

# Group Savings for Every Season

## Frequently Asked Questions

### About Group Savings for Every Season

#### **How can you tell whether a group is considered a social group?**

Social groups are defined as family, friends, teammates, fellow alumni, church goers, etc. who travel together for social purposes. These groups that don't require any additional services outside the included *Group Savings for Every Season* amenities, such as planned events, meeting space, etc. Any groups requiring these services of any kind may be directed to the hotel's Group Sales Manager and are subject to a surcharge.

#### **Do all of the rooms need to be booked in the same category in order to receive the free room?**

No, they do not. The free room applies to the lowest total value room(s) booked on each night that there are enough rooms to qualify.

#### **We have met the minimum number of rooms booked for the corresponding season, but one is a single; does that count towards satisfying *Group Savings for Every Season* requirements?**

Yes, *Group Savings for Every Season* applies to all occupancies: single, double, or triple. It is just important to remember the complimentary room will be applied to the least expensive room on each qualifying night, regardless of occupancy. For example, if 5 Junior Suite Tropical View rooms are booked for double occupancy at a rate of \$115 pp (\$230 total), and 1 Junior Suite Ocean View room is booked for single occupancy at a rate of \$250 pp, the complimentary room on that night would apply to one of the Junior Suite Tropical double occupancy rooms. Even though the Junior Suite Ocean View was booked as a single, the total price of the room with one occupant is higher than the Junior Suite Tropical View rooms booked with double occupancy.

Conversely, if 5 Deluxe Tropical View Rooms are booked for double occupancy at a rate of \$124 per person (\$248 total), and 1 Preferred Club Deluxe Ocean View is booked for single occupancy at \$222 per person, the complimentary room on that night would apply to the Pref Club Deluxe Ocean View room. Even though it is a higher room category, the total price of the room with one occupant is lower than the base rooms booked with double occupancy. Please note that only 20% of the group may be blocked as single occupancy, additional rooms will be charged as a double unless otherwise negotiated based on hotel availability.

#### **What are the conditions for the private check-in?**

Private check-in is only applicable when the group arrives at the hotel at the same time, and when the request has been made to the hotel at least 14 days prior to arrival.

**What are the conditions for the hospitality desk with phone line?**

This amenity is for the group coordinator to be able to assist the group, if desired. The hospitality desk is only applicable when the request has been made to the hotel at least 14 days prior to arrival. The desk and location may vary by hotel and is subject to availability.

**What if the group travel dates cross over two seasons?**

The inclusions will be based on the season where the majority of the group checks-in.

For example: If a group of 20 rooms travels and 8 rooms check-in during High Season and 12 rooms check-in during Mid-season, Mid-Season inclusions would apply.

**How do I know which room will receive the complimentary upgrade?**

The free upgrade applies to the majority room category booked and for the group's average length of stay. If no majority exists, the upgrade applies to the lowest room category. In most instances, the room will be upgraded to the next applicable room category. Please remember that upgrades are subject to availability and may be limited to specific room categories and exclude certain suite types.

**Is the complimentary upgrade guaranteed?**

The complimentary upgrade is subject to hotel availability. Unfortunately, there will be periods when upgrades will be limited due to high occupancy. Upgrades may also be limited to specific room categories and exclude certain suite types.

**How are the resort coupons issued and applied?**

Resort coupons are applied based on the parameters of the rate promotion in place at the time of booking.

**What if the group would like a group dinner and they are under 10 rooms?**

The group can request a dinner reservation upon arrival with the concierge to dine together in one of the hotel restaurants, subject to availability.

**What is included in the complimentary cocktail party?**

Drinks only.

**What if the group has more than 40 people and would like to attend the semi-private dinner?**

The hotel has the right to deny any additional person(s) over 40 people or may allow them to add at an additional fee per person.

**Is there a Booking or Travel Window?**

Bookings for this promotion are applicable for travel December 1, 2019 – December 22, 2021, based on hotel availability.

**Are there blackout dates involved with Group Savings for Every Season?**

Yes. Blackouts apply over Christmas, President’s Day, and Easter date breaks for all hotel brands. These specific dates can be found in the presentation deck on the Media Site. No additional black outs may be added at the individual hotel level for this promotion.

**Can this promotion be applied to larger groups?**

*Group Savings for Every Season* can be applied to larger groups; however, FIT groups are not eligible for any additional complimentary rooms or upgrades once the maximum number of comps and upgrades has been reached. Traditional contracted groups booked under a signed contract with specific policies will continue to accrue complimentary rooms and upgrades under the Standard Group policies once the *Group Savings for Every Season* amenities are exhausted. For larger groups, individual contracts and group policies may be more beneficial to your clients than booking as individual FIT bookings. Please check with your preferred tour operator or the hotel to confirm the best promotion for your group.

**Is Group Savings for Every Season combinable with other groups promotions?**

No.

**Is Group Savings for Every Season combinable with other consumer promotions?**

Yes, unless otherwise indicated.

**Is Group Savings for Every Season combinable with Deal of the Day?**

Yes, *Group Savings for Every Season* is combinable with Deal of the Day, if available.

**How do cancellation policies work?**

Payment and cancellation policies apply based on how the group is booked. Cancellation and penalty policies apply for FIT groups, and standard group policy cancellation and penalty policies apply for traditional contracted groups booked under a signed group agreement/contract.

*\*Note: If booking with a Tour Operator payment and cancellation policies may vary.*

**Is *Group Savings for Every Season* combinable with Complimentary Wedding Packages or promotions?**

Yes, but only when all requirements and conditions of the complimentary wedding packages are met separately. Package inclusions may not be combined and must remain separate. *Group Savings for Every Season* is combinable with the “Save Your Date” promotion but please note that the group will only receive one complimentary cocktail party. *Groups Savings for Every Season* is not combinable with Beyond Memorable, Dulha/Dulhan or Shaadi Wedding Package.

**I have corporate clients who would like to take advantage of *Group Savings for Every Season* for an upcoming company convention. Is this permitted?**

No; Corporate clients looking to hold meetings and incentives do not qualify as social groups. Social groups are defined as groups that don’t require any additional services outside the included *Group Savings for Every Season* amenities, such as planned events, meeting space, etc.

**How is commission applied to *Group Savings for Every Season*?**

Standard commission applies, however commission is not earned or paid by AMResorts on complimentary rooms. Please check with your preferred tour operator regarding their commission policies.

**If *Group Savings for Every Season* is being utilized by a wedding group, can the savings be used towards wedding extras at the hotel?**

No; wedding extras are outsourced to third-party vendors.

**If a group of 11 rooms reports 60 days out and then sells 5 more rooms between 60 and 30 days prior to arrival, would the group qualify for additional complimentary nights or upgrades?**

No, amenities are based on group size at time of reporting. **How do I know if my FIT Group qualifies for Groups, Gatherings and Getaways (3G) or *Group Savings for Every Season*?**

Any existing FIT group that has been reported to the hotel and closed out under 3G will remain a 3G group, regardless of travel date. FIT groups not yet reported that are traveling December 1, 2019 and onward are eligible for *Group Savings for Every Season*, as long as they meet the requirements. Any new FIT group booked 10/1/19 and beyond would only be eligible for the new *Group Savings for Every Season* program, and subject to those terms and conditions.

**What if my FIT Group has not been reported yet but would like to have 3G applied?**

To be considered for 3G, all bookings must be completed and reported to the hotel as a 3G group on or before October 21, 2019. After the group has been reported, additional bookings will not be eligible for either 3G or *Group Savings for Every Season*. FIT groups reported October 22, 2019 onwards will need to be reevaluated based on the new *Group Savings for Every Season* program.

**Do Contracted Groups also need to be reported to the resorts with names by Oct 21, 2019 to qualify for the 3G promotion?**

Existing 3G Contracted Groups with a signed agreement showing 3G will remain 3G. The 10/21 deadline is for only FIT groups that have not been reported and closed.

**Will contracted groups of 10+ rooms have to report a final rooming list 60 days prior to arrival in order to qualify for *Group Savings for Every Season*?**

Contracted Groups of 10+ rooms still send final rooming list by 30 days, provided they have signed an agreement more than 60 days prior to arrival. Contracted groups of 10+ rooms that are booking & signing a contract within 60 days of arrival are not eligible for *Group Savings for Every Season*; only the standard group concessions apply.