

GROUPS PLUS – 2023 Terms & Conditions

The GROUPS PLUS promotion is valid on all new group reservations made **from now until December 31, 2023**. 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, as long as the single occupancy rooms do not exceed 20% of the group's total reservations. If single occupancy rooms surpass 20%, those rooms will be considered based on double occupancy. All reservations are subject to availability and participating hotels can close out dates 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. The promotion is not applicable to corporate meetings, incentive, conventions, or events groups. The promotion is not available over the Christmas, President's Day, and Easter Holiday travel periods outlined below. If the group's travel dates cross over any of these blackout dates, the group does not qualify for this promotion:

- February 16 – February 20, 2023
- April 01 – April 08, 2023
- December 23 – December 31, 2023
- February 15 – February 19, 2024
- March 23 – Mar 30, 2024

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.

Please note that a further restriction applies at Secrets Playa Mujeres Golf & Spa Resort and Dreams Playa Mujeres Golf & Spa Resort, where there is a 5-room minimum and 15 room maximum for the promotion, including complimentary rooms.

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 below).

Season Definition	ADULT & FAMILY BRANDS	
	2023	2024
1 (High)	01 Jan to 15 Feb '23 21 Feb to 31 Mar '23 04 Jun to 19 Aug '23	01 Jan to 14 Feb '24 20 Feb to 22 Mar '24 04 Jun to 17 Aug '24
2 (Mid)	09 Apr to 03 Jun '23 29 Oct to 22 Dec '23	31 Mar to 03 Jun '24 27 Oct to 22 Dec '24
3 (Low)	20 Aug to 28 Oct '23	18 Aug to 26 Oct '24

*Groups Plus has standard blackout dates incl. Presidents Week, Easter and Festive. However, all hotels reserve the right to apply their own blackout dates/stop sales based on occupancy levels.

- 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 promotion is combinable with all existing Institutional Promotions, Deal of the Day, and Add-on Packages, including free wedding packages if criteria are met separately. The GROUPS PLUS promotion is not combinable with Beyond Memorable, Dulha/Dulhan, Shaadi Wedding Package, or other group promotional offers unless otherwise specified. Restrictions may apply and this entire offer is subject to hotel availability. Employees of tour operators and wholesalers do not qualify.

Please see supporting documentation attached for further details/restrictions.

Valid for guests in the following markets: UK & Europe.