

<b>Section</b>	
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## Airline Hotels Rate Policy for Rooms and Food & Beverage for Internal Business Travel and Personal Travel

### Purpose:

To communicate the rate to be charged for a room, for a meeting space, and for food & beverage (F&B) to those eligible when at staying overnight at an Airline property for internal business travel.

To communicate the rate to be charged for a room, for a meeting space, and for food & beverage (F&B) to those eligible when at staying overnight at an Airline property for personal travel.

As well, to communicate who is eligible for the Business and Personal travel program, the program restrictions and the program's required processes.

With this Program Airline's associates will support and will experience:

- An opportunity to become more familiar with the Airline family and Airline hotels by providing rates that are an, "amazing deal" on rooms and F&B.
- Each of us treating a peer's reservation, check-in experience, and F&B experience as we would any guest's experience via the elimination of internal barriers, tasks and bureaucracy as much as possible.

The rates and discounts noted in this policy only apply when there is an overnight stay or a pool dayroom booked for Airline business or personal reasons. The rates and discounts in this policy will not be applied at any other time. E.g. - An associate will not receive 50% off of F&B when they come to their home hotel on a day off or after work and have a meal in the restaurant. The F&B discount policy, 25% off, applies in this situation.

Violating this policy could result in progressive discipline up to and including termination.

### Definitions:

1. Business Travel - an overnight stay, by any associate noted below, at an Airline Hotels' property for work purposes as directed by an Airline Hotels' Manager.
  - Active associates traveling or staying overnight as directed by their Manager for work purposes.
  - Airline Hotels' Board Members and Share Holders traveling to attend work for Airline Hotels.
2. Personal Travel - an overnight stay, by any associate noted below, at an Airline Hotels' property for personal reasons.
  - Active associates - An associate of Airline Hotels that is past 90 day probation
  - Airline Hotels' Board Members and Share Holders - Any current Board Member or Shareholder of Airline Hotels (Deer Lodge Hotels)
  - Family & Friends - are anyone associated with an active or a retired associate (definition below) and on personal travel, not traveling for their work



- Retired Associate - any associate who retired in good standing after 20 years of service or has a combination of age plus years of service greater than or equal to 55 (not less than 50 years of age with not less than 5 years of service). On retirement, eligible associates will receive an Airline Room Rate card.

Age & Service Chart - Examples

Age	Years of Service	Eligibility
n/a	20	eligible
50	5	eligible
50+	5+	eligible
45	19	not eligible - must be at least 50 in less than 20 years of service
50	3	not eligible - must have at least 5 years of service
30	15	Not eligible - age and years of service must equal 55 or more.

3. Banquets - Any special event booked through the catering and banquet department which requires the space of an Airline Hotel property's meeting or banquet facilities.

Business Rates for the groups noted in the, "Definitions" section above in Business Travel:

- Room Rate = \$0.00 (Comp). No charge applied, no intercompany expenses
- F&B Rate = \$0.00 (Comp). No charge applied, no intercompany expenses
- Banquets = \$0.00 (Comp). No charge applied, no intercompany expenses

Personal Rates for the groups noted in the, "Definitions" section above in Personal Travel:

- The default reservation will be a Standard Room or the least expensive room-type available
- Upgrade Charge - If available, a complimentary room-type upgrade (upgrade of one room type, at the least) will be offered at the time of check-in. Or, one can request a room-type upgrade when making the reservation on the Family Room by requesting this under, "Additional Notes". Applicable upgrade charges will be added to the rates noted below if an upgrade is requested at the time of reservation.
- Room Rate = \$0.00 No charge applied, no intercompany expenses
  - Active associates over 90 days employment
  - Retired associates as defined
  - Associate must be staying in the room. Any other room booked by the associate for the same stay would be at the Friends & Family rate. E.g. - Only 1 room at \$0.00 per associate
  - Includes Day Rooms
- Room Rate = \$49.00 plus applicable taxes
  - Any Family & Any Friends of active associates
  - Airline Board Members and Share Holders
  - Not eligible for Day Rooms
- F&B Rate - Outlets (Restaurants, Pub, Bar, Lounge, Pantry, Starbucks, etc. Not Red Zone Liquor Store)
  - 50% discount off of retail (menu price)
    - Active associates over 90 days employment
    - Retired associates as defined
    - For all overnight stays (home city or out of home city)
    - Valid only at an Airline owned outlets (E.g. - Not applicable at Smitty's in the Travelodge Edmonton)
  - Alcohol not included.
- F&B Rate - Outlets (Restaurants, Pub, Bar, Lounge, Pantry, Starbucks, etc. Not Red Zone Liquor Store)
  - 25% discount off of retail (menu price)

- Any Family & Any Friends of active associates
- Airline Board Members and Share Holders
- Valid only at an Airline owned outlets (E.g. - Not applicable at Smitty's in the Travelodge Edmonton)
- Alcohol not included.
- Discounts for personal use of banquet facilities in an Airline property by an associate are not covered by this policy.

### Allocations

- Overnight outside of home city (Home city = associate lives in/works in)
  - Each eligible person will have the opportunity to use up to a total of 14 nights per calendar year, January 1<sup>st</sup> to December 31<sup>st</sup>, (no more than 7 consecutive nights at a time) for all stays combined, for personal use, in hotels that are not in the associate's home city. This amount resets on January 1<sup>st</sup> every year.
    - *Regular guest rates will apply for all overnight stays in excess of 14 nights per calendar year.*
    - *Associates are accountable for tracking & knowing their nights/year and ensuring they communicate when they are over their 14 night limit. Not doing so is unacceptable.*
- Overnight within home city
  - Each eligible person will have the opportunity to use up to a total of 3 nights per calendar year for personal use in hotels that are in the associate's home city. This amount resets on January 1<sup>st</sup> every year.
    - *Regular guest rates will apply for all overnight stays in excess of 3 nights per calendar year.*
    - *Associates are accountable for tracking & knowing their nights/year and ensuring they communicate when they are over their 3 night limit. Not doing so is unacceptable.*
- Day use rooms
  - Only active or retired associates (as defined above) are eligible for Day Rooms.
  - Each eligible person will have the opportunity to use up to a total 3 day use rooms per calendar year for personal use in hotels that are in the associate's home city.
  - Day room use does not impact the number of overnight rooms available to the associate.
  - Day use rooms for associate's family team functions (I.E. Day use for child's hockey team windup) are not covered by this policy

Booking & Check-in Processes - Read carefully as some features have changed and not booking properly will result in no reservation.

### Booking Process - Personal

- Reservations must be made 48 hours in advance.
- Reservations will be made through the Family Room only. Other processes will not be used to book a room under this policy (emails, faxes, phones calls, etc.). The intent is for Airline associates not to request or accept reservations via any other method other than the Family Room.
- Associates will book the room for themselves and/or their family and/or friends through the Family Room.
- Retired associates, Board Members and Share Holders will book through the Family Room via an Airline Hotels' manager and they will use the Family Room. Retired associates may be asked to produce their Room Rate card to identify themselves as an eligible associate.
- An email confirming the reservation or an email declining the reservation due to availability must be sent from the hotel within 24 hours. Room Availability
  - Business Travel - Travel for Airline Hotels business should try to avoid high demand times. However, if this is not possible, hotels will not decline reservation requests for Airline Hotels' business travel unless a hotel is sold out at the time the request is made

for the room. If a hotel is forecasting to sell out but is not actually sold out at the time of the request, the reservation will be taken, regardless of forecasted demand.

- Personal Travel - At a minimum, rooms for personal travel will be available as follows:
  - Hotels with 0-100 rooms - a minimum of 2 rooms allocated daily
  - Hotels with 100+ rooms - a minimum of 4 rooms allocated daily
  - For personal travel, properties will only consider room availability at the time of request, not consider forecasted occupancy levels when accepting a reservation unless there is extreme demand for the period requested. Extreme demand is meant to signify those times when it is a certainty the entire city and/or area will sell out, not just their hotel. Extreme demand is rare, typically only experienced 1 to 2 times per year per hotel.
    - In cases of extreme demand, the personal travel reservation requests will be denied

For companywide tracking purposes, Airline's properties must use these 6 Rate Codes, **exactly as noted below**, in their property management system. No others descriptions will be used.

1. Airline Associate Business = \$0.00
2. AH Board Member Business = \$0.00
3. AH Associate Personal = \$0.00
4. AH Retired Associate Personal = \$0.00
5. AH Friends or Family = \$49.00
6. AH Board Member & Share Holder Personal = \$49.00

#### Booking Process - Day Use Rooms

- These rooms will be booked through your home hotel front desk.
- Maximum number of persons per guest-room applies. Please consult home hotel Front Office Manager for restrictions.
- These rooms are for personal use only, rooms that are for a team or group function for an associate are not handled by this policy

#### Booking Process - Business

- Reservations should not be made unless the travel is approved by an associates direct supervisor
- Reservations are made via contacting the reservation department of the destination hotel with all communication (including emails) cc'd to the General Manager
- Any banquet F & B requirements should be made with the catering department with all communication cc'd to the destination hotels general manager

\*\*\*NOTE\*\*\* All group rooms and banquets business travel should be reserved in a manner which displaces as little outside guest business as possible

#### Check In & and F&B Discount Processes

- The eligible person checking in must have the reservation number or confirmation email. This is the responsibility of the associate who booked the room only. Not having this information can result in the discounted rate not being honored.
- At the time of check-in, the hotel will provide the eligible person checking in with a completed Airline Hotels F&B Discount Card. Examples of these cards can be found on the last page of this policy. F&B discounts will only be honored when the discount card is presented.
- All other Check-in processes required by the host hotel still apply.
- UNDER NO CIRCUMSTANCES is an associate to conduct themselves in an unprofessional manner at any Airline Hotels property. Inappropriate conduct will result in revocation of discount privileges as well as corrective action up to and including termination.

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*Examples of F&B Discount Cards on Next Page*

**Examples of F&B Discount Cards.** Actual Coupon Template is located on Airline's HR Policies Site



**50% OFF**  
Food & Beverage Outlets in Hotel

 Airline Hotels

# ASSOCIATE DISCOUNT COUPON

Guest Name: \_\_\_\_\_

Check-In Date:

Check-Out Date: \_\_\_\_\_

Discount applies to certificate bearer and \_\_\_\_ guests during dates listed. Present this coupon to server before ordering. Excludes alcoholic beverages.

Name of G.S.A.: \_\_\_\_\_ Signature: \_\_\_\_\_



**25% OFF**  
Food & Beverage Outlets in Hotel

 Airline Hotels

# FRIENDS & FAMILY DISCOUNT COUPON

Guest Name: \_\_\_\_\_

Check-In Date:

Check-Out Date: \_\_\_\_\_

Discount applies to certificate bearer and \_\_\_\_ guests during dates listed. Present this coupon to server before ordering. Excludes alcoholic beverages.

Name of G.S.A.: \_\_\_\_\_ Signature: \_\_\_\_\_