



Sonesta Rate Program Policy – 9/16/24

Sonesta Employee Rate – Eligible to Employees & Immediate Families of Employees of Sonesta International Hotels Corporation Employees, Sonesta Branded Franchised Hotels Employees, & RMR Group for Leisure Travel

Program Summary:

The Sonesta Employee Rate Program is designed to offer employees and their immediate families the opportunity to stay in the same great rooms our guests do, at a discounted rate, for leisure travel.

The following groups are eligible to receive the Sonesta Employee Rate:

- Sonesta Intl Hotels Corp employees (regular full-and part- time, excludes contractors)
- Franchisees’ employees (regular full-and part- time, excludes contractors) of Sonesta-branded franchised hotels only
- RMR Group employees (regular full-and part- time, excludes contractors)
- Immediate family (spouse/partner, parents, parents-in-law, children, & siblings) of all eligible individuals in the above groups

Below is an outline of rates, terms and conditions, and procedures.

The Sonesta Employee Rate is based on budgeted annual Average Daily Rate as follows:

Managed Hotels – Pricing Tier per Budgeted Annual ADR – Exclusions May Apply

\$89.99 & under	\$49.00
\$90.00 - \$139.99	\$59.00
\$140.00 - \$189.99	\$69.00
\$190.00 - \$249.99	\$89.00
\$250.00 - \$299.99	\$109.00
\$300.00+	\$169.00

Franchise Hotels - Pricing Tier per Brand – Exclusions May Apply

- Sonesta Simply Suites \$59
- Sonesta Essential \$59
- Sonesta ES Suites \$59
- Sonesta Select \$59
- Sonesta H&R \$69
- Royal Sonesta \$109 - \$169

Properties that have resort, destination, or facility fees should NOT apply those fees to the Sonesta Employee Rate.

Food and Beverage Discount: 20% off (excluding alcohol)

For international properties, please set the rates based on U.S. dollars.

Instructions for Hotels and Employees:

- The Sonesta Employee Rate is for leisure travel only. The rate code is not to be booked for employees traveling for business purposes.
- The rate must be booked on Sonesta.com online using promo code **SER** and guaranteed to a personal credit card.
- If the Sonesta Employee rate is restricted, the Friends & Family rate may still be available to book in the SER promo code.
- The rate is not available via the Sonesta Call Center.
- Hotels must keep this rate code open for availability unless occupancy is forecast to be more than 90%.
- Hotels may limit the number of rooms sold on this rate code to no less than 5% of total inventory.
- Availability for this rate code may be restricted via RMS Last Room Value (LRV) restrictions.
- For hotels with very short-term booking windows, advance bookings may be restricted to a 90-day window (via Max Lead Days restriction set at no less than 90 days).
- An employee may book up to two rooms at a time.
- Maximum length of stay on this rate is 6 nights, and consecutive reservations to circumvent this restriction are not allowed.
- All hotels are required to participate in this program.
- The hotels will only charge the rate in the above matrix and ensure all standard room types are loaded. Hotels may choose to load upsell room types to be available if base room types are sold out.
- **Sonesta International Hotels Corporation Employees** must obtain an employment verification letter from Workday and submit it upon check in. (See below instructions on how to generate an employment verification letter from Workday). Please Note: You (or your immediate family) must take your employment verification letter with you when you check-in, along with standard government issued ID. If you do not have your employment verification letter when you check-in, you will be required to pay the Best Available Rate.
- **Required Approvals Prior to Stay at Their Home Property:** Employees are not permitted to use their Employee Rate for a stay at their home property without written approval from the Senior/Regional Director of Operations for the property. Approval for such requests must consider the proximity of the home property to other Sonesta properties, occupancy levels and genuine business needs.
- **Exceptions to the “Instructions for Hotels and Employees”** section(s) of this policy require written approval from the Senior/Regional Director of Operations for the property.
- **Franchisees’ Employees of Sonesta-Branded Franchised Hotels** must obtain a signed authorization form from their manager to present at check-in. Authorization forms are available on Sonesta Access Point. You (or your immediate family) must take your employment verification letter with you when you check-in, along with standard government issued ID. If you do not have your employment verification letter when you check-in, you will be required to pay the Best Available Rate
- **RMR Group Employees** must obtain an employment verification letter from the RMR Group Benefits department. Please Note: You (or your immediate family) must take your employment verification letter with you when you check-in, along with standard government issued ID. If you do not have your employment verification letter when you check-in, you will be required to pay the Best Available Rate.
- The hotel is responsible for reviewing the completeness, accuracy, and tracking of the employee verification letter.
- Changes and cancellations must be made on Sonesta.com. Hotel cancellation policies apply.
- If the employee is staying at the hotel; food and beverage discount will be applied upon check out by the front desk agent. If the employee is not staying at the hotel, they are still eligible for the F&B discount; they would still need an authorization letter proving employment, and the discount will be calculated at the restaurant.
- Food and beverage discounts do not apply to leased restaurants and are subject to limited availability.

Code of Conduct During Stay

- **Employee Rate** - At the discretion of Sonesta International Hotels Corporation, Sonesta, RMR and Franchise employees are encouraged to take full advantage of the available Employee Rate but must continue to model positive and professional behaviors during their stay at a Sonesta property. Whether during work hours or while functioning as a guest or visitor at a Sonesta property, employees are expected to always treat all employees and guests with dignity and respect, leave rooms and Sonesta property in good working condition, provide all payments owed to Sonesta at the time of checkout, and to comply with all standards and rules included in the Sonesta Employee Handbook. Abuse, misuse, or misrepresentation of the Employee Rate or the Employee Rate letter by an employee or family or friends of an employee, failure to make full and timely payments for stays at Sonesta properties and/or behaviors demonstrated during an employee's stay at a Sonesta property that are deemed violations of policy, including illegal behavior or behavior deemed damaging to Sonesta's reputation, will result in loss of eligibility for the Employee Rate and may result in disciplinary action, up to and including termination of employment.
- **Friends & Family Rate** - At the discretion of Sonesta International Hotels Corporation, Sonesta, RMR and Franchise employees are encouraged to take full advantage of the available Friends & Family Rate. However, employees are strongly encouraged to exercise caution when extending this benefit as guests that demonstrate negative behaviors during their stay (e.g. engaging in illegal activity, creating significant damage to Company property, physically or verbally abusing property staff, etc.) will result in loss of eligibility of the Friends & Family Rate and Employee Rate for the employee that provided the guest with the Friends & Family Rate letter and may result in disciplinary action, up to and including termination of employment.

Sonesta Employees Traveling on Hotel Business:

Program Summary:

A Sonesta employee traveling on business specifically for the hotel he/she is visiting receives complimentary room, food and beverage, and reasonable incidentals, including local phone calls, internet, movies, etc.

Instructions for Hotel and Employees:

- Anyone visiting the hotel for hotel specific visits must receive approval for that visit from the General Manager.
- That approval should be obtained before committing to travel plans.
- All reservations are made directly through the General Manager's office.
- General Manager may turn down a request if the hotel anticipates selling out.
- All complimentary charges will be charged to the appropriate hotel department, and individuals will appear on the comp list.

Sonesta Employees Traveling on Business, NOT for Specific Hotel:

Program Summary:

Any Sonesta employee traveling on business for a purpose other than for the hotel receives a discount of 20% discount off best available rate and a 20% discount on food and beverage (excluding alcohol) and complimentary local phone calls and internet.

Instructions for Hotels and Employees:

- Reservation must be booked on Sonesta.com using promo code **SBR**, or via Concur travel booking tool.
- The rate is not available via the Sonesta Call Center.

- Availability for this rate code may be restricted via RMS Last Room Value (LRV) restrictions.
- The food and beverage discount will be applied upon check out by the front desk agent. Employees shall settle all charges on either their personal credit cards or p-card and, when appropriate, submit them on their expense account.
- Food and beverage discounts do not apply to leased restaurants and are subject to limited availability.

RMR Group Business Rate:

Program Summary:

Any RMR Group employee traveling on business for a purpose other than for the hotel receives a discount of 20% discount off best available rate.

Instructions for Hotels and Employees:

- Reservation may be booked on Sonesta.com or in RMR Booking Tool via rate distributed via GDS, rate code **RMR**.
- The rate is not available via the Sonesta Call Center.
- Availability for this rate code may be restricted via RMS Last Room Value (LRV) restrictions.

Vendors and Consultants Visiting on Hotel Business:

Program Summary:

Individuals that work with, but not for Sonesta, such as vendors, consultants, advertising agencies, design, and construction people, who are visiting a hotel on Sonesta business, may receive a discount of 15% off the best available rate. GM's and Corporate staff may share this promo code when appropriate for vendors on Sonesta business.

Instructions for Vendors and Consultants:

- Reservation must be booked on Sonesta.com using promo code **SVBR**.
- The rate is not available via the Sonesta Call Center.
- Availability for this rate code may be restricted via RMS Last Room Value (LRV) restrictions.

Sonesta Friends and Family Rate:

Program Summary:

The Sonesta Friends and Family rate is available to anyone who is related to or knows a Sonesta employee and/or an RMR Group employee. They receive a 25% discount off the best available rate and no food and beverage or other discounts. If the employee rate is not available, employees may book at the friends and family rate, if available.

Instructions for Hotels and Employees:

- The rate must be booked on Sonesta.com using promo code **SONFAF**.
- The rate is not available via the Sonesta Call Center.
- Effective 1/1/24, individuals must submit a verification letter upon check in, provided to them by their Sonesta employee Friend or Family. (See below instructions on how to generate a Friends & Family verification letter from Workday). If the individual does not have the verification letter when they check-in, they will be required to pay the Best Flexible Rate.

- The promo code may change periodically to avoid widespread publicity and improper utilization of the rate category.
- Availability for this rate code may be restricted via RMS Last Room Value (LRV) restrictions, as well as any restrictions needed per the hotel's Revenue Management strategies.
- Individuals utilizing this rate code shall place all charges on their personal credit cards.

Sonesta Ownership Rates:

Program Summary:

The Sonesta Ownership Rate is available to any Sonesta franchise or managed owners traveling for business or leisure. Eligible owners receive a rate equal to the Sonesta employee Rate, though no food and beverage or other discounts apply.

Instructions for Hotels and Employees:

- The rate must be booked on Sonesta.com using promo code **SOWN**.
- The rate is not available via the Sonesta Call Center, nor at the hotel directly.
- Hotels must keep this rate code open for availability unless occupancy is forecast to be more than 90%.
- Hotels may limit the number of rooms sold on this rate code to no less than 5% of total inventory.
- Availability for this rate code may be restricted via RMS Last Room Value (LRV) restrictions. For hotels with very short-term booking windows, advance bookings may be restricted to a 90-day window (via Max Lead Days restriction set at no less than 90 days).
- An owner may book up to two rooms at a time.
- Maximum length of stay on this rate is 6 nights, and consecutive reservations to circumvent this restriction are not allowed.
- Individuals must show their Sonesta Owner's Card upon check in. (See sample below.)
- The promo code may change periodically to avoid widespread publicity and improper utilization of the rate category.
- Individuals utilizing this rate code shall place all charges on their personal credit cards.

Counterpart and Other Group Requests:

Program Summary:

All counterpart and other group requests from Sonesta and RMR are addressed individually by the sales department, revenue manager and general manager. Guidelines would include a small discount off the quoted group rate for that period and 25% off food and beverage on master account. Meeting space would be on a complimentary basis unless other group business is being displaced.

Instructions for Hotels and Employees:

- Requests for meetings will be made directly to the general manager's office with detailed requirements for meeting rooms, audio visual, food and beverage and other requirements.
- General Manager will turn over to conference services to service the group with clear instructions regarding billing and discounts.

Recap of Sonesta Employee, Friends and Family, Vendors and Consultants Rate Policy

Classification	Rate	Booking Mechanism	F&B Discount
Sonesta Employee on Vacation	Established rate based on budgeted ADR	Online at sonesta.com using promo code SER	20% F&B (excluding alcohol)
Sonesta Employee on Hotel Business	Complimentary room	General Manager	F&B and reasonable incidentals absorbed by the hotel
Sonesta Employee on Business but Not for Specific Hotel	20% off BAR (Best Available Rate)	Online at sonesta.com using promo code SBR	20% F&B (excluding alcohol)
RMR Business Rate	20% off BAR (Best Available Rate)	On RMR Booking Tool, GDS distributed rate code RMR	None
Vendors and Consultants on Sonesta Business	15% off BAR (Best Available Rate)	Online at sonesta.com using promo code SVBR	None
Sonesta Friends and Family	25% off BAR (Best Available Rate)	Online at sonesta.com using promo code SONFAF	None
Sonesta Ownership	Equal to Sonesta Employee Rate	Online at sonesta.com using promo code SOWN	None

Sonesta Employee Rate Code Descriptions (Synxis CRS):

Name: Sonesta Employee Rate

Short Description: Discount for Sonesta Employees, RMR Group Employees, and their immediate families with Valid ID and proof of employment.

Long Description: Discount offered to employees of Sonesta International Hotel Corporation, employees of RMR Group, and their immediate families (parents, parents-in-law, children, and siblings). Discount is already reflected in rate. Employees and their immediate families are also eligible for a 20% discount on Food & Beverage in hotel outlets (excluding alcohol and leased operations). F&B credit will be applied at check-out. Upon check-in, employee or immediate family must be present and will be required to present a photo ID along with proof of employment (Workday Verification of Employment Letter for Sonesta employees, Employment Verification letter provided by Benefits Team for RMR Group employees). The rate is applicable for up to 2 rooms at a time.

How to Request a Verification of Employment Letter from Workday:

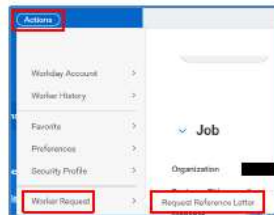
How to Request an Employee or FAF Rate Discount Letter



Where to Begin

If an employee needs a letter to confirm their employment with Sonesta for the Employee or Friends & Family rate discount, please follow the below steps.

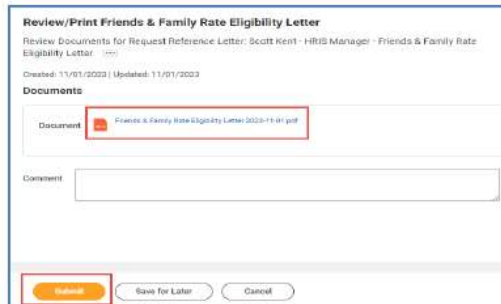
1. From the worker profile, select Actions/Worker Request (scroll all the way down)/Request Reference Letter:



2. From the Reference Letter drop down, select either **Employee Rate Eligibility Letter** or **Friends & Family Rate Eligibility Letter**, then click **Submit**.



3. You will then receive a task to create the letter in your Workday Inbox. This task needs to be completed in order to generate the letter before it can be printed. Click **Submit** to proceed to the next step.
4. Once the letter is generated, you will receive the step in your Workday Inbox to **Review/Print** the letter (this may take a few seconds to generate). Select the PDF link to print the letter. You will need to select **Submit** to complete the task.



Sonesta Employee Rate Verification Letter:



November 17, 2023

Re: Verification of Employment

To Whom it May Concern:

Please allow this letter to serve as confirmation that Brandon Sopranuk is a current employee of Sonesta International Hotels Corporation. Brandon has been employed since 10/24/2022, and currently holds a Full time position with the title of Sr. HRIS Analyst.

This employee, and their immediate family (spouse/partner, parents, parents-in-law, children, and siblings) are eligible to receive the Sonesta Employee Rate. Immediate family may check-in without employee being present, but must present the verification letter.

Employees (and their immediate families) are also eligible for a 20% discount on Food & Beverage in hotel outlets (excluding alcohol and leased operations). F&B credit will be applied at check-out.

Should you have any questions, or require any additional information, please do not hesitate in contacting Scott Kent via email at skent@sonesta.com.

Eligibility with this letter expires 30 days after the date of this letter.

Sincerely,
Scott Kent
Director, HRIS

Sonesta Friends & Family Rate Verification Letter:



Content
October 31, 2023

Re: Friends & Family Rate Eligibility

To Whom it May Concern:

Please allow this letter to serve as confirmation that the holder of this letter is eligible for the Sonesta Friends & Family Rate.

Brandon Sopranuk, a current employee of Sonesta International Hotels Corporation, has provided the holder with this letter in order to verify eligibility for the Sonesta Friends & Family Rate. Eligibility with this letter expires 30 days after the date of this letter.

Should you have any questions, or require any additional information, please do not hesitate in contacting Brandon Sopranuk, Sr HRIS Analyst.

Sincerely,
Brandon Sopranuk
Sr HRIS Analyst
Corporate Office – Newton, MA

RMR Employee Verification Letter for Sonesta Employee Rate:



Two Newton Place
250 Wellington Street, Suite 200
Newton, Massachusetts 02459
617 552-8222
rmrgroup.com



Effective Date: 11/15/2023

Re: The RMR Group Verification of Employment - Sonesta Employee Discount

To Whom it May Concern:

Please allow this letter to serve as confirmation that <Employee Name>, <Employee Job Title> is an active employee of The RMR Group. This employee, and their immediate family (spouse/partner, parents, parents-in-law, children, and siblings) are eligible to receive the Sonesta Employee Rate. Immediate family may check-in without employee being present but must present the verification letter.

Should you have any questions or require any additional information, please do not hesitate in contacting The RMR Group Benefits Team at HumanResources@rmrgroup.com.

Sincerely,

The RMR Group Benefits Team

Note: Please provide this letter at time of check-in. Eligibility with this letter expires 30 days after the date of this letter.

Employees and their immediate family are also eligible for a 20% discount on Food & Beverage in hotel outlets (excluding alcohol and leased operations). Food & Beverage credit will be applied at check-out.

RMR Friends & Family Rate Verification Letter:



Two Newton Place
855 Washington Street, Suite 300
Newton, Massachusetts 02459
617-295-8390
rmrgroup.com



Effective Date: 11/9/2023

Re: The RMR Group Verification of Employment - Sonesta Friends & Family Rate Eligibility

To Whom it May Concern:

Please allow this letter to serve as confirmation that the holder of this letter is eligible for the Sonesta Friends & Family Rate.

<Employee Name>, a current employee of The RMR Group, has provided the holder with this letter in order to verify eligibility for the Sonesta Friends & Family Rate.

Should you have any questions or require any additional information, please do not hesitate in contacting The RMR Group Benefits Team at HumanResources@rmrgroup.com.

Sincerely,

The RMR Group Benefits Team

Note: Please provide this letter at time of check-in. Eligibility with this letter expires 30 days after the date of this letter.

Sonesta Branded Franchise Employee Rate Verification Letter:



Verification of Employment for Sonesta Employee Rate

[Redacted]

Re: Verification of Employment for Sonesta Employee Rate

To Whom it May Concern:

Please allow this letter to serve as confirmation that the individual below is a current employee of a Sonesta-branded franchised hotel and is eligible for the Sonesta Employee Rate when staying at a Sonesta-branded hotel.

This employee, and their immediate family (spouse / partner, parents, parents-in-law, children, and siblings) are eligible to receive the Sonesta Employee Rate. Immediate family may check-in without the employee being present but must present the verification letter. Employees are also eligible for a 20% discount on Food & Beverage in hotel outlets (excluding alcohol and leased operations) charged to the room folio. F&B credit will be applied at check-out.

[Redacted]

EMPLOYEE NAME

[Redacted]

[Redacted]

[Redacted]

HOTEL NAME

CITY

STATE

Should you have any questions, or require any additional information, please do not hesitate to contact me by email or phone below.

Sincerely,

[Redacted]

APPROVER NAME

[Redacted]

[Redacted]

[Redacted]

APPROVER TITLE

EMAIL

PHONE

AUTHORIZED SIGNATURE*

Please print and sign prior to issuing to employee.

*Must be Hotel Owner, General Manager, Manager, or HR Representative

Note: This letter is valid for 90 days. Employees of RLH Family of Brands franchisees are not currently eligible for this program.

Sonesta Branded Franchise Friends & Family Rate Verification Letter:



Verification of Employment for Sonesta Friend & Family Rate

Re: Verification of Employment for Sonesta Friend & Family Rate

To Whom it May Concern:

Please allow this letter to serve as confirmation that the holder of this letter is eligible for the Sonesta Friends & Family Rate. The individual named below is a current employee of a Sonesta-branded hotel franchisee. The management of the hotel has provided the holder with this letter to verify eligibility for the Sonesta Friends & Family Rate.

EMPLOYEE NAME

HOTEL NAME

CITY

STATE

Should you have any questions, or require any additional information, please do not hesitate to contact me by email or phone below.

Sincerely,

APPROVER NAME

APPROVER TITLE

EMAIL

PHONE

AUTHORIZED SIGNATURE*

Please print and sign prior to issuing to employee.

*Must be Hotel Owner, General Manager, Manager, or HR Representative

Note: This letter is valid for 30 days. Employees of RLH Family of Brands franchisees are not currently eligible for this program.

Owner's Card

