

MINOR
HOTELS

User *Guide* Minor PRO for Agencies

Minor Hotels Europe & Americas


ANANTARA
HOTELS & RESORTS

elewana
— COLLECTION —

The **WOLSELEY**
HOTELS

TIVOLI
HOTELS & RESORTS

MINOR
RESERVE
COLLECTION


NH COLLECTION
HOTELS & RESORTS

nhow
HOTELS & RESORTS

AVANI
Hotels & Resorts

COLBERT
COLLECTION

NH
HOTELS &
RESORTS

OAKS.
Hotels, Resorts & Suites

iStay
Hotels

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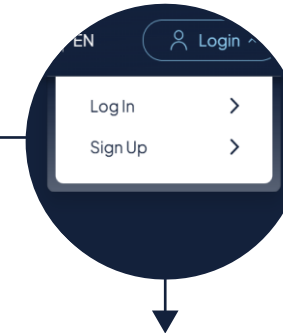
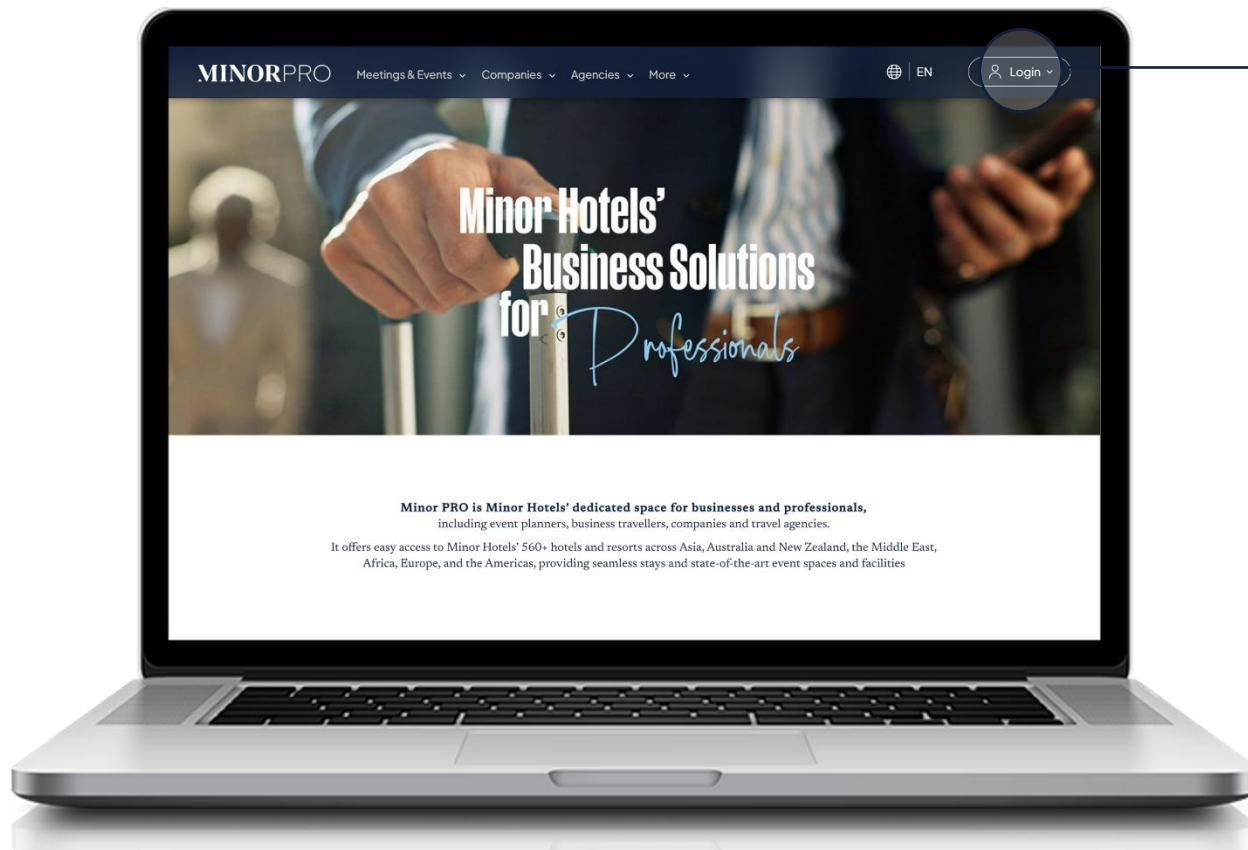
MINOR
HOTELS

Sign Up

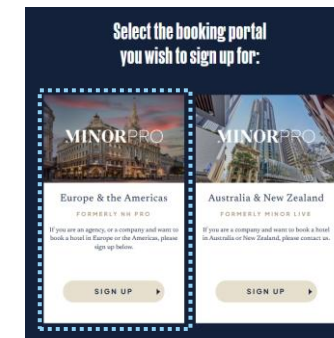
Sign Up

GO TO:

MINOR-PRO.COM



For bookings in Europe & the Americas,
select this region:



Sign Up

MINORPRO	
Minor PRO Your registration has been successfully processed. You will receive an email shortly with your username and password to access the Minor PRO website. 247, where you can easily manage your client's' investments and access Special Trusts (also known as your personal trusts). Client Name: PRO, Agency: 0000000000	
Personal Details	
Name	TEST FIRST
Surname	TEST LAST
Email	BLANK@MINORPRO.COM
Telephone	00430302
Preferred language	ENGLISH
Live and work at the same	YES
Read and agree to the Terms and Conditions and Privacy Policy	
Agency Details	
Trust/Agency Name	TEST
Trust/Agency website	USA
Is your company model	
Country	ARGENTINA
City	TEST
Postal Code	123
Address	TEST
Agency Contact	00430302
MINORPRO ID	
VAT or "Taxpayer's Number"	
Consent to be Local Trust/Agency Association*	NO/YES








*In order to comply with the requirements of the Argentine law on the validity of your client's' investments, you must be registered in the Public Register of the Argentine Republic and have a valid registration number. [Click here to learn more](#) about the requirements to be registered in the Public Register of the Argentine Republic.

Complete the
registration form ¹

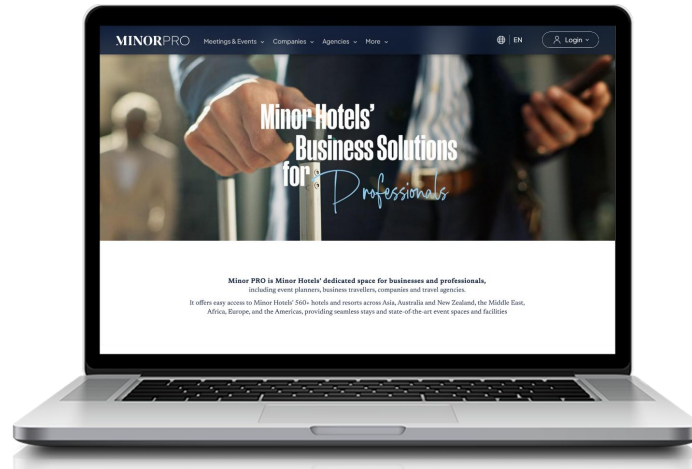
[illegible]

¹ The registration form is online

You will receive an email
confirming we have
received your registration

Our team will process
your registration

How can an Agency register to Minor PRO?



You will receive an email with your username and link to set your password in order to get access the Minor PRO website

Once your credentials are created you are ready to access minor-pro.com and start enjoying your benefits

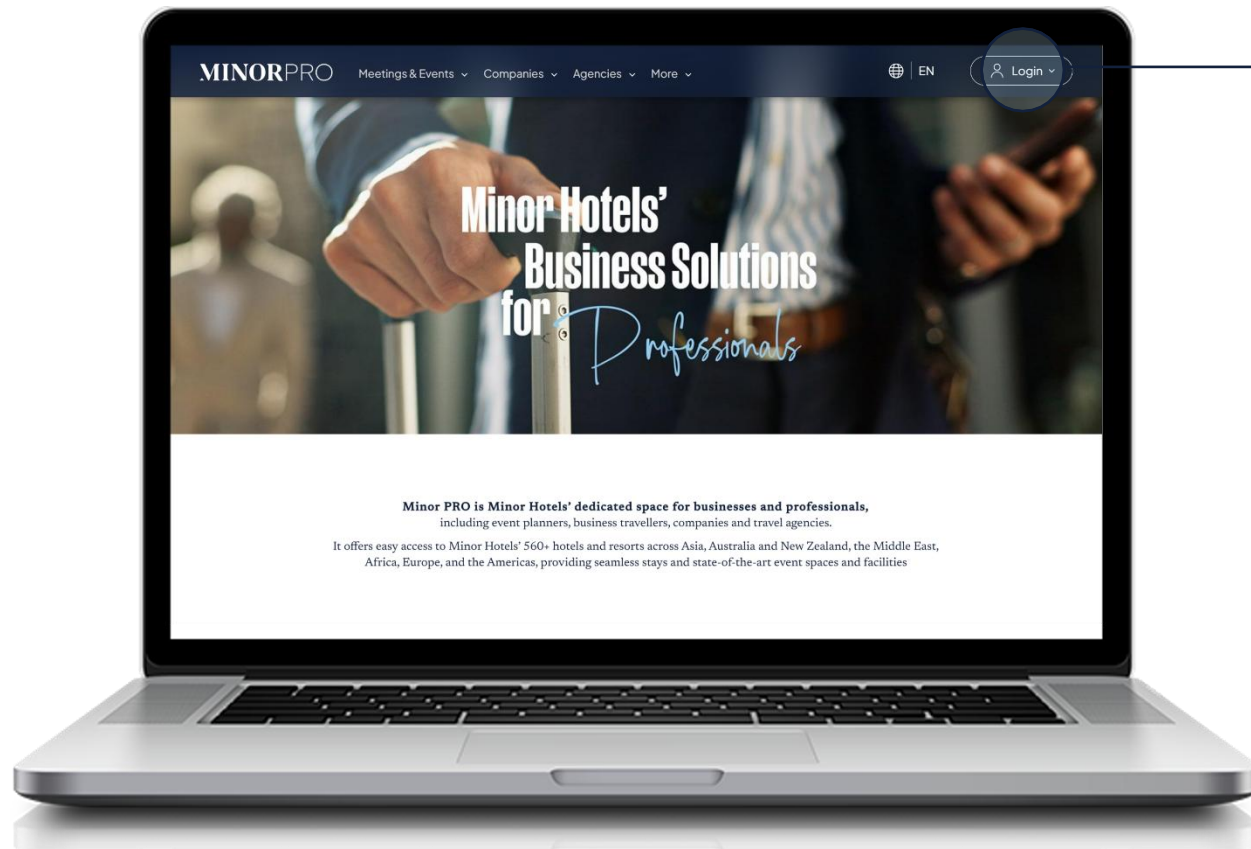
MINOR
HOTELS

Log In

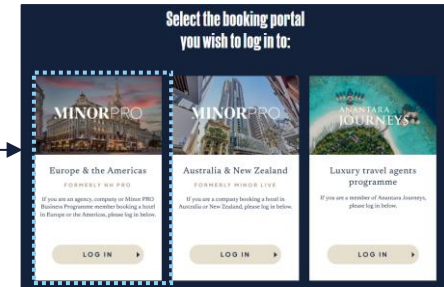
Log In

GOTO:

MINOR-PRO.COM



For bookings in Europe & the Americas,
select this region:



Log in into your business area

Username / e-mail

agent.testingb2b@gmail.com

Password

.....

☒ Remember me [Forgot your password?](#)

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

Tick “Remember me” to save your data

Click on “Log in” button



Reset Password

Reset Password

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

Log in into your business area

Username / e-mail

agent.testingb2b@gmail.com

Password

.....

☒ Remember me

[Forgot your password?](#)

Log in

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

Cancel

Reset Password

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

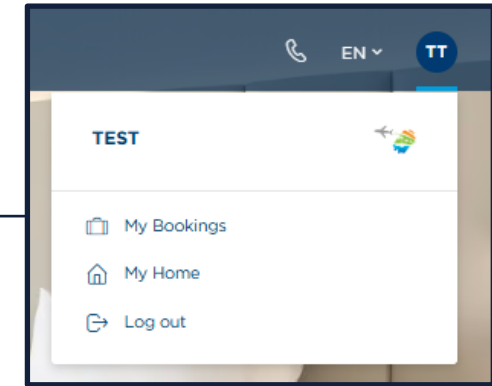
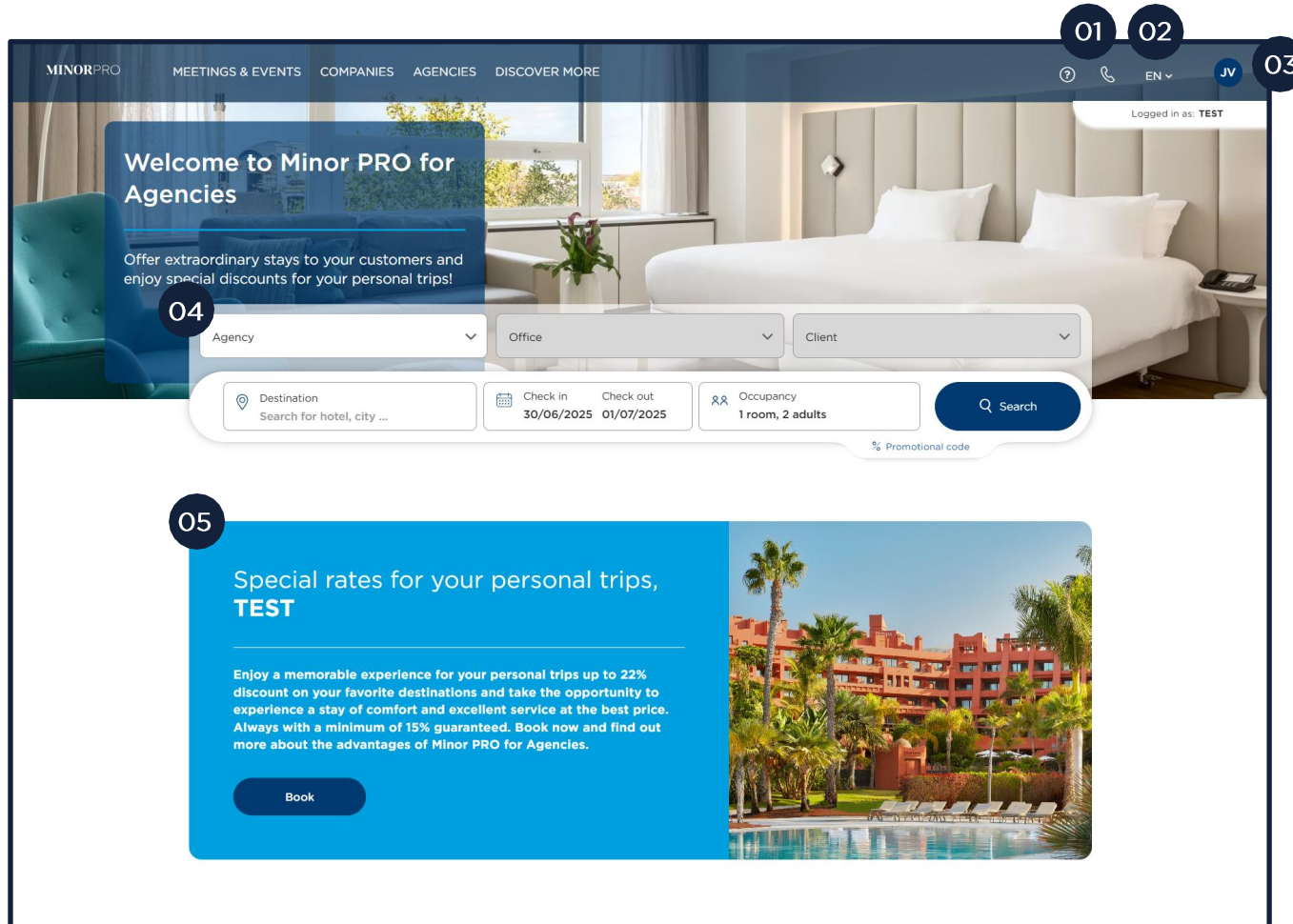
24H

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



Homepage User Guide

Homepage User Guide



1. NEED HELP?

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

2. LANGUAGES

You can change to your preferred language

3. ACCOUNT OPTIONS

Once you are logged in, you will see your username. e.g.: TEST
My bookings: here you will only see future bookings made with your user and booked via the Minor PRO website.

My Home

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

4. RESERVATION

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

5. TRAVEL AGENT RATE

Click on 'Book' if you want to enjoy the benefits of our special Travel Agent Rate for your leisure trips



How to Make a Reservation

How to Make a Reservation

MINORPRO MEETINGS & EVENTS COMPANIES AGENCIES DISCOVER MORE

Logged in as: TEST

Welcome to Minor PRO for Agencies

Offer extraordinary stays to your customers and enjoy special discounts for your personal trips!

01

Agency Office Client

Destination Search for hotel, city ...

Check in 30/06/2025 Check out 01/07/2025

Occupancy 1 room, 2 adults

Search

% Promotional code

02

Special rates for your personal trips, TEST

Enjoy a memorable experience for your personal trips up to 22% discount on your favorite destinations and take the opportunity to experience a stay of comfort and excellent service at the best price. Always with a minimum of 15% guaranteed. Book now and find out more about the advantages of Minor PRO for Agencies.

Book

Search for availability

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

1. 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.

Client:

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

If you are booking for a final client, no selection is needed.

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 "Search" button.

2. TRAVEL AGENT RATE

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

How to Make a Reservation

The screenshot shows a hotel reservation website interface. It is annotated with six numbered steps in circles:

- 01**: Search bar with fields for Destination (Madrid), Check-in (28/08/2023), Check-out (29/08/2023), Occupancy (1 room, 1 adult), and a 'See rooms' button.
- 02**: 'Sort By' dropdown menu set to 'NH Recommendations'.
- 03**: 'Currency' dropdown menu set to '€ Euro'.
- 04**: 'Filter' button.
- 05**: 'Map' button.
- 06**: A list of hotel results. The first result is 'NH Collection Madrid Eurobuilding' (4 stars, 2691 opinions), showing a 'Superior Room' with 'Breakfast included' for '226.90 EUR'. The second result is 'NH Madrid Nacional' (4 stars, 1333 opinions), showing a 'Standard Single Room only' for '154.00 EUR'.

Choose your preferred hotel

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

1. NEW SEARCH

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

2. SORT BY

Here you can sort your search in different ways.

3. CURRENCY

Here you can choose your preferred currency.

4. FILTERS

You can use the filters to see hotels with specific characters. E.g. Only show 4 star hotels and between a price range.

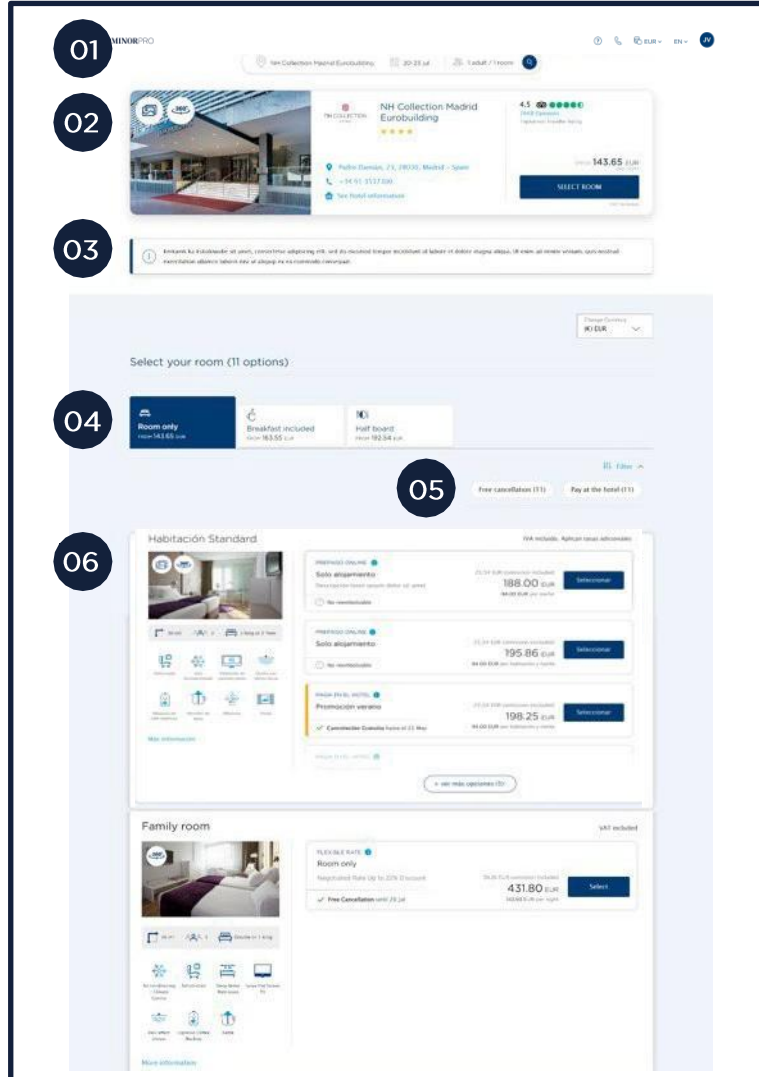
5. MAP

Here you can see a map of the hotel's locations.

6. CHOOSE YOUR HOTEL

You will see all hotels available at the destination and the price of the room.

How to Make a Reservation



Choose room and rate

1. RIBBON which includes:

- Help Button
- Contact Button
- Currency selection Button
- Language selection Button
- Profile Button
 - Direct link to 'My Bookings'
 - Direct link to 'My home'
 - Button to Log out

2. **HOTEL CARD**, information about the hotel: pictures, 360 videos, address, telephone, TripAdvisor score, lowest price available.

3. **HOTEL ALERT**: notification that will appear in case the hotel needs to advise of anything related to the hotel i.e swimming pool is closed, etc

4. **HERE YOU CAN SELECT BETWEEN DIFFERENT MEALPLANS**: Room Only, Breakfast included, etc

5. **HERE YOU CAN SELECT YOUR TYPE OF CANCELLATION**

6. **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 us 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
mandatory

NON REFUNDABLE RATE,
Rates will need to be prepaid upon
reservation (there is no option to
pay by credit)

How to Make a Reservation

01 Check out

02 Booking details

03 Booker information

04 Price Summary

05 Guest information

06 Add your room preferences (optional)

07 Payment options

08 Reservation guarantee

09 I need an invoice

Check out

1. RIBBON

2. **BOOKING DETAILS:** summarizes the hotel information and the reservation (room selected, type of rooms, occupancy, price,...)

3. **BOOKER INFORMATION:** prefilled with the information of the user making the reservation

4. **PRICE SUMMARY:** states the rate and commission information

5. **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)

6. ROOM PREFERENCES (optional)

Select bed type

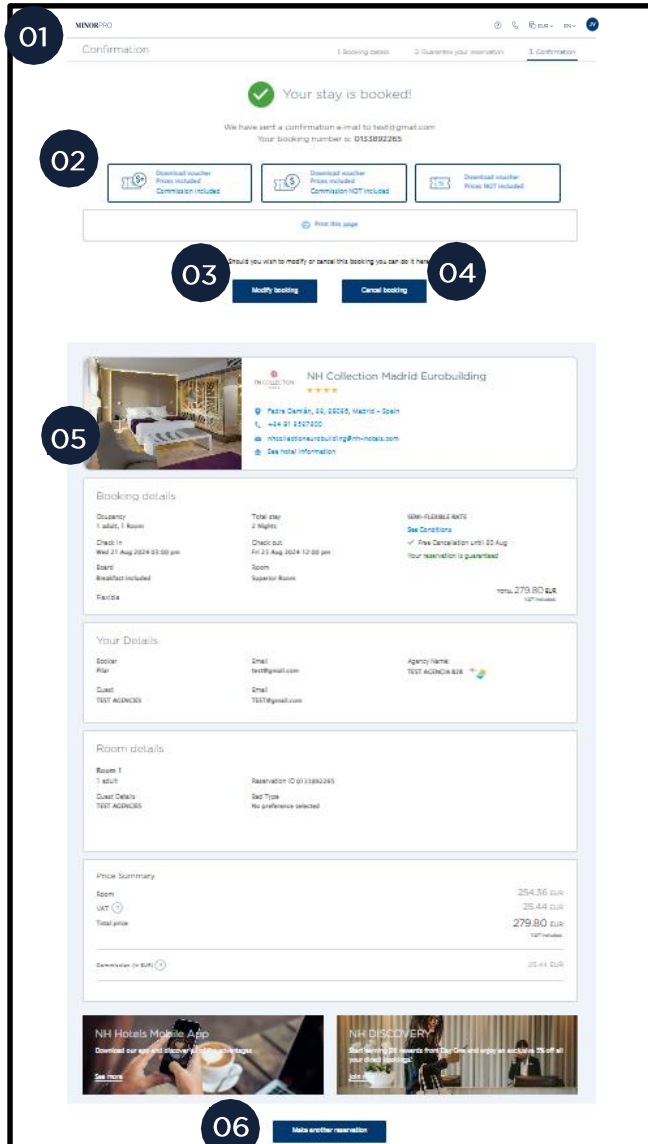
Add comment

7. **PAYMENT OPTIONS,** different options depending on the hotel and rate selected

8. **GUARANTEE THE BOOKING** will be mandatory or optional depending on the hotel and rate selected

9. **IF YOU WANT AN INVOICE SELECT THIS OPTION**

How to Make a Reservation



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.

1. RIBBON

2. 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

3. MODIFY YOUR BOOKING

4. CANCEL YOUR BOOKING

5. 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

6. MAKE ANOTHER RESERVATION

Make another booking – you'll stay logged in to Minor PRO

How to Make a Reservation

Confirmation

1. Booking details2. Guarantee your reservation3. Confirmation

✓

Your stay is booked!

We have sent a confirmation e-mail to test@gmail.com
Your booking number is: 0133892265

Download voucher

Prices included

Commission included

Download voucher

Prices included

Commission NOT included

Download voucher

Prices NOT included

Print this page

Should you wish to modify or cancel this booking you can do it here:

Modify booking

Cancel booking

Confirmation Voucher

YOUR VOUCHER DOCUMENT WILL SHOW:

BOOKING DETAILS, information about the details of the booking

ROOM DETAILS, all the information provided on the room preferences section

PRICE SUMMARY, the information here will depend on the type of voucher selected (price and/or commission)

Voucher Prices included
commission included

Voucher Prices included
commission NOT included

Voucher Prices
NOT included

01

02

03

This voucher is for a booking done via NH PRO Platform

NH

Hotels Collection

• Your stay is booked!

Your booking number is: 0133892265

TEST AGENCIA S28

External Reference TMS: TMS0084

Booking details

NH Collection Madrid Eurobuilding

Padre Derramas, 23, 28016,
Madrid - Spain

+34 91 3337000

nhcollectionmadrid@nh-hotels.com

Check in

Wed 21 Aug 2024 03:00 pm

Check out

Fri 23 Aug 2024 12:00 pm

Room

Superior Room

Breakfast included

Flights

Stay dates

2 Nights

Room details

Room 1

1 adult

Reservation ID: 0133892265

Guest details

TEST AGENCIA

Bed Type

No preference selected

Price Summary

Room

254.36 EUR

TAX

25.44 EUR

Total price

279.80 EUR

Commission (on EUR)

25.44 EUR

This voucher is for a booking done via NH PRO Platform

NH

Hotels Collection

• Your stay is booked!

Your booking number is: 0133892265

TEST AGENCIA S28

External Reference TMS: TMS0084

Booking details

NH Collection Madrid Eurobuilding

Padre Derramas, 23, 28016,
Madrid - Spain

+34 91 3337000

nhcollectionmadrid@nh-hotels.com

Check in

Wed 21 Aug 2024 03:00 pm

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Room

Superior Room

Breakfast included

Flights

Stay dates

2 Nights

Room details

Room 1

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Guest details

TEST AGENCIA

Bed Type

No preference selected

Price Summary

Room

254.36 EUR

TAX

25.44 EUR

Total price

279.80 EUR

This voucher is for a booking done via NH PRO Platform

NH

Hotels Collection

• Your stay is booked!

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Reservation ID: 0133892265

Guest details

TEST AGENCIA

Bed Type

No preference selected

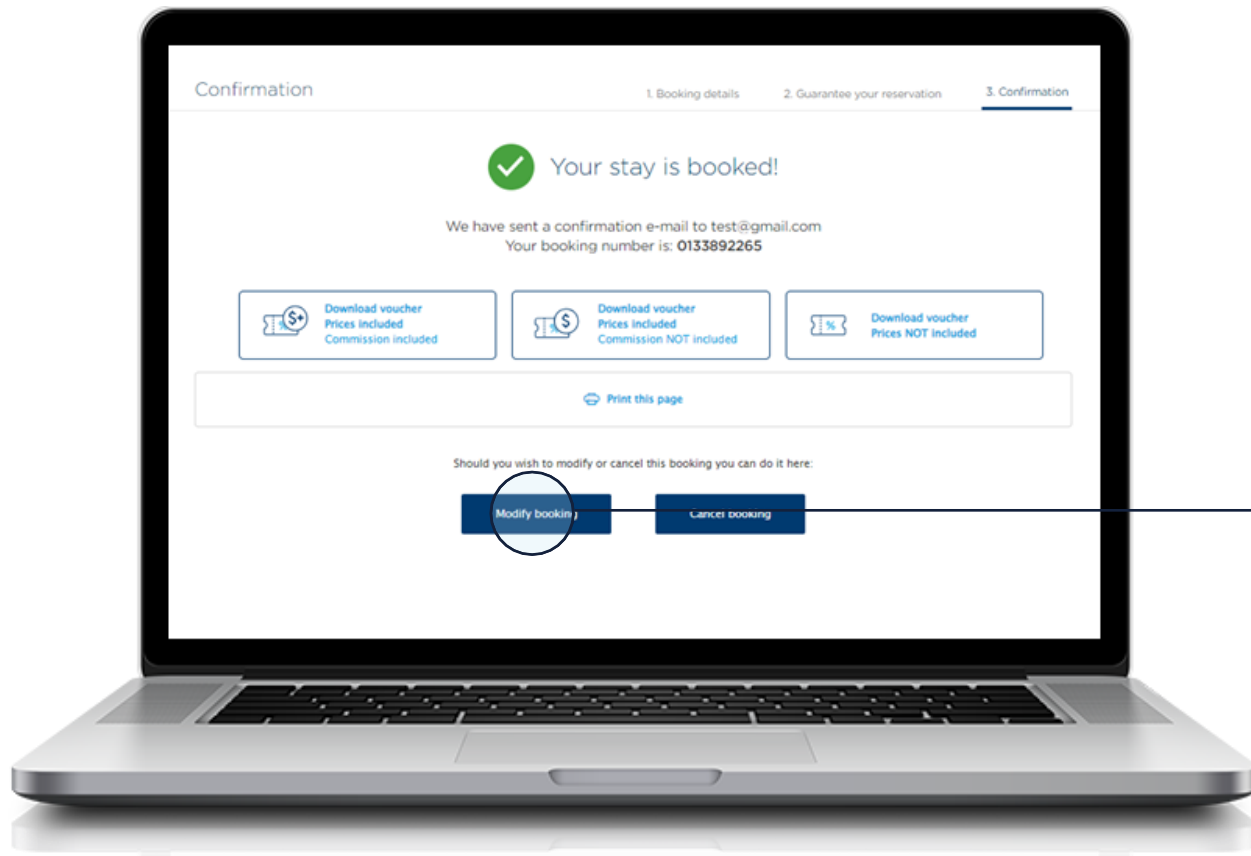
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Modify your Booking

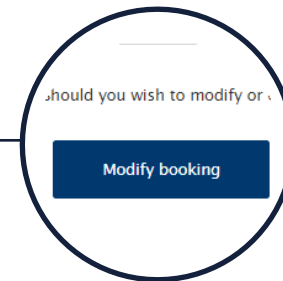
Modify your Booking



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 contact the hotel or the Call Center.



Modify your booking

If you would to change the date of your booking, please contact the reservations office on phone number [+34 91 500 81 46](#)

Booking details

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

Name and Surname

Email

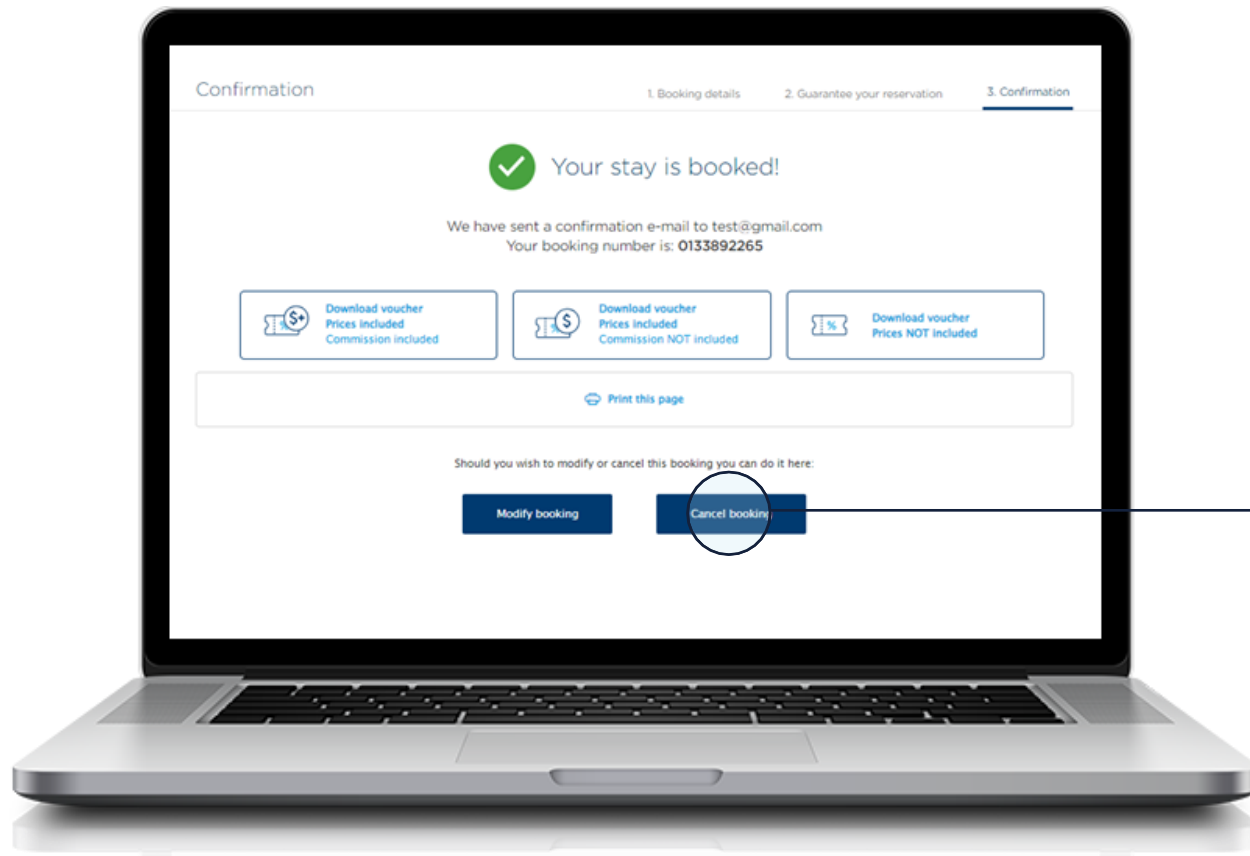
Telephone

Valid Formats: +44123456789 or 0044123456789



Cancel your Booking

Cancel your Booking

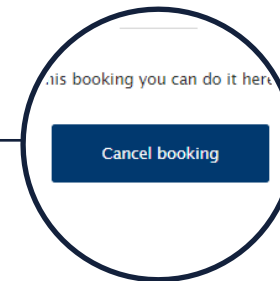


Cancel your booking

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.



Booking Cancellation

Reservation Number: 0109261356

You are about to cancel your reservation

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

Room 1
Standard room

Cancellation fee
0.00 EUR

Reason
Mandatory field

Cancellation Reason
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 [General Terms and Conditions](#) and Cancellation Conditions

You are about to cancel your reservation

[Back](#) [Cancel your booking](#)



Commission Claims

Commission Claims

Minor Hotels Europe and the Americas process commission payments through ONYX Centersource. To claim your commissions, you must be registered with ONYX.

Here's how to get started:

1. Register with ONYX
Click the link below to access the registration page:
<https://www.payments.onyxcentersource.com/peticioncodigos.shtm>
(Once registered, ONYX will provide you with login credentials to access the platform.)
2. Complete Your Profile
Be sure to fill in all required legal and banking information.

Once your registration is complete, the hotel will submit your commission details directly to ONYX. Payments will then be processed according to the ONYX payment calendar.



Other Questions

Other Questions

If you have other questions, please check our
[Frequently asked questions for Agencies](https://www.minorhotels.com/en/minor-pro/agencies/help)

<https://www.minorhotels.com/en/minor-pro/agencies/help>

MINOR
HOTELS

Contact

Contact

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

minorpro@minor-hotels.com

Minor Hotels Europe & Americas

MINOR

HOTELS

LUXURY


ANANTARA
HOTELS & RESORTS

elewana
— COLLECTION —

The WOLSELEY
HOTELS

TIVOLI
HOTELS & RESORTS

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COLLECTION

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