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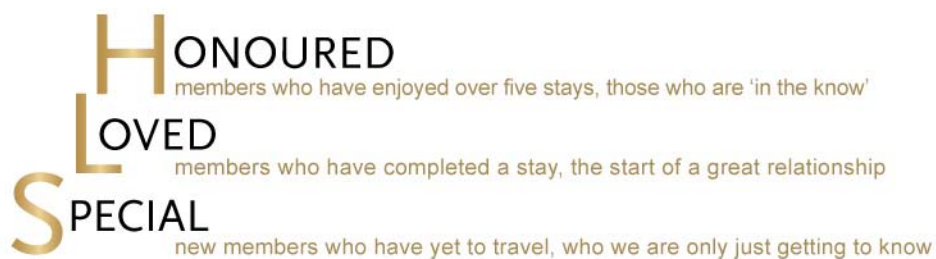


THE CLUB

The Club of Small Luxury Hotels of the World™

User Guide for Travel Agents

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1. What is The Club of Small Luxury Hotels of the World?

The Club of Small Luxury Hotels of the World is SLH’s guest recognition programme. It is free to join (via slh.com) and members will receive excellent benefits when they stay at SLH hotels.

2. Is there a cost to be a member of the Club?

No. The Club is a **free-of-charge** programme for guests, to encourage as many new joiners as possible.

3. The Club Programme

The structure of the Club programme encompasses three tiers of membership. As the Club member makes more reservations, they will progress up the tiers, and the benefits they will receive increases with each tier.

	Tier 1 – SPECIAL	Tier 2 – LOVED	Tier 3 - HONOURED
No fee, instant access to benefits	✓	✓	✓
Complimentary room upgrade (subject to availability)	✓	✓	✓
Access to Club Exclusive Rates	✓	✓	✓
Access to Club Reservations Consultant	✓	✓	✓
Access to exclusive Partner Offers	✓	✓	✓
Access to Club Concierge	✓	✓	✓
Regular Club Newsletters	✓	✓	✓
Daily Complimentary Breakfast for two		✓	✓
Late Check-out (subject to availability)		✓	✓
Priority room upgrade (subject to availability)			✓
Early Check-in (subject to availability)			✓
Complimentary Room nights – see below for details			✓

The member’s level is determined by the number of completed qualifying stays in a 12 month period. The booking must be made as a Club member, with the membership number given at the

time of booking. The Club member must be staying at the hotel and the membership number cannot be used for anyone other than the Club member.

4. Will Club members receive benefits as soon as they join?

Yes. Club members will receive benefits from their first stay.

5. Are the Club benefits offered on all publicly available rates?

Yes. The Club benefits will be offered to every Club booking on all publicly available rates, irrespective of which rate is booked. The Club membership number just needs to be included in the reservation.

6. Are Club member bookings commissionable?

Yes. Travel Agents will receive commission on Club member reservations.

7. How is the Club member tier allocated?

After registration, Club members will receive instant benefits from their very first booking. Within 72 hours after returning from the first qualifying stay (please see point 8) at an SLH hotel, the Club member will be elevated automatically to Tier 2 level membership. On this date (referred to as 'status year start date', the member will be entitled to Tier 2 benefits for the following 12 month period until their 'status year end date'.

Upon the members' status year end date there will be an annual review conducted. If the Tier 2 member has made between 1 and 4 completed qualifying stays during the prior 12 months, they will retain Tier 2 status.

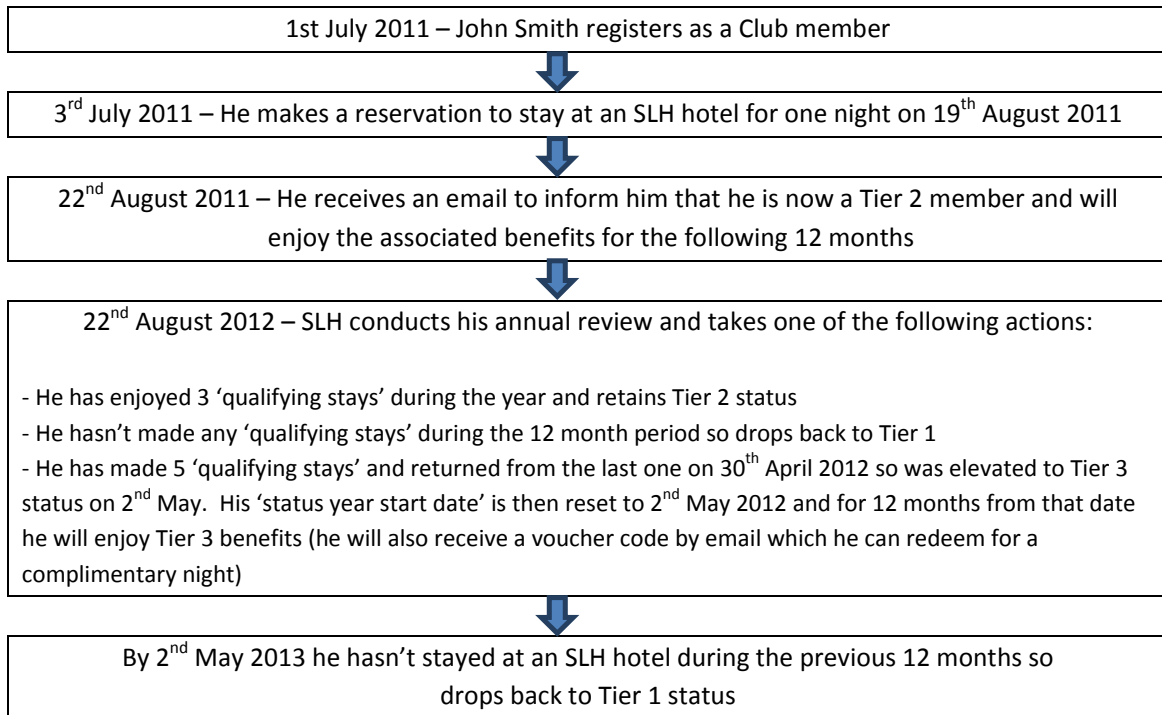
Upon the Tier 2 members' status year end date, if they have failed to complete at least one qualifying stay, they will be relegated to Tier 1 level until they complete another qualifying stay. SLH will inform the Club Member via email within 72 hours of their status year end date.

If during their 12 month period as a Tier 2 member, the member completes five qualifying stays, they will be elevated to Tier 3 membership within 72 hours after their return from their fifth qualifying stay. Upon this date, their status year start date (and therefore also their status year end date) will be reset and they will enjoy Tier 3 benefits for 12 months.

Upon the Tier 3 members' status year end date, there will be an annual review conducted. If the member has made five completed qualifying stays during the qualifying time frame, they will retain their Tier 3 status for a further 12 months. If however, they have only completed between 1 and 4 qualifying stays, they will be relegated to Tier 2 status and if they have not made a single booking they will be demoted to Tier 1 member status.

This process of annual review and membership status determination will be on going during the customers' time as a Club member.

Example



8. Qualifying Stays

There is no limit to the number of complimentary nights you can earn.

A "qualifying stay" is one stay at a participating SLH hotel, regardless of the total number of consecutive nights, whether or not a guest checks out and checks back in again, pursuant to a reservation made at a publically available rate or a Club Exclusive rate. A "qualifying stay" requires that the member checks in at the hotel on the date of the reservation and resides in the room for a minimum of one night. The qualifying stay date will be determined by the check-out date.

Only non-contiguous stays will qualify as separate qualifying stays. For example, a member with three reservations for the same hotel on three consecutive days will only receive credit for one "qualifying stay".

Qualifying stays are calculated during a 12 month time frame, determined by the members' individual status year start date and status year end date. Qualifying stays may not be carried over to a subsequent status year.

SLH reserves the right to modify any qualifying stays posted to a member's account in error.

A stay will not be qualified for a "no show" situation, when a member has made a reservation guaranteed with a credit card but then does not check in to the hotel, whether or not the member's credit card is charged for any portion of the reserved stay as per the hotel's "no show" policy.

If a member uses a complimentary night voucher for a single, complimentary night at a participating Hotel, this night will not be a "qualifying stay". If a member uses a voucher for a free night during a multi-night stay, the nights for which the member has paid will NOT be considered a "qualifying stay" and will not count toward the five stays required for an additional award certificate.

A "qualifying stay" does not include any stays of the following nature: any bookings directly with the hotel, wholesale/tour operator packages; non-publically available rates, contracted airline crew rates; travel industry rates (including but not limited to travel agent discount rates); complimentary nights; bookings made via an online travel agent or any other stay that is not reserved through the SLH reservation channels. SLH Reservation channels include slh.com, our telephone reservation lines and travel agents.

A Member will be notified via email that he or she has earned a complimentary night within 72 hours of qualifying as an Honoured Member.

Provided a member complies with the requirements, there is no limit to the number of complimentary nights that a member can earn in their status year.

A qualifying stay must be booked by the Club Member, and the Club membership number must be recorded on the booking and staying at the hotel.

9. Tier 3 Member Complimentary nights' programme

Upon qualification to Tier 3 membership, the member will receive a voucher for a complimentary night. Terms and conditions apply to the redemption of complimentary night.

For every further five qualifying stays completed by a Tier 3 member in the 12 month time frame from their status year start date to their status year end date, the member will receive a voucher for an additional complimentary night at a Member Hotel.

Complimentary Nights

The terms and conditions of Small Luxury Hotels of the World™ complimentary nights are as follows:

- Complimentary night voucher codes can only be used once and are valid for 12 months from the date they are awarded.
- The complimentary night relates to standard double room accommodation only.
- It is always subject to availability; (i.e. at the hotel's discretion. If a booking is requested during the hotel's peak season, they are entitled to deny confirmation).
- Hotel availability for the claiming of this voucher for complimentary nights may differ from general online availability. Your voucher is subject to the availability of complimentary nights.
- A minimum of two (2) weeks notice must be given.
- All booking requests must be made by email only to the UK office to vouchers@slh.com.
- All food, beverages, taxes, and other incidental costs incurred by the guest are to be settled prior to departure from, and direct with, the individual hotel.
- Complimentary night reservations are non-flexible and once confirmed by SLH, no alterations or cancellations can be made. In case of alteration or cancellation, you will forfeit the complimentary night(s).
- The usual benefits of The Club of Small Luxury Hotels of the World are not provided for complimentary nights, or for nights booked as part of the same reservation.
- Guests who choose to utilise their room nights at an all-inclusive SLH hotel will incur an additional charge, which will vary depending on the property selected.
- Small Luxury Hotels of the World has the right to update these terms and conditions. The claiming of room nights will be governed by the terms and conditions that are in place at the time the room nights are claimed rather than issued.

10. Can Travel Agents make reservations for Club Members?

Yes.

11. How do I make a reservation for Club Members?

To make a booking for Club members, simply append the guest's Club membership number (this is 7 or 8 digits) in the Frequent Guest id field.

The format for this varies slightly for the 4 GDS:

GDS Code to append

Sabre /ID-	(membership number)
Galileo /FG-	(membership number)
Amadeus /ID-	(membership number)
World Span /FG-	(membership number)

12. Excerpts from the GDS Quick Reference Guides

i) Sabre Quick Reference Guide Excerpt

SELLING WITH QUALIFIERS

Among the different qualifiers you can add to your sell entry, a guarantee qualifier is mandatory for most hotels. Remember to check HOD*G to make sure your guarantee information is valid. Add any desired qualifiers to Step 4, separating each with a slash (/)
Example: 0H1¥3/GDPST/CR-1/SI-POOL VIEW

Corporate discount code	/CD-9828433ABC	Rollaway	/RA-1
Frequent guest ID	/ID-MC3456789	Crib	/CR-1
Airline frequent flyer	/FT-UA123456789	Associate sell to name number	/NM-2.1
Extra person (for non-supported occupancies)	/EX-1	Credit card guarantee	/GVI411111111EXP 07 06-LEE
Special information	/SI-PREF POOL VIEW	Deposit guarantee	/GDPSTVI411111111EXP 07 06-LEE

Note: If you have not previously displayed the hotel rate description (HRD), and viewing of the rules is required for the rate you are selling, the sell entry is inhibited and the hotel rate description automatically displays. After viewing the rate description, reenter the sell entry. The new qualifiers in the second sell entry override those from the first.

ii) Galileo Quick reference Guide Excerpt

Optional Sell Fields

H/HSRS

Add optional sell fields to the end of the sell format in order to send additional information to the hotel.

<u>To add:</u>	<u>Type at the end of the sell format:</u>
Airline frequent flyer number	/FT-UA78321764901
Corporate ID number	/CD-89332546
Crib request	/CR-1
Deposit by check	/G-DPST
Deposit by credit card	/G-DPST VI4427806666666661EXP1202
Extra adult in room	/EX-1
Extra child in room	/EC-1
Guarantee by credit card	/G- VI4427806666666661EXP1202
Hotel frequent guest club number	/FG-5690112
Name field (overrides 1 st BF name)	/NM-DUNCAN J

iii) Amadeus Quick Reference Guide Excerpt

► **Hotel Sell Options** (corresponding Help pages HEHTLSEL)

These options are used to include information in the Hotel segment of a PNR and are added as part of the Hotel Sell entry. The examples below show the formats for a sell from a seamless or a central system HA display.

American Plan (2 full meals per day for two people at a price of \$70) (see HEHS for other meal plans /FA, /FM, /MA)	HS2/AP-USD70.00-2
Sell Hotel Room Rate on line 4 and modify check out date	HS4/DD-7NOV
Sell Hotel Room Rate on line 5 and change check in date	HS5/DT-1NOV
Corporate Discount number	HS1/CD-4563269876
Hotel Sell entry with customer ID number for frequent customer	HS1/ID-1235468977
Enter the /SI-option as part of the Hotel Sell transaction (Supplementary Information)	HS2/SI-CUSTOMER DESIRES SEA VIEW
One extra person for a charge of 25 EUR	HS1/EX-EUR25.00-1

iv) Worldspan Quick Reference Guide Excerpt

Early check out penalty	/CKP-	/CKP-TO RECEIVE REFUND ...	HA H0 H@
Equivalent currency	/E-	/E-GBP /E-IT	HL HA
Exact match	/EM	/EM	HA
Extra adult	/EX-	/EX-1 /EX-USD 2000-1	H0 HN H@
Hotel Select Options		HELP HOPTIONS	
Option Name	Option	Example	Valid With
Extra child *	/EC-	/EC-1 /EC-USD 1000-1	H0 HN H@
Family plan	/F-	/F-	HL
Fire Safety Act	/FS	/FS	HL
Frequent guest ID *	/FG-	/FG-49853	HL HA H0 HN H@

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