StarHOT Discounted Rooms Program & Food & Beverage Discount Plan

StarHOT DISCOUNTED ROOM PROGRAM

StarHOT provides discounted rooms at participating hotels for Starwood associates and associates of participating Starwood franchised hotels. This program is for non-business, leisure travel only.

Program Eligibility

This benefit is offered to all regular full and part time associates upon commencement of employment. Associates must be actively employed to participate in this benefit. Associates are entitled to book unlimited nights per year, based on availability. The following restrictions apply:

• Any stay, whether one room or multiple rooms, may not exceed 14 room-nights.
• This benefit is offered on a space available basis at all participating hotels (other than the hotel the associate works in).

Family Discounted Room Rates:

Discounted room rates will be made available to immediate family members of eligible associates. Immediate family consists of a spouse, domestic partner*, children, siblings, parents and parents-in-laws. Family members receive the same benefit, whether or not they accompany the associate. 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.

* As defined in our benefit plans

Starwood Preferred Guest (SPG)

Starwood associates and associates of Starwood franchised hotels are NOT eligible to earn Starpoints or airline miles for any hotel expenditures, including food and beverage. Family members who participate in SPG and are paying for a StarHOT rate may earn points on their eligible incidentals but will not earn Starpoints or airline miles for the
StarHOT rate itself or food and beverage. Family members can earn Starpoints when paying any other qualifying rate.

- Team HOT Incentive program
- North American Divisional Sales Incentive program
- American Express / SPG program

Note: Associates enrolled in these programs may redeem points for hotel rooms, airline miles, avis car rentals or merchandise in the same manner regular members redeem points. In addition, associates may redeem points for American Express gift checks.

Program Administration

Important note to hotels using a mandatory guarantee. The non-guaranteed reservation option is possible due to an enhancement made to StarLink. StarLink will override the mandatory guarantee policy for reservations made for the StarHOT rate plan and allow non-guaranteed reservations to be booked, except at resort hotels that require a mandatory deposit at the time of booking. This is a benefit for our associates who do not have access to a credit card at the time of reservation. Hotels must hold and honor these reservations until the designated 4:00 or 6:00 p.m. hold time. After this time, the reservation may be released unless the associate has called with a credit card or mailed a deposit.

The Rate Plan ID for this program is StarHOT.

StarHOT rates are structured according to a property’s annual forecasted ADR:

<table>
<thead>
<tr>
<th>ADR</th>
<th>STARHOT Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to US $75.00</td>
<td>US $29.00</td>
</tr>
<tr>
<td>US $ 76.00-150.00</td>
<td>US $49.00</td>
</tr>
<tr>
<td>US $151.00-200.00</td>
<td>US $69.00</td>
</tr>
<tr>
<td>US $ 201.00 and up</td>
<td>US $89.00</td>
</tr>
</tbody>
</table>

If cost per occupied room (CPOR) is not covered under these rates, an exception can be requested through the Division Revenue Management lead.

Upgrade Option: Properties will have the option of charging an incremental fee for room upgrades to suites on the day of arrival only. Upgraded accommodations may not be reserved or offered in advance. Any time an upgrade is offered, properties must have traditional room types available to the associate at the published StarHOT rate. Upgraded room types are not a mandatory part of this program and incremental fees are at the discretion of the property within the range of US$ 10.00 to US$ 50.00 per night, not exceed US$ 50.00 per night.
Restrictions – Rooms are provided on a space available basis. If occupancy rates for the date(s) requested are at 80% or forecasted to be at 80% or greater then the hotel may close out StarHOT. If occupancy rates are less than 80% or forecasted to be less than 80%, properties are required to set aside a minimum of 5% of their room inventory for associate use. Discounted rooms may not be granted during any special events, such as New Year’s Eve, Super Bowl, Mardi Gras, etc. Blackout dates and other individual property restrictions may apply. We reserve the right to change or cancel this benefit at any time.

Room Reservations Procedures

Reservations are to be made using the methods outlined below. Under no circumstances should the destination property be contacted directly. Reservations can be made as follows:

• Starwood associates can visit www.one.starwoodhotels.com and select E-Tools to Book StarHOT. Credit card guarantee is required.

• Associates and family members who do not have access to Starwood ONE can book a reservation on any PC through www.starwoodhotels.com/starhot. Credit card guarantee is required.

• Dial the toll-free number 888-625-5140. This number is available Tuesday through Friday from 3:00 pm Eastern time to 7:00 am Eastern Time, and all day on Saturday and Sunday. The StarHOT Reservations Line will not be available on Mondays. Please note that the toll-free number is limited to reservations for ninety (90) days in the future only. For reservations beyond ninety days the websites referenced above are the best method. (For calls originating outside the US, www.starwoodhotels.com/preferredguest/reservations provides a listing of worldwide toll-free numbers.)

Reservations may be guaranteed as follows:

• Rates and detailed property information are included in the above sites.

• Credit card guarantee.

• Advance Deposit - mailing an advance deposit check directly to the property, according to the property’s advance deposit policy. Many properties and resorts require an advance deposit because certain remote destinations have no way to replace a short term cancellation.

• Making a non-guaranteed reservation that could be released consistent with the property’s non-guaranteed reservation policy.
If travel plans change and the associate / family member is unable to utilize the reserved discounted room, he/she is responsible for canceling the reservation(s). Failure to do so will revoke this benefit. Property cancellation and no-show policies and procedures apply to all associate reservations.

Associates / family members are responsible for all room, tax and incidental charges. Charges for telephone, laundry, valet, parking, transportation and recreational activities (i.e., golf and tennis) will not be discounted. Applicable local taxes are the responsibility of the associate / family member. Charges incurred must be settled upon checkout. Credit and direct billing privileges will not be extended to associates / family member. Reservations may be guaranteed as follows:

**StarHOT Room Reservation Authorization Form**

Each time an associate / family member makes a StarHOT reservation, the associate must log onto StarwoodOne and generate their StarHot Authorization. The form must be completed by the associate and it will have an automatic signature from the HR Service Center. In the event of a question or concern about a particular StarHOT reservation, properties can identify the origin of the reservation by the property letterhead on which the form is printed.

**Associates with a Starwood One user ID**

1) Log into Starwood One and the icon will be posted on the Home Page. Click on the StarHOT Reservation Authorization link.
2) Your Associate Information will already be populated. Type in your Reservation Information in the appropriate fields.

3) Select “Finish”! Your authorized form will appear – don’t forget to print right away, it cannot be saved. (If you lose the form you just need to start over.)

4) Present your StarHOT Reservation Authorization Form at the front desk upon check-in.

**Associates who do not have a Starwood One user ID**

1) Provide your Associate Information (name, location, position and phone number) and hotel Reservation Information (confirmation number, property you will be staying at, dates, number of nights, number of rooms and rate.) If the room is for an immediate family member, include that person’s name and their relationship to you.

2) Submit this information to your Human Resource Representative for approval.
3) Pick up the approved StarHOT Reservation Authorization Form and present it at the front desk upon check-in.

If you have any questions about the Automated StarHOT Reservation Authorization Form, contact the HR Service Center at 866-476-6293.

Starwood associates and family members must present a signed StarHOT Reservation Authorization form at the time of check-in. An additional photo ID will be required to prove identity. Discounts will not be granted if an ID card is not presented.

To receive the food and beverage discount a reservation must be made in the participating restaurant confirming date and time so as not to displace full retail customers. Associates / family members pay 50% of the listed menu price (excluding specials), but will be responsible to pay all sales tax and gratuity on the full retail value of food and beverage charges incurred. For Example: The associate has lunch in one of the property restaurants. The gross amount of the check is $100.00. Once the discount is applied, the net amount of the check is $50.00. The associate / family member is responsible to pay applicable sales tax and gratuity on the full $100.00.
Associates and family members are responsible for all restaurant reservations and cancellations. Failure to properly cancel reservations may result in revocation of this benefit and/or appropriate disciplinary action.

**With StarHOT Room Reservation:**

All associates/family members staying at a property on the StarHOT rate will be granted a 50% discount on food and/or beverage at participating hotels. The front desk agent will issue a **HOT 50%** card at the time of check-in. The card must be presented prior to ordering. The discount is only valid for the duration of the stay on the StarHOT rate.

**Without StarHOT Room Reservation:**

The 50% Food and Beverage Discount will be available to all associate/family members for use at participating restaurant locations. A validated StarHOT Food & Beverage Discount Form or a printed Starwood ONE Profile, plus additional valid photo ID is required.

**Proof of Benefit Eligibility:**

1. **StarHOT Food & Beverage Discount Authorization Form**

The human resources department at each Starwood location must print the StarHOT Food & Beverage Authorization form on property/location letterhead. Each time an associate/family member makes a hotel restaurant reservation, the associate must obtain a form from human resources. The form must be completed by the associate and then validated by a human resources representative. The HR validation includes printed name, signature and phone number of the HR representative authorizing the reservation. In the event of a question or concern about a particular reservation, properties can identify the origin of the reservation by both the property letterhead on which the form is printed and the HR contact information.

The StarHOT Food & Beverage Discount Authorization form is posted on Starwood ONE / North America / Human Resources / Property Manager Resources / DHR Resources / Forms. The form can be downloaded from Starwood ONE and copied onto property/location letterhead. **The form will not be considered valid unless it is printed on letterhead with the name and address of the property/location completed in its entirety. The HR contact information must be clear and legible.**

Starwood associates and family members must present a validated form prior to be seated. An additional photo ID will be required to prove identity. Discounts will not be granted if an ID card is not presented.
2. Copy of the associate’s Starwood ONE Profile
If the associate is making a reservation on short notice or after hours and cannot obtain authorization on the StarHOT Food & Beverage Discount Authorization form, the associate may log on to Starwood ONE and print of copy of his/her Starwood ONE Profile as proof of employment. In this case, the Starwood ONE Profile, the StarHOT F&B Discount form and a photo ID must be presented prior to being seated. Discounts will not be granted if an ID card is not presented.

RESTRICIONS/EXCLUSIONS – Food & Beverage Discount Program

• Food & Beverage discounts are provided on a space available basis. Each property may exercise discretion regarding which outlets will offer the discount; however, at least one outlet per meal period must offer the discount. Outlets operated by third parties not connected with Starwood (e.g. leased) are specifically excluded from the F&B discount program and will not offer the discount. Blackout dates and other individual property restrictions may apply.

• Associates and family members may not receive the 50% Food & Beverage discount at the property in which they work unless prior approval is granted by Human Resources.

• The Food & Beverage discount program excludes discounts for all alcoholic beverages

• All Food & Beverage 50% discounts are subject to change. We 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.

• Special provision for StarHOT room rates in the state of Massachusetts: the State Department of Revenue regulates the pricing of discounted hotel rooms for associates; therefore, please check our websites for rates in this state, which do not fall under our normal StarHOT rate structure.

• St. Regis properties are not required to participate but may opt in at their own discretion.

• All StarHOT discounts are subject to change. We reserve the right to change or cancel this benefit at any time.

• Associates and family members may not receive the StarHOT discount at the property in which they work unless prior approval is granted by Human Resources.

ASSOCIATE CONDUCT

Associates of Starwood and family members are expected to maintain our standards of conduct at all times while participating in this program at any of our hotels. Associates and family members 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. Likewise, the associate or family member 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.