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## LEISURE GROUPS POLICY FOR US WHOLESALERS PARTNERS

### THE FIVES HOTELS & RESIDENCES

#### Addendum Revised Policies

**Hotel Name or Chain:** THE FIVES BEACH HOTEL & RESIDENCES  
THE FIVES DOWNTOWN HOTEL & RESIDENCES  
THE FIVES OCEANFRONT PUERTO MORELOS

**Minimum Leisure Group Size:** **Ten Rooms (10)**

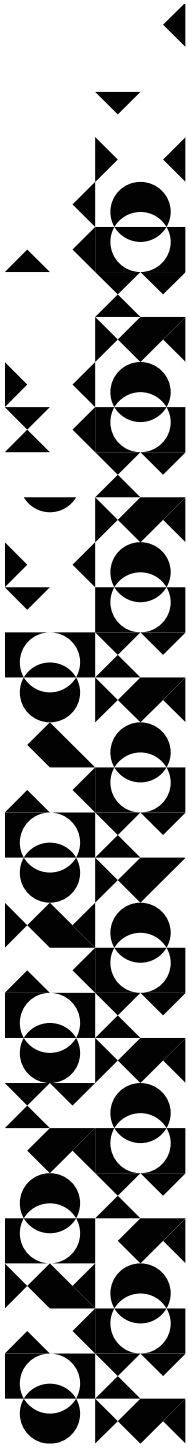
#### Valid rates for the 3 properties:

Tour Operator Group Promo rates are valid for group rates, availability must be requested by email, unless otherwise specified.

**No rebooking allowed.** Contracted and Reported Groups are not eligible when a new promotion becomes available. Additional rooms will be added based on the best available rate at the time of booking.

#### 1. FIT / Flexible Leisure Groups:

- TTOO can sell up to **25 rooms** quoting FIT rates loaded in the system. For Groups from **26 rooms and up** a Leisure Group agreement will apply, and different T&C will be set (\* please refer to the The Fives Hotels & Residences' Leisure Group Policy for contracted Groups.)
- TTOO will quote and book the rooms in the Channel Manager (Dingus, and/or Synxis as applicable) with no contract.
- Proof of price: TTOO will send the hotel a screen shoot of the rate quoted and a group booking recap to group sales and hotel Groups reservations department. This will be valid for **30 days**. Confirmation of the group should



take place within those **30 days**. Hotel to ensure and confirm that the pricing is adjusted in their system once received.

- TTOO must provide a rooming list at least **45 days before arrival** identifying the complimentary room to Hotel, to avoid billing issues. If room is not identified, Groups Reservations will apply complimentary room with the following criteria: the room category that complies with the min of 6 room per night for the entire stay of the group to get a comp and if groups do not reach out for the entire stay of the group the condition of the minimum of 6 rooms, then the hotel will chose the lowest room category booked and for the shortest length of stay within the group.
- Name changes will be permitted if the connectivity channel permits it, until **7 days** prior to arrival date on stop sale dates.

a. **Concessions for FIT/Flexible Leisure Groups:**

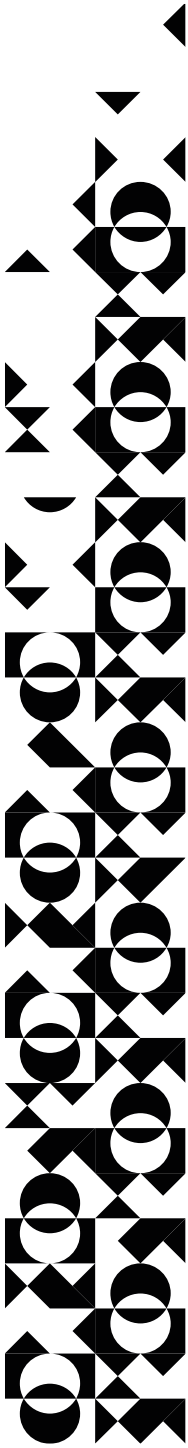
Complimentary room per every Ten rooms (10) paid per night. (max. 3)

2. **Contracted Leisure Groups.** Once a Leisure Groups Agreement is signed and confirmed the following concessions & cancelation, payment and reduction policies will apply:

❖ **Group Comps and Amenities for Weddings, Social, Leisure groups valid for all properties:**

- To be considered a Leisure group the room block has to have a minimum of 10 rooms for 3 nights (**Max 3 complimentary rooms**)
- Group check in facilities (Previous Notification of Group Arrival - arriving together, location designed by the hotel).
- One Welcome amenity in room for group leader (For weeding groups is not combinable with the welcome amenity for the bride & groom)
- One free room for every Ten (10) paid rooms based on all room occupancies (11th room free) – Max 3 rooms.
- One Complimentary Room Upgrade to next category available for every **10 rooms** booked. (**Max 3 upgrades**) (11th room will receive the upgrade) – Max 3 rooms.

**NOTE: Complimentary rooms will be the lowest room category booked and for the shortest length of stay within the group.**

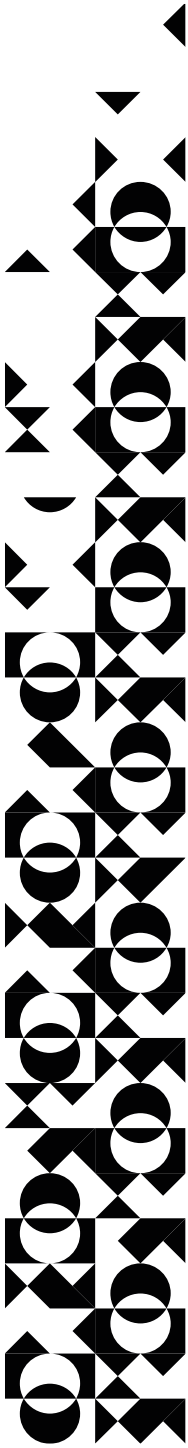


### 3. Payment Due Dates and Amounts valid for the 3 properties:

- **First Deposit - \$50usd per Adult** (US \$100 dollars per room based in double occupancy) will be required upon confirmation of room block. **NON-Refundable**
- This deposit should be effective within **30 days** of the signature of the agreement. After this period, if deposit is not received both allotment and rates will be released.
- **Final Payment:** 30 days prior to arrival once invoice is received. Any additional changes may be settling **post travel** once final invoice is received.

### 4. Attrition and Cancellation Terms valid for the 3 properties:

- **Cancellation Policy**
  - **121+ days** prior to arrival; No penalty. Any deposit or charges will be assessed.
  - **120 - 91 days** prior to arrival; complete cancelation will result in 1 night penalty per room canceled.
  - **90 – 61 days** prior to arrival; complete cancelation will result in 2 nights penalty per room canceled.
  - **60 – 45 days** prior to arrival. Any reductions, cancellations or no shows are 100% non-refundable. **Full penalty applies.**
- **Reduction Policy**
  - 121+ days** prior to arrival; No penalty. Any deposit or charges will be assessed.
  - 120 - 91 days** prior to arrival; complete cancelation will result in 1 night penalty per room canceled.
  - 90 – 61 days** prior to arrival; complete cancelation will result in 2 nights penalty per room canceled.
  - 60 – 45 days** prior to arrival. Any reductions, cancellations or no shows are 100% non-refundable. **Full penalty applies.**
  - 121 + days** prior to arrival; No penalty will apply for cancel room nights. Room nights may be added to the group at the same rates as the original room block.
  - 120 - 91 days** prior to arrival up **30 %** reduction of existing room block may be cancelled without penalty.  
Cancelations above this % will be charged 1 nigh penalty per every room canceled.  
Up 30 % of existing room block may be added to the group at the same rates as the original room block.
  - 90 – 61 days** prior to arrival; up **20%** reduction of existing room block may be cancelled without penalty  
Cancelations above this % will be charged 2-night penalties per every room canceled.  
Up 20 % of existing room block may be added to the group at the same rates as the original room block.



**60– 45 days** prior to arrival; up **5%** reduction of existing room block may be cancelled without penalty.

Cancellations above this percentage will incur in a penalty of 100% and will apply to the remainder of the rooms canceled.

Up to 5% reduction of existing room block may be added to the group at the same rates as the original room block.

**5. No spring break or student groups allowed.**

**6. Blackout Dates: None at this point. (This may change. Hotel’s Groups department will notify in advance if that is the case)**

\*President’s Week: February 15-19, 2024

\*Easter: March 23-30, 2024

\*US Thanksgiving: November 27-December 3, 2024

\*Christmas/New Year’s: December 21- January 4 (every year)

**Main Contacts for Leisure Groups Requests for 3 properties:**

Ernesto Alvarado	Rooms Quotes & Contract requests.	<a href="mailto:togroups@thefiveshotels.com">togroups@thefiveshotels.com</a>
Julio Leos	Rooms Quotes & Contract requests.	<a href="mailto:togroups@thefiveshotels.com">togroups@thefiveshotels.com</a>
Flexible Groups	Rooms Quotes and groups recap.	<a href="mailto:reservations@thefiveshotels.com">reservations@thefiveshotels.com</a>
		<a href="mailto:reservations@thefivesdowntownhotel.com">reservations@thefivesdowntownhotel.com</a>
Concierge Bodas	Groups & Weddings coordination	<a href="mailto:conciergebodas@thefiveshotels.com">conciergebodas@thefiveshotels.com</a>
Bookings modification/updates/ Changes	Groups Reservations	<a href="mailto:groupsreservations@thefiveshotels.com">groupsreservations@thefiveshotels.com</a>
Rafael Acosta	Credit & Collect/ Billing & Payment	<a href="mailto:gtecxc@thefiveshotels.com">gtecxc@thefiveshotels.com</a>
Reservations The Five Beach	Reservations The Fives Beach	<a href="mailto:reservations@thefiveshotels.com">reservations@thefiveshotels.com</a>
Reservations The Five Oceanfront	Reservations The Fives Oceanfront	<a href="mailto:reservations@thefiveshotels.com">reservations@thefiveshotels.com</a>
Reservations The Fives Downtown	Reservations The Fives Downtown	<a href="mailto:reservations@thefivesdowntownhotel.com">reservations@thefivesdowntownhotel.com</a>
Escalations /Key account contact	Jorge Ruiz / Director of Sales US, CAN, LATAM & MEX	<a href="mailto:jruiz@thefiveshotels.com">jruiz@thefiveshotels.com</a>
	Vicente Madrigal / VP of Sales & Marketing	<a href="mailto:vmadrigal@thefiveshotels.com">vmadrigal@thefiveshotels.com</a>

