

Hotels with a Heart protocol

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Scope of the procedure

All hotels operating under the NH Hotel Group brands (NH Hotels, NH Collection, nhow, Anantara, Tivoli and Avani) with owned, leased and managed contract types are eligible to make room donations under this corporate program.

Objective

The Sustainable Business Strategy seeks to contribute to local needs through engagement and collaboration based on our hospitality business.

With this objective, and in close collaboration with local NGOs and foundations, the Company promotes its **Hotels with a Heart** program through four different lines of action:

1. **Process of donating rooms to relatives of sick children.**
2. **Collaboration agreements with associations.**
3. **NGO rate.**
4. **Solidarity vouchers.**

Below is an explanation of each of the procedures to follow according to the requested action:

1. Process of donating rooms to relatives of sick children

NH Hotel Group collaborates with those families who have a child hospitalized with serious pathologies and must go to hospitals far from their home for treatment.

1.1 Terms and conditions

- Patient selection criteria:
 - Children and young people between 0 and 18 years of age with a serious medical diagnosis.
 - Need for accommodation due to economic situation and because their home is more than 100 km from the hospital, or any other circumstance (timetables, transport) makes it necessary to stay in another city than the one in which they live.
- Accommodation subject to hotel availability. If there is no availability at the requested hotel, NH Hotel Group undertakes to relocate the family members to another nearby hotel.
- Maximum 2 children per room (0-11 years old) depending on the capacity of the hotel rooms.
- Stays up to 1 week for visits or treatments, that is, 7 consecutive days.
- Only accommodation expenses are covered. Breakfast will be charged to the guest at €5 + VAT per day per person.

- Each additional day will be charged to the guest at €36 + VAT (RO), subject to hotel availability. Breakfast: €5 + VAT per day per person (direct payment by the guest).
- At the time of check-in at the hotel, the guest must present the reservation request e-mail sent by the corresponding hospital/association.
- The costs of telephone, internet, pay movies, video games, bar, laundry, restaurant, or any other extra expenses due to the use of the multiple services offered by the hotel will be at the patient's own expense. Neither the association related to the patient, nor the hospital where the treatment is to be conducted, nor the hotel will be responsible for them.
- It is forbidden to do laundry in the rooms.
- It is forbidden to cause noise and other disturbances that may affect the proper use of the facilities and respect for coexistence with the hotel staff and other people.
- Guests must comply with all the rules established by the hotel to facilitate harmonious coexistence with other guests. In the event of non-compliance with these rules, the hotel reserves the right to refuse admission.

1.2 Booking process

The hospital where the treatment is conducted or the association/foundation/NGO with which the hospital or family collaborates must send the accommodation request in writing via e-mail to the hotel.

The hotel will request approval from the Regional Operations Director via e-mail. More information on page 7, Annex I: Regional contacts.

All subsequent communications related to the reservation must be made in writing via email to the hotel, for the record.

Billing information in TMS:

- Main Client: 2013686003 FUNDACIONES Y ONGS (CUENTA FICTICIA)
- Contract: HWH - HOTELS WITH HEART
- Rates:
 - Room 0-7 nights: HWH0
 - Room night no. 8 onwards: HWH36
- Breakfast: €5/pax/day + taxes (direct payment by the guest).
- F&B and other services: retail prices.
- City/touristic tax: direct payment by the guest (legal reason).
- Tips & paid outs: direct payment by the guest.
- Payment method: direct payment by the guest.
- **IMPORTANT: the folio holder must always be the Main guest.**

2. Partnership agreements with associations

NH Hotel Group can draw up collaboration agreements with different associations, foundations and NGOs with which it identifies in terms of social action and values.

2.1 Terms and conditions

An initial contact will be made with the association, foundation or NGO to present and get to know the institution, its mission and its commitment. After this first meeting, the association/foundation or NGO will explain those projects that it considers could fit in with NH Hotel Group's social action.

The projects will be analyzed, and a selection will be made of those that are most in line with our strategy and purpose as a company.

The signing of the agreements must be carried out -as a general rule, although the circumstances of each case will be studied- as follows:

- If it concerns hotels of more than one BU, NH Hotel Group must be signed by Ramón Aragonés individually, any 2 Chiefs jointly, or 1 Chief and an SVP with joint powers of attorney.
- If it concerns hotels in the same country, the operating company of that country (NH Hoteles España, NH Italia, NH Deutschland, etc.) must sign, either through its managers (who are usually the MP and the CFO of the BU) or through its proxies (the power of attorney structure is different in each BU).

Once the collaboration agreement has been signed, the person responsible for managing it must request the CDM team to register it in the system, opening a Jira ticket with the following information:

- Name and VAT number of the NGO or Foundation: **XXXX**
- Contact details: **XXXX**
- Hotel where patients will stay. (Preferably agreed with each association).

Conditions of NH Hotel Group's current agreements with associations is available in Annex II of this document.

2.2 Booking process

Reservations must be made at least 48 hours before arrival at the hotel (maximum 3 people per room, subject to the capacity of the hotel rooms).

The General Manager of the hotel must approve these reservations and follow up on the number of rooms donated according to the signed agreement.

The HQ Sustainable Business department will do a quarterly data extraction to know the status of donated rooms and control the offered quota.

Billing information in TMS:

- Main Client: Association/Foundation/NGO
- Contract: assigned contract ID (CORALLFAMY/LOVAAS...)
- Rate: corresponding rate code (COMPLIMEN2, ...)
- F&B and other services: retail prices.
- City/touristic tax: direct payment by the guest (unless otherwise stated in the agreement with the association).
- Tips & paid outs: direct payment by the guest.

3. NGO rate

NH Hotel Group, as part of its social action strategy, offers alternatives from its business to NGOs and foundations through its NGO Rate, which offers a 30% reduction on its BAR rate.

To select those NGOs that guarantee total transparency in their actions, they will be the regional responsible for verifying and ensuring that the association/NGO concerned uses our services for social purposes and for the benefit of the association/NGO, not personal.

3.1 Terms and conditions

This rate cannot be applied to commissioned reservations or requested through commercial intermediaries.

In the case of Group bookings, the prices in force for Groups will be considered and the cheapest rate of both will be applied.

For entities that are partners or associates of NH Hotel Group, each case will be assessed individually with the Sales and Operations Department.

3.2 Booking process

The reservation must be requested directly by the social entity by email.

The Operations Regional Manager will verify the purpose of the reservation and, if approved, will forward the request to the corresponding hotel.

Billing information in TMS:

- Main Client: 2013686003 FUNDACIONES Y ONGS (CUENTA FICTICIA)
- Contract: FUNDSYONGS
- Rates: COR_BAR30%
- F&B and other services: retail prices.
- Catering Services: a maximum of 15% discount on F&B (conditions agreed with Operations and Sales departments).
- City/touristic tax: direct payment by the guest (unless otherwise stated in the agreement with the association).
- Tips & paid outs: direct payment by the guest.
- Payment method: direct payment by the guest.
- **IMPORTANT: the folio holder must always be the NGO.**

4. Solidarity vouchers

NH Hotel Group, offices and hotels, receive many requests through different communication channels to contribute to associations, foundations or NGOs by issuing solidarity vouchers that provide a way for people to contribute to the association preparing the charity event.

4.1 Terms and conditions

- Vouchers will be provided to those associations that have a mission and values in line with the Company's values.
- Requests must come through formal channels of communication.
- Hotels under management and franchises are excluded from vouchers.

4.2 Types of reservations

- If the voucher request is received by a hotel and it is the hotel itself that wants to collaborate, it must inform the Sustainable Business department of the action for approval.
- If the request is received in Headquarters (Marketing department, Sustainable Business, etc...) through a formal request from the beneficiary association, foundation or NGO, the voucher will be issued and will be paid for by the Sustainable Business department or the department that decides to collaborate.

4.3 Booking process

- The Sustainable Business department will issue the voucher as agreed with the association (1 or 2 nights maximum on bed and breakfast basis).
- The voucher will be sent to the beneficiary association through the person who received the request and after analysis of the impact of the charity event (sponsorship, marketing...).
- The Sustainable Business department will oversee the annual control and registration of all the vouchers issued during the year.
- Voucher accommodation bookings will be channeled through the Sustainable Business mailbox (sustainablebusiness@nh-hotels.com).
- The Sustainable Business department will contact the requested hotel to confirm availability and will send the [Provision of Services in NH Hotel Group Request](#) template duly completed so that the hotel can correctly register the reservation in the system.
- If the voucher is promoted directly by the hotel itself, no request template is needed, and the rates and conditions of the COMPLIMENTARY case defined in the Provision of Services in NH Hotel Group policy will apply.

ANNEXES

ANNEX I: Agreements with associations

Each agreement must have its own contract signed by both parties.

Each time an agreement is signed, a contract ID will be created for the bookings of that partnership.

The number of rooms that NH Hotel Group will donate to each association or foundation will be agreed by NH according to the history -if any-.

Foundation/Association	Collaboration	Nº RN	Restrictions
Josep Carreras Foundation	- Hospital San Joan de Deu - Hospital Universitario Vall d'Hebrón	50 RN/year	Stays from 1 to 7 nights
Make a Wish			
Menudos corazones		1.095	Maximum 3 rooms/request
Pequeño deseo		30 RN	- 10RN NH Kensington London - 20RN in Spain
Corall Family	- Quirón Dexeus - Hospital Universitario Vall d'Hebrón	300 RN	Maximum 2 rooms/request
Lovaas Foundation		150 RN (100 RN Spain, 30 RN Italy, 20 RN London)	Maximum 4 rooms/request

If any hotel is aware of a local agreement that is not listed in this table, please send it to the Sustainable Business Department: sustainablebusiness@nh-hotels.com so that it can be followed up.

ANNEX II: Summary of reservation execution in TMS

The table in the following link summarizes the correct execution in the system of the reservation types included in this procedure: [Hotels with a Heart protocol summary](#).

In addition, the following should be considered:

- For point 2. Partnership agreements with associations, depending on the agreement signed between the Foundation and NH Hotel Group, one thing or another will apply. That is, if a larger quota of continuous free rooms has been agreed, the rate of 36€ will not be charged after the first 7 days (the Sustainable Business department will notify the affected hotel/s on this matter).
- Agreement signed with Lovaas Foundation on 20 April 2022: the room rate will be 0€ for 7 consecutive days. If more than 7 consecutive calendar days are required, each additional day will cost 40€ (the hotel will have to change the price manually).