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StarFriend (StarFRND) DISCOUNTED ROOMS PROGRAM

StarFriend provides for discounted rooms at participating hotels for associates friends and family members/relatives not eligible for HOT Rates. This program is for non-business, leisure travel only.

Program Eligibility

This program is offered to all regular full and part time associates upon commencement of employment. Associates must be actively employed to participate in this program. The following restrictions apply:

- Any stay, whether one room or multiple rooms, may not exceed 10 room-nights.
- This program is offered on a space available basis at all participating hotels.

Starwood Preferred Guest (SPG)

Friends and family members who participate in SPG and are paying for a StarFriend rate may earn points on their eligible incidentals but will not earn Starpoints or airline miles for the StarFriend rate itself. Friends and family members can earn Starpoints when paying any other qualifying rate.

Program Administration

The Rate Plan ID for this program is StarFRND.

StarFRND suggested rates should be priced at \$60 above a property's STARHOT rate for standard accommodations.

Properties will have the ability to load upgraded room types and charge an incremental fee for those rooms.

Room Reservations Procedures

Reservations can now be made also via Starwood One, under E-Tools.

Reservations may be guaranteed as follows:

- Credit card guarantee.
- Advance Deposit - mailing an advance deposit check directly to the property, according to the property's advance deposit policy.

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If travel plans change and the friend / family member is unable to utilize the reserved discounted room, he/she is responsible for canceling the reservation(s). Failure to do so will revoke this program. Property cancellation and no-show policies and procedures apply to all StarFRND reservations.

Friends and family members are responsible for all room, tax and incidental charges. Incidental charges will not be discounted. Applicable local taxes are the responsibility of the friend / family member. Charges incurred must be settled upon checkout. Credit and direct billing privileges will not be extended to friends and family members.

Proof of Program Eligibility - StarFRIEND Reservation Authorization Form

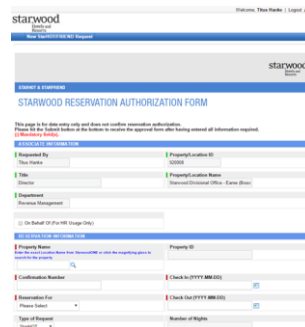
In order to be granted the StarFRIEND rate at check-in, the associate must have completed the StarFRIEND authorization form which can be found on StarwoodONE at the below URL.

http://one.starwoodhotels.com/portal/page?_pageid=113,3195129,113_7033382&_dad=portal30&_schema=PORTAL30

The link will bring you to the Starwood Reservation Authorization Form, the only globally valid authorization method. This form needs to be completed for every StarFRIEND reservation.



The below form is required for travel to all properties.

The screenshot shows the 'STARWOOD RESERVATION AUTHORIZATION FORM' interface. It includes fields for 'Requested By', 'Property Location ID', 'Title', 'Property Location Name', 'Department', and 'Business Management'. There are also checkboxes for 'On Behalf Of (For All Group Only)', 'Responsible Name', 'Responsible Title', 'Confirmation Number', 'Reservation For', 'Phone Area', 'Type of Request', and 'Number of Nights'.

Starwood friends and family members must present a signed StarFRIEND Reservation Authorization form at the time of check-in. An additional photo ID will be required to prove identity. Discounts will not be granted if a StarFRIEND Reservation Authorization and an ID card are not presented.

Conduct

Friends and family members are expected to maintain our standards of conduct at all times while participating in this program at any of our hotels.

Friends and family members visiting Starwood properties will be treated in the same manner as regular hotel guests, receiving the same services and courtesies that would otherwise be granted. Likewise, the friend or family member should seek only those services and courtesies that would normally be extended to any guest and are not permitted into back of the house areas.

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Restrictions/exclusions – StarFRND Room Rates

- St. Regis properties are not required to participate but may opt in at their own discretion.
- All StarFriend discounts are subject to change. We reserve the right to change or cancel this program at any time.

WHO IS RESPONSIBLE

The Front Office, Reservation and Accounting department of the participating hotels are responsible for the reservations, billing, check-in etc.

FOR MORE INFORMATION

Please contact Starwood Hotels & Resorts Europe, Africa & Middle East HR Department in Brussels.