ROSEWOOD ELITE

about ROSEWOOD ELITE

ROSEWOOD ELITE IS AN EXCLUSIVE, INVITATION-ONLY PROGRAM COMPRISED OF THE WORLD'S LEADING LUXURY TRAVEL SPECIALISTS WHO SHARE OUR PHILOSOPHY OF INTUITIVE AND PERSONALIZED SERVICE. THE PROGRAM PROVIDES SPECIAL RECOGNITION AND BENEFITS AT ALL ROSEWOOD HOTELS AND RESORTS WORLDWIDE.



${f R}$ efined and intuitive service

One-of-a-kind, residential-style hotels and resorts

 ${f S}$ ense of Place ${f B}$ philosophy inspired by the destination's history, geography and culture

Exquisite experiences of discovery and exploration

World-class facilities with unique indoor & outdoor venues

Offering geographically diverse yet centrally convenient locations

Outstanding design with thoughtfully curated details

Dynamic and innovative restaurants and bars

27 hotels and resorts worldwide AMERICAS COLLECTION

UNITED STATES / CANADA

- 1. The Carlyle, A Rosewood Hotel
- 2. Rosewood Mansion on Turtle Creek®
- 3. Rosewood Washington, D.C.
- 4. Rosewood Inn of the Anasazi®
- 5. Rosewood Sand Hill®
- 6. Rosewood CordeValle
- 7. Rosewood Hotel Georgia
- 8. Rosewood Miramar Beach

CARRIBEAN & ATLANTIC

- 9. Rosewood Little Dix Bay® 2019
- 10. Rosewood Bermuda
- 11. Rosewood Baha Mar

MEXICO

- 12. Las Ventanas Al Paraiso, A Rosewood Resort
- 13. Rosewood San Miguel De Allende®
- 14. Rosewood Mayakoba
- 15. Rosewood Puebla

FUTURE OPENINGS

Rosewood São Paulo 2020 Rosewood Mandarina 2022 Rosewood Half Moon Bay Antigua 2022 Kona Village, A Rosewood Resort 2022 Rosewood Houston 2023 Rosewood Puerto Papagayo, Costa Rica 2023

27 hotels and resorts worldwide

EUROPE / MIDDLE EAST / ASIA COLLECTION

EUROPE

- 1 Rosewood London
- 2 Rosewood Castiglion Del Bosco
- 3 Hôtel de Crillon, A Rosewood Hotel

MIDDLE EAST

- 4 Rosewood Jeddah
- 5 Rosewood Abu Dhabi

ASIA

- 6 Rosewood Beijing
- 7 Rosewood Sanya
- 8 Rosewood Phuket
- 9 Rosewood Phnom Penh
- 10 Rosewood Luang Prabang
- 11 Rosewood Hong Kong
- 12 Rosewood Bangkok

FUTURE OPENINGS

Rosewood Yangon 2019 Rosewood Guangzhou 2019 Rosewood Hoi An 2021 Rosewood Siem Reap 2022 Rosewood Shenzhen 2023 Rosewood Chengdu 2023 Rosewood Hermana Mayor 2023 Rosewood Shanghai 2024 Rosewood Taipei 2024 Rosewood Edinburgh 2023 Rosewood Vienna 2022 Rosewood Munich 2023 Rosewood Venice 2022 Rosewood Hotel Grosvenor Square TBD IT IS SAID THAT LIFE IS A JOURNEY, WE BELIEVE THAT EACH LIFE IS MADE OF MANY JOURNEYS, INSPIRATION, WONDERMENT, COMMERCE, CURIOSITY, OR THE SIMPLE JOY OF DISCOVERING SOMETHING NEW IN THE EVERYDAY.

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For the Elite Travel AdvisorKEYBENEFITS

Exclusive 15% Commission Elite Commission Protection Dedicated Elite Reservations and Contact Priority Response to Inquiries Elite Exclusive Offers Bi-Monthly Newsletters Guaranteed First-to-Market Notification Co-Marketing Opportunity



For the Elite Guest KEY BENEFITS

Elite Amenities Program

Complimentary one-category room upgrade upon arrival, based on availability <u>Complimentary breakfast for two</u>

people per bedroom Welcome note & amenity from Managing Director on behalf of Elite

Travel Agency and Advisor

Pre-Registration

No Relocation Policy

Elite Exclusive Offers



password-protected ELITE WEBSITE

Property Contacts Press Releases & Notifications

Elite Amenities

Elite Exclusive Offers

Share Tool

Key Selling Points for Properties and Destinations

Commission Inquiries

Site Experience Inquiries



Elite Website HOMEPAGE

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FEATURED OFFERS



NOTIFICATIONS >

Rosewood Baha Mar Now Open

+ See More

Rosewood Baha Mar, Nassau, The Bahamas June 1, 2018

The Carlyle Inspires Documentary

+ See More

The Carlyle, A Rosewood Hotel, New York, NY, USA May 11, 2018

PRESS RELEASES >

Rosewood Hotels and Resorts to open Rosewood Yangon in Myanmar's cultural capital in 2018 June 20, 2018

Rosewood Hotels and Resorts To Open Hotel in Houston's Uptown District June 4, 2018

Find Properties & Offers

Make a Comission Inquiry

Request a Property Visit

Elite Website BENEFITS



Rosewood Elite is an invitation only program for luxury travel specialists dedicated to going above and beyond traditional levels of service. The program provides special recognition and benefits at all Rosewood hotels and resorts worldwide.

MORE ABOUT The Benefits...

FOR THE ELITE AGENT

 Dedicated Elite Reservations and Contact System 24-hour Elite emergency contact is available by calling the property and asking for the Elite Manager on Duty or by e-mailing the property's dedicated Elite e-mail address

2. Priority response to inquiries during business hours of the property's location

Elite Travel Advisors will receive a guaranteed response to any inquiries within 3 business hours and confirmed guest preference requests within 1 hour

3. Guaranteed first-to-market notification

Elite Travel Advisors are notified of the most recent Rosewood news, published on the password-protected Elite website.

4. Elite Commission Protection

Rosewood protects Elite Travel Advisors' commissions by continuing to credit advisors on deposits and cancellation or no-show fees, even during high demand seasons

5. Exclusive 15% commission at all Rosewood properties

- Effective for travel completed by December 18, 2019
 Applicable to all published rates and packages for both new and
 existing reservations
- Not applicable to specially negotiated group or corporate rates
 Not applicable to arrivals or stays from December 18, 2019 –
- January 4, 2020 • At Rosewood Castiglion del Bosco, the commission reverts to
- 10% for arrivals and stays from June 22 July 08, 2019
- 15% calculation is exclusive of any taxes or service charges

6. Co-Marketing Opportunity

Leverage the Rosewood Elite logo in select client communications to promote your partnership with Rosewood Hotels & Resorts. View our agreement to download our logo here

FOR GUESTS OF ELITE AGENT

1. Daily breakfast for up to two people per bedroom

2. Complimentary one-category upgrade upon arrival (based on availability)

3. Personalized welcome

Elite Guests will receive a note and amenity from the property Managing Director on behalf of the Elite Travel Advisor, reaffirming exclusive partnership with Rosewood

4. Pre-registration prior to arrival

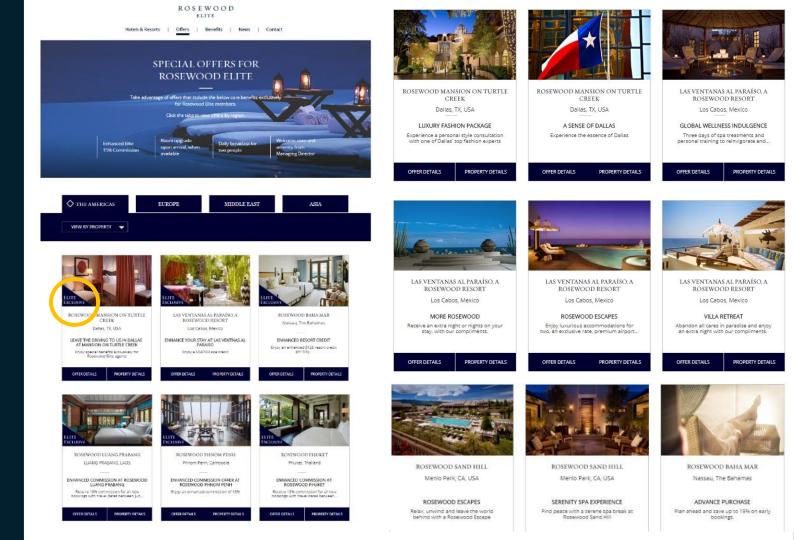
5. No relocation policy for Elite clients

Other additional property-specific Elite enhanced amenities, listed on the Elite Overview tab of each property

*Please note, Elite benefits are only available on published rates and featured Elite Exclusive Offers.

Elite Website OFFERS

Elite Exclusive All Public Offers



sharing with clients OFFERS

All offers can be emailed to clients

Elite Travel Advisors can preview the email offer before sending to clients

ELITE EXCLUSIVE ENHANCE YOUR STAY AT ROSEWOOD LONDON Offering exclusive value-added amenities See this offer —

Enjoy a complimentary upgrade at the time of booking (based on availability), early check-in, E85 credit (per room, per stay) towards food & beverage, Spa or a combination of both, and 20% commission on Houses. These enhanced amenities are in combination of other Elite amenities listed below.

WHAT'S INCLUDED

- Daily full English breakfast for two
- Welcome card and bespoke amenity from the Managing Director, on behalf of the Elite travel agency and advisor
- · Complimentary access to Sense Spa's sauna and steam room
- Complimentary WiFi
- 24HR Gym Access

POLICIES

- Cancellation charge of one night's room rate plus tax applies if the hotel is not notified on, or prior to, the scheduled arrival date
- Reservations guaranteed with credit card
- Deposit is not required

TERMS & CONDITIONS

- · Rates may vary by arrival date and be limited to specific room types
- Elite amenities are combinable with any promotions and packages as long as the Elite rate is booked
- · Offer is subject to availability and blackout dates may apply
- Room types and rates shown online or on GDS already reflect the guaranteed upgrade. No further upgrades are applicable

AGENT SPECIFIC INFO

BOOK THIS OFFER

via Sabre: Enter GDS access code RW1

via Worldspan, Galileo/Apollo, Amadeus: Enter GDS access code 1RW

EMAIL THIS OFFER

include property deta

GDS access code in

include property details

EMAIL THIS OFFER

PREVIEW OFFER

Below is a preview of the information that will be sent to your client.



ROSEWOOD London



ABOUT THE OFFER

ENHANCE YOUR STAY AT Rosewood London

Enjoy a complimentary upgrade at the time of booking (based on availability), early check-in, £85 credit (per room, per stay) towards food & beverage, Spa or a combination of both, and 20% commission on Houses. These enhanced amenities are in combination of other Elite amenities listed below.

WHAT'S INCLUDED

- Daily full English breakfast for two
- Welcome card and bespoke amenity from the Managing Director, on behalf of the Elite travel agency and advisor
- Complimentary access to Sense Spa's sauna and steam room
- Complimentary WiFi
- 24HR Gym Access

sharing with clients OFFERS

Elite Travel Advisors can also customize the subject line and message

SHARE OFFER AND PROPERTY DETAILS

Please provide the contact details of the person you wish to send to.

ABOUT THE OFFER

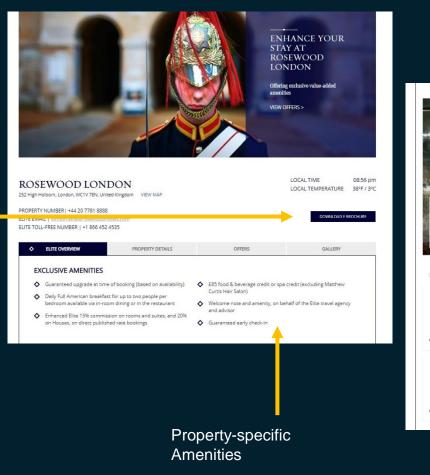
From	Rosewood Elite (rosewood.elite@rosewoodhotels.com)			
То	Email Address 1, Email Address 2, Email Address 3			
	Please type in one or multiple email addresses and separate with "," with no spaces in between.			
Subject	Rosewood Elite Exclusive - Summer Family Offer (Hôtel de Crillon, #			
Message	Optional			
	SEND	[
< BACK				

Send directly to client or to your own email address and forward to your client

This is important as it facilitates customized messaging from agent to client.

Elite Website PROPERTY OVERVIEW

Downloadable E-Brochure



WHY YOUR CLIENTS WILL LOVE IT ROSEWOOD WOW cuisine to satisfy all tastes. House guests enjoy a personalized leather diary I The resident pooch, a golden retriever named Pearl detailing activities, reservations, forecast, butler's biography Michael Bonsor Managing Director +44 20 3747 8888 ELITE PROPERTY CONTACT FLITE PROPERTY CONTACT



Property Contacts

Key Selling Points

- I The hotel's central location, moments from Covent Garden in a historic locale is near an eclectic arcade of ultra-luxury boutiques on Lamb's Conduit Street. the British Museum, Theatreland and the Royal Opera House
- An unforgettable arrival through wrought iron gates, greeted by doormen in tweed caps, into a peaceful inner courtyard giving guests a sense of arrival more akin to a private manor house than a hotel
- I Blissful pampering at Sense, a Rosewood spa and Matthew Curtis Hair Salon
- From the opulent jewel box design of the Mirror Room, to British brasserie fare at the bustling Holborn Dining Room and Delicatessen, the artfully social Scarfes Bar and charming courtyard Terrace, Rosewood London offers

Roberta Caucino

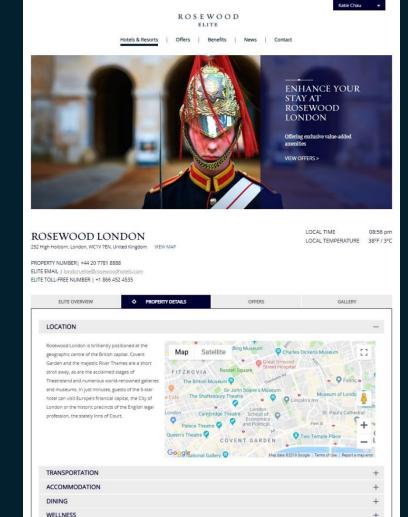
Director of Sales

+44 20 3747 8719

ELITE PROPERTY CONTACTS



Location Climate Transportation Accommodations with Images Dining Wellness

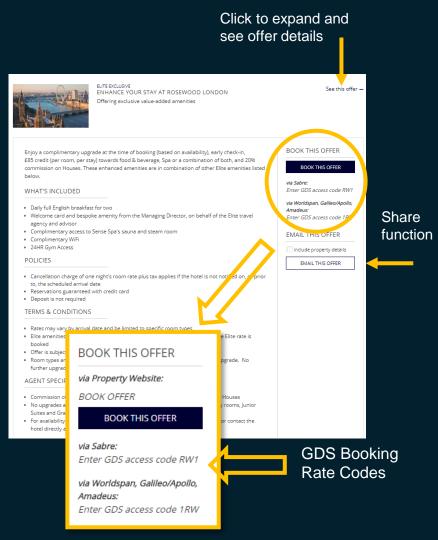


Elite Website PROPERTY OFFERS



Public Property Offers

	ROSEWOOD Elite	Katie Chau 🛛 👻
	Hotels & Resorts Offers Benefits News Cont	act
		ENHANCE YOUR STAY AT ROSEWOOD LONDON Offering exclusive wake added amaition with offers >
DSEWOOD LON High Holloom, London, WC1V 7EN, L PERTY NUMBER +44 20 7781 88 E EMAIL london, elite/Brosewoo E TOLL-FREE NUMBER +1 866 4	Jnited Kingdom VIEW MAP 188 dhotels.com	LOCAL TIME 08:56 pm LOCAL TEMPERATURE 38% / 3%C
ELITE OVERVIEW	PROPERTY DETAILS • OFFERS	GALLERY
	RUTE ROUGHN ENHANCE YOUR STAY AT ROSEWOOD LONDON Offering exclusive value-added amenities	See this offer +
PROPERTY OFFERS Offers available on property web:	site	
As a reminder, Elite exclusive am	enities are included with all published rates and promotions. Elite amenities the Elite Overview tab of each property.	vary by each property. Property-specific
	ADVANCE PURCHASE Planning a London alkenture? Save 20% on early bookings	See this offer +
	A WEEKEND IN LONDON Enjoy a weekend in London with £30 credit, breakfast and a guaranteed upgrade	See this offer +
ADA	MORE ROSEWOOD - COMPLIMENTARY $4^{1\rm H}$ NIGHT Stay three nights and enjoy every fourth night with our compliments	See this offer +



Elite Website CONTACT

Property Contacts Global Sales Contacts Submit Commission Inquiry Submit Site Experience Inquiry

ROSEWOOD Elite							
Hotels & Resorts Offers Benefits News Contact							
CONTACT							
Ľ	ALL CONTACTS COMMISSION INC	QUIRY SITE EXPERIENCE INQUIRY					
HOTEL & RESORTS CONTACTS							
	- The Americas						
	— The Americas						
	The Carlyle, A Rosewood Hotel	Anthony McHale	Elie Kik Area Director of Sales & Marketing				
	New York, NY, USA carlyle.elite@rosewoodhotels.com	Managing Director E:anthony.mchale@rosewoodhotels.com	E:elie.kik@rosewoodhotels.com				
		T:+1 212 570 7100					
		Christina Hoe-Knudsen Lamoureux	Kimberly Poli				
		Director of International and Diplomatic Sales	Reservations Manager				
		E:christina.lamoureux@rosewoodhotels.com T:+1 212 570 7129	E:kimberly.poli@rosewoodhotels.com T:+1 212 570 7124				
		1:+1 212 370 7129	1:+1 212 370 7124				
		Concierge					
		E:carlyle.concierge@rosewoodhotels.com T:+1 212 744 1600					
	Rosewood Mansion on Turtle Creek	Andrea Gates	Tracy Fitz				
	Dallas, TX, USA mansion.elite@rosewoodhotels.com	Managing Director E:andrea.gates@rosewoodhotels.com	Area Director of Sales & Marketing E:tracy.fitz@rosewoodhotels.com				
		T:+1 214 520 5858					
		Robyn Baidas	Shayna Russell				
		Sales Manager	Reservations Supervisor				
		E:robyn.baidas@rosewoodhotels.com T:+1 214 520 5827	E:shayna.russell@rosewoodhotels.com T:+1 214 559 2100				
		Concierge					
		E:mansion.concierge@rosewoodhotels.com T:+1 214 559 2100					

Elite MARKETING COMMUNICATIONS

ROSEWOOD ELITE INSIDER CONVERSATIONS

Rosewood Conversations

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THE CARLYLE, A ROSEWOOD HOTEL Legendary Hotel Inspires New Film

Since its debut in 1930, The Carlyle has been a revered destination for discerning travelers and a favorile Upper East Side haunt for NYC residents. Writer director Matthew Miele brings to life the untold stories of the legendary address in a

Elite Insider Newsletter

UPCOMING ENHANCEMENTS



Elite Website ENHANCEMENTS

Mobile Adaptive

Co-branded Brochures with Elite Agency Logo

News & Press Release Section



dedicated

ELITE EMAIL ADDRESSES

UNITED STATES / CANADA

ANASAZI.ELITE@ROSEWOODHOTELS.COM CARLYLE.ELITE@ROSEWOODHOTELS.COM CORDEVALLE.ELITE@ROSEWOODHOTELS.COM GEORGIA.ELITE@ROSEWOODHOTELS.COM MANSION.ELITE@ROSEWOODHOTELS.COM MIRAMAR.ELITE@ROSEWOODHOTELS.COM WASHINGTONDC.ELITE@ROSEWOODHOTELS.COM

MEXICO

LASVENTANAS.ELITE@ROSEWOODHOTELS.COM MAYAKOBA.ELITE@ROSEWOODHOTELS.COM PUEBLA.ELITE@ROSEWOODHOTELS.COM SANMIGUEL.ELITE@ROSEWOODHOTELS.COM

CARIBBEAN / ATLANTIC

BAHAMAR.ELITE@ROSEWOODHOTELS.COM BERMUDA.ELITE@ROSEWOODHOTELS.COM LITTLEDIXBAY.ELITE@ROSEWOODHOTELS.COM

<u>EUROPE</u>

CASTIGLIONDELBOSCO.ELITE@ROSEWOODHOTELS.COM CRILLON.ELITE@ROSEWOODHOTELS.COM LONDON.ELITE@ROSEWOODHOTELS.COM

MIDDLE EAST

ABUDHABI.ELITE@ROSEWOODHOTELS.COM JEDDAH.ELITE@ROSEWOODHOTELS.COM

<u>ASIA</u>

BANGKOK.ELITE@ROSEEWOODHOTELS.COM BEIJING.ELITE@ROSEWOODHOTELS.COM HONGKONG.ELITE@ROSEWOODHOTELS.COM LUANGPRABANG.ELITE@ROSEWOODHOTELS.COM PHNOMPENH.ELITE@ROSEWOODHOTELS.COM PHUKET.ELITE@ROSEEWOODHOTELS.COM SANYA.ELITE@ROSEWOODHOTELS.COM

COMING SOON

YANGON.ELITE@ROSEWOODHOTELS.COM GUANGZHOU.ELITE@ROSEWOODHOTELS.COM

THANK YOU

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