

MINOR
HOTELS

User *Guide*

Minor PRO Agencies Programme

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

Minor PRO Agencies Programme

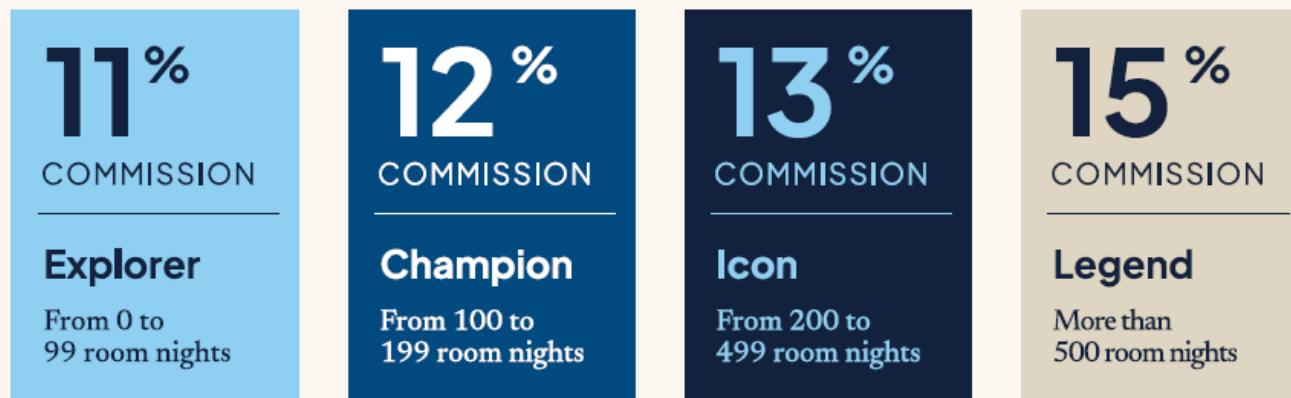
Discover Minor PRO Agencies Programme

Our digital programme designed exclusively for travel agencies. You'll enjoy a tiered commission structure, faster payments, special travel agent rates and exclusive promotions, when booking online through minor-pro.com.









The more you book, the **higher commissions you get!**

Grow your bookings, rise through the tiers, and earn bigger commissions, exclusively via **minor-pro.com**



ALWAYS ENJOY THE FOLLOWING BENEFITS

-  **Faster Commission Payments**
Quick payouts to support your cashflow.
-  **Best Rates available in all categories**
Access to all public and promotional rates with full availability across all room categories.
-  **Minor DISCOVERY rates & guest rewards**
Enjoy exclusive access to Minor DISCOVERY rates while your clients earn D\$.
-  **Special travel agent rate**
Enjoy up to 50% off personal stays.
-  **Exclusive promotions for members**
Unique offers to boost your sales.
-  **Easy-to-Use Platform**
Real-time reservations, flexible payment options.

*Tier status is based on room nights booked per year, beginning from the date you register. All the benefits are available only at hotels in Europe and Americas.
Check full conditions in the Minor PRO Agencies Programme **T&Cs**.*

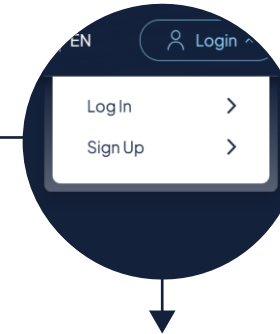
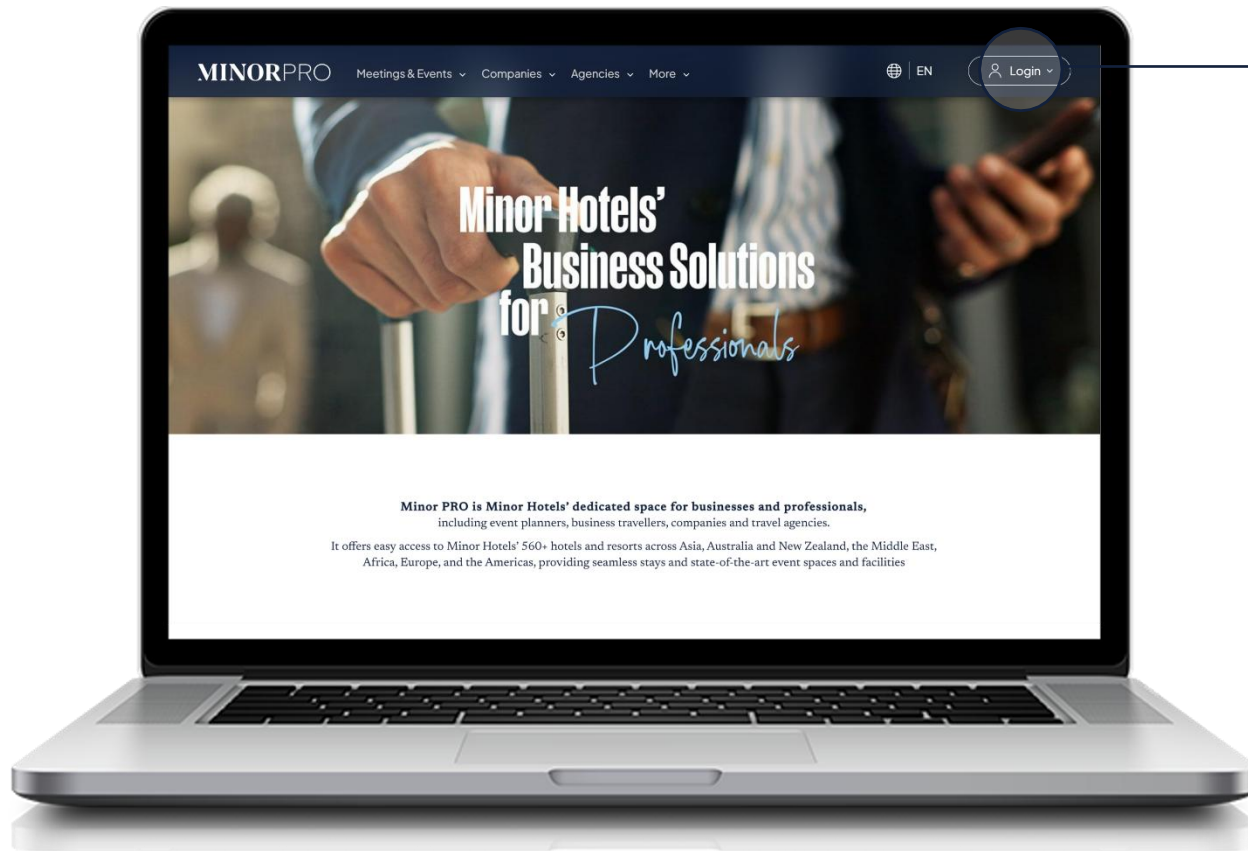
MINOR
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Sign Up

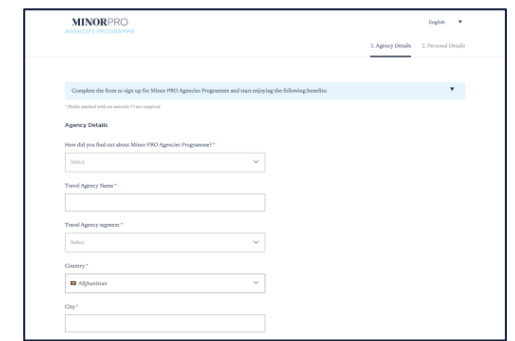
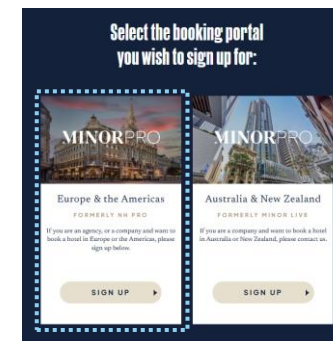
Sign Up

GOTO:

[MINOR-PRO.COM](https://www.minor-pro.com)



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



Sign Up



You will receive an email confirming we have received your registration

Complete the registration form ¹

MINORPRO AGENCIAS PROGRAMME

English

Agency Details | Personal Details

Complete the form to sign up for the Minor PRO Agencies Programme and start enjoying the following benefits:

*These benefits will be available if you are approved.

Agency Details

How did you find out about Minor PRO Agencies Programme?

Travel Agency Name*

Travel Agency address*

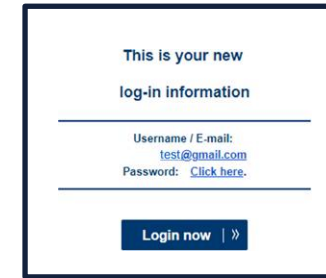
Country*

City*

¹ The registration form is online

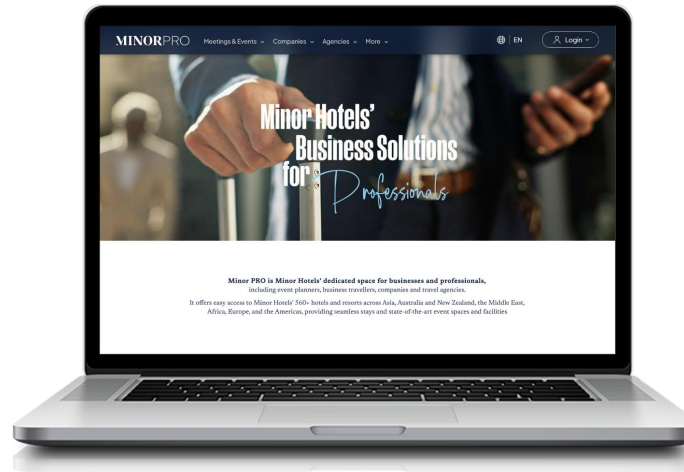
Our team will process your registration

How can an Agency register to Minor PRO Agencies Programme?



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



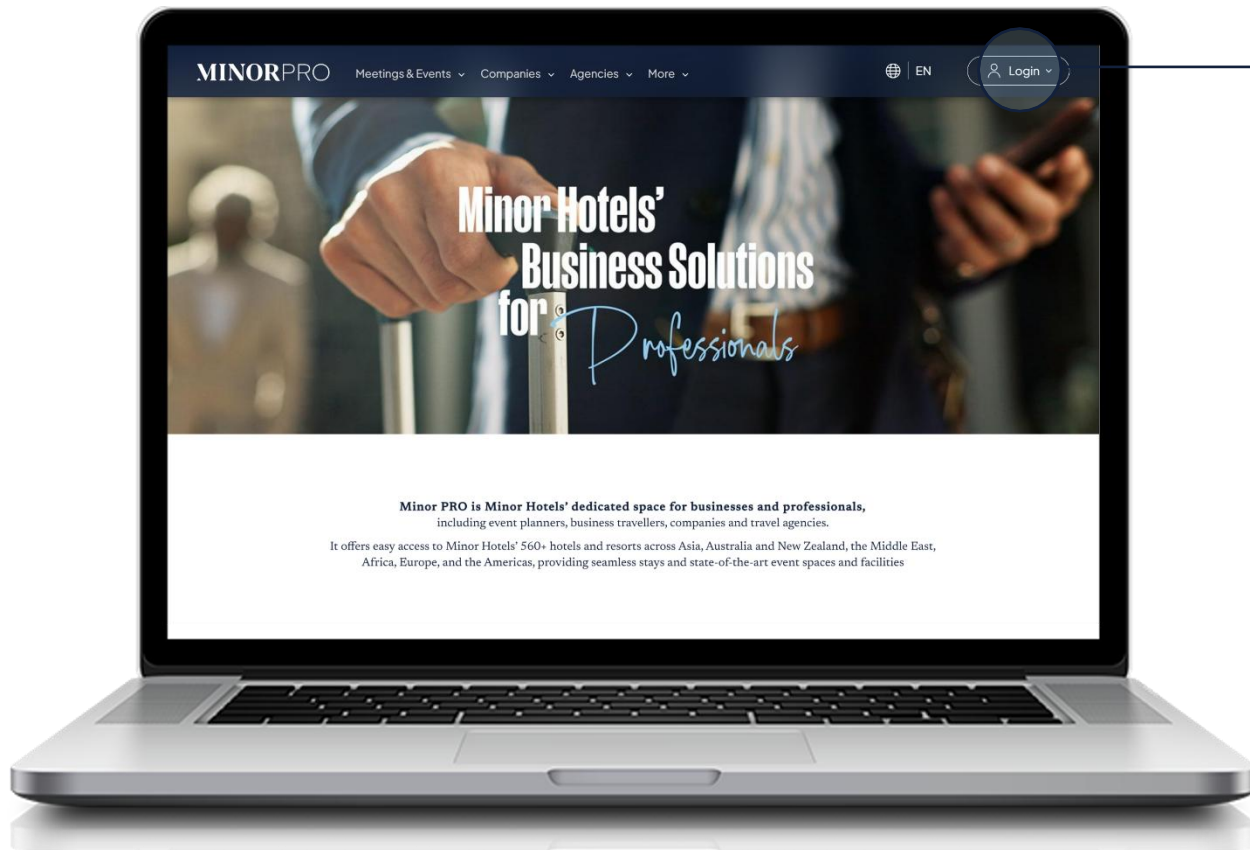
MINOR
HOTELS

Log In

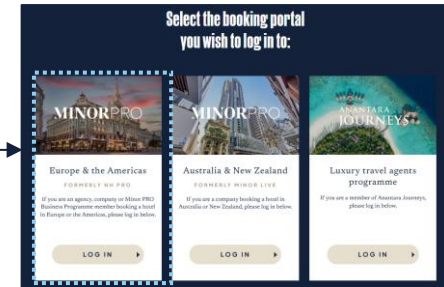
Log In

GOTO:

[MINOR-PRO.COM](https://www.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

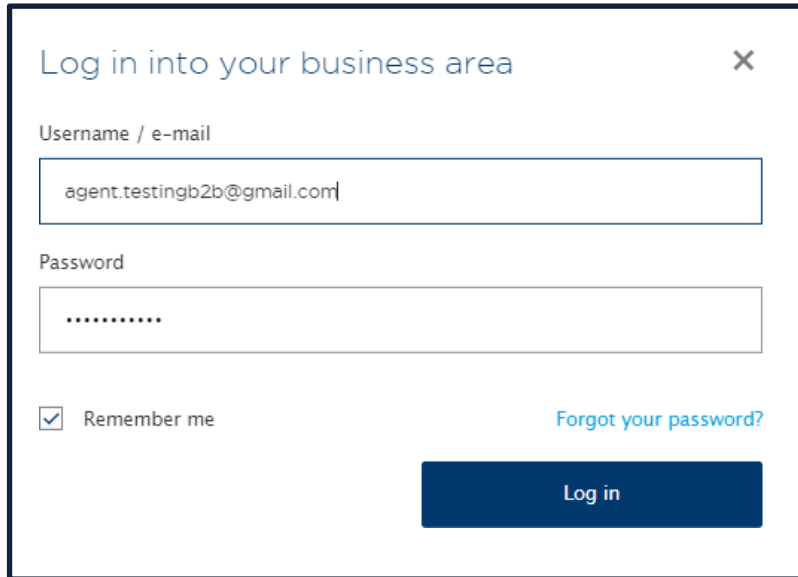
Click on “Log in” button

MINOR
HOTELS

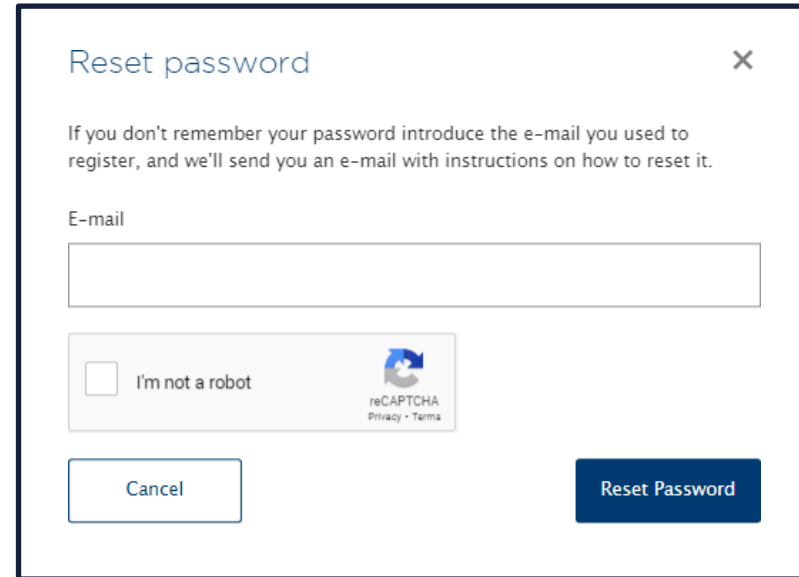
Reset Password

Reset Password

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



The screenshot shows a login form titled "Log in into your business area". It features a close button (X) in the top right corner. The form contains two input fields: "Username / e-mail" with the text "agent.testingb2b@gmail.com" and "Password" with masked characters ".....". Below the password field is a checked checkbox labeled "Remember me" and a blue link "Forgot your password?". A dark blue "Log in" button is positioned at the bottom right of the form.



The screenshot shows a "Reset password" form with a close button (X) in the top right corner. The text reads: "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." Below this is an "E-mail" input field. A reCAPTCHA widget is present, including a checkbox for "I'm not a robot" and the reCAPTCHA logo with "Privacy · Terms" links. At the bottom, there are two buttons: a white "Cancel" button and a dark blue "Reset Password" button.

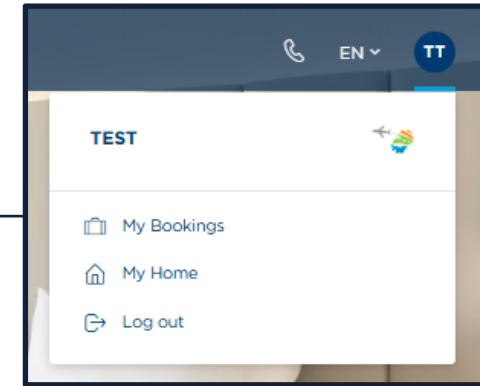
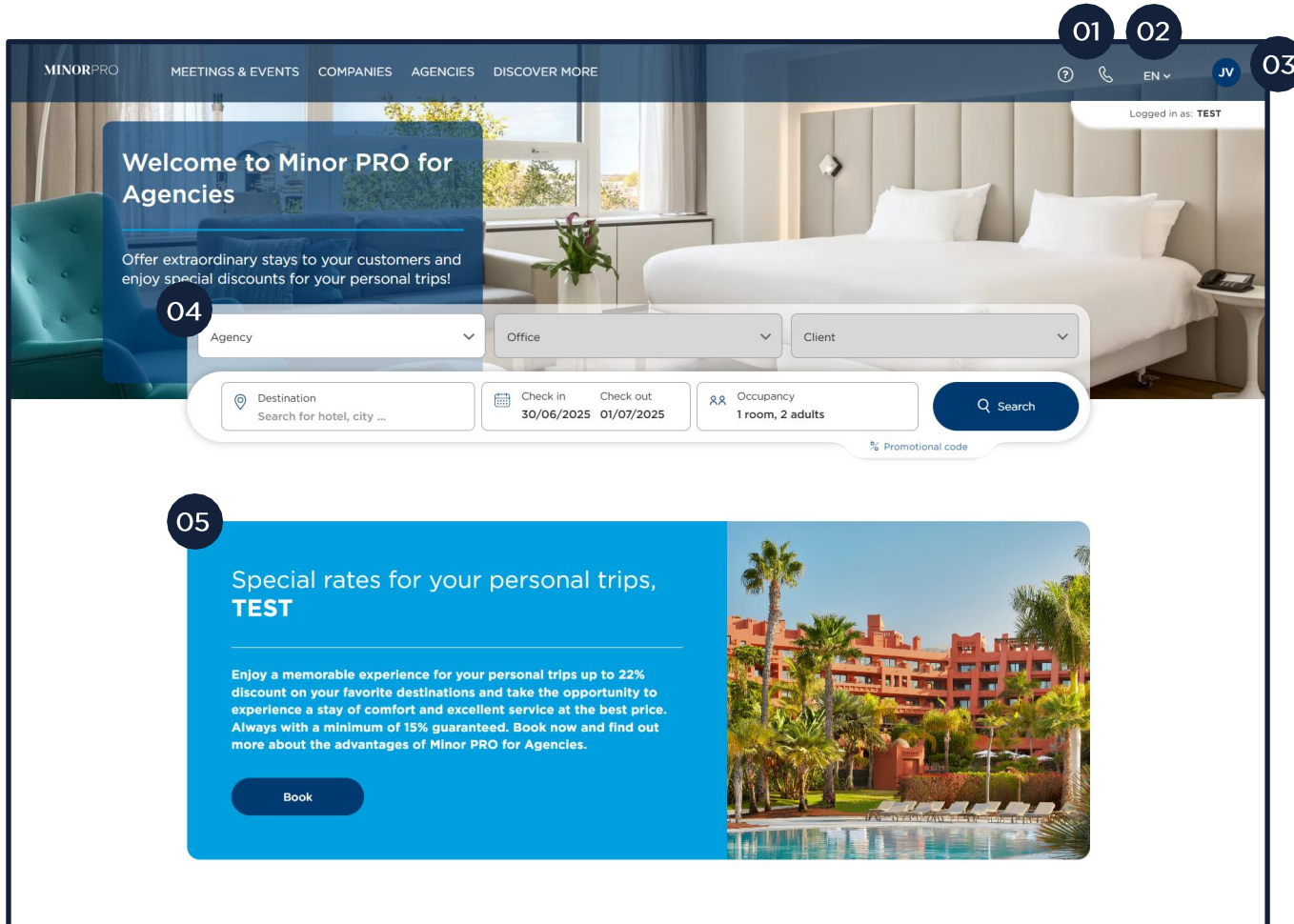
You will receive an email to the same email address that you registered with

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 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 interface. At the top, a search bar (01) contains 'Madrid' as the destination, '28/06/2023' as the check-in date, '29/06/2023' as the check-out date, and '1 adult' as the occupancy. A 'See rooms' button is to the right. Below the search bar, it says '24 Hotel(s) Found in Madrid, Spain'. There are two dropdown menus: 'Sort By' set to 'NH Recommends' (02) and 'Currency' set to '€ Euro' (03). To the right are 'Filter' (04) and 'Map' (05) buttons. Below these are two hotel listings. The first listing (06) is for 'NH Collection Madrid Eurobuilding', showing a 'Superior Room' with 'Breakfast Included' for '226.90 EUR'. The second listing is for 'NH Madrid Nacional', showing a 'Standard Single Room only' for '154.00 EUR'. Both listings include a photo of the room, a location pin, and a 'See rooms' button.

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.

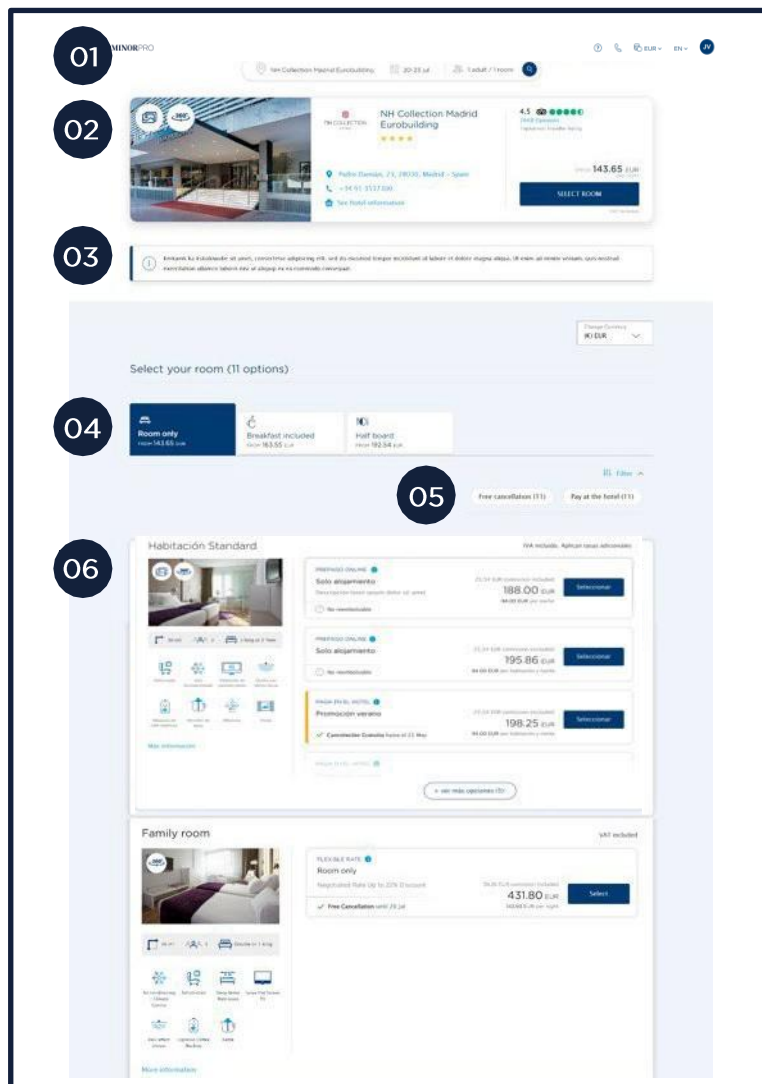
5. MAP

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

The screenshot shows a 'Check out' page for a hotel reservation. It is divided into several sections, each marked with a numbered step:

- 01**: Check out header.
- 02**: Booking details section showing hotel name (NH Collection Madrid Eurobuilding), dates (The 20 Jun 2023 15:00 pm to Sun 23 Jun 2023 12:00 pm), room type (Superior Room), and total price (490.65 EUR).
- 03**: Booker information section with fields for name and email.
- 04**: Price Summary section showing a total price of 490.65 EUR.
- 05**: Guest information section with fields for name and telephone.
- 06**: Add your room preferences section, including room type (Room 1) and bed type selection (1 king, 2 twin).
- 07**: Payment options section with a dropdown menu for payment method.
- 08**: Reservation guarantee section with a checkbox for 'I need an invoice'.
- 09**: A note at the bottom stating: 'Notice: If the guest has a membership of NH DISCOVERY, they should inform at Check in to obtain the points.'

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 & COMMENTS(optional*)

Select bed type

Add comment

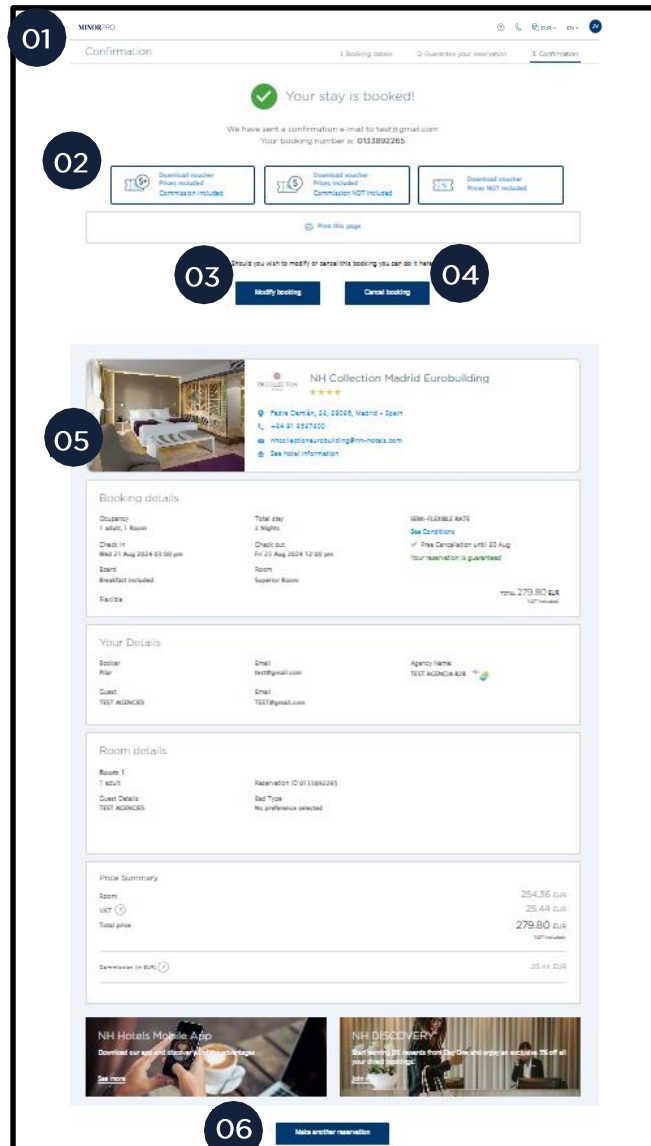
***IMPORTANT:** When booking a **Minor DISCOVERY rate**, you must enter the guest's Minor DISCOVERY Membership in the comments section.

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

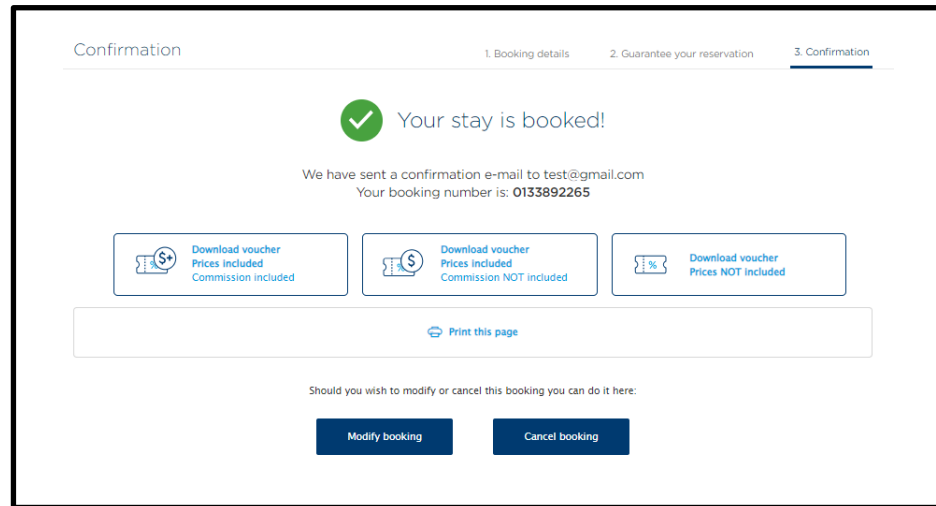
5. YOUR BOOKING DETAILS

- 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 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 **TEST AGENCIA S28** External Reference TMS_TEND084

Booking details

NH Collection Madrid Eurobuilding
 Padre Damián, 21, 28016, Madrid - Spain
 +34 91 3537000
 nhcollectionmadrid@nh-hotels.com

Check-in: Wed 21 Aug 2024 03:00 pm
 Check-out: Fri 23 Aug 2024 12:00 pm
 Rooms: 1 adult, 1 Room
 Breakfast included
 Superior Room

Room details

Room 1
 1 adult
 Reservation ID: 0133892265
 Guest details: TEST AGENCIAS
 Bed Type: No preference selected

Price Summary

Room	254.36 EUR
TAX	25.44 EUR
Total price	279.80 EUR
Commission del EUR	25.44 EUR

This voucher is for a booking done via NH PRO Platform

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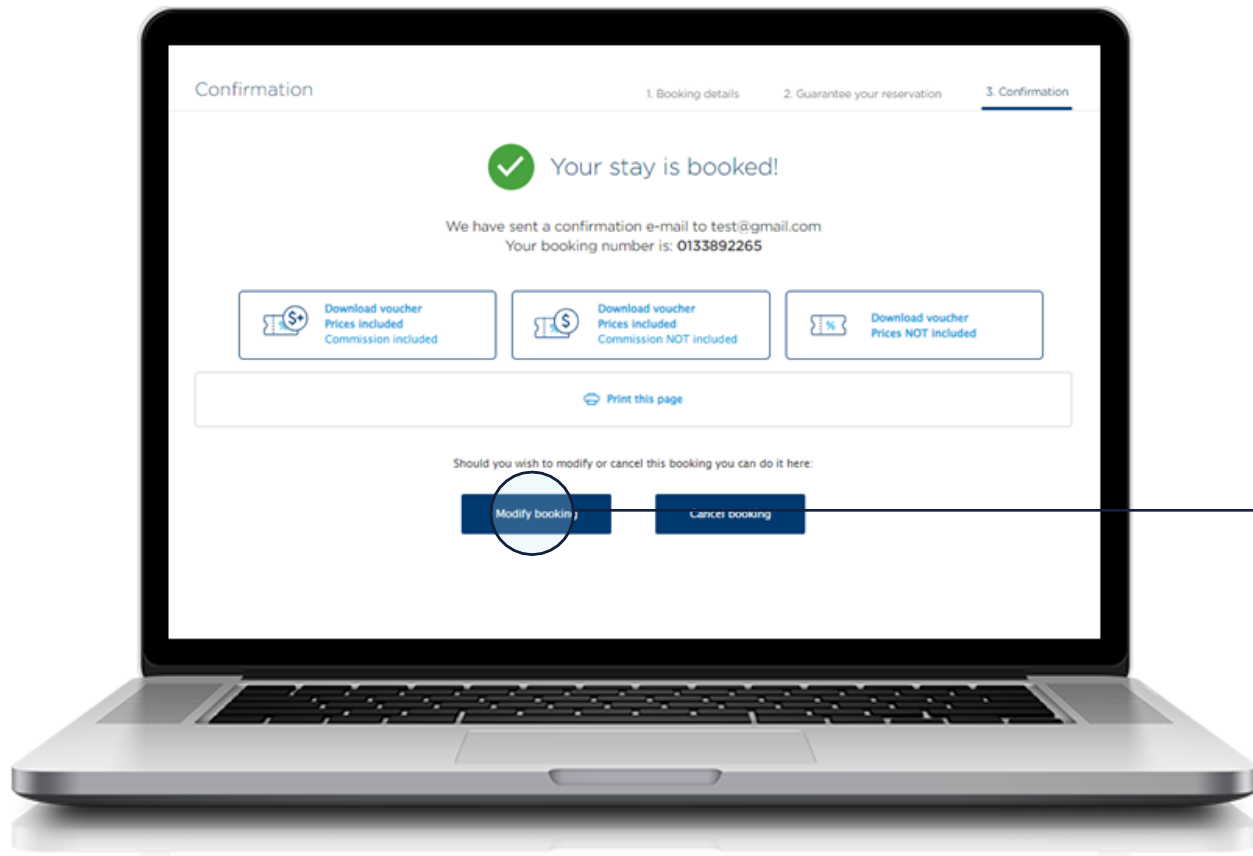
Room details

Room 1
 1 adult
 Reservation ID: 0133892265
 Guest details: TEST AGENCIAS
 Bed Type: No preference selected

MINOR
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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 91 800 81 46](#)

Booking details

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

Name and Surname

Email

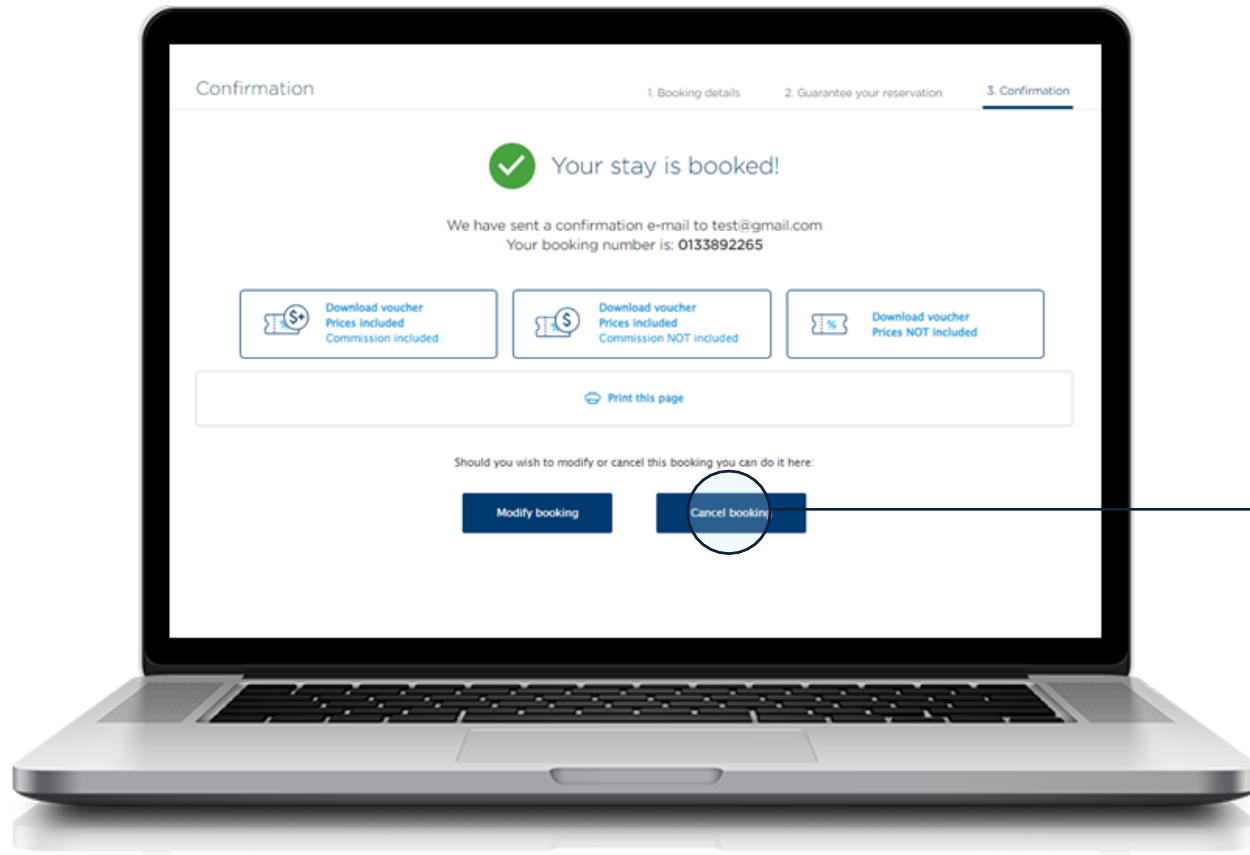
Telephone

Valid Formats: +44123456789 or 0044123456789

MINOR
HOTELS

Cancel your Booking

Cancel your Booking

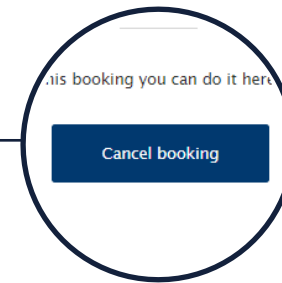


Cancel your booking

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 fees 0.00 EUR
-------------------------	-------------------------------

Cancellation fees 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](#)

MINOR
HOTELS

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.



Frequently Asked Questions

Frequently Asked Questions

1. What is the Minor PRO Agencies Programme?

The Minor PRO Agencies Programme is a benefit programme designed for travel agencies. It offers higher commissions, faster payments, and exclusive benefits for bookings made through minor-pro.com.

2. Who can join the programme?

The programme is open exclusively to travel agencies booking on behalf of their clients or for their own personal trips using the special travel agent rate. The travel agency must meet the following conditions:

- They do not have a negotiated contract or rate with Minor Hotels; and
- They are not a travel management company (TMC).

Participation is subject to approval by Minor Hotels.

3. How do I register?

You can register your agency online at minor-pro.com, through this registration form. Registration is free.

Once approved, you'll receive an email with your agency code and instructions to set your password and access your account.

4. Can my agency have multiple users?

Yes, multiple agents from the same agency can book using the same Minor PRO Agencies Programme Code.

All bookings under your agency code contribute to your overall room night total.

Frequently Asked Questions

5. How does the commission structure work?

Your commission rate depends on the number of room nights your agency books through minor-pro.com in a 12-month period from subscription date:

- Explorer: 0–99 room nights → 11% commission
- Champion: 100–199 room nights → 12% commission
- Icon: 200–499 room nights → 13% commission
- Legend: 500+ room nights → 15% commission

6. How will I know what my Minor PRO Agencies Programme tier is?

When your agency reaches a new tier, you'll receive an email notification confirming your updated commission level.

You can also log in to your Minor PRO account on minor-pro.com at any time to view your current tier in your profile.

7. How can I earn the highest commissions?

To qualify for higher commission tiers, all bookings must be made directly through minor-pro.com.

Bookings made through other channels (call centres, GDS, or directly with hotels) will only receive a flat 10% commission, regardless of your tier.

8. How and when are commissions paid?

Commissions are processed after the guest's stay and once the booking is validated.

Payment times may vary depending on your chosen method. All commission payments are made via Onyx, so you must be registered with Onyx to receive them.

By belonging to the programme and making your reservations online through minor-pro.com, you will benefit from a faster commission payment process.

Frequently Asked Questions

9. What rates do I have access to?

As a registered agency, you can access:

- All public, promotional, and Minor DISCOVERY rates.
- Full room category availability.

This means you can always offer your clients the best rate and room selection.

10. Can I book group and corporate rates through Minor PRO Agencies Programme?

No. The programme is designed for agencies booking on behalf of individual end clients. Group bookings and corporate rates are not available through this programme.

11. What is the exclusive travel agent rate?

Registered agents enjoy an exclusive personal rate with up to 50% discount on their leisure stays.

This rate is for personal use only, not commissionable, and may require proof of agency affiliation at check-in.

12. Who earns DISCOVERY Dollars (D\$)?

Guests who are members of Minor DISCOVERY before the booking will earn DISCOVERY Dollars (D\$) when you book on their behalf. These D\$ can be used toward future stays.

Please note: While clients earn D\$, agencies do not accumulate D\$ for bookings.

Frequently Asked Questions

13. Can I make a booking and have the client register for Minor DISCOVERY later?

No. Minor DISCOVERY Loyalty Rates are reserved solely for members. You should provide their membership number in booking remarks before finalizing the reservation. Otherwise, the hotel will adjust the reservation to the regular public rate.

14. How can guests register to Minor DISCOVERY?

If your client hasn't joined Minor DISCOVERY yet, they can sign up at no cost through [this link](#) and then provide you with their membership number, so you can insert it in the reservation.

15. Are there exclusive promotions for agencies?

Yes. As a Minor PRO Agencies Programme member, you'll have access to exclusive agency-only promotions available on [minor-pro.com](#).

These offers can help increase your sales and competitiveness.

16. Can I book directly with hotels or the call centre and still receive the same benefits?

No. The full programme benefits – including higher commissions, faster payments, and access to exclusive promotions – only apply to bookings made through [minor-pro.com](#).

Bookings made through other channels receive a flat 10% commission, with no additional benefits, and room nights are not counted toward tier upgrades.

17. Do bookings made through other channels count toward tier progression?

No. Bookings made via other channels, such as the reservation office or directly with hotels, do not contribute to tier advancement. Indirect channels are also excluded.

MINOR
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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
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