

# Fletcher Hotels

From outstanding claims to  
completed cases



## From outstanding claims to completed cases

With over 110 locations, Fletcher Hotels is one of the largest hotel chains in the Netherlands. Every day, thousands of guests are welcomed across its properties. The chain distinguishes itself through its authentic hotel-restaurants, many of which are located in historically significant buildings, where hospitality and customer satisfaction are top priorities. Like any organisation in the hospitality industry, however, this also brings financial challenges.

“We sometimes see situations where guests decide not to use their hotel voucher after booking, or fail to cancel their subscription on time, resulting in charges,” explains Vincent Nikkels, Finance Manager at Fletcher Hotels.

To maintain control over receivables while preserving valuable customer relationships, Fletcher Hotels sought a strategic partner for its credit management. Today, the company has been working with BVCM for over fifteen years — a long-standing collaboration that, according to Finance Manager Vincent Nikkels, continues to deliver significant value.

*“BVCM can take that extra step that we can't do ourselves. The percentage of resolved cases is high, and their personal approach makes the difference.”*

**-Vincent Nikkels, Finance Manager-**



## The balance between cash flow and customer retention



Fletcher Hotels faces outstanding receivables due to **no-shows, late cancellations, and overdue subscription terminations**. This impacts cash flow and results in additional administrative burdens.

Although Fletcher Hotels has centralized its accounts receivable management and sends payment reminders and warnings themselves, some debts remain difficult to collect. Additionally, there is **tension between Finance and Sales**: overly strict collection practices can damage customer relationships, while overly lenient policies can lead to increasing payment arrears.

Furthermore, having complete files is crucial for successful collection. In some cases, incomplete files are handed over, complicating the collection process. Fletcher Hotels sought a solution that is both **efficient and customer-friendly**, while also **safeguarding financial health**.

**Interested in learning more about debt collection solutions?**

**For more information visit:**

[www.bvcm.com/en/debt-collection](http://www.bvcm.com/en/debt-collection)



# Efficient debt management while maintaining hospitality

At BVCM, we have implemented a streamlined and customer-friendly debt collection process for Fletcher Hotels. This process is built on three pillars:



## Reducing administrative burdens

To relieve Fletcher Hotels of operational pressure, BVCM has implemented a data-driven collections process. This ensures that outstanding invoices are followed up more quickly and efficiently. As a result, Fletcher's internal team can remain fully focused on their core activities, while BVCM provides professional follow-up on overdue payments.



## Insight and control over payment delays

At BVCM, we provide Fletcher Hotels with a clear, automated collections system that offers real-time visibility into outstanding receivables and customer payment behaviour. This enables Fletcher to take preventive measures and respond more swiftly to emerging payment issues.



## Customer-friendly collections approach

Understanding the importance of hospitality to Fletcher Hotels, BVCM applies a client-centric collections approach. Both business and individual customers are engaged in a professional and respectful manner. Communication remains clear and accessible, helping to prevent escalation and preserve customer relationships — even in the face of payment challenges.

***"When I've exhausted all options and it seems challenging to collect the debt, I turn to BVCM. BVCM can take that extra step for me that I can't do myself."***

## Profitable improvements

The collaboration between Fletcher Hotels and BVCM delivers tangible results:

- Over 90% of the outstanding cases have been successfully resolved.
- Cash flow has improved due to faster payments.
- Administrative workload has decreased, allowing the internal team to focus on other tasks.
- Customers are retained despite the collection process, thanks to BVCM's customer-friendly approach.



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## Our story

BVCM provides comprehensive solutions within the Order to Cash process, ranging from outsourcing and secondment to debt collection and legal proceedings.

Since our inception in 2005, we have consistently dedicated ourselves to achieving the best possible results for our clients. After all, you are only as good as your last result. Over the years, we have expanded into an international full-service credit management specialist, proudly serving hundreds of clients both in the Netherlands and beyond.

We continuously evolve by staying abreast of the latest technological advancements to meet all our clients' credit management needs.

As your international partner in the total prospect-to-cash process, BVCM (Bureau for Credit Management) leverages our extensive experience to optimize your complete credit management, alongside our partners, services, and personnel. From client selection to (e)-invoicing and invoice payment, we employ intelligent modern digital solutions such as e-invoicing to deliver your invoice to your client in the most efficient manner or by applying machine learning to determine the most effective trajectory. Would you like to learn more about our BPO services? Feel free to contact us at [sales@bvcm.nl](mailto:sales@bvcm.nl) or +31 20 34 60 746. Prefer to schedule an appointment directly? You can do so via the button below!

**Contact us**



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