

GROUPS PLUS – Terms & Conditions

The GROUPS PLUS promotion is valid on all new group reservations made **from now until November 30, 2021**. The promotion is applicable to groups due to travel before December 22, 2023. Black out dates apply, and the promotion is **excluded at selected resorts**. Tour Operators should check with their respective account manager at Cara Hotel Sales & Marketing to confirm that this promotion is available during preferred dates. Cara will in turn liaise with the resort's Group Department to check these details. All reservations must be booked through the same source in order to qualify for this offer. Promotion applies to all room occupancies. All reservations are subject to availability and hotel can be closed out at any time. Please contact the hotel with any questions or concerns. This promotion is only available to new social group reservations; no rollbacks or re-bookings are permitted. Offer is not applicable to incentive groups. **This promotion does not apply to all markets, or all hotels, and restrictions apply.**

Redemption Procedure

All rooms must be reported at least 60 days prior to arrival for any Groups Plus group. Any changes within this window must be reported immediately. No changes of any type are allowed 7 days or less prior to arrival. For questions or concerns, please contact the Groups Department at the respective property.

There is a 5-room minimum for this offer and 30 room maximum, including complimentary rooms. Social groups are defined as family, friends, teammates, fellow alumni, church goers, etc. who travel together for social purposes. These are groups that do not require any additional services such as planned events, meeting space, etc., outside the included *GROUPS PLUS* amenities. Any groups requiring event services of any kind may be directed to the hotel's Group Sales Manager and are subject to a surcharge.

Each group will receive the following:

- Every 5th, 6th or 7th room will be complimentary with a maximum of 5, 4, or 3 complimentary rooms per group, respectively, based on season (room nights calculated daily and are not cumulative). It is not

required to have all paid rooms in the same room category in order to receive the complimentary room(s). Complimentary rooms are to be applied to the lowest total value room of any occupancy on each night that qualifies (seasonality information can be found in the accompanying PDF document).

- 1 complimentary room upgrade for every 5th, 6th or 7th room paid with a maximum of 5, 4, or 3 upgrades per group, respectively, based on season. 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. Upgrades are subject to availability and may be limited to specific room categories and exclude certain suite types.
- 1x one-hour cocktail party per stay for groups of 10+ rooms for a max of 40 people. The hotel has the right to deny any additional person(s) over 40 people or may allow them to be added for an additional fee per person. Cocktail hour must be requested from the resort at least 14 days prior to arrival.
- 1x semi-private dinner per stay for groups of 10+ rooms for a max of 40 people. The hotel has the right to deny any additional person(s) over 40 people or may allow them to be added for an additional fee per person. For groups less than 10 rooms, a dinner reservation may be requested for the group to dine together at one of the hotel restaurants.
- Private check-in, when the group arrives together. Private check-in must be requested from the resort at least 14 days prior to arrival.
- 20% discount per person on spa services and 10% discount per person on spa products. Spa discounts are valid once per person.
- Group Coordinator for groups of 10+ rooms
- Hospitality desk with phone line when requested from the resort at least 14 days prior to arrival, and subject to availability

GROUPS PLUS complimentary rooms and room upgrades are based on season of travel. During Season 3 this is applied every 5th room, during Season 2 every 6th room and during Season 1 every 7th room. If a group overlaps a season, amenities will be provided based on season where majority of travel occurs.

The GROUPS PLUS offer is combinable with all existing Promotions, Deal of the Day and Add-on Packages. Add-on packages include complimentary wedding packages and purchased wedding packages, as long as criteria for both are met separately. Amenities from both the package and GROUPS PLUS are included. Package inclusions are not interchangeable.

The GROUPS PLUS offer is not combinable with the Beyond Memorable, Dulha/Dulhan and Shaadi Wedding Package, or any other group promotional offers unless otherwise specified. Restrictions may apply and this entire offer is subject to hotel availability.

Please see supporting documentation attached for further details/restrictions.

Valid for guests in selected markets. Employees of tour operators and wholesalers do not qualify.

Booking Window: September 1 – November 30, 2021

Travel Window: Until December 22, 2023

Policy blackout dates: Presidents Day Week, Easter Week, Festive Dates

*additional blackout dates can apply, on an individual resort level

Excluded Resorts:

- Dreams Macao Beach Punta Cana
- Secrets Cap Cana Resort & Spa
- Breathless Montego Bay Resort & Spa
- Secrets Wild Orchid Montego Bay
- Zoetry Montego Bay Jamaica
- Secrets St Martin Resort & Spa
- Secrets Papagayo Costa Rica
- Secrets Maroma Beach Riviera Cancun
- Secrets Akumal Riviera Maya
- Secrets Impressions Moxche