



# Manual

## *Use corporate account*

### Valk Exclusief Zakelijk

Visiting address:

Winthontlaan 4, 3526 KV Utrecht

[www.valkexclusiefzakelijk.nl/en](http://www.valkexclusiefzakelijk.nl/en)

[corporates@valkexclusiefzakelijk.nl](mailto:corporates@valkexclusiefzakelijk.nl)

+31 (0)88-4568227

*Exclusief, voor ons allemaal*



# Manual Valk Exclusief Zakelijk

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The purpose of this guide is to demonstrate step-by-step the various features of your business account. In particular, the possibilities to manage your account and making a room and hall reservation is discussed. For example, it is possible to invite colleagues to use the business account, without giving them access to manage all reservations or view the management report. To keep this manual clear, it has been divided into the following parts:

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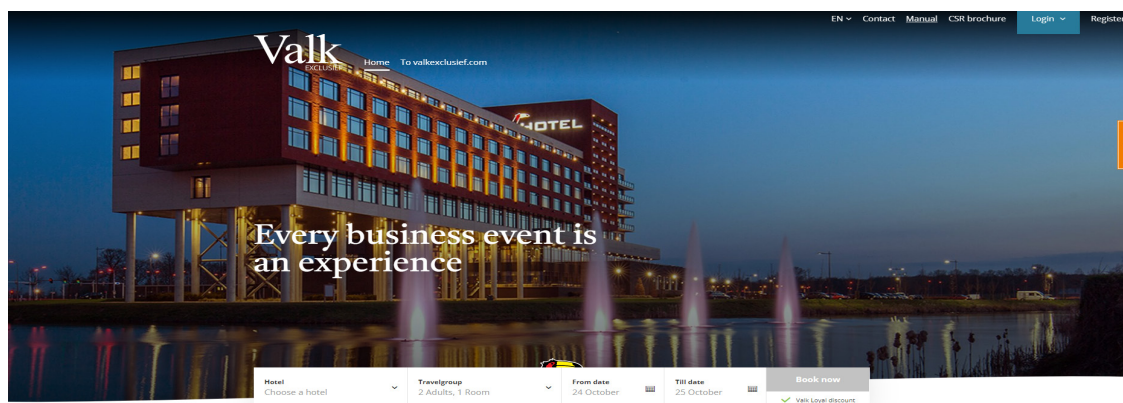
# 1. Account management and reporting

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After receiving the account invitation and the following registration, you can use our online portal to book hall and room reservations. If you have not yet received this invitation, please contact your contract manager.

To log in with your account, go to: [www.valkexclusiefzakelijk.nl/en](http://www.valkexclusiefzakelijk.nl/en) (or select the language in the top right corner).

1. Select 'Login' in the top right corner of your window.
2. Enter your email address and password and select 'Login'.
3. You are now logged in with your personal account. As soon as you point the mouse over your name in the top right corner, the submenu will appear with all the options for your account. We will go through these options with you.



Valk Exclusief Zakelijk

# 1.1 Reservations

In the submenu 'Reservations' you will find an overview of current, historical and cancelled reservations. An explanation about making room reservations can be found in chapter 2 and table reservations in chapter 3.

You can view and change your reservations as follow:

- In the heading 'Reservations' you will find an overview of the booked rooms, restaurant reservations, bike reservations and hall reservations.
- When you select a specific overview, it will show an overview of the booked reservations. You can also search for a:
  - Specific hotel or reservation number (1)
  - Specific date or period (2)
  - Category: Active, Historical or Cancelled (3)
- In this overview you can select 'View details' (4) for every reservation.

The screenshot displays the 'Your reservations made' section of a user interface. On the left is a sidebar menu with options: Account overview, Reservations (highlighted), Corporate, Management report, My account, Change e-mail address, Change Password, Loyal & bonus balances, Favorite hotels and restaurants, Kids ID, Your invoices, Restaurant & hotel deals, Address book, and Messages. Below the menu is an orange 'Book now' button. The main content area is titled 'Your reservations made' and features tabs for 'Rooms', 'Restaurant', 'Bikes', and 'Corporate Halls'. Below these tabs is a search bar with four fields: 'Hotel or reservationnumber' (with a search icon and callout 1), 'From date' (with a calendar icon and callout 2), 'Till date' (with a calendar icon), and 'Category' (with a dropdown arrow and callout 3). A 'Search' button is to the right of the category field. Below the search bar is a 'Sort by: Date ascending' dropdown. The reservations list shows two entries. The first entry is for 'Hotel Almere' on 'June 6 2022', with details: 'Monday 6 June 2022 - Tuesday 7 June 2022', '1 adult', and '1 night, 1 Room'. It includes a 'View details' link with callout 4. The second entry is for 'Hotel Leeuwarden' on 'June 7 2022', with details: 'Tuesday 7 June 2022 - Wednesday 8 June 2022', '1 adult', and '1 night, 1 Room'. It also includes a 'View details' link with callout 4. Each reservation entry is preceded by a small image of the hotel room.

- In this detail overview you will find various options. For example, it is possible to pay for the reservation or view the payment specifications (5), cancel the reservation (6) or change and/or add other details, such as changing the guest name, the check-in time, adding a costcenter (7) or adding extra's (8).
- For rooms and halls you can change and cancel the reservation according to the contracted cancellation period.

[Back to reservations overview](#)

## Room reservation details

Below you will find the details of your reservation. You can add extras or change your reservation.

Still to pay € 123.80

[Pay online](#)

Or

[Show payment details](#)

5



June  
6  
2022

### Hotel Almere

[Cancel reservation](#)

Reservation number:

Booker:

Status:

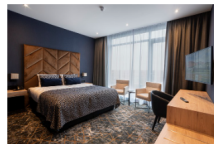
Reservation confirmed

06 June 2022 - 07 June 2022

1 night

1 adult

[Your room](#) [Mobile Key](#) [Ask a Question](#)



### Standaardkamer

[Cancel room](#)

6

Stay period

Mon 6 Jun 2022 - Tue 7 Jun 2022

[Change date](#)

Room layout

1 adult

Breakfast

Yes

Price

€ 123.80

Check-in name

[Change guest](#)

Costcenter

[Change cost center](#)

Reference

[Change reference](#)

Check-in time

20:00

[Change check-in time](#)

Preferences

[Set room preferences](#)

7

### Complete your stay

Make your stay complete with one of the many extra's. We'll arrange it for you!

[Show Extra's & Room Upgrades](#)

8

## 1.2 Corporate

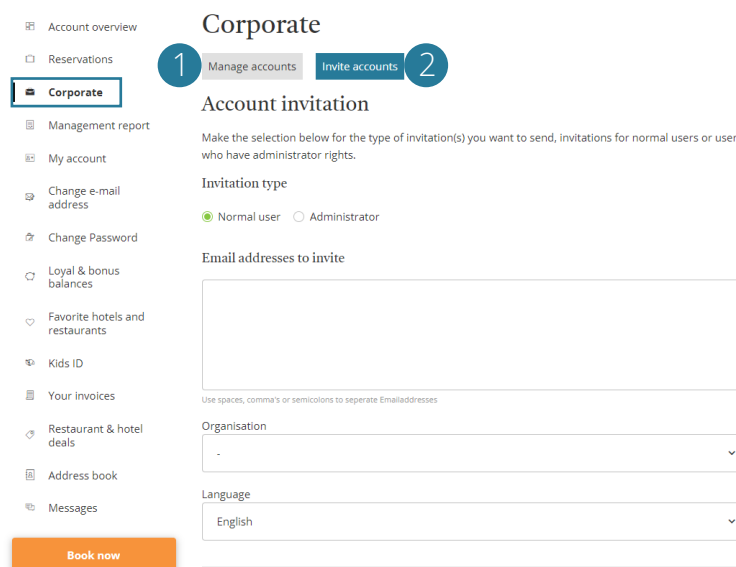
In the heading 'Corporate' you will find an overview of all employees with an account. All users with an account are authorized to make reservations in the portal. Here you can find details of all accounts and invite new accounts.

Under 'Manage accounts' (1) you will find an overview of all users who have an account. Once you choose to delete an account, this user will receive a confirmation email and they will no longer be able to log into the portal. The account administrators are listed in the overview with the mention 'Admin badge'. Only the administrators have the possibility to invite new accounts.

To invite users, click on 'Invite accounts' (2). If you send account invitations, a distinction is made between two types of accounts. If the user is only allowed to place reservations, choose the option 'Normal user'. If the user is also allowed to send account invites, delete accounts and view the management report, choose the option 'Administrator'.

In the field 'Email addresses to invite', type the email addresses of the users you want to invite, separated by a space, comma or semicolon.

At 'Organisation' you choose the entity for which the user is assigned the rights. At 'Language' you can indicate in which language the users receive the invitation. Once you have completed all the fields, click on 'Send'.



The screenshot shows the 'Corporate' section of a user interface. On the left is a sidebar menu with options: Account overview, Reservations, Corporate (highlighted), Management report, My account, Change e-mail address, Change Password, Loyal & bonus balances, Favorite hotels and restaurants, Kids ID, Your invoices, Restaurant & hotel deals, Address book, and Messages. At the bottom of the sidebar is an orange 'Book now' button. The main content area is titled 'Corporate' and contains two tabs: 'Manage accounts' (marked with a blue circle and the number 1) and 'Invite accounts' (marked with a blue circle and the number 2). Below the tabs is the 'Account invitation' section. It includes a sub-header 'Invitation type' with two radio buttons: 'Normal user' (selected) and 'Administrator'. Below this is a large text input field labeled 'Email addresses to invite' with a small note: 'Use spaces, comma's or semicolons to separate Emailaddresses'. At the bottom of the form are two dropdown menus: 'Organisation' (showing a dash '-') and 'Language' (showing 'English').

## 1.3 Management report

In your account you also have the option to print out a management report. In this report you can see exactly how many nights/rooms have been booked, realized and cancelled, including the realized revenue. Here you will find complete overviews, as well as overviews per category and per hotel. As soon as you have downloaded the Excel file, you will find all the information in the tabs.

To create a management report, you follow the following steps:

1. Select "Management report"
2. Fill in all fields: Period, Productgroup, Contract and Organisation
3. Select "Export" to create and download the management report.

Account overview

Reservations

Corporate

**Management report**

My account

Change e-mail address

Change Password

Loyal & bonus balances

Favorite hotels and restaurants

Kids ID

Your invoices

Restaurant & hotel deals

Address book

Messages

Book now

### Management report

Period

☒ Select Period ☐ Select Date

Year

Month

2022

June

Productgroup

☐ All productgroups ☒ Select Productgroup

☐ Rooms ☐ EventHalls

Contract

☐ All Contracts ☒ Select Contract

☐ Valkenhorst Corporate Sales B.V. ☐ Van der Valk Business B.V.

Organisation

☐ All Organisations ☒ Select Organisation

☐

Export



## 1.4 Your account

In your account you have the possibility to view and change your personal details. In the submenu 'My account' (1) you will find your personal details and change them if needed. You can also add details or delete your account here.

In the submenu 'Change e-mail address' it is possible to change your own e-mail address. Changing your password is possible in submenu 'Change Password'.

In the submenu 'Loyal & bonus balances' you will find an overview of your savings, as long as you have a ValkLoyal, ValkBonus or ValkAmbassador account. With your business account you will not save any extra discount/balance.

In the submenu 'Favorite hotels and restaurants' you can select hotels and restaurants from which you wish to receive additional offers.

**Account overview**

- Reservations
- Corporate
- Management report
- My account** 1
  - Change e-mail address
  - Change Password
  - Loyal & bonus balances
  - Favorite hotels and restaurants
- Kids ID
- Your invoices
- Restaurant & hotel deals
- Address book
- Messages

**Book now**

### Your details

Complete your profile and enjoy all the comforts

95% Complete

- ✓ We are happy to confirm that our E-mails arrive at the indicated E-mail address, so that all important information arrives at your location.
- + **Verify your mobile number**  
*If we would like to reach you for your reservation, we would like to confirm that your telephone number can be reached.*
- ✓ **Verification travel document complete**

[Changing data](#)

### Personal data

Valk Digital National Corporate Test

Contact person  
Street  
Postalcode  
City  
Country  
Telephone  
Emailaddress  
Birthdate

[Changing data](#)

[Manage payment methods](#)

### Delete account

No longer interested in having a Valk Exclusief Account? Then you can always delete your account. We will delete your personal details, including the payment data. However, for our own administration, all bookings will be retained.

[Delete account](#)



# 1.5 Your invoices

You will find your invoices of all bookings in the submenu 'Your invoices'. Per year you will find an overview of the total invoiced amount per month. When you click on 'details' (1), you will find an overview of all invoices sent in the relevant month. You can click on the reservation number per invoice for more information about the specific reservation (2). You can download the invoice by clicking on the download icon (3).

Account overview

Reservations

Corporate

Management report

My account

Change e-mail address

Change Password

Loyal & bonus balances

Favorite hotels and restaurants

Kids ID

**Your invoices**

Restaurant & hotel deals

Address book

Messages

Book now

## Your invoices

Years

2021

2019

Month	Amount	
December 2021	€ 460.98	Details 1

Account overview

Reservations

Corporate

Management report

My account

Change e-mail address

Change Password

Loyal & bonus balances

Favorite hotels and restaurants

Kids ID

**Your invoices**

< Back to overview

## Your invoices

### December 2021

Date	Hotel	Invoice number	Reservation number 2	Invoice name	Amount	
10/12/2021	Nieuwerkerk		GRP_NIE-		€ 460.98	Download icon 3
Total					€ 460.98	

## 1.6 Address book

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Do you regularly make reservations for the same guest? Then the 'Address Book' is a handy tool. In the address book you can save the details of your guests for whom you want to be able to make bookings quickly. A well-maintained address book with up-to-date profiles makes it a useful tool and prevents you from entering data repetitively.

As soon as you have clicked on 'Address book', you will immediately see an overview of all saved guest data. You can click on the relevant name to adjust/add the data. You can also add a new contact or delete a contact here.

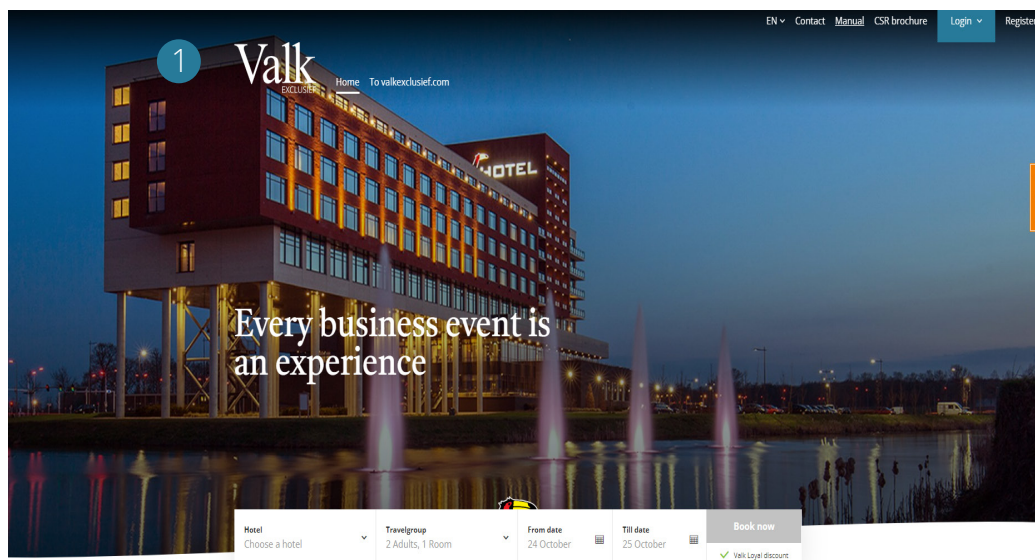
From now on, when making a room reservation, you can select a contact from your address book and make the reservation quickly and easily.

## 2. Make a room reservation

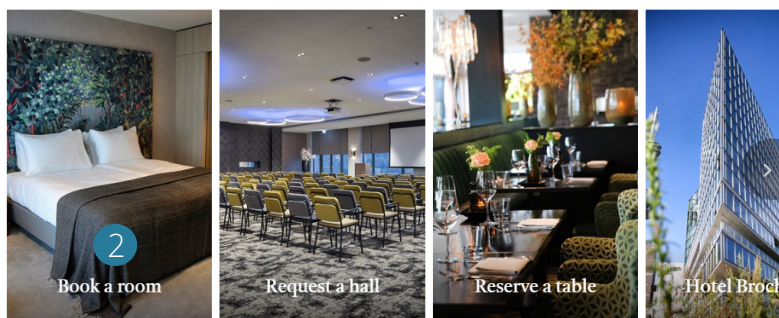
To make a room reservation, you must use the booking engine. Please note that you have to be logged in with your account so that, after selecting the hotel and the arrival and departure date, you will see the room rates agreed with your company (the so-called corporate rate). If you only see the regular rates, please contact +31(0)88 - 456 8227 so that we can check whether there may be an error in the system.

To book a room, take the following steps:

- Go to: [www.valkexclusiefzakelijk.nl/en](http://www.valkexclusiefzakelijk.nl/en) (1) > Book a room (2).  
You are now on the page with the booking module.  
Be aware: You will only see your corporate rates if you book via the 'Corporates' page. If you book a room directly via the homepage, you will only see the regular rates.



### Valk Exclusief Zakelijk



- Select the hotel of your choice, choose the check-in and check-out date and the number of persons per room. Then click on 'Book now' (3).
- You will now see the available room types with the corresponding rates. You can also book multiple rooms of the same room type (4).  
(You can book up to 10 rooms with your corporate rate. With 10 or more rooms, your request will be considered as a group request. The hotel will contact you to discuss the rate). Select 'Breakfast' if breakfast is needed (5).
- Next, click on 'Add to basket' (6). After this you will see a short overview of what you have chosen. If you are satisfied, click on 'Book' (7).

[Home](#)
[Corporates](#)
[To valkexclusief.com](#)

[EN](#)
[Contact](#)
[CSR brochure](#)
[Dhr. Corporate Sales...](#)
[Save](#)

Hotel

Hotel Akersloot / A9 Alkma...

From date

13 June

Till date

14 June

Persons per room

-

1

+

Book now

Show details

Total € 0,00

Book >

#### Hotel Akersloot / A9 Alkmaar: 1 Room available

### Standard Deluxe room

2 Persons    30m<sup>2</sup>  
 FREE WIFI    FREE Parking

More information

**Room facilities**

Desk and sitting area, 1x Flatscreen TV 42 inch, Airconditioning, Blowdryer, Walk-in shower with rain shower, Climate control, Rainshower with separate hand shower, Bath with bubble system, Safe, Small fridge, Coffee and tea facilities, Phone, Balcony, Terrace

4

Number of rooms

1

5

Breakfast

☐

Room price

98.85

6

Add to basket

1

Regular rate

165.00

Add to basket

Hide

Arrival	Rooms	Room type	Nights	Per room	Breakfast	Total	
13 Jun 2022	1	Standard Deluxe room	1	€ 98,85	€ 14,00	€ 112,85	Remove

Tourist tax € 1,80

Hide

Total € 114,65

Book >

7

- You are now in the part of the booking process where the guest details must be entered. You have the option to book for yourself or for someone else.
  - > If you select 'I am the guest', you will see your own (account) details filled in at 'Contact person'.
  - > If you select the option 'I book for someone else', you have the additional option to select someone from your address book. You can use the dropdown menu for this.
- If you want to make a booking for a person who is not in your address book, then select the checkmark 'Not from address book.' Several fields will appear that you have to fill in. If you want this person to be found in your address book from now on, select 'Add to address book'. If you book for people who regularly stay with us, we also advise you to mark the option 'This guest can be contacted by e-mail for this reservation'. Your guest can then check-in online, view the reservation details, specify any preferences and make payments.
- If several business entities fall under the agreement, you can select the entity to which this reservation applies under 'Organisation'.

## 2. Guests

**Standard Deluxe room (Hotel Akersloot / A9 Alkmaar)**

Booked for

☒ I am the guest
 ☐ I book for someone else

Add person to guestbook

Title Mr. Firstname   
 Middlename  Lastname   
 Guest emailaddress   
Your email address will only be used for sending stay information  
☐ Add to guestbook  
☐ This guest can be contacted by e-mail for this reservation. [?](#)  
 Choose check-in time  
 Arrival between 14:00 and 18:00 ▼

**Your booking at**

**Hotel Akersloot / A9 Alkmaar**

☎ 23 May 2022 - 24 May 2022  
 🛏 1 night  
 👤 1 adult

<b>Standard Deluxe room</b>	€ 116.25
+ Breakfast	€ 16.50
<b>Tourist tax</b>	€ 1.80
<b>Total</b>	<b>€ 134.55</b>

+ Add rooms

- You are now in the part of the booking process where you need to select the payment method. You have several options that you can select. In addition, you must provide a costcentre and reference for your own organization.
- Then select 'Next' again, after which you will see a total overview of your reservation. Check your booking carefully and, if necessary, leave a comment for the reception of the hotel.
- After confirming your reservation, you will receive a confirmation in your email.

### 3. Payment

#### Paymentmethod

- ☐ Lodging on account  
Lodging on account
- ☒ Lodging and breakfast on account  
Lodging and breakfast on account
- ☐ Lodging, breakfast and diner on account  
Lodging, breakfast and diner on account
- ☐ Everything on account  
Everything on account
- ☐ Payment in hotel payment option

#### Opties

Packed lunch on account

Costcentre

Reference

[Previous](#)

[Next >](#)

#### Your booking at

##### Hotel Akersloot / A9 Alkmaar

📅 23 May 2022 - 24 May 2022

🕒 1 night

👤 1 adult

Standard Deluxe room € 116.25  
 + Breakfast € 16.50

Tourist tax € 1.80

**Total € 134.55**

[+ Add rooms](#)

# 3. Make a table reservation

All Valk Exclusief hotels offer the possibility to have lunch or dinner with your group during or after your working day.

To make a table reservation, follow these steps:

- Go to: [www.valkexclusiefzakelijk.nl/en](http://www.valkexclusiefzakelijk.nl/en) (1) > Reserve a table (2).
- First select the restaurant activity. Then select the hotel, the number of people, the date and time. Enter your details in the next step. In the last step you will find an overview of your reservation, you can add a question/comment if necessary and finally confirm the reservation.

The screenshot displays the Valk Exclusief Zakelijk website. At the top, a navigation bar includes links for EN, Contact, Manual, C&F brochure, Login, and Register. The main header features a large image of a hotel at night with the text "Every business event is an experience" and a blue circle with the number "1". Below this is a search bar with fields for Hotel, From/To, From date, To date, and a Search button. The main content area is titled "Valk Exclusief Zakelijk" and contains four columns of images with labels: "Book a room", "Request a hall", "Reserve a table" (marked with a blue circle and the number "2"), and "Hotel Brochure". At the bottom, there is a "Dinner" section with a description and a "Reserve your table" form. The form includes fields for "Selected hotel / restaurant", "Persons", "Date", and "Preferred time", followed by a "Request table" button.

1

Valk

Every business event is an experience

Hotel  
Choose a hotel

From/To  
2 Adults, 3 Room

From date  
24 October

To date  
25 October

Search button

Valk Exclusief Zakelijk

Book a room

Request a hall

Reserve a table

Hotel Brochure

Dinner

Our attractive restaurants offers a pleasant ambiance and the finest dishes to relish.

Reserve your table

Selected hotel / restaurant  
Make your choice

Persons  
Select a hotel first

Date  
Choose your date

Preferred time  
Selected a date before you can select a preferred time

Request table



## Valk Exclusief Zakelijk

Visiting address:

Winthontlaan 4, 3526 KV Utrecht

[www.valkexclusiefzakelijk.nl/en](http://www.valkexclusiefzakelijk.nl/en)  
[corporates@valkexclusiefzakelijk.nl](mailto:corporates@valkexclusiefzakelijk.nl)  
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