



Groups and Concessions Program Terms & Conditions

Private Check-in & Bag Pull:

- Location in the lobby or meeting space for group check in assigned by group coordinator (tables, check-in station for groups with pre-assigned rooms based on final rooming list).
- Upon request, we can also set up the following: Group Organizer Desk, DMC Desk, Spa Representative Desk to reserve appointments applying the 20% discount,
- One Massage Chair service applies for category 2 & 3 and hours will be determined by Spa Manager.

Welcome Drink & Fresh Towel:

- This drink could be alcoholic or non-alcoholic based on client's decision.
- The drink could be customized according to the group needs or decided by our expert bar team in accordance with the group coordinator.
- Bites for category 3 up to Chef's selection taking into consideration food allergies or dietary restriction. Depending on group size, bites could be pass on tray or in a station.

Complimentary Meeting Space:

- The agenda should be sent to the Group coordinator in advance to guarantee availability or stated per contract.
- The meeting room assigned will be according to the group size and confirmed by the hotel.
- Meeting space use is subject to our "Regulation of use for the Convention Center Manual" we have in place for Blue Diamond Resorts.
- Complimentary pre and post use of the meeting space is subject to availability and a fee may apply if the space is required more than 24 hours before the first event or after the last event.

Hospitality Desk

- At the lobby, specific location to be determined by the hotel.

Message to the Participants on In Room IPTV

- The message has to be in text only (no images).
- Group coordinator to send the specifications on format, size and amount of characters.

In Room Amenity For VIPs

- Up to Chef's selection taking into consideration food allergies or dietary restrictions.
- A personalized note to be sent along with the amenity to each room. Group coordinator should receive the information for this letter 2 weeks prior of the group's arrival date.
- The amount of amenities will be based on the category number the group is under.

One Complimentary Room For every 25 Fully paid rooms

- The complimentary will be calculated nightly, in the most booked room category based in double occupancy.
- Final amount of rooms will be confirmed in the final group invoice.
- Special rates or staff rooms do not count toward this concession.
- The total of complimentary rooms will be capped to 5 rooms.

One Complimentary Upgrade For every 25 rooms Fully paid rooms

- Upgrade confirmed in the following category booked. It is not capped and it is guaranteed!

One Upgrade to Director's Suite

- Upgrade will be subject to confirmation until we received the signed contract and deposit.

Upgrade to STAR Class™

- This room upgrade cannot be combined with the Director's Suite upgrade.

Staff Rates at 50% off the group rate

- Staff rooms are non-commissionable.
- Available for one day pre and one day post of the group peak dates.
- Category 2 is entitled to one staff room and category 3 is entitled to maximum of 2 staff rooms.

Up to 4 complimentary room nights For planning visit

- Complimentary two rooms - two nights **OR** one room - 4 nights for site inspection. Any additional nights will be subject to availability at the Meeting planner Rate.
- STAR Class™ bracelets for access to all facilities.
- Welcome amenity up to Chef's selection.

Daily coffee break For 4 hours on complimentary basis

- The coffee break includes: Bottled water, decaf and regular coffee, fruit juice, tea and cookies.
- Service must be continuous.

One complimentary one hour welcome reception

- This includes our International open bar and hors d'oeuvre station for one hour. Additional costs may be incurred for entertainment, décor or extending the length of the reception. Time and location for the Welcome Reception are subject to availability.

Reserved area For group meals at the buffet restaurant

- Designated area chosen by our Food & Beverage team based on the group needs and hotel operation.
- To be used only during restaurant's regular operational hours.

Organized "dine around" For one night in our a la carte restaurants

- Restaurants and hours to be determined by the hotel Food and Beverage team.
- Set menu or family style.
- Schedule to be given to the group leader 15 days before the group arrival.

20% Discount at the Spa

- This discount is not combinable with any other Spa offer.
- Does not apply for Spa Packages and beauty salon.
- The bookings for the Spa may be done before the group arrival or upon arrival.

25% Discount on Banquet Menu

- Offer only applies for all Food and Beverage in our banquet kit menu.
- Discount to be applied in final invoice.

5% Cash Forward For Future Groups

- When booking a group with Blue Diamond Group Incentive Program you will receive 5% towards your next group event with Blue Diamond Group Incentive Program. 5% Cash forward is available at all participating Blue Diamond Resorts (except Cuba) and is valid on the total room's worth of your specific program for the contracted year applicable for the next successive event at any Blue Diamond hotel (except Cuba). The subsequent group must be booked within one year booking window and up to two years travelling window for the same program.

The 5% Cash Forward is valid on same program of equivalent or superior value. The 5% Cash Forward program is based on the equal company event with the same third party representation. The 5% Cash Forward program is not an override commission to third parties or a credit to the Master Account. The Cash Forward amount will be credited to the schedule of payments on the second program.

This offer is not valid on private events or Master Account incidentals. Restrictions and blackout dates apply. Group rates may vary according to travel dates. Tour operators and wholesalers are not eligible for this promotion.