



Travel Agencies Web Booking Tool

Manual

e-Commerce
headquarters
November, 2016

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

BUSINESS PROGRAM FOR TRAVEL AGENCIES 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 (for your personal use).

WHO IS IT FOR?

For all partners that want to use it, specially those ones that have not access to GDS.

BENEFITS

- Make and manage **your bookings 24 hours** a day, **365 days** a year.
- Possibility to **organize events in 28 countries**, 2500 conference spaces with capacity for 10 to 2000 people.
- Create and operate with **different profile usernames**.
- **Up-to-date** information about all NH hotels.
- **Personalized service** to manage any possible problems and the download of negotiated rates.
- Access to **special Travel Agent Rate for personal use** - Take advantage of up to 50% off BAR discount upon availability plus other added values.

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
(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 want to introduce every time your data
- Click on “**ENTER**” button

nh | HOTEL GROUP

Destinations Offers & Ideas Meetings & Events **nh** | HOTEL GROUP REWARDS

LOG IN TO YOUR NH&YOURAGENCYSPACE ACCOUNT

Login to enter:

lsanchez@nhtravel.com

☒ keep logged in

[Forgot your password?](#)

ENTER

[Sign up here](#)

REGISTER NOW AND TAKE ADVANTAGE OF ALL THE BENEFITS

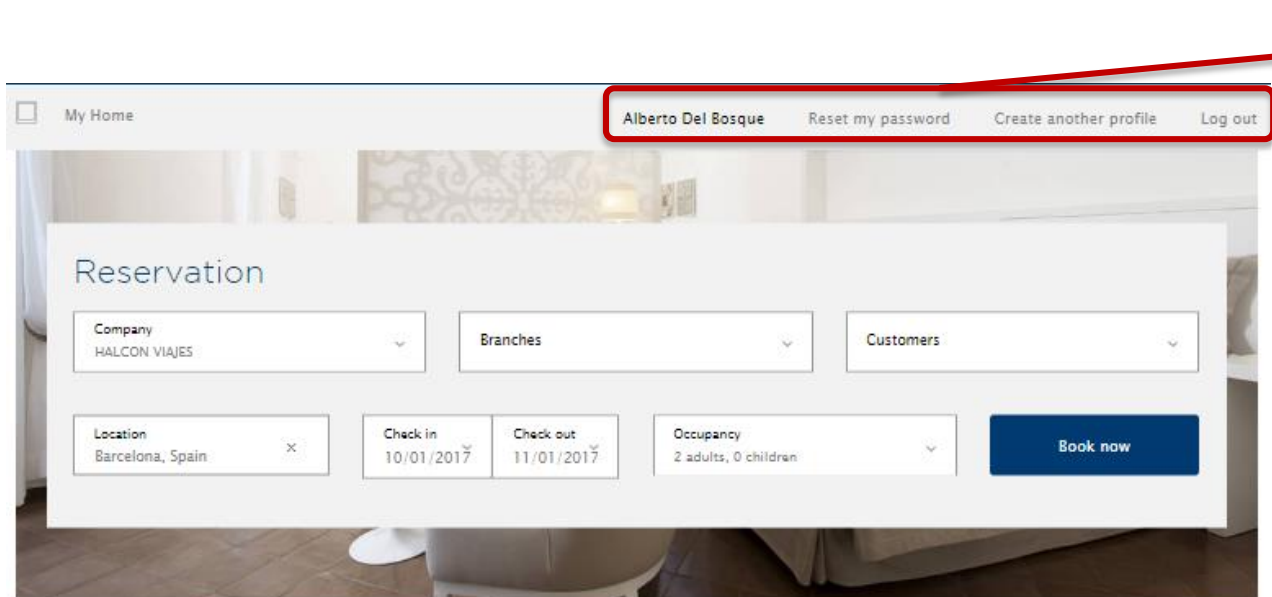
REGISTER NOW

1. Benefits for Travel Agencies
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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, there is a 'My Home' link. In the center, the user's name 'Alberto Del Bosque' is displayed, followed by links for 'Reset my password', 'Create another profile', and 'Log out'. A red box highlights these account options, and a red arrow points from a blue callout box labeled '1 Account options' to this area. Below the navigation bar, the 'Reservation' section is visible, featuring dropdown menus for 'Company' (HALCON VIAJES), 'Branches', and 'Customers'. There are also input fields for 'Location' (Barcelona, Spain), 'Check in' (10/01/2017), 'Check out' (11/01/2017), and 'Occupancy' (2 adults, 0 children), along with a 'Book now' button.

1 Account options

* Once you are logged, 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.

* **Create another profile:** Click here if you want to request a new user for your agency. A new window will be opened with the following request (Name, Surname, E-mail and Phone number). Click on “**Send the request**”. The new user will receive a confirmation once the register is accepted.

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

New profile request

Fill in the form to sign up

Name

Surname

E-mail

Phone number

Send the request

3. How to make a reservation

Search for availability

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

Reservation

Company
HALCON VIAJES

Branches

Customers

Location
Barcelona, Spain

Check in
10/01/2017

Check out
11/01/2017

Occupancy
2 adults, 0 children

Book now

2 Search for availability

* Fill the required fields:

- Travel Agency
- Branch
- Customer (if you are booking for a company)
- Location (destination or hotel)
- Dates you will check in and check out at destination
- Occupancy: number of rooms and adults/children per room

* Click on "**Book now**" button.

- Bookings
- Meetings & Events
- Faqs & Contact

BENEFITS FOR YOUR COMPANY AND ITS EMPLOYEES

NH HOTEL GROUP BENEFIT PROGRAM FOR COMPANIES

is a personalised, free program for Small and Medium Companies and the Self-Employed that offers the best benefits with a simplified booking process for both business and leisure trips



3 Need help?

* If you have any doubt with the search and you need some help, you can call us on this number.

Need Help?

Call us on
+34 91 6008146

3. How to make a reservation

Choose hotel (only for destination searches)

Barcelona 10/01/2017 11/01/2017 1 room 2 adults 0 children New search

Home NH Hotels > Reservations > Spain > Barcelona

23 Hotels in Barcelona, Spain

Sort by: NH recommends Currency: Euro (€)

23 hotels found

Availability

- View all hotels
- View only hotels with availability

Stars

- 5 stars: 2 Hotels
- 4 stars: 7 Hotels
- 3 stars: 12 Hotels

Prices

54 EUR 175 EUR

10 hotels in price range

Services

- Parking
- Pool
- Air condit...
- Accessibility
- Celebrations
- Meetings

Brand

- NH Collection: 2 Hotels
- NH Hotels: 12 Hotels
- Hesperia: 2 Hotels

Close to:

Choose an option

1. NH Collection Barcelona Gran Hotel Calderón ★★★★★

Rambla Catalunya, 26 08007 Barcelona - Spain

1.27 km The Ramblas (city center)

Book now at the 3+ rate and enjoy a room upgrade, late checkout until 3pm, and a 10% discount at the Restaurante Don Giovanni from chef Andreu Tumbarello, recipient of 4 Repsol Suns. *Subject to availability.

4.5 1222 reviews 2018 Certificate of Excellence

Room only Superior Room Max capacity: 2 people

TOTAL 175.77EUR (VAT included. Additional City Tax applies)

SEE ROOMS

2. NH Collection Barcelona Podium ★★★★★

Callià, 4-8 08010 Barcelona - Spain

6.13 km Camp Nou

4.0 290 reviews 2018 Certificate of Excellence

Room only Superior Room Max capacity: 2 people

TOTAL 110.67EUR (VAT included. Additional City Tax applies)

SEE ROOMS

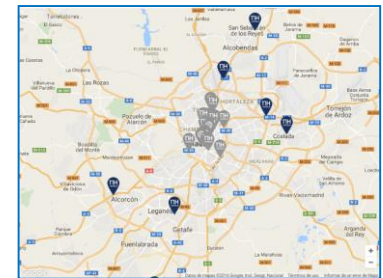
What to do in Barcelona

4 New search?

* If you want to change something in the search, you can do it here.

5 See hotels on map?

* If you want to choose a hotel in a particular place, you can search it there.



6 Choose your hotel

* You will see all hotels available in the destination.

* If you want to filter the results, you can do it using the options at the left. e.g. Only show 4 stars hotels and between a price range.

3. How to make a reservation

Choose room and rate

PRICE NH-HOTELS.COM
FROM 175.77 EUR



SUPERIOR ROOM

Size: 20 m²

Max capacity: 2 people

[More information](#)



FLEXIBLE RATE - Free cancellation

[Consult conditions](#)

	Included	Price/night	Total price	
NEGOTIATED RATE		175.77 EUR	175.77 EUR	SELECT
NEGOTIATED RATE		225.55 EUR	225.55 EUR	SELECT

(VAT included. Additional City Tax applies)



SUPERIOR ROOM WITH TERRACE

Size: 22 m²

Max capacity: 2 people

[More information](#)



FLEXIBLE RATE - Free cancellation

[Consult conditions](#)

	Included	Price/night	Total price	
NEGOTIATED RATE		202.14 EUR	202.14 EUR	SELECT
NEGOTIATED RATE		251.92 EUR	251.92 EUR	SELECT

(VAT included. Additional City Tax applies)



PREMIUM ROOM

Size: 20 m²

Max capacity: 2 people

[More information](#)



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 **“SELECT”** button at the right of your preferred combination.

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.

8 Check information

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

- Name of the hotel
- Dates
- Conditions
- Price

YOUR RESERVATION DETAILS



NH Collection Barcelona Gran Hotel Calderón



Rambla Catalunya, 26, 08007 Barcelona – Spain

Check-in

10/01/2017

Check-out

11/01/2017

1 – Superior Room

2 adults , 0 children

Board type

Room only

Rate type

FLEXIBLE RATE [Conditions](#)

Price Summary

Total accommodation 205.05EUR

Total tax 20.50EUR

TOTAL PRICE (VAT INCLUDED) 225.55EUR

Need help?

Call us on
+34 91 6008146

COMPANY DETAILS

3. How to make a reservation

Fill in all the details

COMPANY DETAILS

HALCON VIAJES

Name

Telephone

E-mail

A quién quiere que le enviemos el e-mail de confirmación

☒ Booker ☐ Huésped ☐ Ambos

* Required field

Recuerde que el e-mail de confirmación recoge el precio de la reserva

9 Check company details

- * Company details are pre-filled according to your profile: Name, Telephone 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.

GUEST DETAILS

Name*

Surname*

Email* X

We'll use your email to send you your booking confirmation.

Confirm E-mail* X

Telephone X

Billing notes

* Required field

10 Fill in guest details

- * Guest details appear blank. You have to fill in all the fields: Name, Surname, Email, Telephone and Billing Notes.

DO YOU HAVE ANY ROOM PREFERENCES OR COMMENTS? (OPTIONAL)

PAYMENT METHOD - WITH FLEXIBLE AGENCY CREDIT

Choose payment method

[How to prepay a reservation](#)

Services included:

☐ Full Credit

☒ I have read and accept General conditions and reservation conditions.

BOOK NOW FOR 122.22EUR

(Additional City Tax applies.

Your destination city/region charges all hotel guests an additional tax - such as City Tax, Occupancy Tax, Hotel Tax, etc. - that can only be paid at the hotel, regardless of how and where you booked. The rate above does not include this tax. This applies to all prepaid rates as well.)

CITY TAX 90 EUR

11 Fill in 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 Travel Agency).
- * Read and accept the Terms & Conditions.
- * Click on "**Book now**"

3. How to make a reservation

Confirmation (1/3)

Once you have finished the step before, 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. Look at the following example:



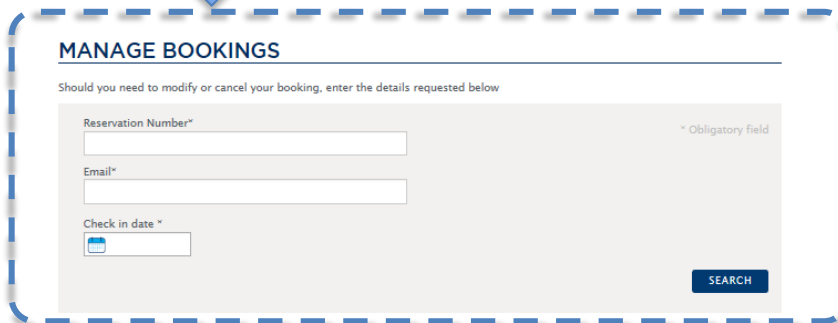
The image shows a screenshot of a "BOOKING CONFIRMATION" email from NH HOTEL GROUP. The email is addressed to "Dear Mr/Mrs Campillo," and states, "We're pleased to confirm your booking:". It displays the "Booking Number 0024354603". Below this, it says, "If you wish make any changes to your booking, you can do so via the Manage Reservation section of the website. You will find the link in this email or on the NH website." A button labeled "Manage reservation" is highlighted with a dashed blue border and a red arrow points from it to the right.

12 Booking confirmation - First part

* It will include the Booking Number of the reservation.

* If the person receiving the email wants to make changes -> Click on **"Manage reservation"**. A new window requesting the following: Reservation Number, Email and Check in Date.

* Click on **"SEARCH"** and make the changes needed.

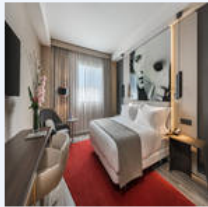


The image shows a screenshot of the "MANAGE BOOKINGS" form. It includes a header "MANAGE BOOKINGS" and a sub-header "Should you need to modify or cancel your booking, enter the details requested below". The form contains three input fields: "Reservation Number*" (with a note "* Obligatory field"), "Email*", and "Check in date *". A "SEARCH" button is located at the bottom right of the form.

3. How to make a reservation

Confirmation (2/3)

NH Collection Madrid Suecia ★★★★★



Calle del Marqués de Casa Riera 4
28014
Madrid - Spain
Telephone. 912000570
Reservations phone: +34 913984661
nhsuecia@nh-hotels.com

[Hotel Info](#)
[How to get there](#)

Booking Holder

Name: Carolina Campillo

Email: c.campillo.intern@nh-hotels.com

Phone: +34 91 327 6413

Billing noteTest

BOOKING DETAILS

Arrival date:
13/12/2016

Check out date:
15/12/2016

Nights:
2

Superior Room:

Booking Number:
0024354603

2 adults

Room only

Non smoker*

FLEXIBLE RATE

Services included: **Wi-Fi**

* Subject to availability (Late Check Out subject to availability from Monday - Saturday)

13 Check Booking details - Second part

* 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).

* Booking Details: Dates, type of room, rate conditions, and board type.

4. How to make a reservation Confirmation (3/3)

Total price of accommodation

Total price of accommodation: 403,38EUR
Total VAT: 40,32EUR
Total rate: 443,70EUR (VAT included)

Payment Method

The bill will be settled by the guest directly at the hotel. Direct billing.

Reservation Guarantee

Your reservation is not guaranteed.

You will cancel your booking **FREE OF CHARGE** until 18:00 on the day of arrival. If you don't guarantee your booking, it will only be guaranteed until 18:00 on day of arrival.

[Guarantee your reservation](#)

Description and rate conditions

Payment conditions

You will pay directly at the hotel.

Cancellation and modification conditions

Your reservation can be cancelled free of charge until 13-Dec-2016 18:00:00.

Cancellation after the time limit costs 1 night/s of stay.

In the case of non-arrival or late cancellation, 1 night/s will be charged as cancellation fee.

Credit card guarantee conditions

Your reservation must be guaranteed with credit card. No charge will be made, it will only be used for guarantee purposes.



How would you rate our booking process?

Help us improve by answering a few questions)

[NH Survey](#)

Follow us on



14

Check Conditions - Third part

- * 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.

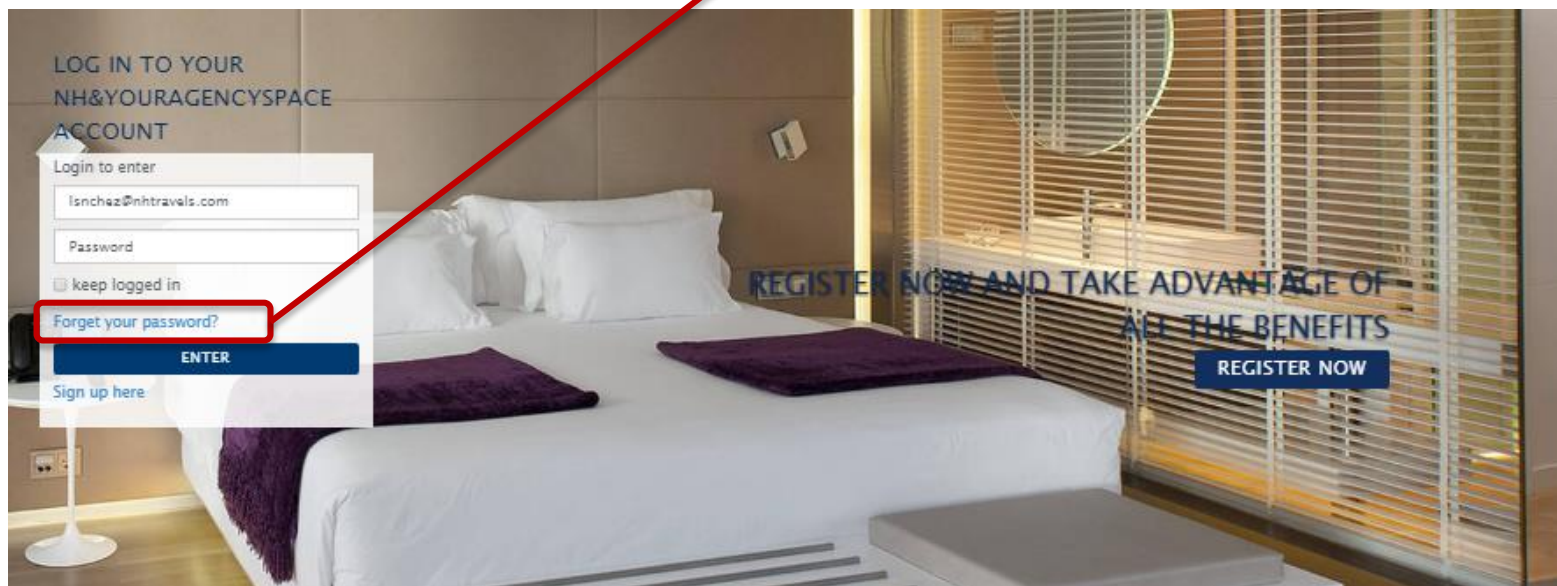
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4. Reset Password

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

2 If you forgot your password, click in “Forget your password?”

* Once you click in the link, a new window will be opened.



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**”

A screenshot of the 'SEND PASSWORD' form. The form is titled 'SEND PASSWORD' and has a dashed blue border. Below the title, there is a message: 'If you don't remember your password, introduce the email used to register and we'll send you an email with your password in a few minutes.' Below this message is the section 'LOG IN DETAILS FOR YOUR ACCOUNT'. It contains an 'Email *' field with the email 'lsnchez@nhtravel|com' entered. A red box highlights the email field and the 'SEND PASSWORD' button at the bottom. A green checkmark is visible to the right of the email field. At the bottom right, there is a small text '*Required Fields'.

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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

nh
HOTELS


NH COLLECTION

nhow

Hesperia
RESORTS

www.nh-hotels.com