

GROUPS PLUS

Frequent Q&A

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 *Groups Plus* 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 *Groups Plus* requirements?

Yes, *Groups Plus* 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 Season 1 and 12 rooms check-in during Season 2, Season 2 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.

What if I was previously booked under a different group promotion but I would like to qualify for *Groups Plus*?

Unfortunately, this promotion is only applicable to NEW reservations.

How are the resort coupons issued and applied?

For FIT groups, the 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?

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

What if the group has more than 40 people in their group 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.

What if the group has more than 40 people in their group and would like to attend the cocktail party?

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?

Please see supportive document.

Are there black out dates involved with Groups Plus?

Please see supportive document.

Can this promotion be applied to larger groups?

Groups Plus 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 *Groups Plus* 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 *Groups Plus* combinable with other groups promotions?

No.

Is *Groups Plus* combinable with other consumer promotions?

Yes, unless otherwise indicated.

Is *Groups Plus* combinable with Deal of the Day?

Yes, *Groups Plus* is combinable with Deal of the Day if available.

How do cancellation policies work?

Both payment and cancellation policies apply based on how the group is booked whether it be Tour Operator or Direct; FIT 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 *Groups Plus* combinable with Complimentary Wedding Packages or promotions?

Yes, but only when all requirements and conditions of the complimentary wedding packages are separately met and includes amenities from both the package and Groups Plus. Package inclusions are not interchangeable. *Groups Plus* is combinable with the “Save Your Date” promotion but please note that the group will only receive one complimentary cocktail party. *Groups Plus* is not combinable with the Beyond Memorable, Dulha/Dulhan or Shaadi Wedding Package.

I have corporate clients who would like to take advantage of *Groups Plus* 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 do not require any additional services, planned events, meeting space, food and beverage events, etc. outside of the included Groups Plus amenities.

How is commission applied to *Groups Plus*?

Standard commission applies, however commission is not earned or paid by AMResorts on free rooms for either direct bookings or travel agent bookings. Please check with your preferred tour operator regarding their commission policies for complimentary rooms.

If *Groups Plus* 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.