

HOTELS WITH A HEART PROTOCOL

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Scope of the procedure

Hotels operating under the NH Hotels and NH Collection brands of Minor Hotels, with ownership and leased contracts. These hotels can offer free accommodation through local associations and foundations under this corporate programme.

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. **Free accommodation without an agreement.**
2. **Free accommodation through partner organizations with a signed agreement.**
3. **NGO rate.**
4. **Solidarity vouchers.**

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

1. Free accommodation without an agreement

Minor Hotels collaborates with associations and foundations to provide free accommodation for families with children hospitalized with serious illnesses who need to travel far from home for treatment. **Requests must always be managed through an association or foundation, even if there is no prior agreement.** Direct requests from families will not be accepted.

1.1 Terms and conditions

- Eligibility criteria: 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.
- Request channel: The association or foundation must send the accommodation request in writing to the hotel (email).
- Accommodation conditions:
 - Subject to hotel availability. If there is no availability at the requested hotel, Minor Hotels 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. Each additional day will be charged to the guest at €36 + VAT (RO), subject to hotel availability.
 - Only accommodation expenses are covered. Breakfast will be charged to the guest at €5 + VAT per day per person (direct payment by the guest or association).

- Check-in requirements: the guest must present the reservation confirmation e-mail sent by the association/foundation.
- Extra expenses: Telephone, internet, movies, bar, laundry, restaurant, or any other services will be paid by the guest.
- Behavior rules: No laundry in rooms. No noise or disturbances. Compliance with hotel rules is mandatory; otherwise, the hotel may refuse admission.

1.2 Booking process

- The association/foundation sends the request by email to the hotel.
- The hotel requests approval from the Regional Operations Director.
- All communications must be in writing for record purposes.
- Billing information in TMS:
 - Main Client: 2013686003 FUNDACIONES Y ONGS (CUENTA FICTICIA)
 - Contract: HWH - HOTELS WITH HEART
 - Rates:
 - Room 0-7 nights: **HWHO**
 - Room night no. 8 onwards: **HWH36**
 - Breakfast and extras¹: direct payment by guest or association.
 - 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.**

In the event that the request is sent directly to an Minor Hotels employee, this must be communicated directly to Sustainable Business department (sustainablebusiness@minor.hotels.com) and the hotel and it is the hotel that decides whether the accommodation can be provided.

2. Free accommodation through partner organizations with a signed agreement.

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

¹ 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.

2.1 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 Minor'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, Minor Hotels must be signed by 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).

For more information on regional contacts, please see Annex I of this document.

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 Minor Hotel'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 Sustainable Business department (sustainablebusiness@minor.hotels.com) will do a quarterly data extraction to know the status of donated rooms and control the offered quota.

2.3 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

Minor Hotels, 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 Minor Hotels, each case will be assessed individually with Sustainable Business 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.

3.3 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

Minor Hotels Europe & Americas 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@minor-hotels.com).
- The Sustainable Business department will contact the requested hotel to confirm availability and will send the [Provision of Services in Minor Hotels 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 Minor Hotels policy will apply.

ANNEX I: Regional Contacts

Regional in charge	email	Countries
Jose Ángel Esteban	ja.esteban@nh-hotels.com	Spain
Diana Manchón	d.machon@nh-hotels.com	
Francisco Javier Pardo	j.pardo@nh-hotels.com	
Bibiana Millán	bp.millan@nh-hotels.com	
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Diana Manchón	d.machon@nh-hotels.com	
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Diego Agustín Chourrout	d.chourrout@nh-hotels.com	
Marco Amaral	m.amaral@minor-hotels.com	Brazil
Carla Amado	c.amado@minor-hotels.com	Mexico
Oscar Restrepo	oj.restrepo@nh-hotels.com	Colombia Ecuador
Walter Kok	w.kok@nh-hotels.com	The Netherlands
Sven Beissel	s.beissel@minor-hotels.com	Austria Germany
Bastian Lang	b.lang@minor-hotels.com	Germany Czech Republic Denmark
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Jan Joris Kriele	jj.kriele@nh-hotels.com	Belgium Ireland, Finland Luxembourg
Serge Foulon	s.foulon@nh-hotels.com	France
Francesco Carisconi	f.carisconi@minor-hotels.com	Italy
Michela Camillo	m.camillo@nh-hotels.com	
Marco Bendotti	m.bendotti@minor-hotels.com	
Marco Gilardi	m.gilardi@nh-hotels.com	USA
João Jesus	j.jesus@minor-hotels.com	Portugal
Ramón Braña	r.brana@minor-hotels.com	

ANNEX II: 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 roomnights that Minor Hotels will provide free of charge to each association or foundation will be determined by Minor Hotels based on its track record and in consultation with the association.

To date, we have the following agreements with the following associations:

- **MENUDOS CORAZONES:** [PID: 2004012681](#); [CONTRACT ID: MENUDOSCOR](#)
- **MAKEAWISH:** [PID: 2200307295](#); [CONTRACT ID: MAKEAWISH](#)
- **CORALL FAMILY:** [PID: 2200776356](#); [CONTRACT ID: CORALLFAMILY](#)
- **LOVAAS FOUNDATION:** [PID: 2200770389](#); [CONTRACT ID: LOVAAS](#)
- **JOSEP CARRERAS FOUNDATION:** [PID: 2000033350](#); [CONTRACT ID: JFCARRERAS](#)
- **CLUB DE LEONES ANTOFAGASTA:** [PID: 2200979203](#); [CONTRACT ID: CLUBLEONES](#)
- **APEC_BUAM:** [PID: 2201262163](#); [CONTRACT ID: APECC](#)
- **PEQUEÑO DESEO:** [PID 2013530073](#), [CONTRACT ID: PEQDESEO](#)
- **ASPANION:** [PID 2200074455](#), [CONTRACT ID: ASPANION](#)
- **AECC:** [PID 2000048856](#), [CONTRACT ID: AECC](#)
- **APEC (América):** [PID: 2201262163](#), [CONTRACT ID: APEC](#)

Para las reservas de estas asociaciones con convenio, el código de la rate debería ser HWHo para poder consolidar de la misma forma todos aquellos alojamientos

NGOs / Associations	NAME HOTEL	Nº RN
Josep Carreras Foundation	- NH Sants Barcelona - Resto de España también	70 RN/year
Make a Wish	BUNE, BUSE & New York	415 RN/year
Menudos Corazones	- NH Paseo de la Habana - NH Ribera del Manzanares - NH Ventas.	1.095 RN/year
Corall Family	- NH Collection Constanza. - NH Barcelona Stadium. - NH Eixample. - NH Les Corts.	200 RN/year
Lovaas Foundation	BUSE	150 total RN/year (120 RN/year Spain, 30 RN Italy)
CLUB DE LEONES	NH Antofagasta	40 RNn/year
PEQUEÑO DESEO	Spain hotels	55 RN/YEAR
ASPANION	Spain hotels	45 RN/year
APEC	Buenos Aires hotels	70 RN/year
ASOCIACIÓN ESPAÑOLA CONTRA EL CÁNCER	Spain Hotels	324 RN/year

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@minor-hotels.com so that it can be followed up.

ANNEX III: 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 Minor Hotels, 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.