

Responsible →	Requester	Hotel: customer data, rate and prices to be applied		
Case / situation	Request / previous authorization	Main Client	Rates and conditions applicable	
			Room	Rest of services
FREE ACCOMMODATION FOR SOCIAL PURPOSES (Families with a child receiving hospital treatment away from home, or requests of a similar social nature - always through associations/foundations-)	Request from the hospital or association/foundation/NGO by email + Approval of the Regional Director	2013686003 FUNDACIONES Y ONGS (CUENTA FICTICIA)* *The <u>folio holder</u> must always be the <u>GUEST</u>	0-7 room nights: Price 0 (RO) Breakfast 5 EUR/pax/day + taxes	- Max. 2 children per room (0-11 years old) depending on the capacity of the hotel rooms.
			Contract HOTELS WITH HEART Rate HWH0	- F&B and other services: retail prices and direct payment by the guest.
			Room night no. 8 onwards: 36 EUR per day + taxes (RO) Breakfast 5 EUR/pax/day + taxes	- CITY/TOURISTIC TAX: direct payment by the guest (legal reason).
			Contract HOTELS WITH HEART Rate HWH36	- TIPS & PAID OUTS: direct payment by the guest.
COLLABORATION AGREEMENTS (projects in line with our strategy and purpose as a company)	Request by email at least 48h prior arrival + Approval of the Hotel General Manager	Association / Foundation / NGO	Price 0 (BB)	- See conditions of each agreement in Annex II of the <i>Hotels with Heart Protocol</i> .
			Contract CORALLFAMY / LOVAAS... Rate COMPLIMEN2	- F&B and other services: retail prices and direct payment by the guest. - CITY/TOURISTIC TAX: direct payment by the guest (legal reason). - TIPS & PAID OUTS: direct payment by the guest.
NGO RATE	Request by email + Approval of the Regional Director	Association / Foundation / NGO	BAR-30%	- F&B and other services: retail prices and direct payment by the guest. - CITY/TOURISTIC TAX: direct payment by the guest (legal reason).
			Contract FUNDYONGS Rate COR_BAR30%	- TIPS & PAID OUTS: direct payment by the guest. - Catering Services up to 15% discount on F&B (conditions agreed with Operations and Sales departments).

Responsible ➡	Requester	Hotel: customer data, rate and prices to be applied			Statistic data TMS reservation						Voucher	FI posting
Case / situation	Request / previous authorization	Main Client	Rates and conditions applicable		Source of Business			Travel reason			Information in Invoice: VOUCHER field	GL Account A
			Room	Rest of services								
<u>SOLIDARITY VOUCHERS</u> <u>HOTELS WITH A HEART</u> Charity events (always with approval of the Sustainable Business department)	If the voucher is promoted directly by the hotel itself: approval of the Sustainable Business department (no request template needed)	Own Hotel (internal customer starting 99*)	Price 0 (BB)	<div>- These solidarity vouchers only include BB</div> <div>- F&B AND OTHER SERVICES : retail prices and direct payment by the guest</div> <div>- CITY/TOURISTIC TAX: direct payment by the guest (due to legal reasons)</div> <div>- TIPS & PAID OUTS: direct payment by the guest</div>	OP	IC-	OPERATIONS CONTROL	HH-	IC-	HWHEART	<u>HWHEART</u>	N/A
			Contract NH_HOTELS*** Rate COMPLIMENT Price code COMPLIMENT									
	<u>If the voucher is promoted by other hotel or any area within RO or BU CS, the InterCompany. Reservations Request must be sent to the hotel</u>	Requester's center (hotel, CS BU or RO internal customer starting 99*)	50/55/60/70/90 EUR + Taxes (BB) based on hotel brand below 90% forecast occupancy BAR-35% (BB) upon 90% forecast occupancy		Any (TMS validation destination ceco)	IC-	Any (TMS validation destination ceco)	HH-	IC-	HWHEART	Reason indicated in the request template must be informed <u>HWHEART-CECO</u> (ceco complete, 10 characters)	62929000 MISCELLANEOUS
			Contract NH_HOTELS***/NH_HOUSE*** Rate NH_HOUSE_2									

* For Multicurrency Hotels, also the contract NH_HOTELS SZ is available with corresponding rates and price codes in the second currency.