

SWISS INTERNATIONAL HOTELS & RESORTS Operating Manual



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1. INTRODUCTION

Swiss International Hotels & Resorts is the upscale to upper upscale hotel collection of Swiss International Hospitality Commons (hereafter Swiss International). The present Operating Manual defines the unique signature elements, design standards, and service levels that are the essence of the brand characteristics of Swiss International Hotels & Resorts. It furthermore describes the desired behaviors and key components that reflect the shared corporate values of Swiss International and that express the “Swissness” of the brand.

2. SWISS INTERNATIONAL VALUES

Swiss International Hospitality Commons and its brands stand for International Quality – Local Affinity. At Swiss International we consistently provide our local and international Guests with professional hospitality based on Swiss Quality and on our Swiss Values. During any task and duty that we are executing, we consistently apply the following values that are the core of Swiss Quality:



VALUES	HOW TO WALK THE TALK
1. Efficiency	<ul style="list-style-type: none"> • Each task within the service process needs to be completed in an economic way, without wasting any resources (time, effort, money, supplies etc.) whilst reaching the intended results (effectiveness) to ensure customer satisfaction
2. Accuracy	<ul style="list-style-type: none"> • Each task within the service process needs to be completed in a precise and exact way, without making any mistakes, and by paying attention to even the smallest details
3. Innovation	<ul style="list-style-type: none"> • The creativity of finding new ways and methods to complete each task and / or of introducing new ideas that add value and variation to each task
4. Courtesy	<ul style="list-style-type: none"> • Being polite and showing respect & genuine consideration and care for others is the core of hospitality
5. Anticipation	<ul style="list-style-type: none"> • The fact of being always one step ahead of things that may happen and/or of requests that may be made by guests while completing each task within the service process
6. Ethics	<ul style="list-style-type: none"> • The fact of being conscience of right or wrong (moral) behaviour towards others and oneself e.g. lying, cheating, stealing etc.
7. Commitment	<ul style="list-style-type: none"> • Each task within the service process needs to be completed by taking full ownership of it, which implies responsibility, and by respecting the standards of Swiss International at any time, which implies loyalty to the company
8. Sustainability	<ul style="list-style-type: none"> • The contribution of each and every one to preserve the natural resource of our planet is crucial for the generations to come. In every task to be completed one needs to consider the possibilities to avoid pollution, waste and spillage as well as the opportunities for recycling.

3. THE BRAND

The brand of the upscale to upper upscale hotel collection of Swiss Hospitality Commons is Swiss International Hotels & Suites.

The individual hotel is branded e.g. Swiss International Abu Dhabi.



The usage of the logo for signage, stationary and advertisement is outlined in the Manual "Branding Guidelines" which can be found on www.swissmembers.com.

The Swiss International Hotels & Resort Brands may only be used as set forth in this Manual, and neither the Marks, nor any other Brand logos or signatures may be used for any other purpose or by any other entity for any purpose without the prior written approval of the Brand Representative for Marketing.

4. THE CONCEPT

Stylish | Elegant | Swiss Quality Service | Consistent Value | Sophisticated & State-of-the-Art Technology | Comfortable | De Luxe Amenities

The philosophy of Swiss International Hotels & Resorts is to offer most elegant & luxurious facilities and a De Luxe level of comfort combined with genuine personal service to the savvy business and leisure traveler in an elegant yet functional environment. Swiss International Hotels are situated in key locations, close to airports or in City Centers.

The tone of voice is tasteful, innovative, discrete, responsive, efficient and friendly.

Besides functional & elegant designed rooms, Swiss International Hotels & Resorts features a well equipped fitness center with an Altitude Spa, modern meeting rooms with state-of-the art technology and the Swiss Café, Restaurant & Lounge (mandatory). If the hotel has several F&B outlets, guests will in addition enjoy Italian fine dining in the Ristorante Ticino and enjoy delicious cocktails in the town hippest place, the TED & CO Bar and Lounge. WIFI is free in the entire hotel.

The "Swissness" of the brand is expressed through Swiss connecting elements in the Lobby and through direct connections with traditional Swiss values & Standards

5. LOCATION, BUILDING & SIZE

The typical Swiss International Hotel has a minimum of 75 rooms. The hotels are located in strategic A & B urban locations, are well accessible and close to relevant business centers. The Swiss International concept has been designed to be a **flexible** product which can be easily adapted upon locations, site needs and potential existing constraints. Different options exist for green-field developments, use of an existing core shell, or as part of a mixed-use project. Construction & Conversion standards are outlined in the Brand Standards Design and Construction Manual.

6. EXTERNALS

- The hotel surroundings must blend with the landscaping requirements set as per standard
- Where appropriate, live plantings at a semi-matured height are required at the street frontage, in parking areas and at the hotel entrance.
- Selection of plants must warrant minimum maintenance and upkeep
- Use of decorative stones, rocks, benches & lanterns are recommended
- The building design must reinforce the standard of Swiss International Hotels & Resorts and must be characterized by architectural design elements for visual attraction
- Garbage bins and other disposal have to be at the back of the building and out of sight

6.1 EXTERNAL SIGNAGE

Swiss International Hotels have illuminated identity signs consisting of free standing and/or building mounted signage's, to be located at a position that fully distinguishes it as a hotel. Please also refer to 17.8 in this manual

6.2 DISPLAYING THE FLAG

- Hotels must fly the Swiss International Hotels & Resorts and the Swiss Café, Restaurant & Lounge banner as well as the Swiss flag. Therefore two banner poles are required. Two flag poles are required next to the banner poles to fly the Swiss flag and national flag. This flag pole can also be used to fly national flags of companies having their meeting at the Swiss International Hotels that day.
- Flags and banners are displayed at an exterior location near the main entrance
- All flags and banners must be clean and in good repair.
- Except for the Swiss flag, flags may be raised and lowered each day, or flown consistently at the hotel's discretion.
- If the flags are raised and lowered each day, proper care should be used when raising or lowering the flag.

6.3 ENTRY DRIVE

- The entry drive to the hotel should be off the public way and must easily be recognized as a Swiss International entrance.

- It must provide guests with proper directional signage and must be well lit during non-daylight hours. Lighting must be of energy saving type, operating on a time clock or infra red sensor.
- Sites with a long driveway should have "sleeping policemen"
- According to the country where the hotel is located, the entrance & exit of the entry drive must be secured by a guarded turnpike

6.4 PARKING

Parking space must be easily accessible from the hotel (on premises, off premises or by a third party).

Whether to be open, partially covered or enclosed, the parking must:

- Be easily accessible for disabled guests.
- Have parking space reserved for women near the hotel entrance
- Be clean and well maintained.
- Be well ventilated and well lit. Lighting should be partly on emergency circuits and either on a time clock or an infra red sensor. In hot countries, the parking should be air-conditioned
- Provide instructional signage and liability waiver signage that complies with applicable laws. The signage must be clearly posted to the parking area and be clearly visible. Have a suitable percentage of parking bays allocated to disabled drivers (and in no case less than required by applicable law).
- Provide camera/video security including a lever, which is connected to the CCTV system
- Provide emergency exits as required by local authorities
- Provide directional signs to designate garage ramps and hotel entrance
- Provide car wash facilities
- Have appropriate drainage required for roofing and sloping levels

6.5 MAIN ENTRANCE

- The main entrance must be clearly identified by an exterior canopy with a minimum length of 7.5 meters allowing guests to step out of a car or a bus onto a covered area.
- Ramped areas should be provided for disabled guests and/or for transport of baggage
- The main entrance to the hotel lobby must be of distinctive and open design that clearly indicates its importance and must be a revolving door activated by means of an infra-red sensor.
- There should be a manual door on at least one side of the revolving door, followed by a draught lobby unless otherwise agreed
- Door locks operated by key from either side need to be installed in top and bottom rail of each outer door
- If the doors are locked at night, a night bell must be provided on the outside of the door
- A combined ashtray and waste bin must be available on either side of the entrance. Ashtray and bin need to be frequently emptied and cleaned
- Outside carpets must be clean and in good condition
- If there are steps leading to the entrance, hand rails must be provided

6.6 SWISS CAFÉ, RESTAURANT & LOUNGE ENTRANCE

As the Swiss Café is also open to the public, a separate exterior entry with draught lobby is preferred.

- Illuminated sign/logo must clearly identify the restaurant entrance
- Showcases with backlit illuminations must be provided for the display of menus and announcements

7. PUBLIC AREAS

7.1 INTERIOR DESIGN

The interior style of Swiss International Hotels & Resorts can be described as a luxurious yet cozy and comfortable environment, featuring natural furniture elements. The hybrid of natural and luxurious styles gives the hotel on one side a classy look and feel, but on the other hand as well a feeling of being in a large and luxury living area. Large wall panels with beautiful images of Swiss Nature give the interior the Swiss touch.

7.2 FURNITURE, FIXTURES & EQUIPMENT

All standards of Swiss International Hotels & Resorts relating to furniture, fixtures, equipment and lighting are outlined in the Brand Standards Design and Construction Manual.

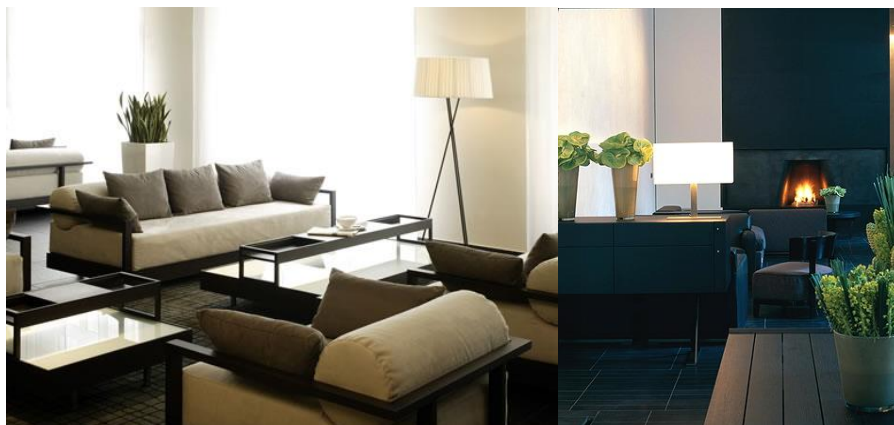
All furniture, fixtures, equipment and lighting at the hotel must be in place, be maintained in good working order and repair, maintain an acceptable level of aesthetic condition and meet the standards specified in the Brand Standards Design and Construction Manual.

General speaking, all curtains and sheers should be

- Cord or hand drawn
- Mounted on silent curtain tracks with rollers and end-stop
- Pre-shrunk and washable and fire retardant rated

7.3 Lobby / Foyer

The lobby area is inspiring and luxurious and is directly intertwined with the Swiss Café, Restaurant & Lounge. As such, it is a cozy and open public area for social interaction. The guest is checked in at the guest service table by friendly multi-tasking staff or uses the self check-in kiosks.





Swiss connection elements like complimentary umbrellas with Swiss design and Swiss treats are available at the guest service table.

7.4 SHOWCASES

Exclusive Swiss branded retail items for sale are displayed in showcases:



- The showcases must be illuminated, have adequate ventilation and must be lockable.
- In case of displaying jewelers & watches, the showcase should be security alarmed
- Staff needs to actively promote the items to the guests

7.5 RECEPTION / GUEST SERVICE DESK

- If possible, traditional front desks should be avoided and individual guest service desks used instead. One check-in/out station per 70 rooms unless otherwise agreed
- Guests are provided with comfortable chairs placed in front of the guest service desk
- Desk façade must match with lobby décor
- Desktop must have an appropriate working surface height, 1m – 1.10m
- All working papers (keyboards, guest folio etc.) must be out of guest view
- The back wall must be free of cabinets and work surfaces if applicable

- Panic buttons connected to the central alarm panel should be installed underneath the desk of each station
- A minimum number of large safety deposit boxes for brief cases and for general use should be provided near the reception on the basis that every room has an individual safe deposit box
- Guest Service must be available 24/7

7.6 CHECK IN STANDARDS

The arrival of the guest must be an outstanding experience for him as the first impression will last. If ever possible, a welcome drink should be provided.

- Pick up service and valet parking must be available upon request. In case of valet parking, the option of car wash should be given
- The hotel's front office must print the Arrivals Report and check for any preferences that are noted and allocate rooms accordingly.
- Guest check-in must be expeditious and must include the following:
 - Acknowledge arriving guests through eye contact.
 - During periods when there are longer lines, the hotel must have the Guest Service Manager, or another appropriate member of management, or an employee expediting guest service offering assistance.
 - Guests must be welcomed, using the name of the hotel.
 - Room type, smoking/non-smoking, any special requests, departure date and billing arrangements must be confirmed.
 - Room numbers and rate (unless confidential, e.g., in the case of group and wholesale rates) must be clearly identified in writing via registration card or keycard holder, but never announced verbally.
 - For first time guests, the hotel concept must briefly be mentioned.
 - Guests must be given directions to their rooms.
 - If a guest is escorted to the room, luggage must be carried for the guest.
 - Disabled guests should always be escorted to the room, luggage must be carried for the guests and the special features in the disabled room must be mentioned.
 - If a guestroom is not ready, the guest must be offered an apology. Store guest's luggage if required in the luggage storage area, and advise the Guest of the approximate time the room will be ready (after checking with Housekeeping).
 - If, at time of arrival, rooms are available and clean, guests must not be charged for early check-in

7.7 LUGGAGE

- The hotel must have a secure luggage storage area near the Front Desk.
- The door of the baggage storeroom should have 1100mm net opening width and a keycard or mechanical coded lock
- Luggage tags must be issued to guests whenever guest luggage is stored by the hotel. Luggage tags must be collected from the guests when the luggage is retrieved.
- Every piece of luggage placed in storage must be identifiable as belonging to the relevant guest.

- Any lost or missing stored luggage must be logged, in accordance with hotel's security procedures and applicable law.

7.8 CHECK OUT STANDARDS

The departure of the guest must be an outstanding experience for him as the last impression will last as well

- Shuttle service must be available upon request
- In case of valet parking, the car of the guest must be promptly delivered
- Guest departure must be expeditious and must include the following:
 - Acknowledge guests that are in a line through eye contact.
 - During periods where longer lines exist, the hotel must have an employee, either the Guest Service Manager or a member of management, present in the lobby, expediting guest service and offering assistance.
 - The guest must be presented with a clear, easy to read and accurate folio. If the guest folio has already been placed in their guestroom, inquire if the guest has had the opportunity to review the folio. If not, provide a printed copy and allow time for review. Charges must not be read out loud.
 - Once folio review is completed; the payment method must be reconfirmed with the guest. All guest questions must be answered, and all back-up documents must be readily available. Folios must then be neatly folded and placed in the guest's hand.
 - If the guest has made his booking through a third party, the possibility of a direct booking through [Swiss Internationalhotels.com](http://SwissInternationalhotels.com) and its advantages must be offered
 - One package with Swiss biscuits (Leckerli) 200g will be handed to the guest as a farewell present

NOTE: All Front Office standards can be found in the related SOP documents.

7.9 GUEST ELEVATOR

- The clear space in front of the lift doors must not be less than 1.5m X 1.5m
- Lift call illuminated indicators are to be placed over each lift entrance
- Landings need to have muted sound signals
- The floor numbers must be prominently located, readable visible from the interior of each lift cabin as it stops at each floor
- Minimum door opening should be 90cm for side opening doors and 1.10m for center opening doors
- Inside the cabin, handrails should be wall-mounted at 80cm height
- Sign warning against the use of lifts in case of fire and signs with max. capacity of lift are mandatory
- Lift cabin decoration must match the total design of the lobby, corridors and guest rooms
- Lift cabin must be well lit
- Lift walls are covered with vandalism proof material and include a mirror and publication board for information & in-house publicity
- Advertising display cases, where installed, must be of quality construction and appearance and must match lift cabin décor and finishes

7.10 INTERIOR STAIRWELLS

- The doors leading to the stairwells must be operational from both sides and contain latch sets
- Doors must be easy to maintain and to clean using standard maintenance & housekeeping procedures
- Stairs must be wall mounted, with metal or polished steel handrails on both sides if applicable
- Stairs must be at least 105cm wide, for stairs used as emergency exit, the width has to comply with local regulations
- The main stairs must be of steel construction, with solid treads with a minimum depth of 28cm
- Floor level should be indicated on the wall

7.11 PUBLIC TOILETS

Public toilets must be easily accessible and be clearly identified with international signage picture symbols. There must be a minimum of one toilet for disabled guests unless otherwise required by local laws.

- Automatic door closures on entry/exit doors
- Fully tiled walls, tiled floors with anti slip surface
- Female area to be provided with a make-up room between the entrance and the toilet area
- Marble or equal vanity tops, washbasin inset with overflow and pop-up stopper
- Toilet wall mounted with concealed low water capacity cistern, heavy duty "pressolit" seat & cover with stainless steel hinges/holders
- Urinals with wall-dividing screens & actuated individual passive infra-red sensor controls
- Recessed combination of paper towel & warm air hand dryers
- Coat hooks on inside toilet cubicle
- Electrical points for cleaning
- Sanitary napkin bin
- Continuous mirrors across full width of lavatory & full length mirrors

8. SWISS CAFÉ, RESTAURANT & LOUNGE

The Swiss Café, Restaurant & Lounge is the F&B concept of Swiss International Hospitality Commons and is mandatory in all Swiss International Hotels & Resorts.

It is a comfortable environment, with natural furniture elements and, if possible, wooden floors, intertwined with the lobby area.

The furniture consists of a variety of oversized high and traditional low dining tables, sofas, comfortable chairs & upholstered fauteuils which underline the casual & elegant character of the Swiss Café

The lighting scheme in the Swiss Café is based on the principle of direct spot lighting combined with lampshade light. Tables are directly lit by a narrow beamed spotlight creating a sort of candle on the table. Wall decoration is highlighted by spotlights as well. Light Jazz music, either live or as background music, enhance the relaxing yet dynamic atmosphere of the Swiss Café, Restaurant & Lounge.

The showcase of wine bottles is part of the interior design of the Swiss Café, Restaurant & Lounge. The bottles are exposed in floor to ceiling vintage view racks, and / or in traditional wooden wine cases.



8.1 LOUNGE SERVICE STANDARDS

- Guest are immediately greeted upon arrival
- Guests are directed to a seat
- Guest is offered a beverage within 3 minutes of being seated in non self serve lounge
- Employees are knowledgeable about the food and beverages available
- Linen Napkins, table sets and coasters are clean
- Plates and dishes cleared promptly
- Light Jazz background music is available and the sound level appropriate
- Lounge is overall clean and fresh smelling
- Furniture is in good condition
- Television to be available when switched on sound to be muted / low volume
- All Lounges must have free WIFI Internet access

The full F&B concept as well as the Swiss Café, Restaurant & Lounge service standards can be found in the Swiss Café, Restaurant & Lounge Operating Manual and in the related F&B SOPs.

9. MEETINGS & EVENTS



Eventives is the Meeting & Event concept of Swiss International Hospitality Commons and is mandatory for Swiss International Hotels. Eventives features large meeting and function rooms with state-of-the-art technology. The meeting and function rooms should have moveable, sound insulated partition walls and must be suitable for

- Classroom style set-up

- Theatre style set-up
- Boardroom style set-up
- Sit-down dinners
- Cocktail receptions
- Exhibitions

Meeting rooms must be easily accessible, displaying into the pre-function area and be in the vicinity of public toilets. The pre-function area serves as coffee break area and as break out room and needs to be furnished accordingly. A mobile piston machine (coffee) and tea making facilities must be available.

9.1 Lighting

- All meeting rooms must feature natural light i.e. skylight and / or windows
- Provisions must be made to eliminate natural light completely for projections, movies etc.
- Artificial and decorative lighting must be controlled by dimmer panels
- All light bulbs and spots must be in perfect working order
- Maximum lighting values apply for set-up and cleaning
- Fluorescent lighting must be dimmable down to 90% without a "flickering" effect
- Bright light from service area must be shielded

9.2 EQUIPMENT

All meeting rooms must be equipped with purpose designed tables and with high quality chairs. The following technical equipment must be available:

- Roll down electrical screen(s) with remote control
- Built in Beamer
- Built in TV with remote control
- High quality sound system
- Videoconferencing
- Wireless microphone system
- House phone
- Printing and scanning facilities
- At least one power socket for every 2 guests, based on the capacity of the room, when in carré shape
- A flip over with a cover sheet having the line: "Have an inspiring meeting " and the Swiss International logo on it
- A Meeting toolkit featuring a minimum of: 2 branded pens, 1 laser pen, 1 blue marker, 1 red marker, 1 black marker, 1 stapler, 1 scotch tape, 1 perforator, post-its, 1 branded note book, 1 scissor
- Free Wireless Internet must be available in every meeting room
- Reserve laptops available upon request
- Iphone charging station

9.3 SET-UP

Meeting rooms must be set-up and all technical equipment needs to be tested before the arrival of the meeting guests. Guest must be able to start their meeting right away without having to request technical assistance.

- Swiss International coasters must be present at every seat with a turned over water glass on top of it
- Every seat must feature a Swiss International branded pen & note book
- Every seat must feature a Swiss International branded mint box
- Room temperature must be adequate



9.4 HOURS OF OPERATION & PACKAGES

Meeting rooms are bookable for day parts:

- I 08:30 – 12:30 hours
- II. 13:30 – 17:30 hours
- III 18:30 – 22:30 hours

Pricing ratio must be approved by the Area Director and is including standard equipment as described above and one bottle of water per two guests (sparkling or non-sparkling), per day part. Extra equipment can be rented loose, according to the guest's wishes and for an extra charge.

- *24HOURS MEETING PACKAGE*
Two coffee breaks
Light lunch and dinner
Fully equipped meeting room
1 night in a standard room incl. breakfast
- *DAY MEETING PACKAGE (8hours)*
Two coffee breaks
Light lunch
Fully equipped meeting room
- *HALF DAY MEETING PACKAGE (4hours)*
One coffee break
Fully equipped meeting room

- ROOM RENTAL ONLY

9.5 GENERAL REQUIREMENTS

The meeting rooms must meet the Brand requirements including:

- Marketing and Advertising programs should conform to Swiss International Guidelines
- Signage, entrance and tabletop displays are clean, current and professional in appearance.
- Interior is well maintained and according to Swiss International specifications and guidelines
- All equipment, operating supplies and printed material must meet the following minimum requirements:
 - Furniture, fixtures and equipment must be clean and in good working condition.
 - A general theme or décor must uniformly link furnishings, items, uniforms and table settings.

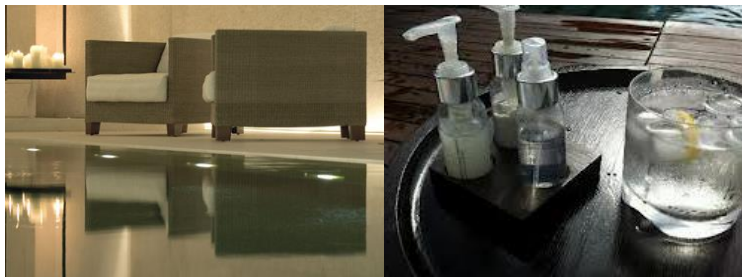
9.6 TECHNOLOGY

The hotel must ensure that:

- Guest checks are processed through a Point of Sale machine, no manual checks are permitted.
- The Point of Sale system should interface with the hotel system and meet all Brand Accounting control requirements.
- All Point of Sale systems must be compliant with the Payment Card Industry Data Security Standards and must be certified as such by the Vendor.

10. INSPIRATIONS

Inspirations is a beautiful oasis of peace situated on a higher floor of the hotel if possible, offering the guest relaxation & individual Spa and Massage treatments in an environment featuring daylight and good indoor air quality. The size of the Inspirations depends on the available space of the hotel but should at least be 64 sqm per 100 rooms.



- If on Club membership, an external secured entry is preferred with in-house link arriving at same point from 1st accommodation level
- Wall mounted clock of at least 35cm diameter is required

- Equipment mix cardio-vascular and conventional weight training equipment must be available
- Ceiling/wall mounted TV monitors with independently controlled audio system should be installed
- A chilled drinking water fountain must be available
- If possible, a service bar offering healthy drinks and foods should be available
- Saunas are to accommodate at least six persons, need to have operating limit timer alarm, non-lockable doors and an outside observation window
- Prominent "Use at your own risk" signage are required
- Hooks for bathrobes and racks to accommodate spectacles must be provided, with disclaimer sign
- Separate male & female changing facilities with bench seats as well as lockets are requested

Detailed FF&E standards are outlined in the Brand Standards Design and Construction Manual.

11. GUEST ROOMS

The typical size of a Swiss International Hotels & Resorts guest room is

- 24sqm, suites 48sqm (Europe)
- 28sqm and 56sqm for a suite (Asia / MENA)

The rooms are well-designed, featuring modern furnishings, flat panel televisions and exclusive branded bath amenities



11.1 STANDARD ROOM SUPPLY

Beddings

- Bedding must be 1st quality spring mattresses on spring boxes, minimum 1.40m for double beds, 1.60 Queen size and 1.80m King size, all x 2m in length

- All efforts should be made to avoid the installation of single beds, however; if required due to guestroom size limitations 120cm x 200cm single bed are used
- Bed frame height to be +/- 19cm or Platform
- Mattress Pad, where possible with sides, to protect the entire mattress. Thread count 200, 100% cotton, plain woven both top and bottom with diamond pattern
- Top of bed must be triple sheeted or
- 1 white fitted bottom sheet 100% cotton where duvets are used
- 1 down duvet, shell 100% cotton, 600 to 700 fill-power down, baffle construction
- 1 white duvet cover 100% cotton, 36 cm envelope flap enclosure is preferred. No buttons snaps, or zippers are allowed. Finished sizes must be made to fit down comforter/duvet sizes. Minimum thread count 250
- 2 down pillows on each twin bed 50cm x 70cm, fill weight 800 g, outer chamber hyper clean down, inner chamber small whole feather
- 4 down pillows per king bed (2 hard, 2 medium/soft)
- 1 white pillowcase per pillow, 100% cotton and no metal zipper. Minimum thread count 250
- Non-allergenic pillow available via housekeeping these pillows should be clearly labeled (English & local language) and presented with pillowcase.
- If the hotel triple sheets a decorative runner must be placed on the bottom third of the bed. If the hotel uses a duvet cover the hotel may opt to have an all white bed or place a decorative scarf at the bottom third of the bed.
- Minimum 54cm width to cover bottom third of bed, length will vary by bed size



- Both sides of scarf must have color face fabric (reversible). A single hemmed piece of fabric is not permitted.
- Decorative Pillow
 - Must complement bed runner and guestroom décor
 - Envelope closure with 5cm overlap in the center of back side
 - Pillow cover 60% cotton, 40% polyester cloth woven from blended yarns and finished thread count around 230 threads per square inch
 - Must be laundered after each guest stay
 - Pillow covers need to be purchased at par with other bedding items
 - Decorative pillow is in addition to the down pillows required to be on bed

- The hotel must maintain a minimum of three par of linen products unless outsourced
- One spare blanket and pillow must be stored in a clear protective bag and placed on the closet/wardrobe shelf in all guestrooms
- If pull out sofas are provided, they should be of good quality and provide 160 x 200 cm sleeping surface

Other Room Supplies

- Wardrobe, nightstands 50x 50 cm, headboards, chest of drawers, writing desk 150x65 cm, desk chair, 2 easy chairs, 1 low table, full-length mirror, and additional mirror, credenza and artwork as outlined in the Brand Standards Design and Construction Manual
- Light fixtures to be provided at bedside, to the desk, at easy chair or sofa, in the entrance hall. Three way master control to be provided at entrance door and at bedside. Electricity to be activated with room key card
- One laundry bag, one laundry list; Dry cleaning pricing list should not distinguish between genders, pricing must be based on type of garment
- One memo pad and pen with Swiss Spirit logo per room, next to the phone
- Card with telephone and voicemail instructions must be placed by each phone
- Hotel Directory and information booklet must be placed on working desk
- Open wastebasket, chrome gloss, fire retardant, 7 liter
- 6 suite hangers, with trousers bar and ring, beech wood
- 6 skirt hangers, beech wood
- Brand approved Do Not Disturb & Please clean up my room signs
- Guestroom Emergency Evacuation Plan affixed to the guestroom door.
- 2 Luggage racks if possible (fixed or foldable)
- One flat screen 42"LCD Satellite TV and one remote control per television. Remote controls must be clean and in good working order. All TV's have 50 channels and operate a Pay per View system.
- Free Coffee/Tea making facilities. Tray must contain spotless water heater; neatness arranged supply of Nescafe, assorted tea bags, sugar, artificial sugar & powdered cream; two bottles of water (PET); mugs & spoons; appropriate clean glasses and must be positioned near to easy accessible sockets
- Fridge/Minibar in good working condition, cooled down to 5°C upon guests arrival
- Iron board with Steam Iron. In countries/areas with hard water, special filter containers need to be provided to fill the iron with water

11.2 IN-ROOM SAFES

All Swiss International Hotels & Resorts must have free in-room safes in all guestrooms.

- All new safes must be large enough to hold a typical laptop computer.
- The location of the safe in the guestroom will be determined by the hotel, as long as the safe is placed at a comfortable usage height for the guest and is secured to a fixture. Closet floor on pedestal, closet shelf, and inside case goods are locations that meet this standard.
- Safes must not have electrical outlets.
- Safe instructions in English and local language need to be provided

11.3 BATHROOM FIXTURES

The size of the bathroom depends on the area / country where the hotel is located but should not be less than 5sqm for a standard room and 7.5sqm for a junior suite.

Ideally, a Swiss International Hotel offers a separate shower and a bathtub.

Bathtub

- Height 50 cm unless otherwise agreed, ideal length 200 cm with a comfortable width
- Factory-etched slip resistant bottom & flat internal bottom to allow safe stand-up
- Grab-bar that can withstand at least 110 kg of weight
- Overflow outlet & Pop-up stopper
- Enclosure with glass-tempered door or fixed glass screen which allows easy access and use of controls
- Double lever for bath or shower
- Single lever mixing fitting for warm and cold water
- Shower head on rail. Good water pressure must be ensured
- Maintenance access panel on side of bath

Shower Cubicle

- Minimum size 90 x90 cm
- Shower rod with loose shower head, rain forest shower if possible. Shower must have good water pressure, good temperature control and good draining
- Single lever mixing fitting for warm and cold water
- Glass door in front of shower cabin which allows easy access and use of controls
- Non slip shower tray, white

Mirrors

- To be fitted on vinyl backing
- Mirror surface condensation should be dry after 3 minutes (electrical wire installed behind mirror)
- Lightening to be adjustable to 100% with a control panel

Toilets

- Wall mounted concealed cistern with matching seat and lid
- Dual push plate type flush against wall

Vanity

- Minimum size 120 x 55 cm
- Marble / granite vanity top with up- and down stands
- In-set washbasin
- Single lever mixing fitting

Others:

- Telephone extension, wall mounted. Telephone must fit for wet area
- Shaving mirror with integrated light
- Audio sound connected to TV with volume control
- Dual Voltage Shaver socket included in hairdryer
- Bathroom light switch installed

11.4 STANDARD BATHROOM SUPPLIES

- Towel hook chrome gloss
- Towel rack double 90 cm, chrome gloss
- Handrail shower, 30 cm, chrome gloss

- Spare toilet roll holder, double gloss with two toilet tissue rolls (2 sheets)
- Toilet brush holder, wall mounted, chrome gloss
- Pedal bin, chrome gloss, 3 liter, fire retardant, plastic insert or liner
- Tissue box holder, chrome gloss
- 1 soap dish per vanity, 1 hand soap per vanity
- 2 Water glasses in holder, chrome gloss
- 1 hair dryer (minimum 1600 watts)
- 2 Hand Towels, 16" x 30"
- 2 Bath Towels, 35" x 60"
- 2 Wash Cloths, 13" x13"
- All towels are white, 700 GSM (grams per square meter) and made from double-loop cotton
- White Shower Matt, 88% cotton/12% polyester, 20" x 34"
- The hotel must maintain a minimum of three par of towel products unless outsourced
- 1 Bathroom scale
- 2 bathrobes, 100% terry cotton, full length, non-hooded

11.5 BATHROOM AMENITIES

- The complete line of approved guest bathroom amenity supplies must be used. No substitutions or deletions are allowed.
- All guestroom supplies must be conforming to the approved Brand standards, graphics and designs.
- All amenities must be purchased from the approved Brand supplier.
 - 1 container/tray/basket/box for storage and display of branded amenities holding:
 - 4 Quilted cotton pads or cotton balls
 - 4 Q-Tips/ Cotton buds (minimum stem to be white or transparent)
 - Shower cap
 - Sanitary napkin bag
 - 2x Shampoo, Hair Conditioner, Shower Gel, Body Moisturizer
 - Toothbrush, Toothpaste, Razor, Shaving cream
 - 2 bottles of drinking water
 - 1 pair of Terry slippers per guest



11.6 SWISS-ECO

All Swiss International Hotels & Resorts must participate in the Swiss ECO program (or other Brand approved terry and linen re-use program) below:

- Room attendants only change towels on check out or when the towels are on the floor or in the bathtub unless any of the following occur:
 - Guest requests to have towels changed by calling the Guest Service Hotline or Housekeeping Department;
 - The terry is stained or damaged; or
 - There is a discrepancy between Front Office and Housekeeping on the room status.
- Room attendants only change sheets every fourth day of a guest's stay and on checkout, unless any of the following occur:
 - Guest requests that their sheets need to be changed, by placing a specific card on the pillow or by calling the Housekeeping Department;
 - Linen is stained or damaged in any way; or
 - There is a discrepancy between Front Office and Housekeeping on the room status.
 - In an effort to better identify a room when sheets have not been changed, pillows should be left outside of the bedspread. If the guest checked out early or a room change occurred, the floor supervisor will then be able to easily identify that the sheets require changing.

11.7 GUEST ROOM SET-UP & INSPECTION

- Guestroom set-up
 - All printed collateral pieces must be neatly laid out.
 - Desktops and bathroom countertops must have clear space available for guests to place their personal belongings.
 - All known guest requests must be pre-set in the room prior to arrival or delivered within ten minutes of the guest's arrival.
 - Coffee & Tea making facilities must be complete
 - Fridge / Minibar are functioning
 - Personalized welcome letter is prominently placed on working desk
 - Complimentary F&B for VIPs are displayed in an attractive and functional way
- Guestroom inspection
 - Any room placed out of order must be cleaned and inspected by a Housekeeping employee prior to being made available for occupancy.
 - Every guestroom to be released to Front Office for occupancy must be cleaned and inspected by a Housekeeping employee prior to release.

11.8 GUEST ROOM CLEANING

The hotel must implement and document:

- A daily cleaning program
- A mattresses labeling and turning schedule, minimum frequency every three months
- An inspection and deep cleaning schedule for all guestrooms should be carried out with a minimum frequency of every six months. Black light inspection program

must be used to inspect bathrooms and guestrooms (including decorative pillows, duvets and bed scarves) as part of deep cleaning cycle to find areas that might otherwise be missed.

- The hotel must maintain complete records of all guestroom and guest bathroom cleaning and turning schedules.
- All guestrooms and bathrooms must be fully serviced and cleaned on a daily basis. All used coffee pots, coffee mugs, and glassware must be removed from the guestroom and be washed in a commercial dishwasher or an approved regional equivalent. Sanitized glassware must be replaced from the guestroom as necessary.

NOTE: detailed cleaning standards can be found in the related HK SOPs

11.9 GUEST ROOM SECURITY

- All guestroom entry doors must be equipped with 180-degree door viewers.
- Guestroom entry doors and sliding glass doors must be equipped with a Brand approved secondary-locking device in good working order.
- All guestroom entry doors must display security and emergency instructions on the back of the door or on the wall immediately adjacent to the door.
- All guestroom doors must be equipped with Brand approved electronic locks.
- All connecting room doors must be equipped with a 25mm thumb activated dead bolt, a secondary locking device installed with tamper proof screws, a door handle on one side of the door and a blank door knob face plate on the reverse side of the door.
- All guestroom entry doors must be equipped with an automatic door closer, which fully closes and catches the door latch when released, per the requirements in the Brand Standards Design and Construction Manual.
- All doors must have the necessary seals to comply with fire regulations and to comply with Brand Standards Design and Construction Manual sound rating criteria.
- Sliding glass doors to guestroom balconies or patios must have a safety instruction decal affixed to the inside pane of glass advising guests to utilize locking devices and not to leave children unattended on balconies. Glass panels, e.g., windows, glass doors, sidelights, etc., which extend to the floor in all public areas shall be identified with decals.
- Balcony and patio doors must have an approved secondary locking device installed with tamper proof screws.
- Each room needs to have a smoke detector and a fire alarm sounder

12. HOUSEKEEPING

Swiss International Hotels & Resorts stands for Swiss quality and standards. This quality is also expressed through the absolute cleanliness of all areas within the hotel

12.1 PUBLIC AREA CLEANING

The hotel must implement and maintain:

- An exterior grounds inspection program;
- A daily public space cleaning program; and

- A public space preventative maintenance program and general deep cleaning cycle.
- The hotel must complete a public space cleaning checklist and maintain complete records of its inspections and cleaning of public spaces at the hotel.
- Major cleaning activities, such as polishing lobby surface or cleaning restaurants and carpets, must be scheduled during the night to minimize or avoid inconvenience to guests.
- Back of the house areas such as the kitchen, storage areas and offices must be kept to the highest cleanliness standards. Back of house cleanliness will be measured during the hotel's quality assurance evaluation.
- Housekeeping trolleys and equipment must always be neatly arranged and appear clean and well organized.
- Operating equipment, such as vacuum cleaners, must never be left unattended. Cords, wet floors and other hazards must not be left exposed to guests unless warning devices are present.
- All public washrooms must be tidy and fresh at all times, including ample stock of paper products and soap

12.2 WINDOW CLEANING

Where it is difficult to clean outside surfaces like windows, doors and other glassed paneling, a cradle system on a track rail should be installed on the roof level.

In the event that a cradle system is not feasible, all windows including those that are lockable should be of tilting type

12.3 GUEST LAUNDRY

- The hotel must provide a laundry and pressing service seven days a week. Service is to be same-day or 24-hour, where possible.
- The hotel must maintain maximum pricing integrity within its market.
- Approximate time of same-day return must be posted or noted by the hotel on order slip.
- Laundry bags (one) and order slips (one) must be available in guestrooms and replenished each day as needed.
- The hotel must ensure that the pockets of jackets and pants/trousers are empty.

Returning guest items:

- Garments should be returned as requested on hanger or folded. Clothes returned hanging should be covered.
- If guests are not present in the room when laundry is returned then laundered items required to be hung must be hung in the closet/wardrobe, and the remainder of the items must be left in plain sight in room.
- In cases where a "Do Not Disturb" sign is displayed when the laundry is returned, a card must be placed under the door to call for delivery at their convenience.

12.4 LAUNDRY & LINEN USE

- All employees will ensure that clean and sanitized cloths, towels, aprons, table & bed linens, and mop heads are used at appropriate intervals during the work period.
- Linens used in the foodservice department for purposes of cleaning and sanitizing are not used in other areas of the facility.

- Linens should be kept separate by functional use to minimize risk of cross contamination.
- Soiled table & bed linens and cleaning cloths are to be placed in a designated container for transportation to the laundry
- The delivery and issuing of soiled and clean linen has to be recorded
- Linen must be washed in temperatures appropriate for color and type of fabric
- Detergent must be appropriate for water type and be used in correct amounts. Other cleaning agents might include a pre-soak solution and a product to minimize mold growth, particularly in humid conditions
- Clean and soiled linens are to be kept separate in the laundry. Employees should wash their hands prior to handling clean linens.
- Soiled linen must not be placed on the floor
- Any linen that comes in contact with human blood or other bodily fluids should be earmarked for special treatment in the laundry. This special treatment would include soaking in a chlorine bleach solution and washing in a separate load.

12.5 UNIFORMS

- All uniformed employees of the hotel must wear a Brand approved uniform while on duty with the exception of the General Managers. Uniforms must come from Brand approved lines and approved Brand suppliers.
- All uniforms must be clean, pressed and in good condition.
- Uniforms are issued to the staff according to a weekly schedule
- Uniform storage is based on 0.8 uniformed employee per room, two uniforms per employee
- At all times while on duty, all hotel employees must wear name tags/badges imprinted with no more than two lines. The only mandatory item on the name tags is the employee's name and Swiss International Hotels & Resorts logo
- All security personnel (in-house or contract) must wear a security uniform approved by the Brand.
- Swiss International Hotels & Resorts Uniforms are inspired by the concept: Elegant, tasteful and innovative
- Fabrics are chosen according to the country / location of the hotel in order to provide a maximum of comfort



12.6 HOUSEKEEPING AND MAINTENANCE REQUESTS

- A request should be handled within 10 minutes or an alternative time agreed upon by the hotel and guest.
- If the guest's call relates to an oversight in the room or a maintenance fault, the hotel must sincerely apologize for the inconvenience.
- When follow-up is required, the hotel must explain when, and by whom, the follow-up will be carried out.
- If a follow-up service or correction is required, the guest must be contacted to ensure that he or she is satisfied with the response.
- If a repair has been carried out in the room while the guest is absent from the room, a personalized note card or voicemail must be left.
- The usage of software to record & communicate requests in an efficient & timely manner is highly recommended (e.g. Hot SOS, Escap, Skysoft)

13. MAINTENANCE

13.1 PREVENTIVE MAINTENANCE AND QUALITY CONTROL

Each hotel must develop a formal and well ordered quality control system. The system must be designed to ensure that the hotel is maintained in optimum condition. The program must be implemented as follows:

- A fixed preventative maintenance schedule must be established for inspecting and correcting room deficiencies. The schedule should allow for the entire hotel to be inspected a minimum of two (2) times a year.
- A fixed schedule must be established for inspecting and correcting deficiencies in public areas, with a minimum of one (1) comprehensive annual inspection of each area.
- Maintain documentation in a binder, or an electronic copy, with a master cover sheet listing room numbers and noting the date of preventative maintenance for each period.
- Public area inspection documentation must also be maintained in binder or electronic format.
- Weekly House Tours conducted by GM with Housekeeper & Engineer with appropriate HOD through different areas of the hotel are recommended. Schedule to be made in advance, & action points noted

13.2 ENGINEERING & MAINTENANCE

The hotel must:

- Establish and maintain an Operations and Maintenance manuals library on all equipment and systems at the hotel.
- Maintain building plans in one area within the hotel. The hotel must keep one master set secured. Copies must be made by the hotel for release during renovations and RFP. As the hotel is renovated the master set must be updated to reflect the hotel's current systems and layout.
- Establish and maintain an asset list for all Mechanical, Electrical and Plumbing (MEP) systems/equipment.
- Establish and maintain log books and daily log sheets containing records of operating parameters for all primary systems and equipment.

- Establish and maintain a preventive maintenance program. Preventative maintenance must be performed by the hotel no less frequently than the manufacturer's recommendation as well as additional adjusting for local requirements relative to extreme operating conditions.
- Establish and maintain a building and facilities maintenance program.
- Establish an energy & water conservation program.
- Establish and maintain a water treatment program.

13.3 REHABILITATION REQUIREMENTS

- The hotel must maintain a five-year rolling renovation plan that includes the next annual year in detail and the subsequent four years in summary.
- The hotel's renovation plan must follow all Brand specifications as detailed in the Brand Standards Design and Construction Manual.
- All plans, color boards and samples must be submitted to the Brand for approval prior to any refurbishing, renovation or extensions/additions at the hotel. Projects requiring approval include major renovations and construction projects as well as routine refurbishment and replacement of items including carpeting, tile, drapery, furniture, wall treatments, bedding, restroom fixtures, etc.
- All submissions will be reviewed by Brand approved designers. All categories listed below require prior approval by the Brand:
 - Refurbishing – the simple replacement of furnishings, soft goods, floor and Wall finishes.
 - Remodeling – refurbishing plus some minor wall relocation, or case good modifications
 - Renovation – the total replacement of floor, wall finishes, soft goods, and FF&E to the extent, that the character of the hotel is altered. Wall relocation, major architectural modifications and extensions/additions would also be part of this scope.
 - Any Brand Product Improvement Plan (PIP) items.
 - Orders must not be processed until approval is received from Brand Management or Design Department.

13.4 LANDSCAPE MAINTENANCE & PLANTS

- Exterior and interior landscaping must be maintained in a high quality residential manner, with no dead plants or excessively large bare spots.
- Driveways and walkways must be in good repair and free of debris.
- Walkway lighting must be in good working order. Outdoor lighting must be lit from dusk to dawn or as designated by applicable law, and preferably controlled by an automatic timer.
- Indoor plants should be healthy and dust free
- Maintenance of plants should be done during off peak periods
- Up-lights for plants should be discreet and out of sight. Electrical cords should not be showing
- Planter boxes should have decorative landscaping wooden chips or stones or other appropriate covering at the base of the plant
- Flower arrangements should be fresh
- Water in flower arrangements must be clear

14. SAFETY & SECURITY

The safety and security of guests and staff are essential. Each hotel is responsible for implementing policies & procedures to ensure the security and privacy of all guests.

14.1 TRAINING

The hotel must have an active Safety Training Program in place. The hotel must maintain personnel records documenting that all hotel employees have received such training within 90 days of hire. Trainings must at least cover:

- Fire escape drill
- First Aid

14.2 WORKPLACE SAFETY

- The hotel must comply with applicable laws concerning safety requirements.
- The hotel must have appropriate signage in place
 - EXIT signs indicate that the door is an access way to an exit from the building. These signs are located above the doors (so they are above head height and can be seen) and they indicate the exit route from the building. They are illuminated and powered by an emergency power source.
 - Emergency exit signs indicate that the door is used as an emergency exit and should not be blocked. These signs are located on fire escape doors including on external surfaces
 - Portable Wet Floor Signs are yellow in color and must be used when the floor is slippery from mopping, spills, rain or any other reason. They should be stored in the same place for easy access. There should be one on each level of the hotel.
 - Warning signs are to indicate potential physical hazards in an area. They indicate such things as "Beware of opening swing doors"
 - Authorized Entry Only signs are to prevent entry of unauthorized persons to restricted areas. These signs should be put on all entry doors to restricted areas such as plant rooms.
 - First Aid Kit signs indicate the location of the first aid kits. They are green and white in color. They are located above the first aid kit above head height so they can be seen clearly from a distance.
 - Fire Extinguisher Signs- There are two types of fire extinguisher signs required. The first says "fire extinguisher" and is to notify people of the location of fire extinguishers. It is located above head height so it can be seen from a distance. The second sign specifies the type of extinguisher and what fires it can be used to fight. It is located just above the fire extinguisher itself to allow for easy reading in an emergency to ensure you have the correct extinguisher. Access to extinguishers must be clear at all time

14.3 KEY CONTROL

- The hotel must implement a key control program.
- The hotel must maintain a written policy that monitors and controls the issuance and retrieval of all master keys (both analog and electronic keys).
- One full set of keys must be clearly labeled and kept by the hotel's accounting or security personnel.

- One full set of keys (original) must be clearly labeled and stored in the hotel's main safe.

14.4 RESTRICTION ON HOUSE PHONES

- All house phones in the public areas and lobbies of the hotel must be restricted from dialing directly to guestrooms. If the telephone does not automatically ring to the operator, a notice must be posted at the house phone stating that guestrooms may not be dialed from that phone and providing instructions on how to reach the hotel operator.
- The house phones must restrict direct dialing to guestrooms and allow calls to other hotel services such as the restaurant. If the telecommunications system is not capable of restricting guestroom calls while allowing calls to hotel services, then the house phones must restrict all direct dialing and automatically connect to the hotel operator as soon as the handset is lifted.

14.5 WATER SUPPLY AND REFRIGERATOR TEMPERATURES

- Water supply temperature controls must meet all applicable laws and conform to Brand standards issued from time to time.
- Refrigerators/freezers must meet all applicable laws and have a working thermometer in close proximity which is visible from the refrigerator or freezer.

14.6 FIRE SAFETY SYSTEM

- The hotel must have complete automatic and supervised fire sprinkler systems in accordance with the Brand's Design and Construction Standards Manual or applicable law, as interpreted by the authority having jurisdiction, and only as applicable for the status of the hotel.
- Smoke detectors are required as specified in the current version of the Brand's Design and Construction Standards Manual.
- Fire extinguishers must be contained in appropriate recessed cabinets in public spaces according to applicable law or as specified in the current version of the Brand's Design and Construction Standards Manual.
- Fire extinguishers must be in clear view within the appropriate rooms.
- All fire safety systems installed (including any systems installed above and beyond the requirements of this standard) must be inspected, tested and maintained either through a maintenance contract with an organization licensed to install and maintain such equipment, or by individuals trained to perform such inspection maintenance and testing. Inspection, testing and maintenance of sprinkler systems must be in accordance with the stricter of the manufacturer's instructions, or as otherwise specified by the governmental authority having jurisdiction over the hotel, or as specified in the current version of the Brand's Design and Construction Manual.
- Inspection, testing and maintenance of smoke detection systems (or heat detection devices where appropriate) must be in accordance with the stricter of the manufacturer's instructions, or as otherwise specified by the governmental authority having jurisdiction over the hotel, or as specified in the current version of the Brand's Design and Construction Standards Manual.
- A statement certifying that such inspection testing and maintenance has been

performed must be signed by either the maintenance company representative and the General Manager of the hotel; or the individual trained to perform such inspection maintenance and testing and the General Manager of the hotel.

- All statements certifying such testing must be kept on file at the hotel and be made available to the Quality Assurance auditor upon request. Such inspection testing and maintenance must be performed at least once every six months. A minimum of one test per year must be conducted by an outside third party licensed to test fire safety equipment. Guestroom/suite smoke detectors must be included as part of this testing and documentation
- The General Manager, Assistant Manager, all guest services (Front Desk) personnel, maintenance supervisors, housekeepers and night auditors, as well as any other personnel designated as "Managers-On-Duty" at the hotel, must be familiar with the operation of the fire safety systems, fire evacuation procedures and the operation of portable fire extinguishers.
- A minimum of two fire/emergency exits must be provided for each floor. The distance of travel from the entrance of any guestroom/suite to the nearest exit must not exceed 38 m. Exits must be located as remotely as possible from each other and provide optimum convenience to guests.
- All fire/emergency exits must be clearly marked with illuminated exit signs that must be provided with a maintained secondary emergency power source.
- A manual fire alarm pull station capable of sounding a general alarm must be located behind the Front Desk

14.7 FOOD HYGIENE

- The hotel is responsible for ensuring that training, information, protective clothing and/or equipment is provided to all staff/contractors who handle or work around food. Staff is responsible for following instructions in this procedure, and adhering to their training. They are responsible for wearing protective clothing and using protective equipment.
- The hotel has to implement HACCP procedures and needs to keep records accordingly.
- The HACCP training and related forms can be found on www.members.com.

15. HOTEL TECHNOLOGY

- The hotel must purchase and install the required business software systems, which the Brand may change from time to time.
- The hotel must follow and use Swiss International approved SWISS-PMS hardware maintenance and support plan.
- System training is provided within the hotel by the Guest Services Manager.
- The hotel Front Desk must have, at a minimum, the following number of SWISS-PMS workstations:
 - up to 150 guestrooms requires two workstations
 - 51 – 250 guestrooms requires three workstations
 - 251 – 350 guestrooms requires four workstations
- The hotel must utilize hardware for SWISS-PMS that is certified and approved by Swiss International to run all SWISS-PMS technology and third-party software enhancements.

- The hotel must anticipate hardware replacements approximately every 36 months.
- The hotel must utilize network connectivity devices that are certified and approved by Swiss International to run all SWISS-PMS technology and considered supported devices by the equipment manufacturer. In addition, the use of Local Area Network Switch devices is required to improve the efficiency of the SWISS-PMS network.
- The hotel must have four e-mail accounts:
 - General account info@swissinternationalhotels.com/location.com
 - General Manager, Guest Services Manager, Swiss Café, Restaurant & Lounge Manager [firstname.lastname]@swissinternationalhotels.com
- The management team is responsible for successfully setting up and maintaining these e-mail accounts.
- The hotel must offer a complimentary remote printing service. This service allows all guests with laptops and/or PDAs to print documents remotely from guestrooms to the hotel Business Center or Front Desk.
- Except in cases where the hotel has arranged for support from or via Swiss International, Swiss International will not provide support for any third-party software and/or equipment.
- The hotel must neither attach nor use third-party equipment and/or interfaces with the SWISS-PMS equipment if the third-party equipment has not been certified by Swiss International. The hotels may not install other third-party, non-SWISS-PMS software on equipment that has not been certified by Swiss International.
- For any software application that is approved to be used on the SWISS-PMS network, the hotel must have proof of legal licensing for that software application.
- The hotel may not install or connect any third-party network equipment that would allow access to the SWISS-PMS network from an outside source. Firewalls and other devices installed on the SWISS-PMS network must be certified and purchased through Swiss International.
- The hotel must follow and use the Swiss International approved SWISS-PMS hardware maintenance support plan.
- The hotel must comply with all regulatory requirements relating to information or data security as required by local legislation or International Law.
- The hotel must maintain compliance with all Swiss International Information Security standards, policies and procedures as communicated to the hotel.
- The hotel must maintain compliance with any contractual requirements for data security established between the hotel and third parties.

15.1 ROOM DATA INTEGRITY PROCEDURES

The hotel must have the following procedures in place to ensure all hotel data is accurate in SWISS CRM:

- Complimentary Rooms, House Use, Out of Order/Out of Service rooms and Day Use rooms should be correctly indicated in the system, see FO Standard Operation Procedures for details. When not indicated, a discrepancy will exist in the actual hotel inventory, possibly causing incorrect revenue reports.
- Standard Operation Procedures exist and must be followed for posting following special fees in the SWISS-PMS system:

- Late Check Out Fees are fees assessed to rooms that depart after the departure time of the hotel. This is different from other fees and should not be mixed with fees such as Day Use, Early Departure, Late Cancellation, etc
- Early Departure Fees. Early Departure Fees are those fees assessed to rooms that depart prior to the original departure date.
- Guaranteed No-Shows. Guaranteed No-Shows are those reservations that do not arrive, do not cancel and are guaranteed by credit card or a pre-payment.
- Walk-Ins. Walk-Ins are those individuals that do not have a reservation. Walk-In rooms are only tracked inside of the SWISS-PMS by use of the Walk-In tool bar button in the SWISS-PMS.

15.2 GUEST HISTORY DATA

- The Brand must be able to access and verify travel agent commission information from the guest stay activity data.
- Repeat guests will be provided with a pre-printed Guest Registration Card containing their personal and if applicable, business information. The guest will be asked to check all details; any changes should be marked and processed by the Front Desk staff right away.
- Guest history is collected in the SWISS CRM module, to ensure repeat guests are recognized. For each only one profile may exist, duplicate profiles should be merged or deleted right away, in accordance with the corresponding Standard Operation Procedure for guest profiles.
- Before creating a new profile, the system should be checked if a profile for this guest already exists in order to prevent duplicate profiles. All remarks on guest wishes or inconveniences that have occurred during former stays must be visible in the new reservation, to use to the discretion of the Front Desk staff.
- Guest history data must never be communicated to third parties.

15.3 IT SECURITY

- Vendor software (MICROS, Parking Garage, etc.) must be certified if applicable (credit card data is processed, transmitted or stored).
- All credit card numbers on receipts (including PMS, F&B, Retail, Spa, Parking Garages, etc.) must be masked and must NOT display full credit card number and/or credit card expiration date. Only the last 4 numbers of the credit card can be shown and all preceding numbers displayed by special character only (e.g., displayed as xxxx xxxx xxxx1034, ##### #### 1034, or **** * 1034). Expiration date must never be displayed on any receipt (including merchant copy).
- All systems must be routinely updated with all critical patches within one month of their release date from the software manufacturer.
- Hotels must not falsify data entered, in order to assure system integrity.
- Hotel server backups must be performed daily.
- Access to any computer system information must be secured and limited to a business need-to-know basis. Data must be encrypted and password protected when stored electronically.
- Personally Identifiable Information (PII) and Credit/Debit Cardholder data must be

- encrypted and password protected when stored electronically.
- User access and permission levels must be reviewed and approved quarterly by the General Manager or his/her designee and sign-off maintained as approval.
 - All user access and permission levels must be revoked and reassigned as appropriate with changes in job duties.
 - Each user must have a unique user ID and strong password for computer access.
 - User sessions idle for more than 15 minutes must require the user to re-enter the password to reactivate the terminal.
 - Hotel Management is responsible for educating users on the need to keep their user IDs and passwords confidential and secure.
 - Terminations must be processed by Hotel Management in a timely manner and user accounts and access disabled immediately (this includes terminated employees, contractors, etc.).
 - User accounts for applications not synchronized with the SWISS-PMS must be disabled by Hotel Management immediately for terminated employees, contractors, etc.
 - Third-party vendor (e.g., POS system) support remote access requires prior approval by Swiss International/Operations and must be controlled and centrally regulated using an approved solution.

15.4 TELEPHONES

All guestrooms must have at least one telephone line appearing on at least two telephones. One telephone must be located at the nightstand, the other at the work area/desk.

- The faceplates on guestroom telephones must include both international symbols and written descriptions, in appropriate language(s).
- The address, telephone and fax numbers of the hotel and guestroom number must be indicated on the telephone faceplates.
- Guestroom telephones must be equipped with a message waiting light.
- All guestroom telephones must have four buttons for "speed dial" access to hotel services. These buttons must be labeled and used to directly access:
 - 1. Reception Desk
 - 2. Message
 - 3. Wake Up Call
 - 4. Emergency call to Reception (RED cross)
- The hotel must provide guests with an electronic voicemail system.
- Guests must have access to their voice messages from their room telephone without having to input "login" codes. When away from their room, guests must be directed to the hotel operator for assistance.
- The hotel operator will be required to log into the guest's mailbox and use a password that is unique to that guest and/or room to then connect the guest to their voice messages. Guest-specific question(s) should be asked to validate identity of the guest before providing voicemail messages. For security reasons, the passwords may not be given out to any guest.
- Instructions for proper usage of the voicemail system must be clearly posted by the telephone in each room, unless instructions are in the voicemail system itself.

- In addition to placing wakeup call requests with the hotel operator, guests must be able to access the hotel Wakeup Service utilizing their room telephone to input their own request directly.
- Instructions for proper use of the Wakeup Service must be clearly posted by the telephone in each room, unless instructions are in the Wakeup Service system itself.
- The hotel will audit the Wakeup Service to track and monitor the status of all wakeup calls programmed directly by the guests themselves.
- The Wakeup Service must be capable of placing wakeup calls (five rings plus announcement time) to, at minimum, one-half of all guestrooms within a single ten-minute period.
- Unanswered wakeup calls must be automatically retried a second and a third time, at five-minute intervals. If a call is still not answered, the Wakeup System must notify the hotel operator who will then take the action required by the hotel's security procedures.
- All hotels must use the Brand approved Message-On-Hold provider PlayNetwork. The hotel must also use the Brand standardized Message-On-Hold. If the hotel wishes to use custom messages, it must develop those messages with PlayNetwork and submit the custom messages to Brand Marketing for review and approval.
- All telephone calls placed by guests from guestroom or meeting room telephones can be charged at the hotel's own discretion provided that the hotel maintains maximum pricing integrity in its local market.
- Dialing information and rates must be visibly displayed at all guestroom telephones.
- Charges on any toll free calls placed from any guestroom are subject to local norms, please note all charges must be transparent to guests.

15.5 PUBLIC SPACE MUSIC

Throughout the hotel the same light Jazz music will be played at an acceptable volume. The music volume is adjustable per department, via the music system at the Swiss Café.

16. OPERATING SYSTEM

The operating system is the collective umbrella of all commercial initiatives that Swiss International makes available to generate value into the hotels associated with its various brands. It is mandatory that each Swiss International Hotels & Resorts takes advantage of the **full range** of these initiatives.

16.1 SWISS-REZ

The complete distribution of the hotel is done via SWISS-REZ which is the central reservation system of Swiss International



The hotel will provide Swiss International with all data that is necessary to present the

hotel in the various distribution channels. This is done via the HIB (hotel information booklet) which can be found on www.swissmembers.com

- The hotel provides detailed information of the exact location of the hotel and its surroundings (e.g. nearest airport, nearest cities, nearest attractions and businesses etc) in order to be easily found by the GDS
- The hotel has to provide detailed information about the policies that apply (e.g. cancellation, children, pet etc.)
- The hotel has to provide at least one meal plan (e.g. breakfast, half board)
- The hotel has to provide detailed information about the various room categories available with an enhanced description of each room type that clearly states the difference between them. It is not allowed to have one description for all room types.
- The hotel has to provide at least one picture of each room type and the according bathroom. All required images must be provided by a professional photographer and must be at least 1500 pixels on the smallest side. If the room types differ because of their location and view (e.g. top floor, pool side, sea view) but have a similar interior, the pictures must clearly show the USP. It is not allowed to have one and the same picture for all room types.
- The hotel is required to have a deposit and reservation policy (D & C policy). All reservations channeled through SWISS-REZ are governed by the hotel's D & C policy. An example of a D & C policy is available on www.swissmembers.com.
- Swiss International will only accept a cancellation if such is made through the channel the booking was made through or directly in SWISS-REZ. In the case that the guest is canceling his reservation direct with the hotel, the Licensee will cancel the booking in SWISS-REZ. Failure to do so will result in a regular reservation commission charge.
- The hotel needs to have at least four (4) different room rates per room type which are linked to a specific cancellation policy, e.g.:

SUPERIOR ROOM SEA VIEW			CANCELLATION POLICY
	SINGLE	DOUBLE	
RACK	206.00	244.00	100% <i>Flexible (E.g: Cancellation possible until 24 hours prior to arrival)</i>
Public Rate (BAR)	186.00	219.50	90% <i>Low restriction (E.g: Cancellation possible until 3 days prior to arrival)</i>
Preferred Corporate Rate	175.50	207.50	85% <i>Medium restriction (E.g: Cancellation possible until 6 days prior to arrival)</i>
Swiss Best Rate (local negotiated rates)	165.00	195.00	80% <i>Prepaid/ Non Refundable</i>

- The hotel can upload as many promotional and /or seasonal rates in SWISS-REZ as it wishes.
- Different rates can be pre-loaded and these can automatically be opened and closed subject to availability
- Rates can be derived from other rates – for example the deluxe room rate can be priced at x more than a standard room rate
- SWISS-REZ can be set to give different rates on different days of the week
- Rates can be set depending on the length of stay (the per night rate for a 3 nights stay might be less than that of a 2 nights stay)
- The hotel has to participate mandatory in Lanyon, the SWISS-RFP tool automating the tedious process of rate solicitations and group rate loadings.
- The hotel has to participate mandatory in relevant consortia programs

16.2 ITEMIZATION OF CHARGES

- The Brand requires that the hotel properly provide advance disclosure of the pricing of its goods and services. Undisclosed charges are never permitted. Disclosed charges can be mandatory or optional.
- Room rate charges to guests must be inclusive of all operating costs and expenses required to deliver core Brand product and service components. Posting of incremental charges for core product, service elements, and operating processes (standard labor/service fees, resort fees, energy charges, credit card surcharges, etc.) is prohibited.
- Mandatory charges are charges that the purchaser must pay. Mandatory charges must be disclosed by the hotel to the purchaser in advance of the actual purchase commitment, generally at the time of reservation. Examples include: room rate, tax, deposit/cancellation fees, fees imposed for changing the reservation, fee for early departure, extra person charges. A mandatory charge not disclosed in advance of the purchase decision is not permitted.
- Optional charges are charges for which a purchaser must take an affirmative action before the charge is incurred, so-called “opt-in” charges. Optional charges must be clearly disclosed by the hotel before the charge is incurred. Examples include: telephone and/or fax charges, parking charges, early departure fees and late fees for departure after check-out time.
- Opt-out charges are charges that the guest must take some affirmative action to avoid, and are not permitted to be charged by the hotel.

16.3 RESERVATIONS SYSTEM HANDLING

- 53 weeks of guestroom availability (inventory) must be kept current in SWISS-REZ
- 53 weeks of rates must be kept current in the SWISS-REZ.
- The hotel is required to provide last room availability to SWISS-REZ. Furthermore, the hotel will never directly or indirectly undercut any rate made available in SWISS-REZ to any other hotel referral system or through any of its own channels. The hotel will connect all electronic reservation channels to the System.
- Availability for all groups considered to have definite accommodations must be entered into SWISS-REZ.
- Groups that are to be booked by rooming list only and that therefore do not have group rates in SWISS-REZ must have a group information page containing at

- least the group contact name and telephone number.
- Minimum room allotments for Brand sponsored sales and marketing programs in which the hotel participates must be kept current in SWISS-REZ.
 - Minimum hours of operation for the hotel's reservations department are between 9AM and 5PM, Monday through Friday (UAE Sunday through Thursday)
 - All reservations made through GDS, the Internet or other Brand approved booking channels must be honored by the hotel.
 - When a reservation cannot be booked at the hotel, the guest must always be offered accommodations at other hotels within the Spirit Inn Worldwide portfolio of brands using the current cross sell protocol.
 - Reservations must be held until local host hotel cancellation time, except for payment guaranteed all night reservations and reservations secured by advance deposits, each of which must be held all night until-check out time the following morning.
 - The hotel must accept a guest's guarantee for reservations by one of the following methods:
 - By payment of required advance deposit, including tax; or
 - By providing a billable (and collectible), acceptable credit card number which shall be submitted to the credit card company for payment should the guest either fail to arrive or to cancel the guaranteed reservation by the applicable cancellation time (host hotel time); or
 - By receiving a fax/e-mail from a company that has credit approval with the hotel.
 - If the hotel requires an advance deposit it must refund the deposit if a cancellation is received in accordance with the hotel's cancellation policy or the cancellation policy linked to the rate that was booked.
 - In the case of a now show, the hotel is expected to charge the first night to the guest. The hotel has to advise Swiss International of the occurrence and the reservation commission will apply to the first night only.
 - If a guest is charged for a guaranteed No-Show, a letter must be mailed or e-mailed to the guest informing of the charges, the reservation confirmation, amount charged and credit card charged. A hotel contact with phone number must be noted for questions regarding the charge.
 - If a hotel cannot honor any confirmed or guaranteed reservation, the hotel must make a special effort to find suitable accommodations at another Swiss International Hotel. If another Swiss International Hotel is not available, another comparable and convenient hotel must be chosen. In addition:
 - The hotel must make reimbursement for any necessary expense incurred by the change including, but not limited to, the cost of transportation and telephone calls to notify the family or business associates of a change in lodging place.
 - The hotel must pay the full cost of the first night's lodging rate at another Swiss International Hotel. If this is not available, then at another convenient and comparable hotel. The hotel General Manager must follow-up in writing with an apology to the guest and an invitation to return to the hotel the following night with an upgrade or other VIP treatment.
 - If the reimbursement is not made and a complaint is registered, Swiss International may make the reimbursement and the hotel must reimburse the Brand.

- In the case of an advance deposit reservation, the deposit must also be refunded within seven days.

16.4 OTAs & TOUR OPERATORS

- Parity on publicly available booking platforms:
 - Rate parity: The hotel agrees to adhere and provide the same rates for the respective rooms to each of the Online Travel Agencies/ Tour Operators.
 - Image parity: The hotel agrees to provide the same or similar images of the hotel, the hotel facilities and the respective rooms to each of the Online Travel Agencies/ Tour Operators.
 - Content parity: The hotel agrees to provide the same or similar content of the hotel, the hotel facilities and the respective rooms to each of the Online Travel Agencies/ Tour Operators.
 - Rate Structure: The hotel agrees to provide and load a minimum of 2 rates per room type to the Online Travel Agencies/ Tour Operators.
 - The hotel agrees to provide and load LRA (last room availability) where applicable and globally contracted by Swiss International
 - The hotel agrees to channel connect the Online Travel Agencies/ Tour Operators on SWISS-REZ (the Central Reservation System in use by Swiss International Hotels & Resorts).The hotel agrees that the hotel user log in details, where applicable, remains confidential and available to appointed representatives of the hotel and Swiss International
 - The hotel agrees to the Online Travel Agencies/ Tour Operators' commission as agreed on the global contractual agreement and henceforth commission agreement between Swiss International & the hotel.
 - The hotel agrees to timely (monthly) payments to all the Online Travel Agencies/ Tour Operators, and timely reporting of no shows. The usage of SWISS-PAY is mandatory



- Advertising & Marketing:
 - Content: The Online Travel Agencies/ Tour Operators may compile and translate content for their respective use. Amendments of such contents, where applicable will be on a mutual agreement between Swiss International, the hotel and the Online Travel Agencies/ Tour Operators.
 - Swiss International may participate in advertising & marketing activities with the Online Travel Agencies/ Tour Operators. The hotel agrees that Swiss International Hotels will use content and hotel images where applicable.
 - Swiss International may participate in advertising & marketing activities with the Online Travel Agencies/ Tour Operators. Such costs will be based on mutual agreement between Swiss International and the hotel.
 - In the event of suspension of the hotel on the Online Travel Agencies/ Tour

Operators, the hotel agrees to notify and discuss with Swiss International and mutually agree on the reactions before communicating with the Online Travel Agencies/ Tour Operators. Neither party should be held liable in the event of Force Majeure (Acts of God), government restrictions, wars, terrorism, nuclear incidents or other causes beyond the hotel's control whose performance is affected. Swiss International may amend the terms and conditions of the contract at anytime. These amendments will be communicated to the hotel in a timely manner.

16.5 SWISS-FLEX

The Swiss International online booking engine is mandatory on the hotels website.



16.6 INTERNET, WEBSITE AND TRADEMARK STANDARDS

- The URL of the hotel is e.g.: www.swissinternationalhotels.com/Abuja and is to be used as the only Internet address on the worldwide web for the hotel.
- Domain names for all addresses related to the hotel or that redirect to the hotel's Internet address must be registered to and owned by Swiss International
- If the hotel is using a Swiss International domain name that it has registered, it must transfer ownership immediately to Swiss International.
- The only domain names, sites, or site contractors that the hotel may use are those assigned or otherwise approved in advance in writing by Swiss International. The hotel must also obtain prior written approval from the Brand concerning any third-party site in which the hotel will be listed, and any proposed links between such site and any other site(s) ("Linked sites") and any proposed modifications to the same. All sites containing any of the Swiss International Hotels marks and any Linked sites must advertise, promote, and reflect on the hotel and the System in a professional manner. The hotel acknowledges and agrees that the right to approve all materials is necessitated by the fact that those materials must include and be linked with the Swiss International Hotels marks. Therefore, any use of the Swiss International Hotels marks on the Internet, or any other computer network/electronic distribution, must be conform to the Brand requirements, including the identity and graphics standards for all system hotels.
- The hotel may not, without a legal license or other legal right, post on its swissinternationalhotels.com pages, any material in which any third party has any direct or indirect ownership interest, including video clips, photographs, sound bites, copyrighted text, trademarks or service marks, or any other text or image in which any third party may claim intellectual property ownership interests. The hotel must obtain documented global usage licenses for all images used on the web sites and any models that appear in any images must have assigned unrestricted global usage rights to the Brand.
- The hotel must also incorporate on its swissinternationalhotels.com page any

other information the Brand requires in the manner it deems necessary to protect the Swiss International Hotels marks.

- Given the changing nature of this technology, the Brand has the right to withhold its approval, withdraw any prior approval and modify its requirements with regards to the hotel's ability to own and maintain a stand-alone site.
- All required online images must be provided by a professional photographer and must be at least 1500 pixels on the smallest side (with appropriate global usage rights [complete buyout] and model release forms).
- The hotel must have at least 2 images of:
 - Exterior – front of the hotel, including current Brand standard logo/signage
 - Lobby
 - Destination shot highlighting a landmark or attraction within close proximity of the hotel
- The hotel must have at least one image per room type and an enhanced room type description. Room types pictures include:
 - Suites
 - Living room
 - Bedroom
 - Bathroom
- For accessible rooms, the hotel must include a shot of each bathroom type included in this room type; i.e., a shot of a roll-in shower type bathroom as well as a shot of grab-bars tub bathroom.
- The hotel must have at least one image of the hotel's Business Center.
- The hotel must have at least one image of the Swiss Café, Restaurant & Lounge
- Seminar Rooms on site images:
 - Largest Meeting room
 - Smallest Meeting room
 - Ballrooms (set for wedding or special event)
- Virtual Tours. Swiss International recommends a Virtual Tour for all hotels.
- The hotel may not have more images or content on an approved third-party web site than it has posted on brand.com.
- Images and content must be kept current and provide an accurate representation of the hotel facilities and rooms.
- Any copy paste from the internet for content and descriptions is strictly forbidden
- The hotel must own the images or have full usage rights before submitting images to Swiss International. Proof of ownership and/or usage rights is required prior to posting on the hotel's web pages or in any external use. This must include a model release form where people appear and are recognizable in the images.
- The smaller side of the image (height or width) must be at least 1500 pixels for digital imagery. Images submitted for the Swiss International leisure guide OUT & ABOUT must be 3500x2500 pixels and be TIFF, JPEG or BMP files. Maps should be Vector, .eps or .ai files.
- Digital photography is preferred. Use of slides, negatives and photographs is not recommended for the hotel to remain competitive.
- Amateur photography is not permitted.
- Any offer or promotion submitted for publication on a web site by the hotel must meet all applicable legal requirements for publication in each market for which it is destined. The hotel must ensure that all offers and promotions comply with all applicable laws.

- Swiss International is providing the hotels with search engine marketing and optimization (SEM & SEO).

SEARCH-ENGINE-OPTIMIZATION

by **Swiss** International

- No Owner may (directly or indirectly) purchase or use a keyword that includes any mark or other trademark name of a competitor hotel. Owner may not sell, license, or otherwise allow any third party to use the hotel's name under any circumstance.
- The hotel may not take any independent action without prior approval by Swiss International, or purchase keywords or advertising, or contract with any agency, in regards to search engine optimization, banner advertising, affiliate advertising or any other online advertising.

16.7 SWISS-REV

Swiss International is making revenue management software available to the hotels of which the usage is mandatory.

SWISS-REV

by **Swiss** International

- The hotel must enter all relevant data into the system regarding
 - Historical date to day data (weather, occupancy, RevPar, events)
 - Up-coming events
 - Competition set
 - Room rates set per room type

16.8 SWISS-REP

As of the 4th quarter of 2013, Swiss International provides the hotels with a reputation management software which enables the hotel to actively manage online reviews.

SWISS-REP

by **Swiss** International

- The hotel has to score a mandatory **score of 8 or ranking of 2** on review sites like tripadvisor and booking.com
- The hotel has to actively interact with its guests on social media sites
- The hotel needs to have brand approved guest comment cards and questionnaires which need to be analyzed and followed-up as requested
- Blogs must provide the reader with relevant and interesting information and must not be used for the promotion of the hotel itself
- Blogs must be written in perfect and professional English without use of slang and without spelling mistakes

- Press releases regarding the hotel must be approved by Swiss International before publishing

17. SALES & MARKETING

17.1 ADVERTISING

- The hotel must maintain an advertising file containing certain items specified by Swiss International including, but not limited to, all published advertisements in connection with the hotel.
- Prior to placement by the hotel, all press releases, consumer, and trade advertising outside of the local market must be submitted to Swiss International for review and approval. This is irrespective of the media format, including online, outdoor, radio, and television.
- All advertising and print material that is destined to be distributed through Swiss International channels must be approved by the Swiss International
- The hotel name as stated in the agreement may only appear as approved by Swiss International
- All advertising references with regard to placing a reservation with the hotel must follow the preferred channels listed:
 - Via swissinternationalhotels.com
- If the hotel is promoting food and beverage outlets, then the hotel must use its direct telephone number. If the hotel has its own direct toll-free number, then this number must be used.
- Elevator posters and advertising are not allowed without prior approval through the waiver process.

17.2 CHANNEL MARKETING AND E-NEWSLETTER

- Swiss International provides the opportunity for the hotel to communicate with guests or interested consumers via approved e-mail marketing newsletters on a bi-monthly base and through the quarterly leisure guide OUT & ABOUT
- The hotel makes sure that all promotions, packages and other relevant activities are communicated to Swiss International until the 20th of each month.

17.3 MERCHANDISING

- The "Swissness" of the Swiss International Hotels & Resorts is expressed by displaying exclusive Swiss branded retail items in show cases in order to market and merchandise them to the guests.
- The hotel must maintain sufficient quantities of the above items to meet the requirements of the hotel and must ensure that such items are prominently displayed as described below or as directed by the Brand, maintained in "as new" condition, and regularly updated.

17.4 PROMOTIONS

- Only by Swiss International authorized and approved promotional materials may be displayed within the hotel.
- All advertising and promotional materials displayed, located or held in the hotel may only relate to hotels as approved by the Brand Standards. All items must be maintained in "as new" condition.

- All promotional materials must be approved prior to printing or production by the Swiss International.
- The hotel may have a limited amount of the most popular local attraction materials displayed together with the Swiss branded retail items. Brand materials must be displayed with prominence. Other materials may be available from behind the concierge or guest service desk.

17.5 MARKETING – GENERAL

- The following marketing objectives apply:
 - To continue to communicate our strategic objectives to our target markets effectively.
 - To provide a positive hotel experience to all our guests.
 - To accomplish our growth targets within the given time and budget.
 - To expand our markets and identify new markets for our products and services.
- Marketing activities for Swiss International Hotels & Resorts will be mainly web based. This involves creating brand awareness via the hotel's swissinternationalhotels.com website, the corporate site of Swiss International and social media channels.
- The social media channels Swiss International Hotels & Resorts uses are:
 - Facebook
 - LinkedIn
 - Twitter
 - Flickr
 - Hyves
 - Foursquare
 - YouTube
- News Updates and promotional information will be posted on blogs on social media. News must also be gathered in a monthly News Letter, which will be posted on the brand.com website.
- For leisure and individual groups, physical sales visits must be done, leaving behind sales information, preferably on customized USB-sticks with self-starting documentation.
- Corporate contact persons must be added to the hotels direct mail list, monthly newsletters will be mailed to these contacts.

17.6 SALES – GENERAL

- The hotel is responsible for local sales in accordance with Brand procedures.
- The hotel must recognize key customer accounts at a national, regional and global level and must have knowledge of how their contracts are set up.
- The hotel must not contact identified key customers without prior consultation with and the approval of the applicable Brand account manager.
- The hotel cannot sign local agreements with identified key customers without prior consultation with and the approval of the applicable Brand account manager.
- The Brand includes the following types of customers under the term "key accounts":
 - Corporate accounts
 - Meeting planners

- Tour operators
- Airline crews
- Leisure break operators
- Hotel booking agents
- Online operators
- The hotel is responsible for managing and maintaining its hotel information within the CRM system. This system is used to provide the various booking channel and distribution systems with information about the hotel.

17.7 SWISS INTERNATIONAL SIGNATURE AND RELATED GRAPHICS

- All Swiss International Hotels & Resorts Branded items must be acquired, produced, used and merchandised according to the standards specified in the Swiss International Branding Guidelines.
- The Swiss International Hotels marks, including the official names and/or Brand logos, must be utilized in all matters connected with the operation and management of the hotel. Whenever the Swiss International Hotel marks or official hotel names and/or logos are utilized, they must be used as defined in the Swiss International Hotels & Resorts Branding Guidelines. For purposes of this Manual, the "Swiss International Hotels marks" means the Brand service marks and all other service marks, copyrights, trademarks, logos, insignia, symbols, designs, slogans, distinguishing characteristics, trade names, domain names and all other marks or characteristics associated or used with or in connection with the System and similar intellectual property rights that the Brand designates from time to time to be used in the System.
- The Swiss International Hotels marks may only be used as set forth in this Manual, and neither the Marks, nor any other Brand logos or signatures may be used for any other purpose or by any other entity for any purpose without the prior written approval of the Brand Representative for Marketing.

17.8 EXTERIOR GRAPHICS

- All exterior identification signs (whether or not they are illuminated) must meet the requirements in the Swiss International Hotels & Resorts Branding Guidelines.
- All exterior identity or directional sign projects of the hotel must be handled by a Brand approved vendor for system graphics management. On premise electrical signs must conform to the colors, specifications and designs as specified in the Swiss International Branding Guidelines.
- Any change to exterior identity signs, with the exception of minor repairs, must conform to the current Brand exterior sign graphics specifications and must be submitted for approval to the Brand prior to work commencing.
- All illuminated exterior signs at the hotel must be lit from at least dusk until dawn or as otherwise specified by applicable law.
- All exterior signs must be maintained in good working order. If an exterior sign fails to illuminate at any time, it must be completely shut off until the repair has been made and the entire sign can be illuminated. Repairs must be made within 30 days.
- All exterior signs must be maintained in good working order. If an exterior sign fails to illuminate at any time, it must be completely shut off until the repair has

been made and the entire sign can be illuminated. Repairs must be made within 30 days.

- Off site billboards directing the public to the hotel must follow the color and design specifications outlined in the Swiss International Hotels & Resorts Branding Guidelines.



- Off site billboards directing the public to the hotel must follow the color and design specifications outlined in the Swiss International Hotels & Resorts Branding Guidelines.
- Any exterior signs promoting or advertising the hotel must be approved by the Brand.

17.9 GUEST SERVICE VEHICLES

- All hotel vehicles used to transport guests must display the appropriate Brand identity items including the spiritinns.com URL or, where applicable, the country specific/local URL.
- All hotel vehicles used to transport guests must be clean, well maintained and of similar or better standard compared to competitor hotels in the area.
- Smoking is not allowed in hotel vehicles and "No Smoking" signs must be prominently displayed.
- Each hotel vehicle driver must wear his or her seat belt and comply with all traffic laws, and give his or her full attention to driving the vehicle.
- Each hotel vehicle driver must maintain a current and valid driver's license issued by the applicable governmental authority in which the hotel is located and that legally allows him or her to drive the type of commercial vehicle(s) the hotel uses for guest transport.
- The hotel must maintain records of the driver's license in the employee's personnel file (a photocopy of their driver's license).
- Vehicles must be inspected at least daily, or more frequently if required by applicable law, to ensure the vehicle is in good, safe working order.

- Vehicles must have the required test certifications and documentation and be fit for their intended purpose.
- Vehicle drivers must wear Brand approved uniforms and name badges, even if the hotel outsources the service to a third party.
- Vehicle drivers must greet and welcome all arriving guests appropriately. Appropriate music in the vehicle is permitted on a low volume level.
- To prevent unnecessary pollution and noise, any vehicle on "stand by" must have the engine shut of (idling is not allowed). Exceptions may apply in hot or cold climates for purposes of air-conditioning and heating

18. HUMAN RESOURCES

Swiss International and its brands stand for Swiss Quality and for Swiss Values. The hotel must make sure that these standards are consistently implemented by the entire team and that all staff members understand the DNA of Swiss International Hotels & Resorts. The hotel must make sure that the Values of the company are respected at all times at that the Swiss service culture is applied. Swiss International Hotels & Resorts wants to be recognized as a great place to work for & an employer of choice which should be reflected by the Human Resources Management in the hotels.

18.1 MANAGEMENT TEAM

- The hotel must have a dedicated General Manager.
- Multi-hotel General Managers will be allowed only if the hotels are all in the Swiss International portfolio of brands.
- Swiss International must approve, in writing, all persons proposed as a General Manager of the hotel prior to their appointments.
- The hotel must not represent Brands other than Swiss International Hotels & Resorts while in discussion with local, regional or national business contacts.
- The hotel's General Manager, Guest Services Manager and the Swiss Café, Restaurant & Lounge Manager must be proficient in at least English (written and spoken).
- Next to the management team the hotel has to appoint a dedicated SWISS-HOST



- The SWISS-HOST channels all information on the results the hotel obtains by utilizing all the products and services of Swiss International and is the key contact person for the corporate Director License Operations.
- The hotel must have a Manager on Duty program in place
- Documentation of training must be maintained in a dedicated (Manager-On-Duty) folder, easily accessible to the Manager-On-Duty.
- All hotel employees must be informed as to who is the Manager-On-Duty and how to reach him/her.

18.2 STAFF MEMBERS

- The hotel is responsible for hiring multifunctional and spontaneous people who are proficient in at least English.

- Before the hotel recruits from outside it has to contact the Swiss International Talent pool first
- The hotel is responsible for all legal issues regarding employment (visa, work permit, contracts etc.)
- Salary scales, compensations & benefits and social insurances must be up to local industry standards
- The hotel has to provide staff members with a brand approved employee handbook in which Swiss International values & quality standards together with hotel policies are specified
- The hotel provides the employee with a staff ID
- The hotel must have comprehensive job descriptions in place for each position
- The hotel must have a consistent 360° performance evaluation program in place
- The hotel should have a reward program in place, e.g. employee of the month
- The hotel maintains an adequate working environment where staff members are treated honestly, with dignity and respect.

18.3 STAFF FACILITIES

Staff facilities must be separate for men and women and must be kept spotless clean.

The changing rooms must have

- Lockers with keys
- Pedestal wash basins with mirror above
- Full length mirrors near exit with good lighting
- Appropriate outlets for electrical shaving in men's and hairdryer in women's locker rooms
- One toilet per 25 (women) and 60 (men) lockers with a minimum of two
- One urinal per 40 men lockers with a minimum of two
- One lavatory per 40 lockers with a minimum of two
- One shower per 40 (women) and 60 (men) lockers with a minimum of two
- The hotel should provide soap and shampoo in an appropriate amount

18.4 STAFF DINING AREA

The staff dining area should be attractive in both appearance and food quality.

- Pleasant surround, daylight and appropriate air-conditioned/ventilated
- Counter served food and robo-serve beverage dispense for Coffee & Tea, water etc. + microwave
- A smoking area to be provided with adequate extract and ventilation

18.5 TRAINING & DEVELOPMENT

- The hotel must have a training budget of at least 1% of its Gross Revenue
- The hotel has to participate in mandatory trainings of the Swiss International Business School

- The hotel ensures that new staff members will get the Welcome to Swiss International training as well as the Hotel induction training within 14 days of

- hire. The training is provided by Swiss International Area Trainers or by the SWISS-HOST of the hotel
- The SWISS-HOST has to complete the Swiss International Operating System training within 21 days of assignment. The training is provided by Swiss International Area Trainers
 - Hotel Management has to enroll on a yearly base in the General Manager Course provided by Swiss International
 - All new staff members have to complete the Swiss International Service Culture Training within 42 days of hire. The training is provided by Swiss International Area Trainers and through on the job training by the hotel
 - The hotel will measure the training outcome through performance evaluations
 - The hotel has to keep records of all training participants & of their training results.
 - The hotel has to have a personal development plan in place and enrolls high potential in the Swiss International Supervisory and Management Development program. The SOP for training requests can be found on www.swissmembers.com
 - Whenever possible, the hotels participates in the Emerald Training Program that develops young promising and international mobile graduates with excellent potential skills for higher management positions, and fast tracks their management career within Swiss International. The detailed program outline is available on www.swissmembers.com
 - The hotel has to actively participate in the Swiss International Talent pool
Advantages of the Swiss International Talent Pool are
 - Reduction of recruitment costs for the hotels /regional offices
 - Retention of exceptional talents within the group
 - ROI on training for the hotels / regional offices
 - Simplified relocation & succession management
 - The hotel is not allowed to train staff from other hotels or to provide Swiss International training material, manuals and SOPs to other hotels that are not part of the Swiss International brand portfolio without the express authorization of Swiss International
 - The hotel is not allowed to post any of the above mentioned documents on the Internet or on social media sites without the express authorization of Swiss International
 - If the hotel identifies training needs that are not covered by the training program of the Swiss International Business School it will inform the Swiss International Area Training Unit prior to hiring third parties
 - The hotel bears the costs of all staff training and will be invoiced by the Swiss International area office
 - The hotel must make itself available for cluster training (e.g. GM Course, SWISS-HOST training etc.) and accepts to apply the Swiss International Seminar Package Rate

18.6 SWISS TEAM MEMBER TRAVEL PROGRAM

All employees of the hotels belonging to the Swiss International brand portfolio can participate in the Swiss Team Member Travel Program and benefit from special rates in all Swiss International, Hotels & Resorts and Swiss Spirit Inns, Hotels & Suites.

- The rates are per room with a maximum of 2 guests per room, including all taxes, excluding breakfast, under the following conditions:

- the rate only applies to employees of the hotels belonging to the Swiss International brand portfolio
- the rate also applies to family travelling with staff members
- possibility to book is subject to availability, when hotel occupancy reaches 75% or higher, staff rooms will not be accepted
- the maximum amount of rooms bookable are 2 rooms per night
- the maximum length of stay is 3 nights
- staff rate only applies on standard rooms, extended stay suites cannot be booked with staff discount
- staff rates can be booked through the line manager of the employee and can be cancelled or declined on the discretion of the General Manager or Guest Services Manager
- the employee has to identify himself upon arrival with his valid hotel employment ID
- The Swiss Café, Restaurant & Lounge offers staff 35% discount on all Food & Beverages, under the following conditions:
 - the discount only applies to employees of the hotels belonging to the Swiss International brand portfolio
 - this rate also applies to family, but only when the staff member is also present at the table on his/her free time and not on shift
 - the maximum amount of guests that can be discounted is 6, at the same table
 - staff discount can be declined on the discretion of the General Manager of Swiss Café, Restaurant & Lounge Manager
 - Giving discount to friends and/or family while on shift is strictly forbidden.

19. FINANCE

Franchised Swiss International Hotels & Resorts are invoiced by Swiss International Hotels Service AG. Managed Swiss International Hotels & Resorts are invoiced by Swiss International Hospitality Management GMBH. The invoices are sent by e-mail only and are due within 30 days. Payments over 30 days past due may be assessed past due interest at one percent (1%) per month and the Owner shall pay administration charges of 15% per annum of the amount outstanding. All fees and charges due to Swiss International or its subsidiaries or affiliates must be paid in U.S. dollars on a current basis

19.1 FINANCIAL REPORTING

- If the hotel is a franchised hotel it must submit an annual financial statement of the hotel (including operating statement, profit and loss statement and balance sheet), accompanied by an official letter certifying that the statements are based on true figures, that they are correct and that they have been prepared in accordance with generally accepted accounting principles.
- The statements and certificates below must be delivered to Swiss International within 120 days after the hotel's fiscal year end.
- Other financial reports as required by the Agreement as well as additional reports and information as Swiss International may request must be delivered. Financial results must be reported under the accrual method of accounting and in accordance with the American Hotel and Motel Association publication, Uniform System of Accounts (9th edition – 1997).

- The hotel must include in its reporting of gross room revenues all revenues derived from the sale or rental of guestrooms (both transient and permanent), including guaranteed No-Show revenue and credit transactions (whether or not collected), at the actual rates charged, less standard allowances and taxes, and insurance proceeds attributable to lost room revenue.
- Swiss International may, from time to time require the hotel's gross room revenues to be reviewed and certified as being true and correct by an independent certified public accountant.

20 INSURANCES

The Owner must meet the insurance requirements as specified in the Agreement and applicable manuals, unless specifically indicated to the contrary. Insurance requirements cover those required during construction or significant renovation, and those required during operation.

20.1 INSURANCES DURING CONSTRUCTION

- If the hotel is under construction or undergoing major renovations or remodeling, the insurance requirements as outlined in the Brand Standards Design and Construction Manual apply. This insurance must be effective prior to the start of construction or renovation/remodeling.

20.2 INSURANCES DURING OPERATION

- **Commercial Property Insurance.** Property Damage and Business Interruption insurance on a special causes of loss policy form ("all-risks"), covering 100% of the insurable replacement value of the building and its contents, and for full recovery of the net profits and continuing expenses of the hotel (including rental value) for a 12 month period must be carried. Such limit must be sufficient to avoid a co-insurance penalty, if applicable. Continuing expenses must specifically include royalty/license fees and other fees payable to Swiss International, its subsidiaries and affiliates. Swiss International and affiliates now or hereafter existing must be included as an additional insured under the Commercial Property and Business Interruption insurance.
- **Machinery/Equipment Breakdown Insurance** including business interruption coverage, against loss from accidental damage to, or from the explosion of, boilers, air conditioning systems, including refrigeration and heating apparatus, pressure vessels and pressure pipes in an amount equal to 100% of the actual replacement value of such items (without taking into account any depreciation) plus full recovery of the net profits and continuing expenses of the hotel. Continuing expenses must specifically include royalty/license fees and other fees payable to Swiss International.
- **General/Public Liability** (managed Swiss International Hotels & Resorts) The Brand or its designee will, at Owner's cost, procure upon the commencement of operation of the hotel and maintain at all times during the term of the Agreement, if available on terms and conditions commensurate with the risk, third party General/Public liability insurance in such amounts as the Brand may deem necessary. Owner will be named as an additional or co-insured.
- All policies may contain such deductibles or retentions as the Brand considers reasonable. The Brand may elect to maintain all or part of such policies under an

arrangement insuring one or more hotels operated by the Brand or its affiliates or subsidiaries, in which event the cost of such insurance to Owner will be allocated by the Brand on a reasonable basis. If the Brand cannot obtain coverage using reasonable effort, Owner must comply with the Brand terms

- Property Owner's Liability. Owner must procure and maintain Property Owners Liability fully protecting Owner for liability arising out of its ownership, possession and use of the Hotel.
- Auto/Motor Liability. Owner must procure and maintain Auto/Motor liability insurance in accordance with any local law or statute.
- All policies purchased by Owner must name Swiss International, and its owners, subsidiaries and affiliates now or hereafter existing as an additional or co-insured. All policies must contain cross-liability coverage and a waiver of the right of subrogation in favor of the Brand.

20.3 ADEQUACY OF INSURANCE

- Swiss International makes no representation, implied or express, that the foregoing insurance requirements are adequate to protect Owner.
- The insurance coverage requirements contained in this Manual are only minimum requirements. These requirements do not relieve Owner from responsibility for any loss or claim for damages arising out of the Agreement. Owner must indemnify the Brand for any claim for damages due to failure of Owner or any Contractor, supplier, or vendor doing business with Owner to maintain adequate insurance.
- To ensure compliance, Swiss International strongly recommends that Owner reproduce all insurance sections in this Manual in full and submit it to an agent or broker experienced in writing insurance for hotels.
- If Owner does not obtain or maintain the required insurance or policy limits, the Brand can (but is not obligated to) obtain and maintain the insurance or such portion of the insurance ("Difference in Limits"/"Difference in Conditions") needed to bring Owner's insurance in line with the requirements herein for Owner without first giving Owner notice. If the Brand does so, then Owner must immediately pay the Brand upon request the premiums and costs incurred by the Brand.

21. BRAND STANDARDS COMPLIANCE

The hotel must comply with all Brand Standards and Swiss International conducts Quality Assurance checks on a regular base for compliance with all Brand Standards.

- Brand standard waivers are for a hotel that cannot comply with a standard for a specific, justifiable reason. It is the responsibility of the hotel to request a waiver through Swiss International with specific backup such as pictures, future capital budgets, past approved waivers, etc. The Brand Committee will carefully review all submitted waiver requests within 30 days (unless additional information is needed) and respond back to the hotel whether the waiver has been approved or not. Approved waivers will be reviewed during Quality Assurance visits. Approved waivers can be revoked prior to expiration date based on the needs of our guests, the competition, or re-evaluation from Brand Management. The grant or denial of an approval, consent, or waiver is within Swiss Internationals sole and absolute discretion.

- All Quality Assurance evaluations will include a detailed "Improvement Planner" which outlines all items found to be deficient
- If the hotel has three or more non-compliant graded Brand Standards on two consecutive QA visits, it will be considered in the "Red Zone" on the Swiss International Quality Scorecard and the Owner will be in default of its Agreement with the Brand.
- Hotels that are discovered to have policies or offerings that are not in compliance with Swiss International Hotels & Resorts Brand Standards during a non-inspection period will be issued an Administrative Red Zone score on its previous Quality Assurance evaluation. The hotel will have the opportunity to work with the Brand toward resolutions
- The hotel's overall combined score in the Swiss International Quality Scorecard report must not fall below the "Brand Minimum", as defined by the Brand. The hotel's score will be measured over a rolling six-month average. The score will be calculated at the end of each month, using the current rolling six-month average. If the hotel's rolling six-month average is below the Brand Minimum, the Owner may be in default under its agreement and may be given a 180-day cure period in which the hotel must raise its Overall Combined score above the Brand Minimum. If the hotel is still below the Brand Minimum at the end of the subsequent 180-day period, its agreement may be terminated.

22. SERVICE STANDARDS

22.1 GENERAL

- When guests approach they must be greeted using the last name, if known, and with a smile.
- Guests must be welcomed in their own languages, if possible. If it is not clear which country the guest is from, or their language isn't spoken by employee, they should be greeted in the local language and/or English, and with a smile.
- Guests must be positively acknowledged whenever interacting with them. When busy, acknowledge waiting guests positively and, if approached, greet them with a mention that they will be served as soon as possible.
- Eye contact must be maintained and the guest's name used in conversation.
- Identify yourself by telling them your name;
- Respond to request and ask if the guest needs anything else
- Invite them to contact you (or any other hotel employee) if additional needs arise during their stay.
- Children traveling with their parents should be positively acknowledged.
- If a guest's request cannot be immediately dealt with, someone who can deal with the request must be immediately contacted and the guest must be told who is now dealing with the request, and when it will be satisfied.
- Employees of the hotel must be knowledgeable about their appropriate department(s) and also knowledgeable about the hotel's general facilities, services and features.
- When asked for directions around the hotel, walk the first few steps with the guests and offer to escort them to their destination.
- Before entering an occupied guestroom knock and announce your department. If a guest responds or opens the door, ask if it is an appropriate time to enter the

room. If no response or a vacant room, knock and announce again before opening door partially and then entering.

- Always open and hold doors and elevators for guests.
- Hotel employees must be professional looking and well groomed, consistent with industry standards for persons of similar positions.
- Each hotel must meet all local Disability requirements and any Brand specific requirements.
- Equipment/devices for travelers with disabilities must be available as a loan item. There will be no charge or deposit for these items. All management-on-duty and front desk staff must be familiar with the location and operation of such equipment/devices. A list of these item must be maintained at the front desk.
- There will be no solicitation of tips by any employee; however, gratuities, when offered, may be accepted. Tip jars and/or seed money (tip money left in customer view) are not permitted. Any tips accepted by an employee must be removed out of the direct line of service and kept out of guests' view. Tips are to be shared between the team
- Hotels and their employees may not solicit guests for donations (including donations benefiting charities). Special cases may be considered with prior Brand approval.

22.2 TELEPHONE HANDLING

The first contact of the guest with the hotel may be by telephone and the first impression that he gets will last. In telephone contact with guests, the hotel must ensure it follows these requirements:

- The phone is answered within three rings.
- The appropriate greeting is offered and either the hotel is identified (in the case of external calls) or the hotel employee is identified by name (in the event of internal calls):
 - External calls example: "Thank you for calling Swiss International Xiamen, how may I help you."
 - Internal calls example: "Good Morning/Evening, (hotel department name) this is (hotel employee's name). How may I help you?"
- Assistance is offered.
- The caller's name is obtained and used twice during the call.
- Before placing a caller on hold, permission is asked and a response is obtained.
- If a call is placed on hold, the caller should be contacted every 30 seconds, offering the caller the choice of remaining on hold, leaving a message or receiving a call back.
- For administrative calls, callers are never connected to voice mail unless they have agreed. All voice mail messages must include an option to return to the operator.
- Callers who are transferred to a different department are advised of the department to which they are being connected.
- Administrative calls are not screened.
- Guest names or room numbers are never given out.
- Calls are not transferred to guestrooms without the caller identifying correctly the last name of a registered guest.
- Wake up calls must occur within two minutes of the promised time.

- The use of automated phone answering technology/equipment that requires guests to select call routing through a menu is permitted. The menu must be limited to four choices ("Reservations" and "Guest Service Agent" must be available).
- Hotel telephone operators must have knowledge of voice mail equipment, modem connections, long distance services, fax equipment, high-speed Internet access options and all other communications requirements, and the guest must be given helpful information during the call.

22.3 COMPLAINT HANDLING

Guest complaints can help to improve the service level of the hotel and they should be dealt with in a professional way

- Listen attentively, maintain eye contact with the guest and avoid interrupting.
- Whenever possible, use the guest's name.
- Empathize and apologize to the guest and thank the guest for his or her comments.
- Discuss the complaint discreetly and, where possible, in a private area away from other guests.
- If follow-up is required, explain when, and by whom the follow-up will be carried out.
- If a follow-up service or correction has been executed, contact the guest to ensure that he or she is satisfied with the result.
- If the complaint relates to food or beverage, the hotel must resolve the complaint immediately and discreetly to the customer's satisfaction up to a complete refund or replacement of the item.
- For serious complaints, the hotel must deliver a personal note or letter to the guest.
- All guest complaints must be documented in a departmental log book or alternate appropriate electronic system, managed by the relevant department head.
- The hotel must acknowledge in writing, within 48 hours of receipt, all written complaints received at the hotel from any source.
- Complaints that require investigation must be acknowledged within 48 hours of receipt, and the guest advised that the complaint will be researched and given a date by when the guest will receive a response.
- The hotel must maintain procedures to ensure that in-house guest complaints are taken 24 hours per day and, whenever possible, responded to while the guest is still in-house.
- If, in the opinion of Swiss International, the complaints or underlying issues are not fully and correctly resolved, Swiss International may require the hotel to produce and implement a plan and timetable for rectification satisfactory to Swiss International