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What is StarHOT?

StarHOT provides for discounted rooms at participating hotels for all Starwood associates and associates of franchised Starwood hotels, as well as the families (outlined in detail below). This program is for leisure travel only. In case of business travel, the StarBIZ rate is applicable.

Program Eligibility

This benefit is offered to all regular full and part time associates, who must be actively employed by Starwood to participate in this benefit.

Additionally the associates that fall in the below categories are also entitled to the benefit:

- Maternity / Parental leave
- Military service leave
- Seasonal associates during the time of employment*

Trainees are also entitled to this benefit during the period of their internship agreement.

*Associates from outsourced companies cannot participate in this benefit

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Eligible family members to make a reservation and stay on a StarHOT rate at a property are:

Spouse	Parents / Step Parents
Brothers - Sisters / Step Brothers - Sisters	Parents-in-law
Domestic partner*	Grandparents
Children / Step Children	

* Domestic partner – someone who cohabitates (lives with) with the associate and is in a romantic relationship with him/her.

Associates are entitled to book an unlimited amount of nights per year, based on availability.

However, the following restrictions apply:

- Associates can book a Maximum 14 room nights on a single reservation, which includes a maximum 3 rooms per stay on a single reservation, unless approved otherwise by receiving hotel.
Example 1 : An Associate makes a reservation for 3 rooms x 4 room nights = 12 (this is OK - accepted)
Example 2 : Associate makes a reservation for 3 rooms x 5 room nights = 15 (this is NOT OK - rejected!)
- Only one reservation (for up to 3 rooms) can be made by an associate or eligible family member for any given stay, or for any closely overlapping stays.
- In each room, one eligible StarHOT traveler must be present. Therefore, Friends travelling with eligible StarHOT bookers are subject to the StarFriend rate (unless in the same room).
- This benefit is offered on a space available basis at all participating hotels other than the hotel the associate works in for himself, unless approved otherwise by receiving hotel.
Eligible family travelers only are entitled to stay in the hotel the associate works in, unless approved otherwise by the Associate's hotel.
- Immediate eligible family members (ie, brother, sister) travelling with their children are entitled to a second room at the StarHOT rate (if available). However the number of maximum room nights per booking remains 14. A child is defined as per hotel's policy.

Any associate who misrepresents the eligibility of an individual to obtain a discount, to which that individual is not otherwise entitled, is subject to discipline, up to and including termination of employment.

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Starwood Preferred Guest (SPG)

Associates may not earn any Starpoints for any spend at any hotel, except MAGC. Any other person eligible for StarHot, such as eligible family members, can earn for ancillary spend as their SPG account is not at employee level.

Please note that employees may not redeem for Amex Gift Checks. For more details, refer back to the [Associate Policy Relating to The Starwood Preferred Guest Program](#) on StarwoodONE.

Program Administration

The Rate Plan ID for this program is StarHOT and StarHOTB (breakfast rate).

StarHOT rates are structured according to a property's annual budget ADR and based on the below rate table. Participation in StarHOTB is optional but highly recommended, particularly for properties where alternative breakfast options are difficult to access (remote resorts without alternatives, for example).

Resort properties and hotels that do not offer room-only rates to the general public are entitled to add the discounted breakfast supplements (at 50%) to the room rate. For example, a hotel only selling BARB and DAILYB with a budget ADR of 260 USD, would have a StarHOT room only rate of 109 USD. Adding the 50% discount on the regular breakfast of 30 USD per person = 15 USD, for a total of 124 USD per night in single occupancy. The rate code to be used is STARHOTB. For properties with seasonal breakfast pricing, the lower value should be always be applied.

STARHOT Rate

Budget ADR for current year	StarHOT room only rate
(in USD)	(in USD)
Up to 125.00	49.00
125.01 to 175.00	69.00
175.01 & Above	89.00

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Mandatory Discounts at all Starwood properties

Associates need to be advised upfront of the F&B StarHOT policy (50% discount) of the hotel. This needs to be done at the moment of check-in at latest and written on the StarHot Card. A sample can be found at the end of this policy (p.8)

Description	Discount
WIFI provided free of charge for up to 3 devices	Free
F&B Outlets (Restaurants* & Bars*)	50%
Buffet Breakfast (excludes à la carte)**	50%
Roll-Away bed	50%

* Applicable for outlets managed by Starwood, excluding third party operators. Associates need to be informed in writing which outlets are not participating in the discount offer.

** Needs to be applied for STARHOTB as well

Additional Notes

- At least one outlet per meal period must offer the StarHOT 50% discount.
- It is at the hotel's discretion to apply the 50% discount towards alcoholic beverages. If excluded, the hotel needs to inform the associate in written on the StarHot Card at the moment of check-in.

Optional Discounts in all Starwood Hotels

The hotel management may decide whether or whether not to extend the eligible travelers the following discounts. Eligible travelers need to be made aware which services are available at the stipulated discounts and which are not (at the moment of check-in at latest and in writing).

Description	Discount
Minibar	50%
In-Room Dining	50%
Valet Parking	50%
Laundry	50%
Telephone (fixed phone in room)	50%
SPA treatments (hotel may select which apply)	50%

All mandatory and optional discounts are only valid for the duration of the stay on the StarHOT rate.

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Upgrade Option

Properties have the option of charging an incremental fee for premium room types. This will increase StarHOT availability even when the hotel has sold all the standard room types.

Pricing

The room class differential applied for StarHOT needs to represent at least a 50% discount off the retail price differential. In other words, if a Classic room is 100 EUR and a larger Premium room is 150 EUR, the most that an associate can be charged is 25 EUR for the upgraded room type. Club rooms (where existent) do not fall under this rule and may be subject to a higher charge, as long as this charge does not exceed the publicly quoted difference. For hotels applying seasonal room class differentials, the lower value should be used.

Availability

- Rooms are provided on a space available basis.
- The hotel is required to maintain availability of StarHOT until a forecast occupancy of 90% (as of 90%, the hotel may close this rate out). On occupancies below 90%, properties are required to set aside a minimum of 5% of their room inventory for associate use.
- In addition, as StarHOT is a fully yieldable rate, ROS recommendations should determine availability.
- Discounted rooms may not be granted during any special events, such as New Year's Eve. Blackout dates and other individual property restrictions may apply. Starwood Hotels & Resorts reserve the right to change or cancel this benefit at any time.
- St. Regis properties are not required to participate but may opt in at their own discretion.

Deposit & Cancellation Rules

An eligible traveler can guarantee his or her reservation by the following means:

- Credit Card
- Cash Deposit (through wire transfer or deposit) of the first night's stay (sum of multiple rooms if applicable), at least one week prior to arrival.
- In certain cases, hotels may request divisional approval to deviate from the cancellation policy, making it more restrictive.
- In case of lack of a credit card, the associate needs to seek confirmation from the property whether it will accept this booking as non-guaranteed reservation.
- Any penalties resulting from late cancellations or no-shows are due to the hotel by the associate, whether there is a guarantee or not.
- If travel plans change and the associate or eligible traveler is unable to utilize the reserved discounted room, the traveler is responsible for canceling the reservation(s).
- The local cancellation and deposit policy of the BAR rate applies. Example: if the hotel has a public 24 hour cancellation policy, that same policy applies to the StarHOT reservation.

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Extra Charges

- The StarHOT rate is exclusive of any taxes or service charges that may apply.
- Eligible travelers are responsible for all room, tax and incidental charges.
- Applicable local taxes are the responsibility of the eligible traveler.
- Charges incurred must be settled upon checkout.
- Credit and direct billing privileges will not be extended to eligible travelers.

Reservation Procedures

Reservations are to be made using the methods outlined below. The destination property must not be contacted directly for reservation inquiries (any other inquiries are permitted). Reservations can be made as follows:

- Starwood associates can visit www.starwoodone.com & select the E-Tools option to book the StarHOT rate for themselves or eligible travelers.
- Eligible travelers who do not have access to StarwoodONE can book a reservation on any PC through www.starwoodhotels.com/starhot. Rates and detailed property information are included in the above site.

Proof of Eligibility

In order to be granted the StarHOT rate at check-in, the associate must have completed the StarHOT Reservation Authorization form which can be found on StarwoodONE on the StarHOT page or via the below URL.

http://one.starwoodhotels.com/portal/starhot_form

This form needs to be completed for every StarHOT reservation, regardless of whether the associate or eligible family members are traveling. This form must be presented in printed form at the moment of check-in to the Front Desk Agent.



A screenshot of the StarHOT Reservation Authorization Form. The form is titled 'STARWOOD RESERVATION AUTHORIZATION FORM' and includes fields for 'Employee ID', 'Employee Name', 'Property ID', 'Check-In/Out Dates', 'Room Type', 'Rate', and 'Comments'. It also has a 'Print' button and a 'Save' button.

The Starwood Reservation Authorization Form is the only globally valid authorization method. Make sure you complete this form and provide the traveler with a printed copy. As an associate, you are equally

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required to present a printed copy of this form at the moment of check-in. The hotel may reserve the right to apply the best rate of the day in absence of a valid authorization form.

A valid photo ID will also be required to verify the correctness of the completed form.

Associate Conduct

- Associates of Starwood and eligible travelers are expected to maintain our standards of conduct at all times while participating in this program at any of our hotels.
- Associates and eligible travelers visiting Starwood properties will be treated in the same manner as regular hotel guests, receiving the same services and courtesies that would otherwise be granted.
- Associates or eligible travelers should seek only those services and courtesies that would normally be extended to any guest and are not permitted into back of the house areas.
- If the associate has made a reservation with the StarHOT rate and by the time of check-in has left the company, then the StarHOT rate is no longer applicable.

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Appendix

Deviations from the StarHOT rate

If the cost per occupied room (CPOR) exceeds the StarHOT rate that would be applicable, the hotel can file an exception request to the Divisional Revenue Management team.

Note: the CPOR calculation requires adherence to a standard method of calculation, including only and exclusively the following P&L items, based on current full year budget data, per occupied room:

Room – Laundry
Room – Operating Supplies
Room – Cleaning Supplies
Room – Guest Supplies
Rooms Payroll – Housekeeping Line Staff

For further clarification around the calculation of the CPOR, please contact your Regional Director of Finance or Regional Director of Revenue Management.

For questions around the StarHOT program and this policy in general, please contact your Director of Human Resources.

Sample StarHOT Card Template

Below template is intended for illustration purposes only, with the scope of highlighting the minimum required information that the associate should be made aware of at the moment of check-in. Hotels should adapt and use brand templates where available.

Front

Sheraton Hotel XYZ

STARHOT CARD

Name of Guest: _____

Back

Terms & Conditions

This card must be presented at time of purchase for the StarHOT discount to be applied. Discount will NOT be processed at time of check-out or at the front desk under any circumstances. This card is not transferable and only valid during the stay. The following outlets do NOT offer StarHOT discounts: