

MINOR
HOTELS

User *Guide*

Minor PRO Business 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

Sign Up	03
Log In	06
Reset Password	08
Homepage User Guide	10
How to Make a Reservation	12
Modify your Booking	18
Cancel your Booking	20
Other Questions	22
Contact	24

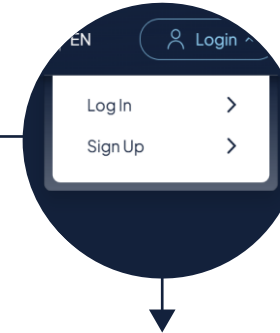
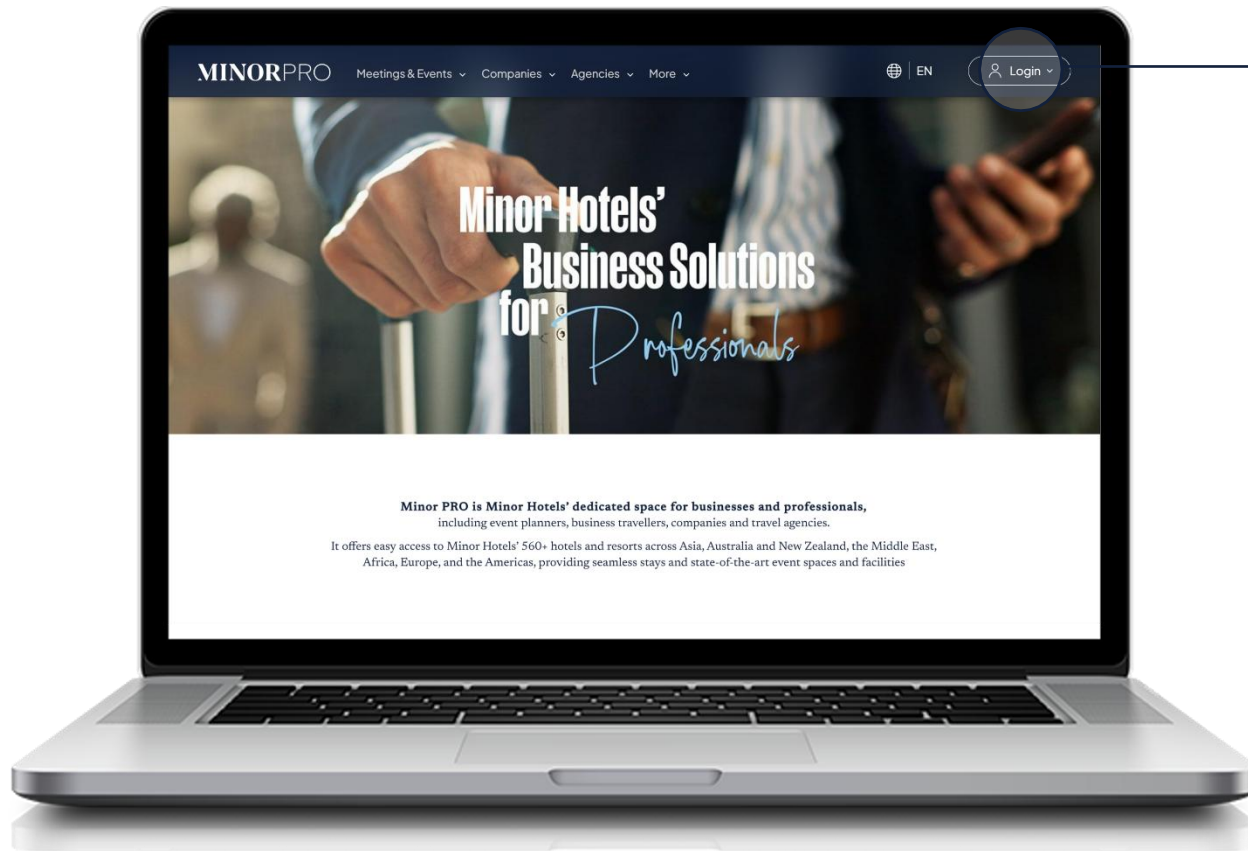
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Sign Up

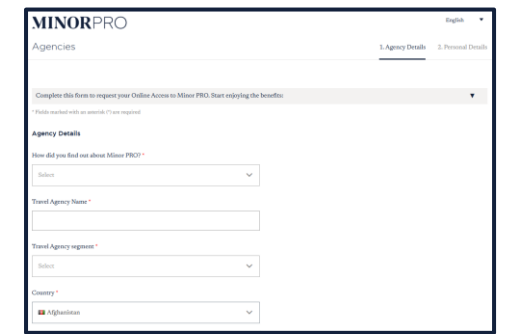
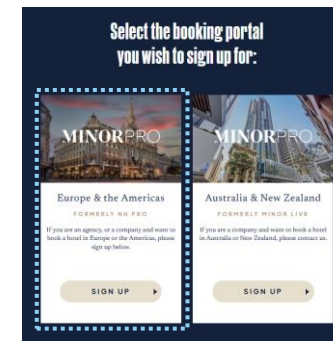
Sign Up

GOTO:

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



For bookings as a Minor PRO Business Programme member select the region of Europe & the Americas:



Sign Up



You will receive an email confirming we have received your registration

02

Our team will process your registration

03



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

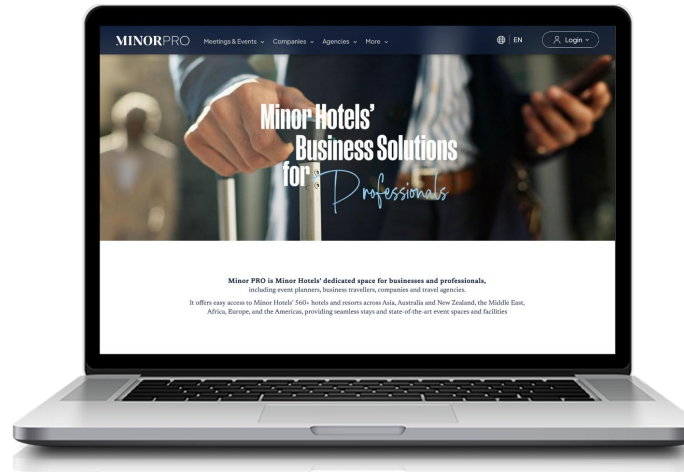
04

How can a company register to Minor PRO Business Programme?

Complete the registration form ¹

01

¹ The registration form is online



05

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

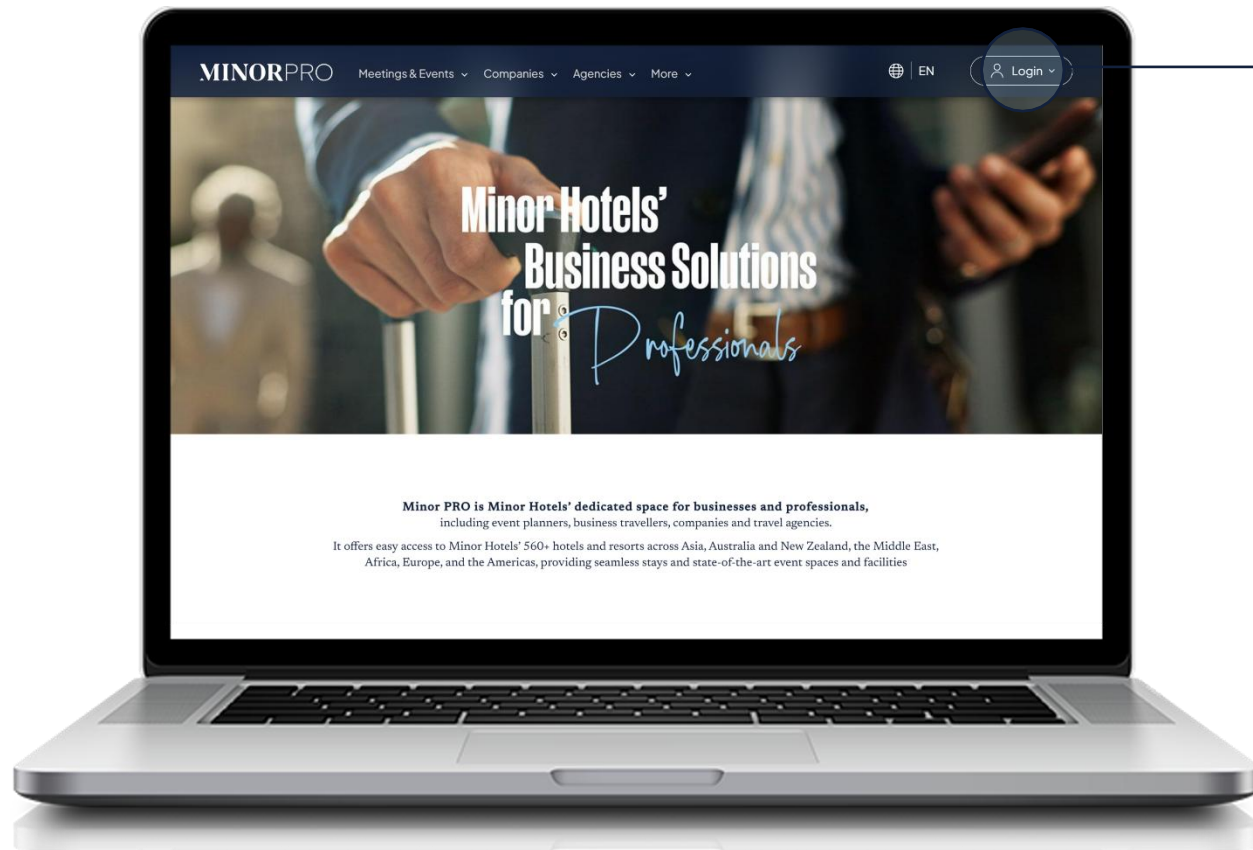
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Log In

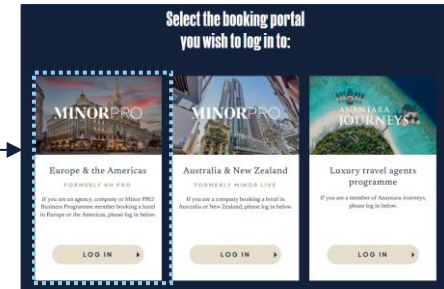
Log In

GOTO:

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



For bookings as a Minor PRO Business Programme member select the region of Europe & the Americas:



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

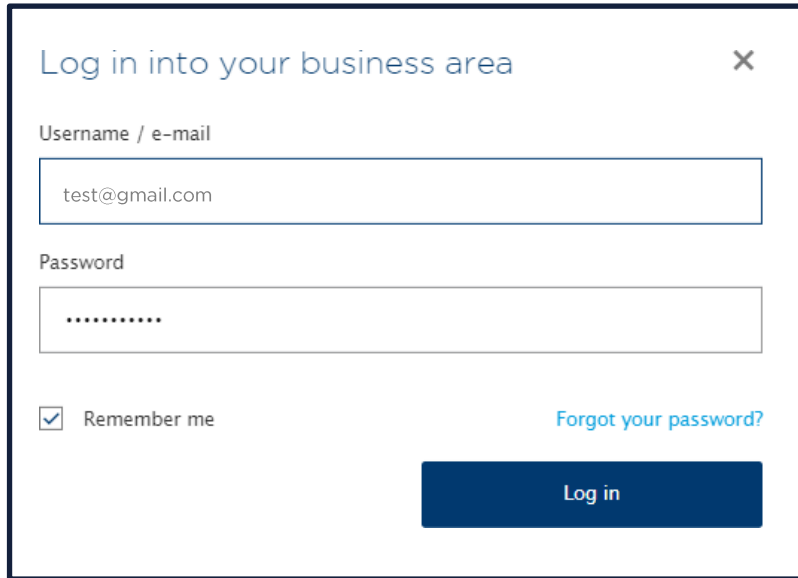
Click on “Log in” button

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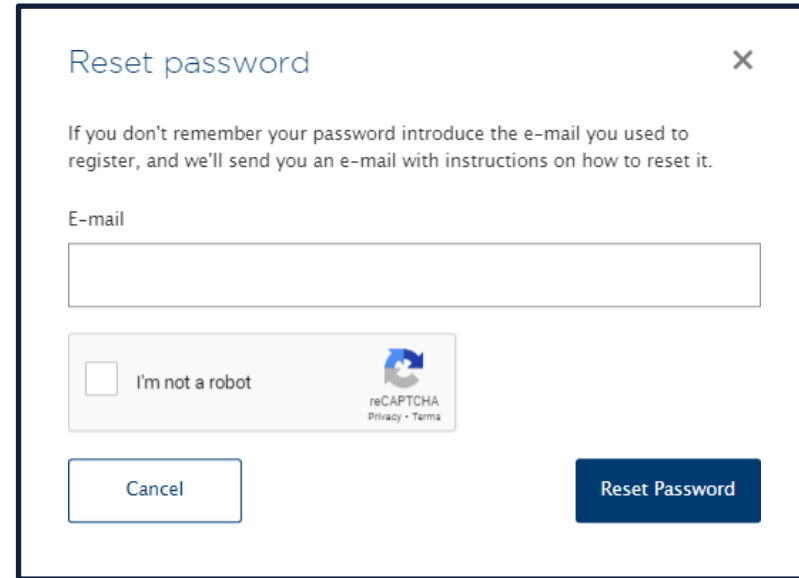
Reset Password

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" with a close button (X) in the top right corner. It contains two input fields: "Username / e-mail" with the value "test@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 at the bottom right.



The screenshot shows a "Reset password" form with a close button (X) in the top right corner. It includes the text: "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 with the text "I'm not a robot" and a "reCAPTCHA Privacy · Terms" link. At the bottom, there are "Cancel" and "Reset Password" buttons.

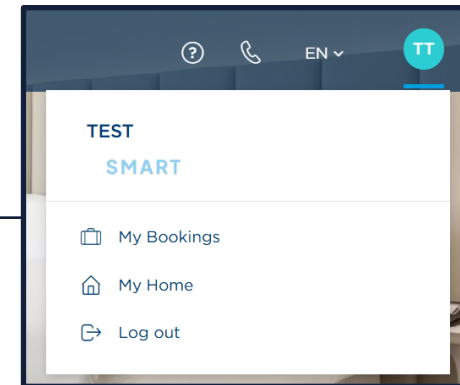
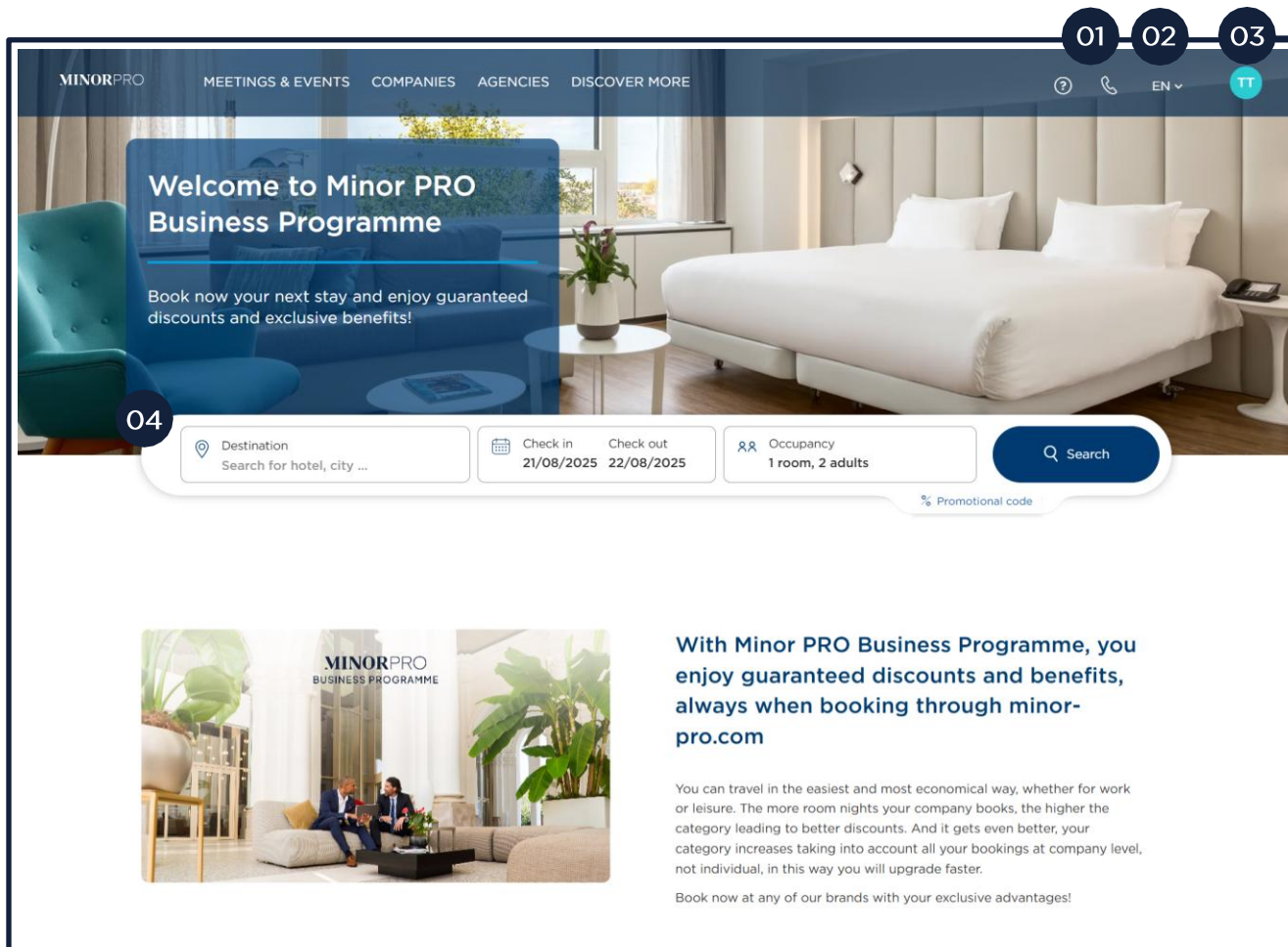
You will receive an email to the same email address that you registered with to reset your password

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 access our FAQs or call us.

2. LANGUAGES

You have the option to switch to your preferred language

3. ACCOUNT OPTIONS

Once you are logged in, you will see:

Your username. e.g.: TEST

The tier your company belongs to. e.g.: SMART

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 page.



How to Make a Reservation

How to Make a Reservation

The screenshot shows the Minor PRO website's reservation interface. At the top, there is a navigation bar with links for 'MEETINGS & EVENTS', 'COMPANIES', 'AGENCIES', and 'DISCOVER MORE'. A search bar is visible on the right. The main content area features a large image of a hotel room with a white bed and a blue armchair. A blue overlay box on the left contains the text: 'Welcome to Minor PRO Business Programme' and 'Book now your next stay and enjoy guaranteed discounts and exclusive benefits!'. Below this, a search bar is labeled '01' and contains the following fields: 'Destination' (with a location pin icon and placeholder text 'Search for hotel, city ...'), 'Check in' (with a calendar icon and date '21/08/2025'), 'Check out' (with a calendar icon and date '22/08/2025'), 'Occupancy' (with a person icon and text '1 room, 2 adults'), and a 'Search' button. A 'Promotional code' field is also present. Below the search bar, there is a section titled 'With Minor PRO Business Programme, you enjoy guaranteed discounts and benefits, always when booking through minor-pro.com'. This section includes an image of two people sitting on a sofa in a modern lounge and a paragraph of text: 'You can travel in the easiest and most economical way, whether for work or leisure. The more room nights your company books, the higher the category leading to better discounts. And it gets even better, your category increases taking into account all your bookings at company level, not individual, in this way you will upgrade faster. Book now at any of our brands with your exclusive advantages!'

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:**

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

%Promotional code:

To benefit from a promotional rate, please enter your promo code in this field

- Click on “Search” button.

How to Make a Reservation

The screenshot shows a hotel booking interface with the following elements:

- 01**: Search bar with fields for Destination (Madrid), Check-in (28/08/2022), Check-out (29/08/2022), Occasions (Room, 1 adult), and a 'See rooms' button.
- 02**: 'Sort By' dropdown menu set to 'NH Recommends'.
- 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' with a 'Superior Room Breakfast Included' and a price of 'See rooms from 226.90 EUR'. The second result is 'NH Madrid Nacional' with a 'Standard Single Room only' and a price of 'See rooms from 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.

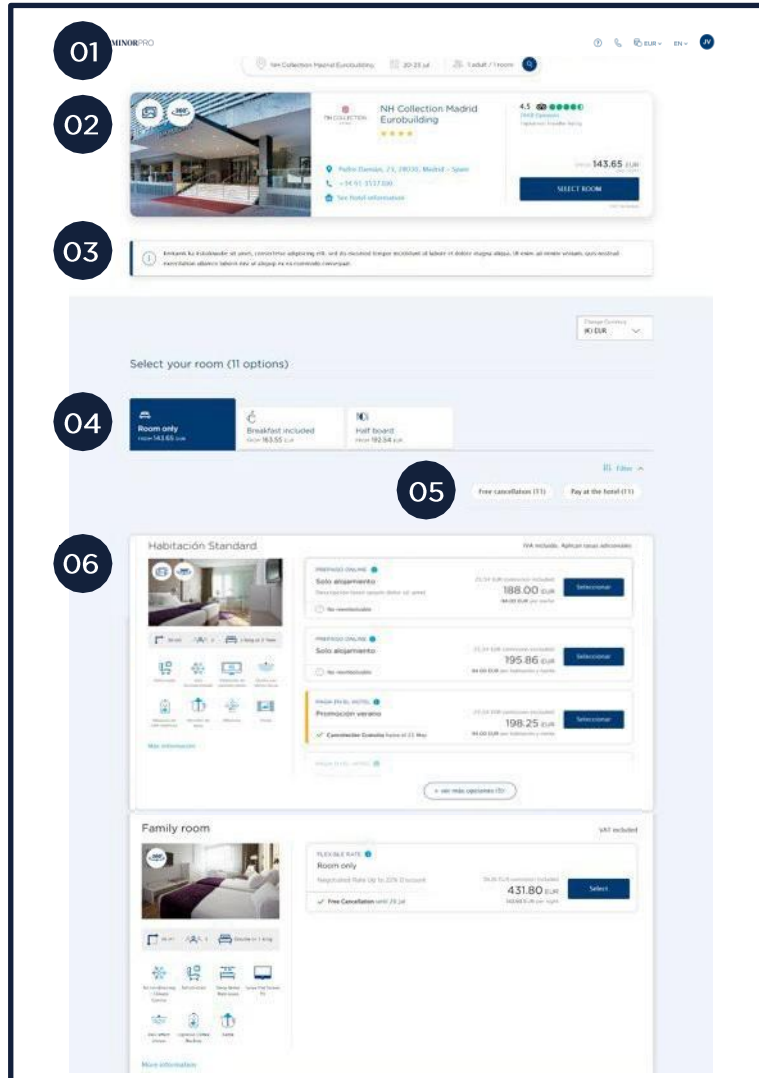
5. MAP

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
 - Tier which client belongs to:
 - SMART
 - ADVANCE
 - MASTER
 - ELITE
 - 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 e.g. 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

TYPE OF RATES:

FLEXIBLE,
rate with the best available
cancellation condition.

The payment will be done
after the stay.

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 hotel booking page for NH Collection Madrid Poso del Prado. It is divided into several sections, each highlighted with a numbered callout:

- 01** Booking details: Shows hotel name, booking details (2 adults, 1 room, 1 night), check-in/out dates, and total price.
- 03** Booker information: Fields for name, email, and phone number.
- 04** Price Summary: Breakdown of room rates, taxes, and total price.
- 05** Guest information: Fields for guest name, surname, and phone number.
- 06** Notice: A warning about the DISCOVERY membership benefit.
- 07** Add your room preferences: Options for room type (King, Queen, Twin) and a comment field.
- 08** Reservation guarantee: A checkbox to guarantee the reservation.

A close-up of the 'Guest information' form, showing fields for Name, Surname, Email, and Phone number. There is a checkbox for 'Send a copy of confirmation email to guest' and a note: 'Remember: email confirmations states the price of the reservation'.

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. If you or the guest is a member of MINOR DISCOVERY, you/them should inform about this at check-in to obtain the DISCOVERY Dollars (D\$)

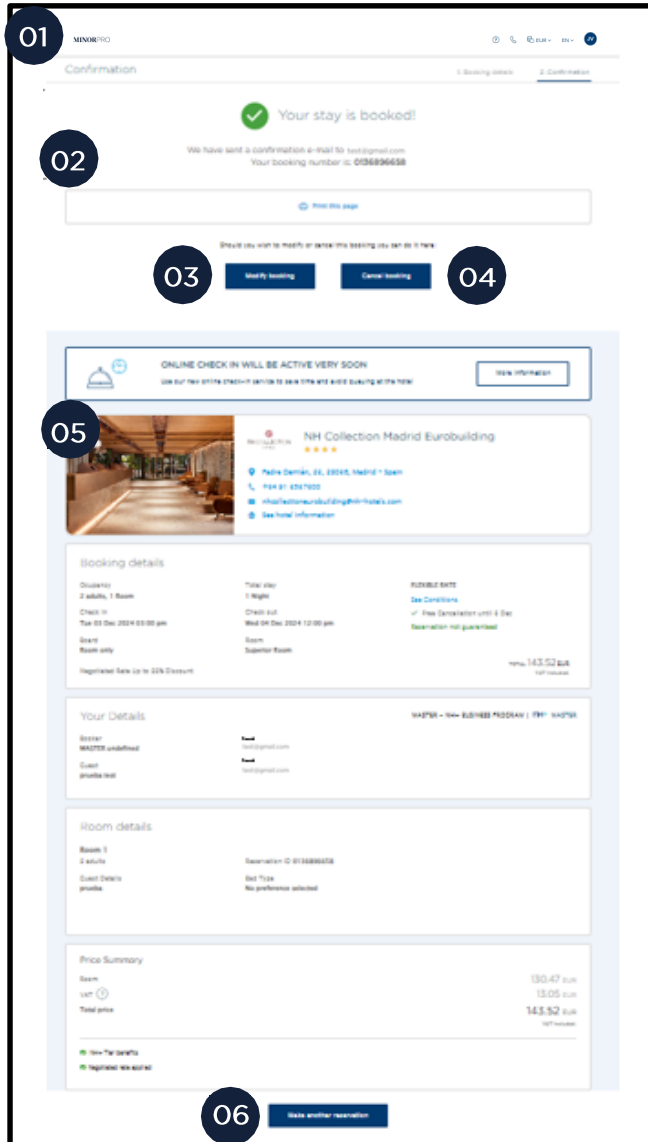
7. ROOM PREFERENCES (optional)

Select bed type

Add comment

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

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. PRINT THIS PAGE

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 company and the guest (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

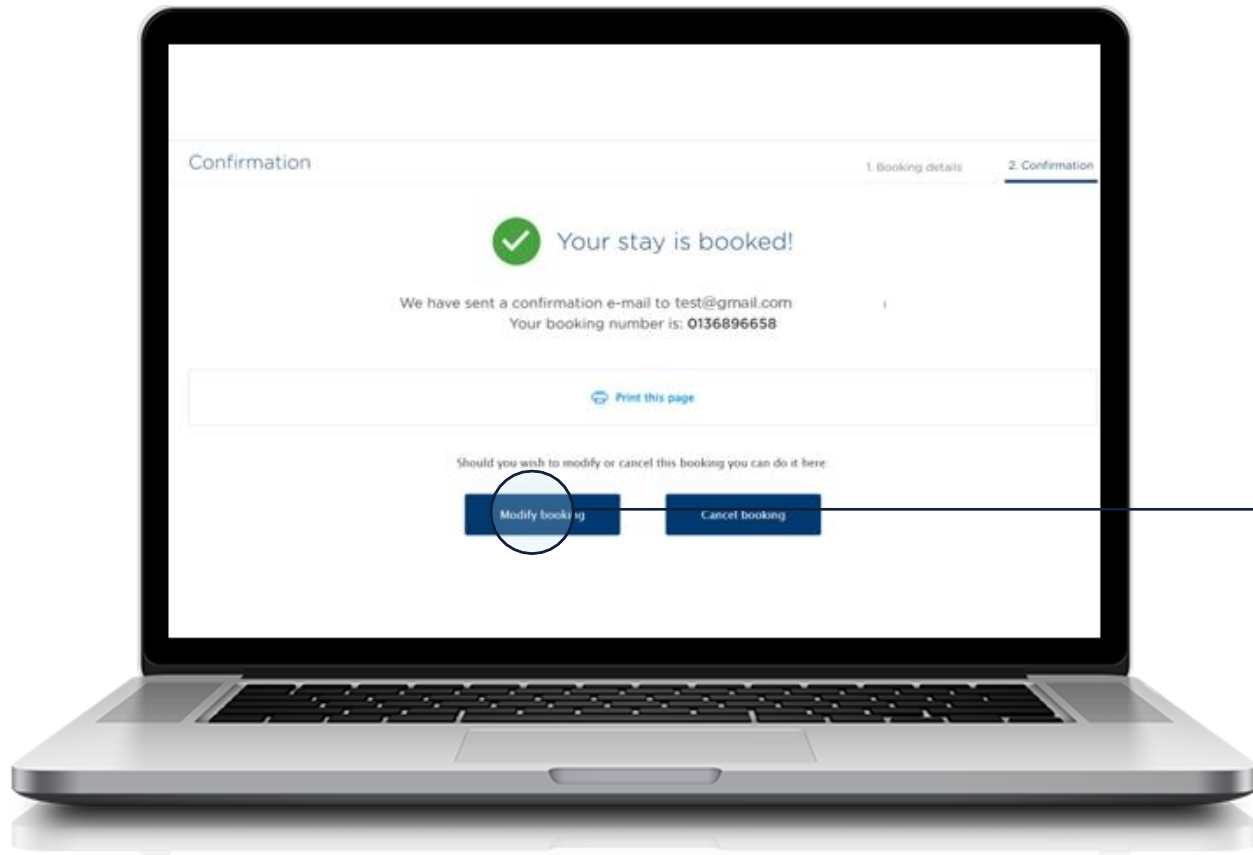
6. MAKE ANOTHER RESERVATION

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

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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

NH TIER 1

Email

tier1withcredit@gmail.com

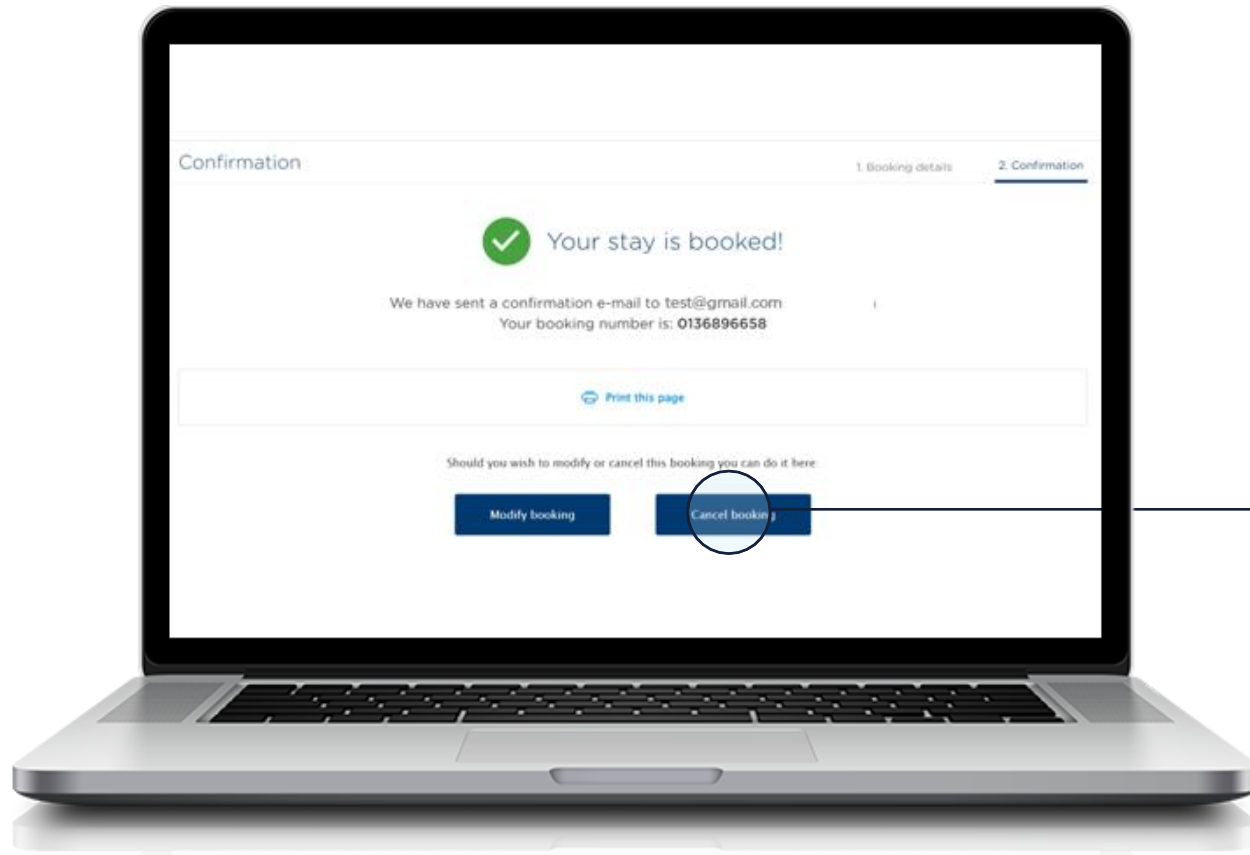
Telephone

Valid Formats: +44123456789 or 0044123456789

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Cancel your Booking

Cancel your Booking

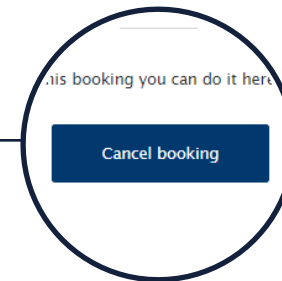


Cancel your booking

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](#)

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Other Questions

Other Questions

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

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

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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

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