

NH Hotels FAQs

Frequently Asked Questions - General	4
Where can I find the hotel's address & telephone numbers?	4
How can I find out if my hotel offers an airport shuttle?	4
Where can I find detailed information on a hotel?	4
How to request the deletion of your personal data?	4
Frequently Asked Questions - Children	4
Up to what age do children stay free of charge?	5
How can I reserve a baby cot?	5
Frequently Asked Questions - Offers	5
How can I use my promotional code?	5
Frequently Asked Questions - My Reservation	5
Up to what time is my room guaranteed?	5
Frequently Asked Questions - Modifications	5
Is it possible to modify or cancel a prepaid rate?	5
Frequently Asked Questions - NH DISCOVERY	6
Can I make use of my DISCOVERY Dollars rewards at any time?	6
Can I check my DISCOVERY Dollars rewards balance myself?	6
How request the deletion of your personal data?	6
Frequently Asked Questions - Rates	6
What does "Lowest Price" of "From" 99 euros mean?	6
NH DISCOVERY - My Private NH DISCOVERY Area	6
I am not able to log in to my account - what should I do?	6
How can I view my account status?	7
NH DISCOVERY - General	7
What is NH DISCOVERY?	7
Which hotels Participate in NH DISCOVERY Programme?	7
How can I join NH DISCOVERY and is there a fee?	7
Will I be able to request a deletion of your membership?	8
Do you issue NH DISCOVERY membership cards?	8
How can I receive the exclusive from 5 to 10% discount?	8
NH DISCOVERY - Stay Credit for Tier progression and D\$	8
Can I earn Nights, Spend credit, Brand Stays credit or DISCOVERY Dollars (D\$) on stays before I joined NH DISCOVERY?	8
Does my first stay count for Tier progression?	9
How long will it take for my Nights, Spend credit, or Brand Stays credit to be applied to my account?	9
NH DISCOVERY - Technical Assistance and queries	9
What should I do if some of the DISCOVERY Dollars (D\$) rewards I earned for my stays have not been registered?	9

NH DISCOVERY - Earning and Redeeming DISCOVERY Dollars (D\$)	9
What are D\$ rewards?	9
How do DISCOVERY Dollars work?	10
What can you spend D\$ on?	10
What are DISCOVERY Dollars (D\$)?	10
What are DISCOVERY Dollars (D\$) worth?	10
How do I earn DISCOVERY Dollars (D\$)?	10
Is there a minimum DISCOVERY Dollars (D\$) to redeem?	11
How many rooms are eligible for earning DISCOVERY Dollars (D\$)?	11

Frequently Asked Questions - General

Where can I find the hotel's address & telephone numbers?

Search for the hotel name in the "Where are you traveling" field on the left-hand side of the webpage ticking the "I'm flexible on dates" box . You can find the address & telephone numbers below the hotel Name.

How can I find out if my hotel offers an airport shuttle?

On the webpage of each hotel, a short list of amenities is provided on which you can find out about details such as airport shuttle services, fees for high-speed internet access, or our pet policies. Search for the hotel name in the "Where are you traveling" field on the left-hand side of the webpage ticking the "I'm flexible on dates" box to be lead to the hotel's own webpage with more detailed information. For further information regarding airport transfers and other local transportation, click on "Directions" or Contact Us.

Where can I find detailed information on a hotel?

Step 1 of 3: Go to www.nh-hotels.com. Search for the destination or hotel name in the "Where are you traveling" field on the left-hand side of the webpage and click on the hotel or destination
Step 2 of 3: Choose the dates you'd like to stay or click the "I'm flexible on dates" box and click on the "SEARCH FOR A HOTEL" button
Step 3 of 3: You will find a short description of the hotel, including photos and general information on the hotel and the city, room details, as well as booking information and offers.

How to request the deletion of your personal data?

Users may write to NH HOTEL GROUP, to Address: Calle Santa Engracia 120, 7^a, 28003, Madrid, or by email to protecciondedatos@nh-hotels.com, including a copy of their identity document, at any time and free of charge, to Request the deletion of your personal data when, for any reason, the data is no longer necessary for the purposed for which it was obtained.

Frequently Asked Questions - Children

Up to what age do children stay free of charge?

Children of up to 11 years of age stay free of charge. This applies for a maximum occupancy of two children per room and may vary depending on room size and local legislation. Children up to 2 years of age are provided with free breakfast and a 50% discount on regular breakfast prices applies for children between 2 and 11 years.

How can I reserve a baby cot?

In order to reserve a baby cot, please Contact Us.

Frequently Asked Questions - Offers

How can I use my promotional code?

In order to use your promotional code click on "Promotional code" at the bottom of the search box on the home page and introduce your promotional code in the field below.

Frequently Asked Questions - My Reservation

Up to what time is my room guaranteed?

Without a credit card guarantee: Until 6pm in Spain, Portugal, Andorra, Germany, Switzerland & Austria, and until 4pm in Belgium, the Netherlands, Luxembourg, France, Italy & the United Kingdom.

Frequently Asked Questions - Modifications

Is it possible to modify or cancel a prepaid rate?

We have a strict policy on non-refundable prepayment rates, which does not allow for any sort of modification or cancellation. In case of a "force majeure" please contact the hotel.

Frequently Asked Questions - NH DISCOVERY

Can I make use of my DISCOVERY Dollars rewards at any time?

Yes, except in the case of promotional- and prepayment rates. For more information, please [click here](#).

Can I check my DISCOVERY Dollars rewards balance myself?

Yes, on our website www.nh-hotels.com, logging in with your member credentials. For more information please contact the NH Hotel Group Department or [click here](#).

How request the deletion of your personal data?

Users may write to NH HOTEL GROUP to Address: Calle Santa Engracia 120, 7^a, 28003, Madrid, or by email to protecciondedatos@nh-hotels.com, including a copy of their identity document, at any time and free of charge, to Request the deletion of your personal data when, for any reason, the data is no longer necessary for the purposed for which it was obtained.

Frequently Asked Questions - Rates

What does "Lowest Price" of "From" 99 euros mean?

It is a real price depending on the day you book. The prices change every day and the statement starting "Lowest Price" or "from/night" is indicative and subject to dates and availability.

NH DISCOVERY - My Private NH DISCOVERY Area

I am not able to log in to my account - what should I do?

If you do not remember your password, you may easily reset it, for that:

- Go to the Sign-in section on our website
- Click on "Forgot your password?"
- Fill in your email address and click "Reset Password"
- You will receive your reset link by email. Please, check your spam mailbox if you did not receive the link.

If you're still having trouble accessing your account, please contact NH DISCOVERY Customer Care: +34 91 398 44 38 or by e-mail at nhdiscovery@nh-hotels.com. The team is available from Monday to Friday between 8:00 am to 9:00 pm and on weekends from 8:00 am to 5:00 pm.

How can I view my account status?

Login into your private area to access your member dashboard for information on your account:

- Your tier status and benefits
- D\$ rewards balance and transaction history
- Bookings history and upcoming stays at NH
- Stay preferences

NH DISCOVERY - General

What is NH DISCOVERY?

NH Rewards is now NH DISCOVERY, ultimate loyalty program. With the newly revamped NH DISCOVERY loyalty program, formerly known as NH Rewards, you'll gain access to a whole new set of exclusive benefits and aspirational rewards reserved for our most loyal customers in almost 400 NH hotels.

Even better? Members' rewards and recognition extend to more than 40 brands with more than 800 hotels spread across 100 countries within Global Hotel Alliance, which NH has joined recently. This is a unique opportunity to be a part of a bigger global travel community!

What benefits do you get with NH DISCOVERY Silver tier?

You will be Silver upon joining the NH DISCOVERY program, and enjoy all these benefits:

- Earn 4% back of your eligible spending in DISCOVERY Dollars (D\$)
- D\$ are valid for six months
- Member savings up to 10%
- Gain exclusive access to our Live Local offers
- Complimentary Wi-Fi

What benefits do you get with NH DISCOVERY Gold tier?

Earn Gold status when you stay 2 times or spend USD 1000, and enjoy all advantages of NH DISCOVERY.

- Earn 5% back of your eligible spending in DISCOVERY Dollars (D\$)
- D\$ are valid for 18 months
- Member savings up to 10%
- Gain exclusive access to our Live Local offers
- Complimentary Wi-Fi

What benefits do you get with NH DISCOVERY Platinum tier?

Earn Platinum status after staying 10 Nights or spending USD 5,000 or staying at 2 Brands. NH Hotels, nhov and NH Collection are considered as one brand for tier progression.

- Earn 6% back of your eligible spending in DISCOVERY Dollars (D\$)
- D\$ are valid for 24 months
- Member savings up to 10%
- Exclusive access to our Live Local offers
- Complimentary Wi-Fi
- Late check-out until 3.00 pm
- Enjoy Room upgrade
- Welcome amenity

What benefits do you get with NH DISCOVERY Titanium tier?

Earn Titanium Status after staying 30 Nights or spending USD 15,000 or staying at 3 Brands. NH Hotels, nhov and NH Collection are considered as one brand for tier progression.

- Earn 7% back of your eligible spending in DISCOVERY Dollars (D\$)
- D\$ are valid for 24 months
- Member savings up to 10%
- Exclusive access to our Live Local offers
- Complimentary Wi-Fi
- Early check-in from 11.00 am
- Late check-out until 4.00 pm
- Double room upgrade
- Welcome amenity
- Guaranteed room availability up to 48 hours
- Status sharing with family and friends

Which hotels Participate in NH DISCOVERY Programme?

A list of all the hotels which participate in the NH DISCOVERY programme can be found on our website.

How can I join NH DISCOVERY and is there a fee?

Membership is free. Simply join by completing online sign up form and accept the programme Terms and Conditions.

Will I be able to request a deletion of your membership?

Members may write to NH HOTEL GROUP, to Address: Calle Santa Engracia 120, 7^a, 28003, Madrid, or by email to unsubscribehdiscovery@nh-hotels.com or protecciondedatos@nh-hotels.com, including a copy of their identity document, at any time and free of charge, to Request the deletion of your personal data when, for any reason, the data is no longer necessary for the purposed for which it was obtained. Mind, that after the deletion of your membership, you won't be able to enjoy NH DISCOVERY program benefits.

Do you issue NH DISCOVERY membership cards?

No, we don't have physical membership cards. Nevertheless, you always can access your virtual digital card through your membership dashboard at our website and mobile app. You can also find your NH DISCOVERY member number at the top of our email communications to you.

What are the General Terms and Conditions of the programme?
See the programme's General Terms and Conditions [here](#).

How can I receive the exclusive from 5 to 10% discount?

Exclusive discount for loyalty members is included in all public rates displayed online when you select NH DISCOVERY price. Remember that you need to identify yourself as a programme member when selecting a room. To do so, simply enter your e-mail address and password. If you are not yet a member, you can benefit from the discount by signing up during this part of the booking process by accepting the programme terms and conditions.

NH DISCOVERY - Stay Credit for Tier progression and D\$

Can I earn Nights, Spend credit, Brand Stays credit or DISCOVERY Dollars (D\$) on stays before I joined NH DISCOVERY?

You can only earn credit for stays with a check-out during or after you enroll into NH DISCOVERY. This applies to tier progression qualification and DISCOVERY Dollars earning. Note, that for tier progression NH Hotels, NH Collection and nhow always count as one brand.

Does my first stay count for Tier progression?

We reward our members from Day One. Therefore, to welcome you, your first stay as a member always counts for tier progression and DISCOVERY Dollars (D\$) earning on your net spend, no matter where the stay was booked. This promotion only applies to your joining stay (first stay) with us. After that, we recommend booking with us directly at our website to ensure you enjoy recognition, earn membership credit and D\$ for your stay, and are eligible to spend your D\$ toward your stay.

How long will it take for my Nights, Spend credit, or Brand Stays credit to be applied to my account?

It takes up to 48 hours after your stay has concluded for the nights, eligible spend, and brand stays to be reflected in your account.

NH DISCOVERY - Technical Assistance and queries

What should I do if some of the DISCOVERY Dollars (D\$) rewards I earned for my stays have not been registered?

You can submit a claim for any DISCOVERY Dollars (D\$) that have not been added to your account using the contact form when log in to your private area. You have up to 6 months from your stay to submit the claim.

You can also contact our Customer Service Team for NH DISCOVERY members directly on +34 91 398 44 38 or by e-mail at nhdiscovery@nh-hotels.com. The team is available from Monday to Friday between 8:00 am to 9:00 pm and on weekends from 8:00 am to 5:00 pm.

NH DISCOVERY - Earning and Redeeming DISCOVERY Dollars (D\$)

What are D\$ rewards?

DISCOVERY Dollars are our new rewards points system. Depending on your membership tier, you'll earn back between 4% and 7% of your spend in D\$ on all eligible purchases.

1D\$ is equal to 1 US\$ (US Dollar), so it is simple and intuitive to keep track of their value. Spending your rewards is also easy, just ask a receptionist to put them as a discount towards your bill when you check out.

When do your D\$ rewards points expire

D\$ have different expiration dates depending on your membership tier:

- Silver, entry-level tier, members will earn 4% of their eligible spending with D\$ which will be valid for 6 months.
- For Gold members, the rate is of 5%, which may be used for up to 18 months.
- Platinum members earn 6% in D\$ on their eligible spending, valid for 24 months.
- And Titanium members earn 7% in D\$ on their eligible spending, which may be used up to 24 months.

At check-out, simply put your D\$ towards your bill to get a discount for your indulgences. It's that simple!

How do DISCOVERY Dollars work?

When you become an NH DISCOVERY member, you immediately start earning D\$ with your purchases at our hotels, automatically. It's that easy. When you check out, tell a receptionist that you would like to use your accumulated points towards your bill for the room and any other indulgences. Taxes, tips, and fees are excluded.

What can you spend D\$ on?

Members can spend DISCOVERY Dollars on all eligible services offered in our hotels, including stays, restaurants and bars, spa treatments, and curated Local Offers and Experiences. You may also want to save your D\$ points for your next vacation or getaway. The opportunities are boundless, and the choice is yours.

What are DISCOVERY Dollars (D\$)?

DISCOVERY Dollars (D\$) are NH DISCOVERY loyalty programme rewards points system.

What are DISCOVERY Dollars (D\$) worth?

D\$1 = USD 1

When you are earning and spending DISCOVERY Dollars (D\$) in a currency other than U.S. Dollars, we convert the non-U.S. Dollar currency amount at our selected exchange rate.

D\$ are only redeemable at hotels belonging to Global Hotel Alliance on eligible purchases and transactions. You may consult the list of NH hotels participating in the programme.

You may use your D\$ as a discount toward your eligible purchases - stays, Local Offers or Experiences, but no cash reimbursements will be possible.

For more details on eligible and ineligible transactions, please refer to the NH DISCOVERY Terms & Conditions.

How do I earn DISCOVERY Dollars (D\$)?

As a NH DISCOVERY member, you'll earn DISCOVERY Dollars (D\$) automatically when you stay and spend at our hotels based on your room rate and any other eligible purchases, excluding taxes and fees.

With a tier progression, your earning rate over your eligible spend is increasing: Silver - 4%; Gold - 5%; Platinum - 6%; Titanium - 7%.

Amount of D\$ earned is rounded down to the nearest dollar amount with a minimum earn of D\$5.

Additionally, promotional D\$ may be issued with varying qualification criteria, amounts available and expiration dates which will be covered in Terms and Conditions of these promotions

Is there a minimum DISCOVERY Dollars (D\$) to redeem?

Yes, there is a minimum redemption amount of 10 DISCOVERY Dollars (=10 USD of expense) required to use your points as a discount.

How many rooms are eligible for earning DISCOVERY Dollars (D\$)?

To earn D\$ the Member must reserve the room in their name and must provide their membership number when making the reservation or upon check-in or check-out. When a Member books multiple rooms under the same name, then up to a maximum of 2 (two) rooms will be counted towards earning D\$. The Member must be staying overnight at the Participating Hotel for which the multiple room booking was made. Multiple room bookings under the same name at different Participating Hotels during the same stay dates will not qualify as Net Eligible Spend. If two members are sharing the reservation and paying separately, they will both be eligible to earn D\$ for the portion of Net Eligible Spend each pay.