

# VICEROY

## VICEROY HOTEL GROUP COLLEAGUE DISCOUNT PROGRAM

The Viceroy Hotel Group Colleague Discount Program is offered to give colleagues and their friends and family an opportunity to travel and experience Viceroy at reduced rates and prices. The program is available to all VHG colleagues who are actively employed and who have successfully completed their 90 -Day Introductory Period.

### **Colleague Room Rate Program**

#### **VHG Colleague Rate**

Forecasted Occupancy	Rate
Below 80%	\$99 USD
80 – 90%	50% off Best Available Rate
Greater than 90%	Not available

#### **Highgate Employees/Friends & Family Rate**

Forecasted Occupancy	Rate
N/A	30% off Best Available Rate

#### **Business Rate** (for Viceroy work-related travel)

Forecasted Occupancy	Rate
Below 80%	\$150 USD
Greater than 80%	25% off Best Available Rate

- Reservations should be made online at [www.viceroyhotelgroup.com/colleague](http://www.viceroyhotelgroup.com/colleague)
- All VHG Colleague Rates will be based on the lowest category of room at the hotel. Any upgrades requested will be at the discretion of the hotel and may involve an incremental charge.
- VHG Colleagues will receive the VHG Colleague Rate for personal travel only. VHG Colleagues traveling on business must use the Business Rate.
- The VHG Colleague Rate is for colleagues and immediate family only. Immediate family includes- Parents-in-law, Siblings, Spouses and Domestic Partners, Children and Grandparents
- A Friends and Family rate is available for extended family and friends.
- Highgate Associates are eligible to book under the Friends and Family rate and booking code. Discounted room rates are available for Highgate Associates and their immediate family only.
- Discounted rates will be offered beginning 9 months prior to arrival.
- VHG colleagues may only book two (2) rooms for each stay. The maximum length of stay is fourteen (14) nights.
- A credit card must be provided at the time the reservation is made. Standard cancellation policies will apply.
- To receive the discounted room rate, the VHG Colleague Room Rate Authorization Form must be filled out completely, including a signature by the colleague's Human Resources representative or General Manager.
- Highgate employees who book a discounted room rate must present a signed Highgate Associate Travel Program Authorization Form.
- If a signed Room Rate Authorization Form is not presented at check-in, the room rate will be adjusted to the prevailing rate for the particular stay.
- Additional charges such as telephone, laundry, valet parking, etc. will be charged at the applicable rate.

Effective 02/24

- Colleagues are not allowed to stay at the property in which they work without advanced approval from the General Manager.

**Colleague Discounted Rates for Hotels within the Highgate Portfolio:**

- Viceroy colleagues are also eligible to utilize discounted room rates through **Highgate's Associate Travel Discount Policy**. Discounted room rates are available for Viceroy colleagues and their immediate family only.
- All Highgate hotels have an established rate code listed on their individual hotel website. Rate codes are included with this updated policy. Viceroy colleagues can check availability directly on the hotel website by using the Rate Codes located on the Highgate Associate Rate List.
- For Marriott Hotels, which are a part of the Highgate portfolio, colleagues must also enter a Client ID/Booking Code which is included on the Highgate Associate Rate List.

### **VHG Colleague Food and Beverage Discount Program**

- The Food & Beverage discount is for Viceroy Hotel Group colleagues only. Colleagues must be present to receive the discount. The discount does not include any third-party restaurants unless otherwise noted.
- A Food & Beverage Discount of fifty percent (50%) will be extended to VHG colleagues.
- Colleagues may receive the discount for up to six (6) guests.
- The discount applies to Bar and Lounge business but does not apply to Banquet and Catering events.
- Holidays where Food & Beverage discounts may not be available include: Valentine's Day, Easter, Mother's Day, Father's Day, Thanksgiving, Christmas, New Year's Eve, and New Year's Day.
- Discounts will not be valid during promotional events or when discounts are already offered. Examples of promotional events include: Happy Hours, Sunday Brunch, etc.
- Advance reservations for dining are required for the Food & Beverage Discount. Please contact the restaurant directly to make a reservation. A colleague's name, position and property should be given at the time the reservation is made.
- For Bar and Lounge business, advance reservations are not required, but you must present a business card upon receipt of check. If a colleague does not have a VHG business card, then Human Resources should inform the hotel of the visit in advance.
- Colleagues are not allowed to patron bars or lounges at the property at which they work.
- Colleagues may dine in the restaurant at the property at which they work with prior GM approval. While dining at the property at which they work, colleagues and their guests may consume 2 alcoholic beverages per person, when ordered with a meal.
- If a hotel offers food for takeout, the fifty percent (50%) discount should be offered. At each hotel's discretion, takeout may be prohibited during a colleague's shift (including during meal breaks and at the end of a shift). The colleague discount does not apply to orders placed through a third-party app or website.
- Colleagues are asked to leave a gratuity based on the full amount of the check and not the discounted amount. An automatic gratuity based on the full amount of the check may be applied.

### **Colleague Spa Discount Program**

- The Spa discount is only for Viceroy Hotel Group colleagues.
- The Spa discount is only available at properties with an in-house spa and is not offered where there is a third-party spa or an outside provider.
- Colleagues will receive fifty percent (50%) off all Spa treatments.
- The Spa discount does not apply to spa products or merchandise.
- Treatments must be booked in advance, and the colleagues' name, position, and property must be given.
- The appropriate Spa Discount Authorization Form must be filled out completely, including a signature by the colleague's Human Resources representative or General Manager.
- If the Authorization Form is not presented at the time of appointment check-in, standard pricing will apply.
- The Spa Discount will not be available if the spa is forecasted to be at ninety percent (90%) occupancy.

For all discounts under the VHG Colleague Discount Program, inappropriate behavior or serious misconduct by a colleague or their guest (including friends/family) may result in disciplinary action, up to and including termination of employment, per the Code of Conduct and Colleague Handbook. For further information on the Viceroy Hotel Group Colleague Discount Program, please contact your Human Resources Department.