

Company Policy on Complimentary/Discount.

Dear Colleagues,

Further to Chairman directives and following our phone discussions on the subject, this is to expressly inform you of Proctor House Group (The Company) policy on granting of complimentary and rates reductions (Price discount).

Purpose:

The purpose of this Policy is to harmonize the hotels offer of discount, gratuitous accommodations, meals, services and amenities to repeat and prospective customers in line with approved Standards.

All known complimentary offers and pricing strategy (Rate/Price Reduction) have potential implications, which if not well coordinated may impacted on the bottom line negatively in the medium and Long term.

Policy guideline:

1. Thus, granting of discount and gratuitous accommodations, meals and services must be presented by the Hotel Manager to the chairman for approval.
2. In the absence of the Hotel Manager, the Assistant Manager / the Financial controller is mandated to present the request for chairman's approval.
3. Prior to 1 and 2 above, the Hotel Manager, the Financial Controller and the Sales Team are expected to have consider the proposal before presentation to the chairman by the Hotel Manager.
4. Hotel Managers/designated business units managers are permitted to provide customary gratuitous accommodations, services and amenities to employees and representatives of the Company visiting the Hotels in connection with the Hotel's management; in accordance with the company normal policies, provided that such employees/representatives shall in no way displace the Hotels' third-party business.

Violation of this Policy

This Policy applies to all Company employees and officers. Any violation of this Policy should be brought to the attention of the Chairman by the Chief Financial Officer who has the responsibility to report such matters and may constitute grounds for disciplinary action being taken against the violator.

The disciplinary action is not limited to refund of the discount or refund of the monetary value of the complimentary granted by the violator.

POLICY – Company Policy on Complimentary/Discount.

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Document Control

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Apply To: Group & Divisions.

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