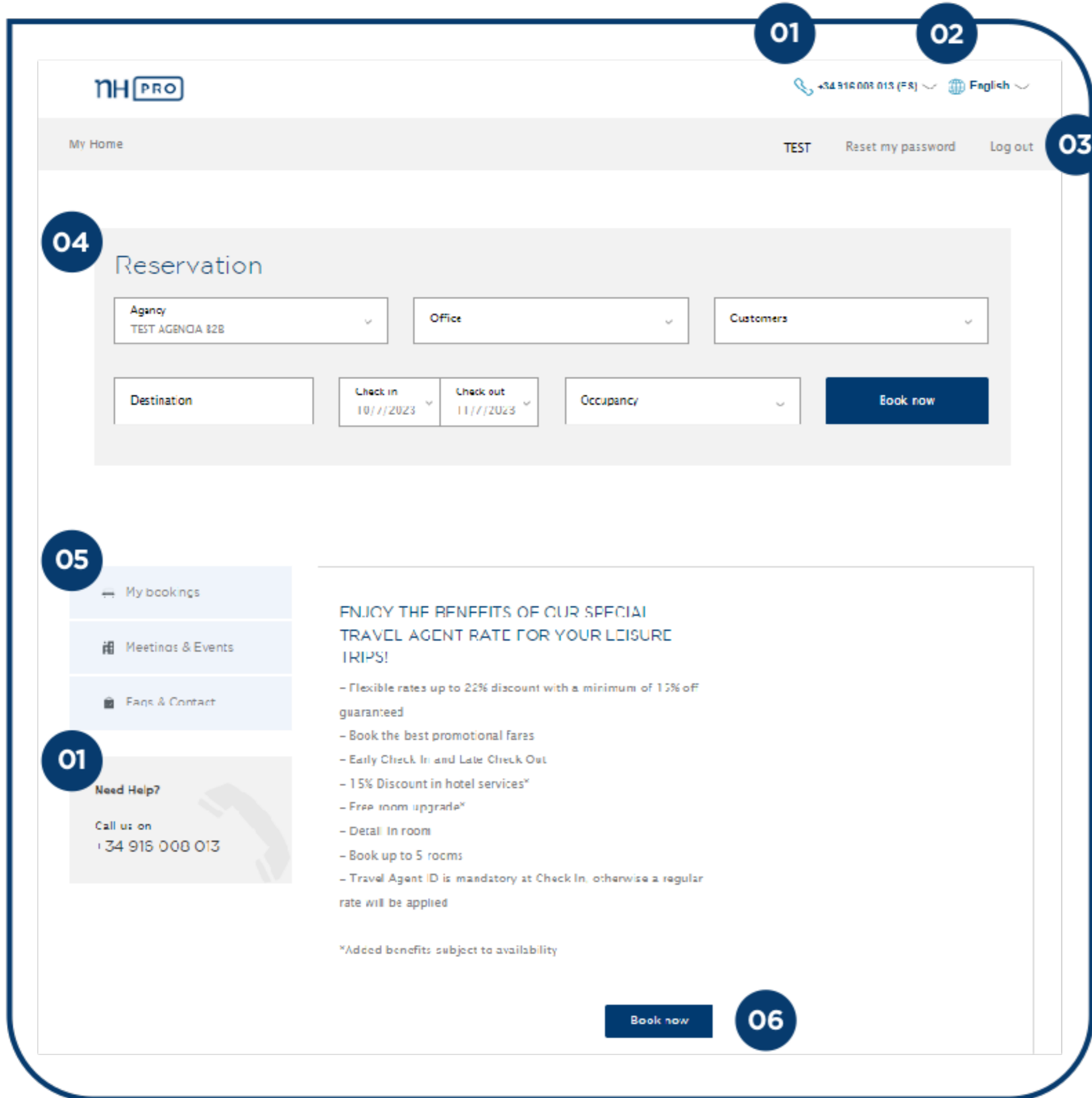
reCAPTCHA
Privacy · Terms

You will receive an email to the same address that you registered

24H Remember that you must do it within 24 hours, otherwise the link will expire.

04 **Homepage
user guide**





01 NEED HELP?

If you need help with your reservation, you call us at this number.

02. LANGUAGES

You can change to your preferred language

03. ACCOUNT OPTIONS

* Once you are logged in, you will see your username. e.g.: TEST

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

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

04. RESERVATION.

Here you can make your reservation, see more details in the following slide.

05. MENU

Your bookings: here you will only see future bookings made with your user and booked via the NH PRO website.

Meeting & Events: Explore all our Meetings & Events options.

FAQs & Contact

06. TRAVEL AGENT RATE

Click on this button if you want to enjoy the benefits of our special Travel Agent Rate for your leisure trips.

05 **How to
make a
reservation**



Search for availability

IF YOU WANT TO MAKE A RESERVATION, FOLLOW THE NEXT STEPS AFTER LOGGIN-IN

01 SEARCH FOR AVAILABILITY

* Fill in the required fields:

Agency:

Here you may need to select the agency you are booking for.

Office:

Choose the office you are booking for.

Customer:

If you are booking for a company, select the company's name.

If you are booking for a final client, select the blank option.

Destination:

Search a city or hotel.

Check in and check out:

Select your dates.

Occupancy:

Select the number of rooms and adults/children per room

* Click on "Book now" button.

02. TRAVEL AGENT RATE

* Click on this button if you want to enjoy the benefits of our special Travel Agent Rate for your leisure trips.

The screenshot shows the NH PRO user interface. At the top, there is a navigation bar with the NH PRO logo, a phone number (+34 916 000 013), and a language selector (English). Below this is a 'My Home' section with links for 'TEST', 'Reset my password', and 'Log out'. The main content area is titled '01 Reservation' and contains a search form with the following fields: Agency (TEST AGENCIA 828), Office, Customers, Destination, Check in (10/11/2023), Check out (11/11/2023), and Occupancy. A 'Book now' button is located to the right of the form. Below the form, there is a sidebar with links for 'My bookings', 'Meetings & Events', and 'Fares & Contact'. The main content area below the sidebar features a promotional message: 'ENJOY THE BENEFITS OF OUR SPECIAL TRAVEL AGENT RATE FOR YOUR LEISURE TRIPS!' followed by a list of benefits: flexible rates up to 22% discount, best promotional fares, early check-in and late check-out, 15% discount in hotel services, free room upgrade, detail in room, and booking up to 5 rooms. A note states that a Travel Agent ID is mandatory at check-in. A 'Book now' button is at the bottom right of the page, with a '02' indicator next to it.

01 Destination: Madrid | Check in: 28/08/2023 | Check out: 29/08/2023 | Occupancy: 1 room, 1 adult | Promo Code | **See rooms**

24 Hotel(s) Found in Madrid, Spain

02 Sort By: NH Recommends | **03** Currency: € Euro | **04** Filter | Map | **05**

Hotels with availability for the dates selected

06 **NH Collection Madrid Eurobuilding** (4 stars) | Superior Room, Breakfast included | See rooms from 226.90 EUR

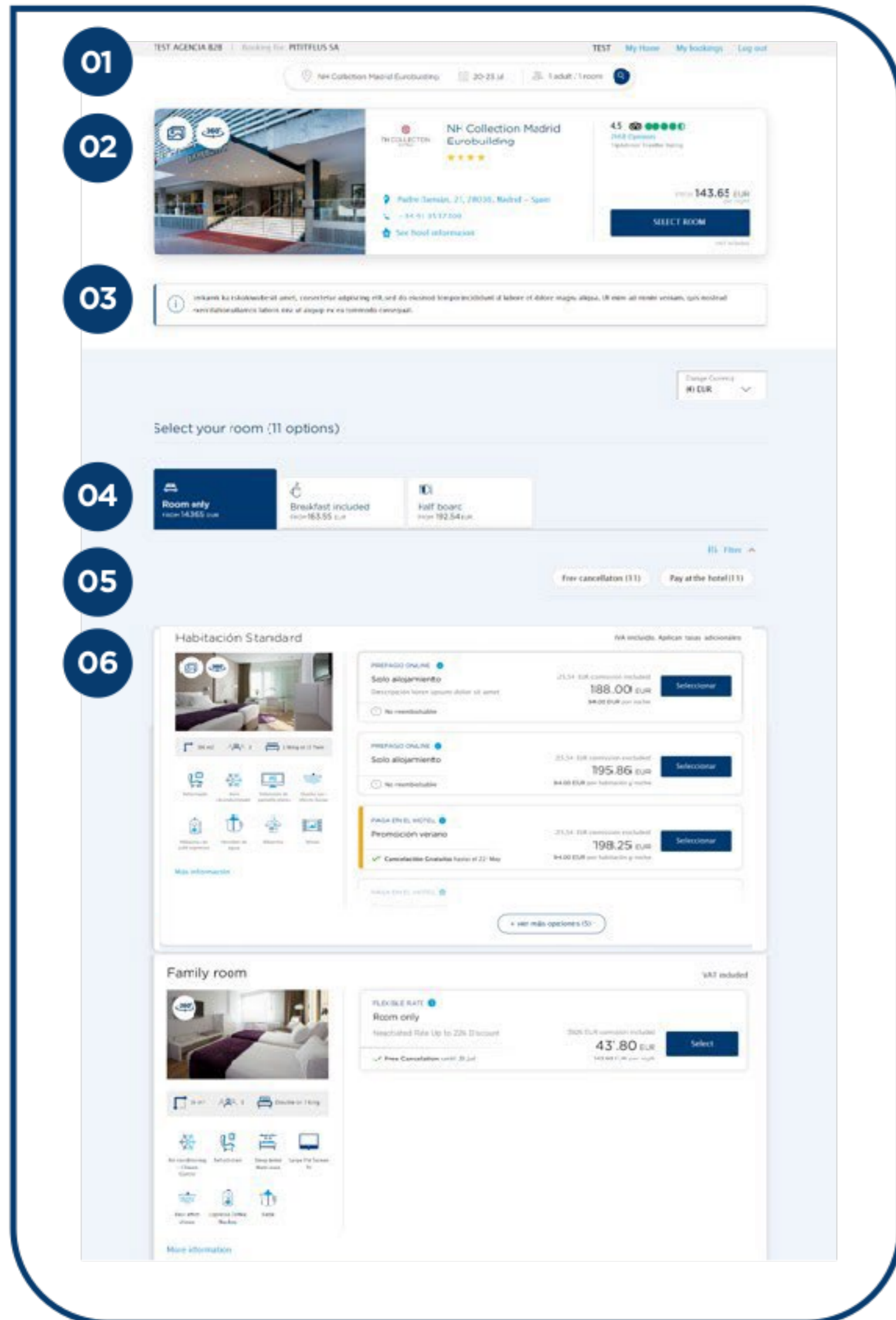
NH Madrid Nacional (4 stars) | Standard Single Room only | See rooms from 154.00 EUR

NH Madrid Zurbarano (4 stars)

Choose your preferred hotel

WHEN YOU SEARCH BY DESTINATION YOU WILL SEE A LIST OF THE HOTELS FOR THE LOCATION

- 01. NEW SEARCH**
If you want to change the search, you can do so here.
- 02. SORT BY**
Here you can sort your search in different ways.
- 03. CURRENCY**
Here you can choose your preferred currency.
- 04. FILTERS**
You can use the filters to see hotels with specific characters. E.g. Only show 4 star hotels and between a price range.
- 05. MAP**
Here you can see a map of the hotel's locations.
- 06. CHOOSE YOUR HOTEL**
You will see all hotels available at the destination and the price of the room.



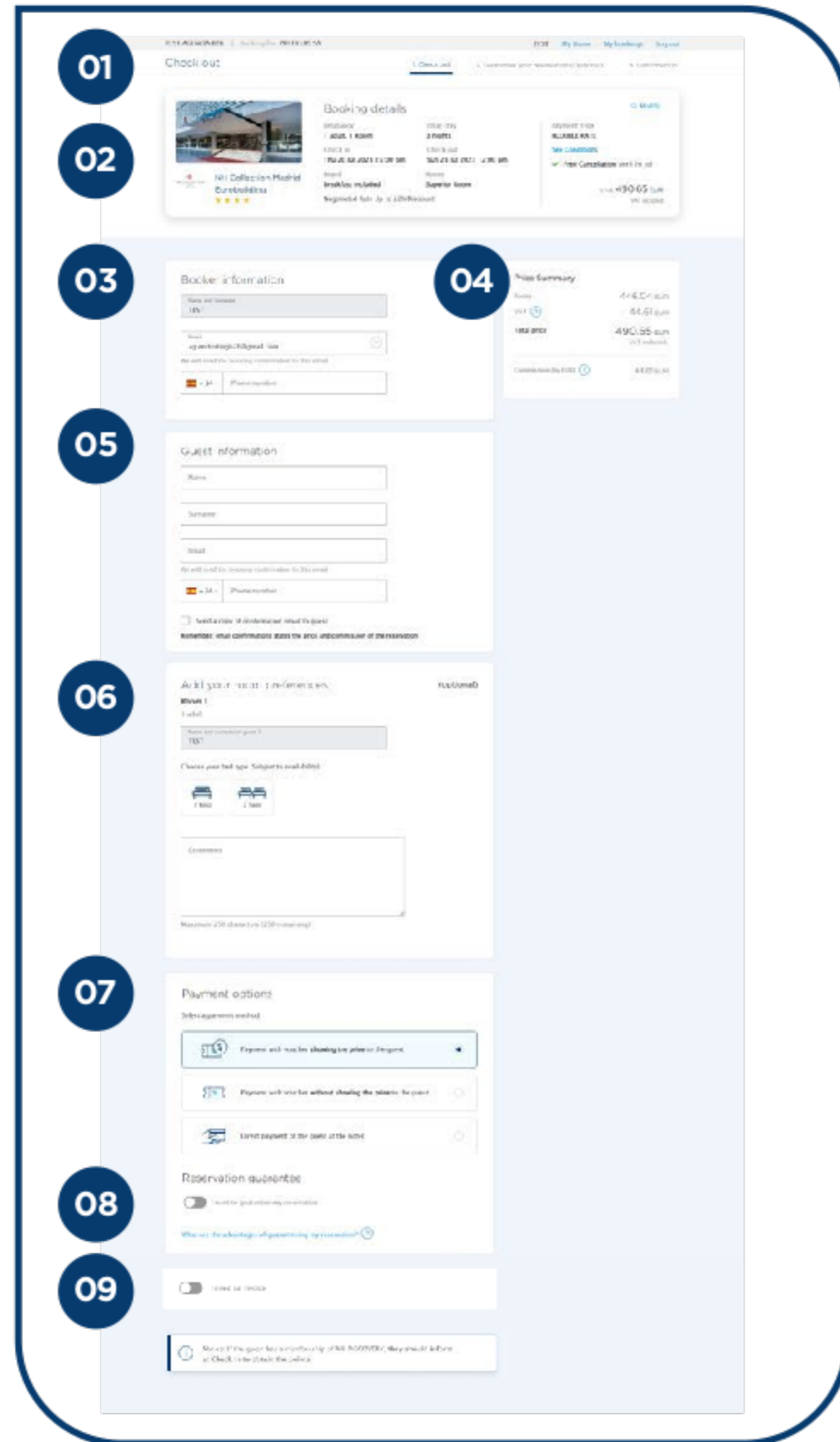
Choose room and rate

- 01. RIBBON** which includes:
 - Name of the agency
 - Name of the company you are booking for (if applies)
 - Direct link to 'My home'
 - Direct link to 'My Booking'
 - Button to Log out
- 02. HOTEL CARD**, information about the hotel: pictures, 360 videos, address, telephone, TripAdvisor score, lowest price available.

HOTEL ALERT: this is in case the hotel needs to advise of anything related to the hotel i.e swimming pool is closed, etc
- 03.**
- 04. HERE YOU CAN SELECT BETWEEN DIFFERENT MEALPLANS:** Room Only, Breakfast included, etc
- 05. HERE YOU CAN SELECT YOUR TYPE OF CANCELLATION**
- 06. RATE CARD:** All rates available will be shown per type of room
 - Best available price on top
 - States commission entitled for that rate

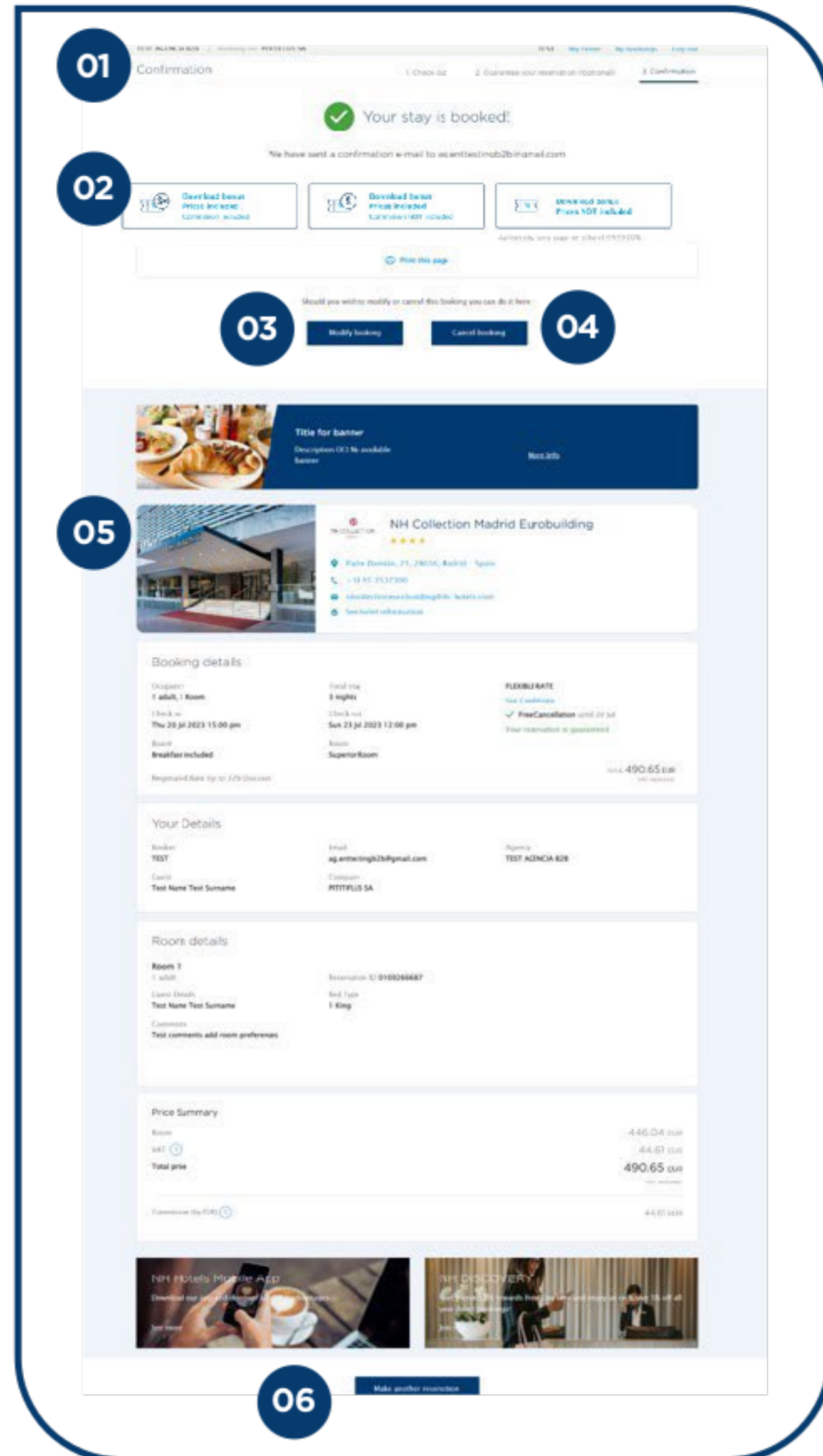
TYPE OF RATES:

- FLEXIBLE,** rate with the best available cancellation condition. The payment will be done after the stay. You can select
 - Credit, if your agency has a credit line with NH you will be able to select payment by credit
 - "Guest will pay at the hotel"
 Guaranteeing the booking is optional
- SEMIFLEXIBLE,** the booking can be cancelled until a certain date. Guaranteeing the booking is optional
- NON REFUNDABLE RATE,** Rates will need to be prepaid upon reservation (there is no option to pay by credit)



Check out

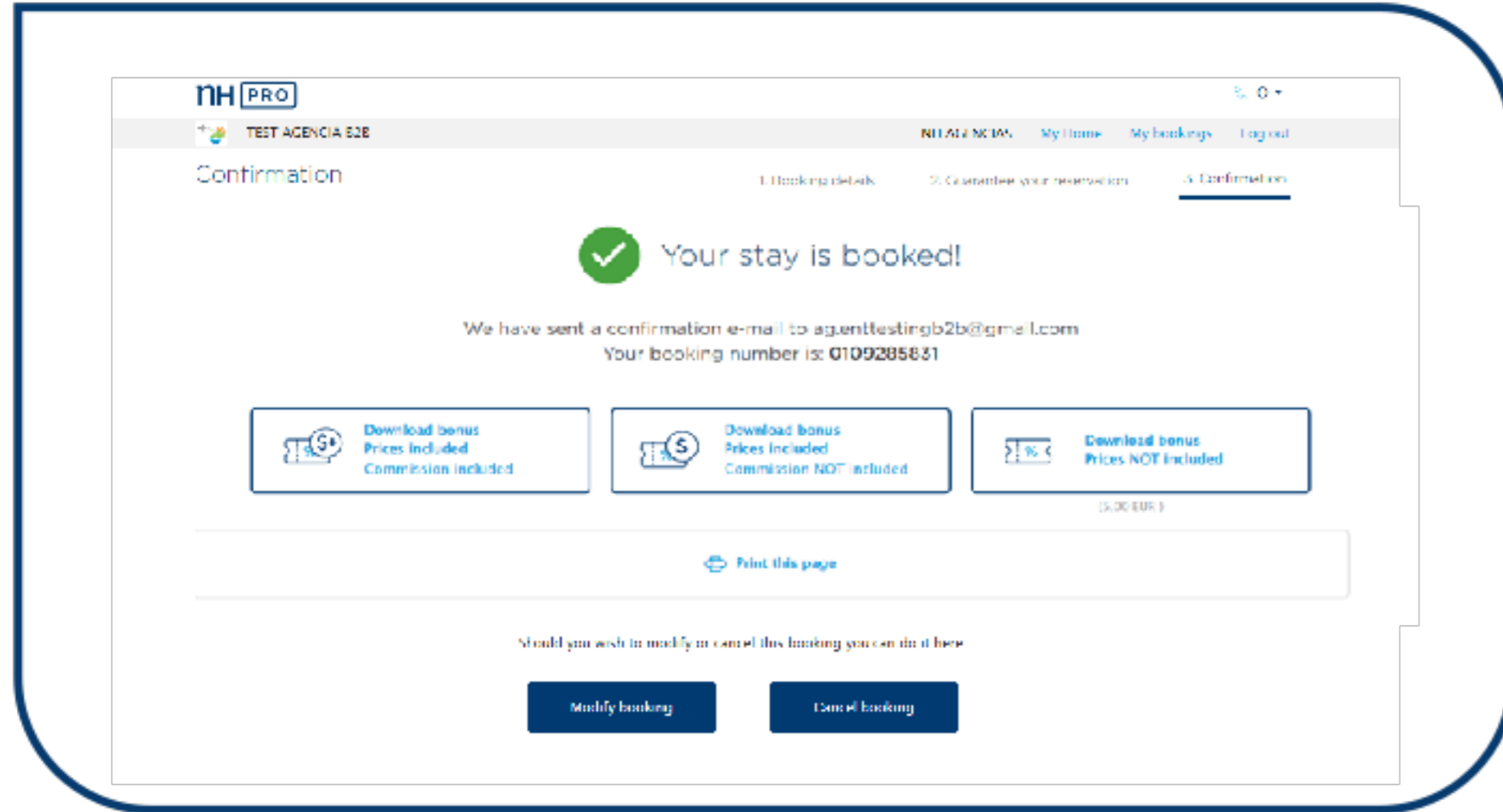
- 01. **RIBBON**
- 02. **BOOKING DETAILS:** summarizes the hotel information and the reservation (room selected, type of rooms, occupancy, price,...)
- 03. **BOOKER INFORMATION:** prefilled with the information of the user making the reservation
- 04. **PRICE SUMMARY:** states the rate and commission information
- 05. **GUEST INFORMATION:** to be completed with the information of the person staying in the hotel
*Here you can select the option of sending a copy of the confirmation email to the guest (price and commission are shown)
- 06. **ROOM PREFERENCES** (optional)
Select bed type
Add comment
- 07. **PAYMENT OPTIONS,** different options depending on the hotel and rate selected
- 08. **GUARANTEE THE BOOKING** will be mandatory or optional depending on the hotel and rate selected
- 09. **IF YOU WANT AN INVOICE SELECT THIS OPTION**



Confirmation

ONCE YOU HAVE FINISHED THE BOOKING, YOU WILL SEE THE CONFIRMATION PAGE WITH ALL THE DETAILS OF YOUR RESERVATION. THIS SAME INFORMATION WILL BE SENT VIA EMAIL.

01. **RIBBON**
02. **THREE OPTIONS TO DOWNLOAD THE VOUCHER** (see next slide for more details):
 - Voucher Prices included commission included
 - Voucher Prices included commission NOT included
 - Voucher Prices NOT included
03. **MODIFY YOUR BOOKING**
04. **CANCEL YOUR BOOKING**
05. **YOUR BOOKING DETAILS**
 - Contact Information about the hotel, address, telephone, ...
 - Booking details, information about the details of the booking
 - Your details, has the information about the agency and the company (if applies)
 - Room Details, all the information provided on the room preferences section
 - Price summary, all the information regarding the price, city tax, commission, etc
06. **MAKE ANOTHER RESERVATION**
 Make another booking, will keep you logged in into NHPRO



Confirmation. Voucher

YOUR VOUCHER DOCUMENT WILL SHOW:

- 01. BOOKING DETAILS**, information about the details of the booking
- 02. ROOM DETAILS**, all the information provided on the room preferences section
- 03. PRICE SUMMARY**, the information here will depend on the type of voucher selected (price and/or commission)

Voucher Prices included commission included

- 01
- 02
- 03

This document proves your stay has been paid

NH HOTEL GROUP Your stay is booked!
Your booking number is: 0109285831

TEST AGENCIA E2B External Voucher (MS): USD013 | Voucher Code: 133

Booking details

NH Collection Madrid Eurobuilding

Address: Plaza de España, 21, 28002, Madrid - Spain
 Phone: +34 91 3537304
 Website: nhcollection.com

Check-in: Thu 20 Jul 2023 15:00 pm
 Check-out: Fri 25 Jul 2023 12:00 pm
 Rooms: Superior Room

Room details

Room 1
 Room name: Superior Room
 Bed Type: 1 King

Price Summary

Room	184.45 EUR
Taxes	18.45 EUR
Total price	202.90 EUR

Commission (by ETC): 18.45 EUR

Voucher Prices included commission NOT included

This document proves your stay has been paid

NH HOTEL GROUP Your stay is booked!
Your booking number is: 0109284887

TEST AGENCIA E2B External Voucher (MS): USD00999

Booking details

NH Collection Madrid Eurobuilding

Address: Plaza de España, 21, 28002, Madrid - Spain
 Phone: +34 91 3537304
 Website: nhcollection.com

Check-in: Thu 20 Jul 2023 15:00 pm
 Check-out: Sun 23 Jul 2023 12:00 pm
 Rooms: Superior Room

Room details

Room 1
 Room name: Superior Room
 Bed Type: 1 King

Price Summary

Room	446.04 EUR
Taxes	44.60 EUR
Total price	490.65 EUR

Voucher Prices NOT included

This document proves your stay has been paid

NH HOTEL GROUP Your stay is booked!
Your booking number is: 0109286857

TEST AGENCIA E2B External Voucher (MS): USD00176

Booking details

NH Collection Madrid Eurobuilding

Address: Plaza de España, 21, 28002, Madrid - Spain
 Phone: +34 91 3537304
 Website: nhcollection.com

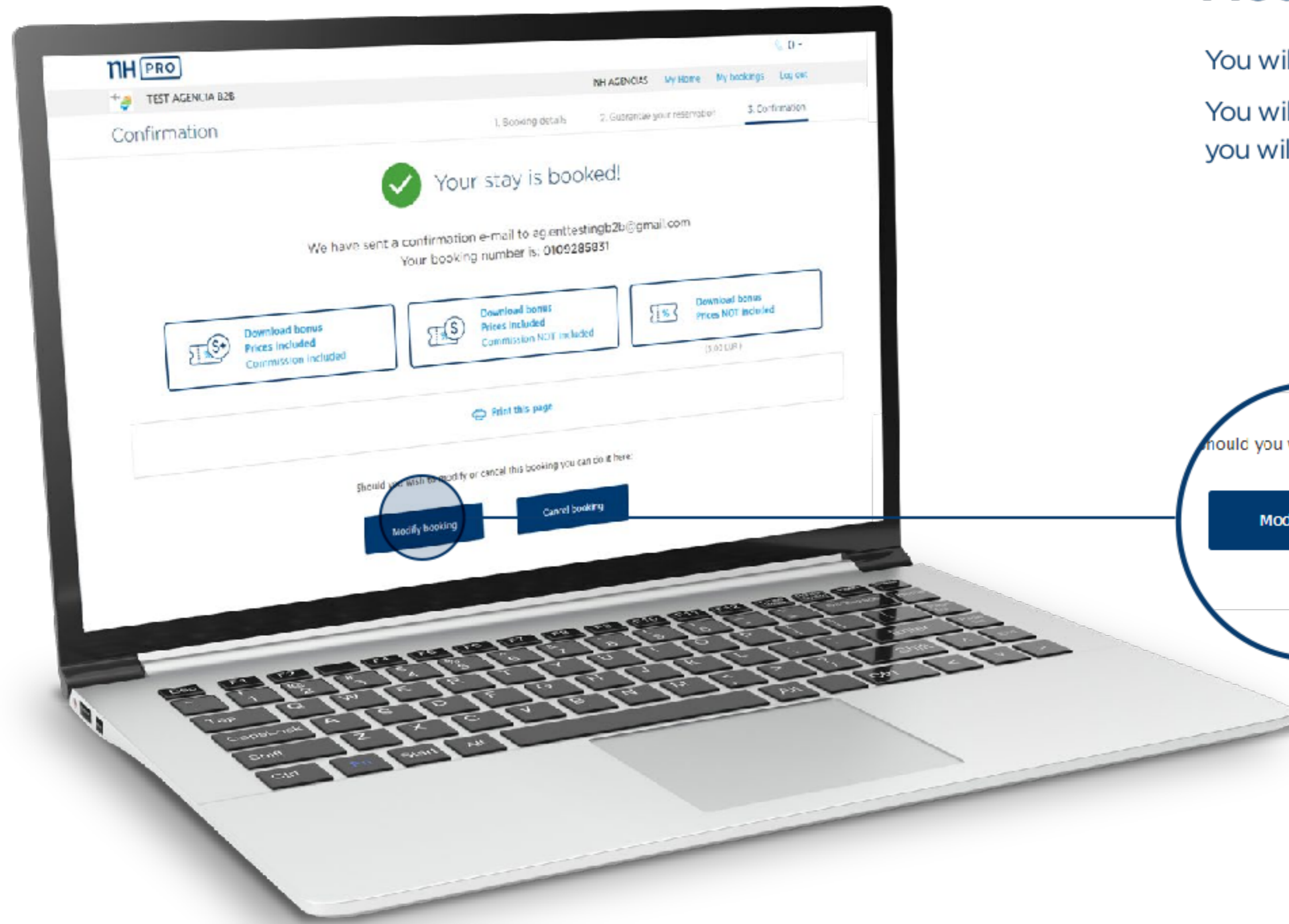
Check-in: Thu 20 Jul 2023 15:00 pm
 Check-out: Sat 22 Jul 2023 12:00 pm
 Rooms: Superior Room

Room details

Room 1
 Room name: Superior Room
 Bed Type: 1 King

06 **Modify
your
booking**





Modify your booking

You will be able to modify name and room preferences

You will not be able to modify the dates or hotel, in order to do so, you will need to cancel the original booking and do another one



Modify your booking

If you would like to change the date of your booking, please contact the reservations office on phone number +34 91 000 61 10

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

Name and Surname

E-mail

Telephone

Vodafone: +34 913 586788 or 004 903 5486788

07 **Cancel
your
booking**

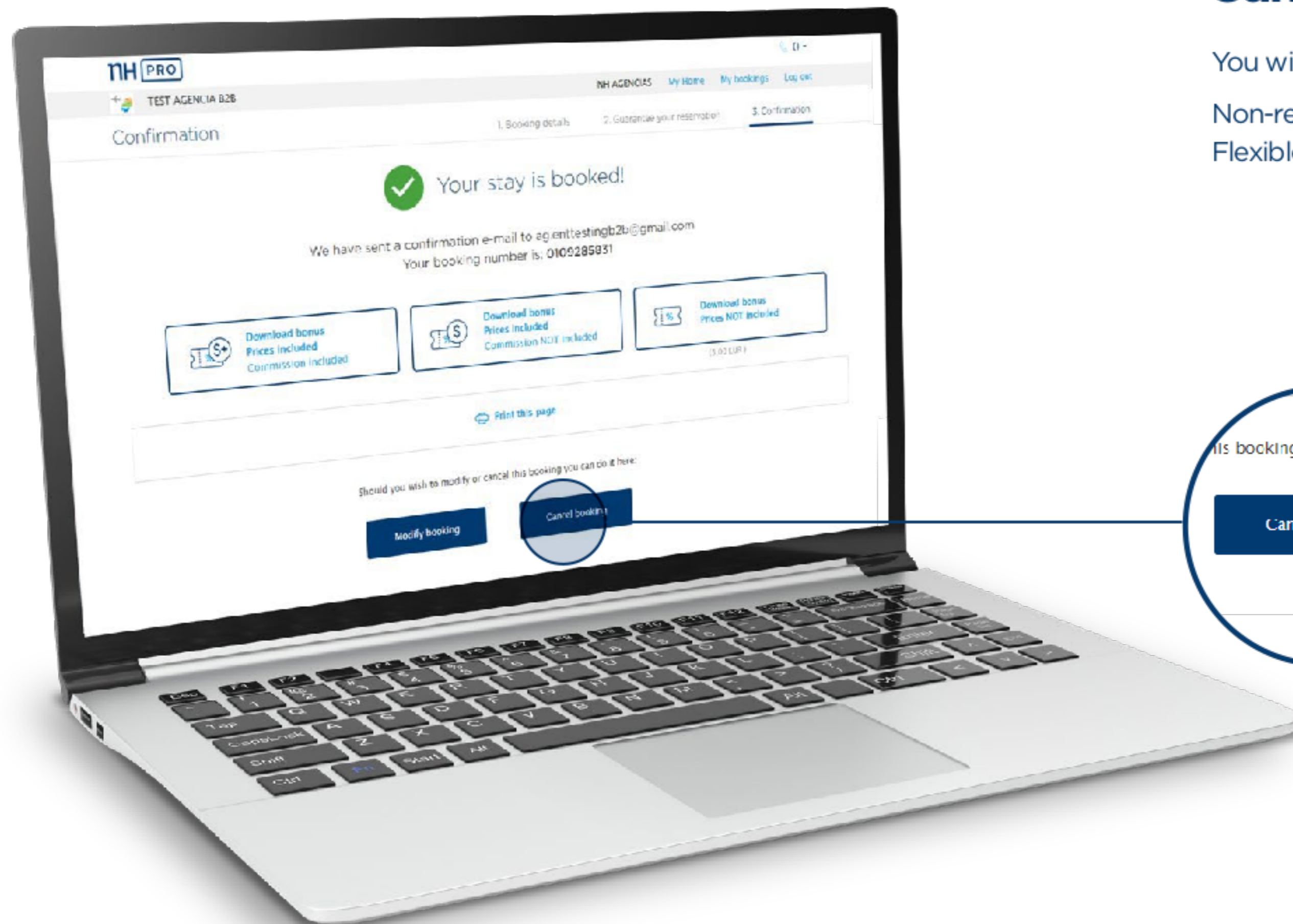


Cancel your booking

You will be able to cancel the booking if the rate allows it

Non-refundable rates do not allow cancellation

Flexible rates allow cancellation as per rate plan selected



At this booking you can do it here

Cancel booking

Booking Cancellation

Reservation Number: 0109281936

You are about to cancel your reservation

Cancellation Conditions: This cancellation is irreversible. All future bookings will be subject to availability and current rates.

Room 1	CANCELLATION
Standard room	NON REF

Cancellation Fee: 0.00 EUR

Reason (Mandatory field)

Reason

Tell us why you are cancelling your booking so we can improve our service in the future.

Additional comments

I have read and accept the Cancellation Terms and Conditions and Cancellation Conditions

You are about to cancel your reservation

BACK CANCEL YOUR BOOKING

08 Other questions





|⁰⁸ Other questions

If you have other questions, please check our
[Frequently asked questions for Agencies](#)

09 **Contact**





| ⁰⁹ Contact

If you need additional support with the NH PRO platform,
your username & password, or others, contact us at

nhpro@nh-hotels.com

NH Hotel Group is the division of Minor Hotels in Europe and Americas

MINOR

HOTELS

Minor Hotels Europe & Americas