



Insider's Advantage is Proud to Offer Discounts at More Than 150 Summit Hotels and Resorts Worldwide



Summit Hotels & Resorts is a consortium of the world's finest independent hotels and resorts located worldwide. Located in more than 45 countries, the individual properties are renowned in their own right and have established reputations as among the best hotels in the world. Offering exceptional levels of hospitality and facilities, Summit Hotels & Resorts offers a world of luxury for the discerning guest.

For a special occasion or romantic getaway try one of the hotels in Venice, Paris or Prague or simply enjoy a relaxing stay on Italy's coast. You can try scuba diving in the Mediterranean or the white powder runs in some of the finest skiing resorts in Switzerland and Chile. Whether you want a pampering spa retreat, championship golf, a cultural city break, an exciting safari or tropical beaches, Summit Hotels & Resorts can provide the finest hotels and resorts across the globe.

Important Reservation Instructions and Information About Summit Program

RESERVATION INSTRUCTIONS

- 1 Please read through this entire document.
- 2 After reading this document, please call the Insider's Advantage hotline (866) 746-7884 or visit our web site for a list of participating hotels and a reservation request form.
- 3 After choosing the hotel(s) and dates you would like to reserve, please fill out the request form in its entirety. The reservation request form allows for an alternative date and hotel. Please expect 10 business days to confirm availability.
- 4 Send Insider's Advantage the request form and full payment (see **Payment** for more details). Insider's Advantage can only accept reservation requests between six months to three weeks prior to your desired check-in date. (Requests received less than 3 weeks from your check-in date cannot be accepted.)
- 5 Insider's Advantage will forward your reservation request form to Summit.
- 6 Within 10 business days after sending your request to Summit, Insider's Advantage will notify you as to whether Summit can accommodate your request. If your request can be accommodated, you will have the opportunity to decline or accept the reservation within 24 hours. Once accepted, your payment will be processed and your reservation confirmed. Please note that all confirmed reservations are subject to the cancellation and change policy (see **Cancellation and Refunds** for more details).

FINDING THE RIGHT HOTEL/RESORT

Insider's Advantage has grouped the participating Summit hotels by four regions. Forms for each region list the specific locations, hotels and room rates (prices start at USD \$29 per room, per night). **Please note that availability of hotels and prices given are subject to change without notice. Insider's Advantage rates are for rooms only. All taxes, meals, activities, service charges and all incidental or similar items/charges are the responsibility of the guest and are payable to the hotel in full upon check-out. Taxes will be based upon the hotel's corporate rate vs. the Insider's Advantage discount.**

To receive more specific information about each hotel, we encourage you to visit our web site at <https://insidersadvantage.com>. Our web site not only provides all the information you need to make a reservation, but it links to Summit's web site as well. Summit's web site provides photos and descriptions of all participating hotels. **(Not every Summit hotel participates in the Insider's Advantage program. Please check with our list of participating hotels before filling out the reservation request form.)** You can access the Summit web site through the Insider's Advantage web site or directly at www.summithotels.com. Please keep in mind that if you want to receive the Insider's Advantage discount, you cannot make a reservation directly with Summit or the hotel. **Only reservations made through Insider's Advantage will be eligible for the Insider's Advantage discount.**

AVAILABILITY

Insider's Advantage's trade agreement with Summit only allows for a minimum of 1 night and a maximum of 7 nights or 7 rooms to be used by an employee at one time. This means you can reserve 1 room for up to 7 nights or up to 7 rooms for 1 night, or any combination that equals 7. You will pay the regular non-discounted rate directly to the hotel for nights/rooms exceeding Insider's Advantage's 7 night or 7 room limit.

In addition, it is possible that hotels from time to time cannot accept Insider's Advantage reservations even though there is availability within the hotel. If this occurs, we will be glad to work with you (by suggesting alternate dates and/or locations) in order to obtain a Insider's Advantage reservation. Please also be advised that most European hotels only allow 2 guests per room.

If you contact the hotel directly to make a reservation, your reservation will be ineligible for the Insider's Advantage discount.

BLACKOUT DATES

Because of the large number of participating hotels, Insider's Advantage does not have a list of specific blackout dates (i.e. times when hotels are sold out or cannot accept an Insider's Advantage reservation) for each hotel. Please keep in mind that hotels tend to be full at certain times of the year due to peak seasons or holidays. Please make yourself familiar with the national holidays and peak seasons of the hotel where you would like to make a reservation. If making reservations around these times of the year, please try to be as flexible as possible in your request so that Summit/Insider's Advantage can better accommodate you.

PAYMENT

When you turn in your reservation request form, you will be required to pay the full amount of your first-choice. Any excess payment or any shortage in payment (due to a more expensive or less expensive 2nd choice), will need to be settled within 24 hours of your notification from Insider's Advantage. For example, if your first choice is not available but your second choice is, and your second choice is \$125 more (Insider's Advantage Cost), you will need to pay Insider's Advantage the difference of \$125 within 24 hours of being notified.



CANCELLATION AND REFUNDS

- Cancellations received by Insider's Advantage 15 days or more prior to scheduled check-in: Subject to 50% cancellation penalty rounded up to an even number of room nights (i.e. 3 nights reserved. 50% is equal to 1.5 nights. Rounded up to the next even number is equal to the cost of 2 room nights).
- Cancellations received by Insider's Advantage less than 14 days prior to scheduled check-in: NO REFUND.
- Any change made after a reservation is confirmed will be subject to a \$25 change fee.

TRAVEL DOCUMENTS

It is the guests' responsibility to ensure that all travel documents necessary for entry into all destinations are in order, including but not limited to passports, visas and medical certificates as needed. Documentation may be required even for airline stopovers or change of planes in countries other than your final destination. Passengers & guests are responsible for any charges incurred as a result of denied boarding or entry into any country due to incomplete documentation.

If you need additional information, Wendy Beck at (404) 575-6385 will be happy to answer all of your questions or get answers directly from Summit.



Summit Hotels & Resorts Reservation Request Form

Step 1: Please Fill in Employee Information

Name: _____

Home Address: _____

Home #:(____) ____ - ____ Work #:(____) ____ - ____ Fax #: (____) ____ - ____

Business Email Address: _____

AOLTW Company: _____ Dept: _____

Step 2: Please Check All That Apply

How did you hear about this offer?

Brochure ☐ Walk-In ☐
Website ☐ Flyer ☐
Email ☐ Other ☐

Step 3: Please Check One

Yes: ☐
No: ☐

Are you an E-Club Member?
If not, sign up today at
<https://insidersadvantage.com>

Step 4: Select Room

of Double Rooms Requesting: _____ # of Twin Rooms Requesting: _____ Total # of Rooms: _____
(Double rooms have one double bed) (Twin rooms have 2 twin or double beds)

Please be advised that most European hotels only allow 2 guests per room.

Step 5: Select Hotel

In the event the first choice is not accepted, your second choice will be submitted. Insider's Advantage can only accept reservation requests between six months to three weeks prior to your check in date. Requests received less than 3 weeks from your check-in date cannot be accepted.

FIRST CHOICE

Hotel Name:	City:
Check-in:	Check-out:
	# of Nights:

SECOND CHOICE

Hotel Name:	City:
Check-in:	Check-out:
	# of Nights:

Step 6: Please include the full name of each traveling guest (including yourself, if applicable).

Guest 1 Name: _____ If Child, Age: _____ Guest 4 Name: _____ If Child, Age: _____

Guest 2 Name: _____ If Child, Age: _____ Guest 5 Name: _____ If Child, Age: _____

Guest 3 Name: _____ If Child, Age: _____ Guest 6 Name: _____ If Child, Age: _____

Step 7: Please Select and Provide Payment Information

Check ☐ Credit Card Number: _____ Exp. Date: _____
(made payable to Insider's Advantage)

American Express... ☐ Card Holder's Name: _____

Discover Card..... ☐ Card Holder's Address: _____

MasterCard..... ☐ _____

VISA..... ☐ Signature: _____

By submitting this order form with my payment, I am making a buying decision now. I authorize Insider's Advantage to charge my account for the total amount indicated above. Summit Hotels & Resorts are being sold on a first-come, first-served basis.

Step 8: CANCELLATION & REFUND POLICY

I hereby acknowledge that I have read and agree to the Cancellation Policy outlined on the "Reservation Instructions and Information" document. Please note, the 2003 Cancellation Policy has been modified.

Signature: _____ Date: _____
(All unsigned Reservation Forms will be returned unprocessed.)

Step 9: Placing Your Order

Send or fax this order form to: Insider's Advantage, 1050 Techwood Drive, 1000-A 2nd, Floor, Atlanta, GA 30318
Fax Number: Attention Insider's Advantage, (404) 575-6362 Questions? Email: insidersadvantage@turner.com.

The discount offered by Insider's Advantage is exclusively for the use and benefit of employees of AOL Time Warner, and the employees of their subsidiaries, franchises, affiliated entities and other contractually authorized users. Where indicated, use of the Insider's Advantage goods/services may be extended to friends and family members of the foregoing employees; however, employees will, at all times, remain responsible for ensuring that their friends and family members utilizing the goods/services comply with this policy. By requesting Insider's Advantage goods/services, employees certify that the goods/services will be for the employee's (and their friends and families, where applicable) personal use and the goods/services are not being purchased for resale purposes. Violation of this policy may result in exclusion from any future Insider's Advantage offers and appropriate disciplinary action as determined by your employer.



URGENT EMPLOYEE MESSAGE FROM INSIDER'S ADVANTAGE

Dear Valued Employee:

Thank you for your interest in Insider's Advantage. Before you begin taking advantage of our exceptional savings, we would like to share with you some very important information about our unique program and the policies governing participation in Insider's Advantage programs.

Advertising clients who supply Insider's Advantage with products and services trust and value the unique AOL Time Warner employee sales program and therefore allow Insider's Advantage to offer exclusive discounts "traditional" retail merchants cannot offer to the public.

It is important for you, your family members and friends, not to disclose any details or discounts offered by Insider's Advantage with any of your local retail merchants. By taking this simple precaution, Insider's Advantage can continue bringing you exceptional savings and avoid jeopardizing any current business relationships our advertisers may have with your local retail merchants. Additionally, it is important to note the following Insider's Advantage policy.

"The discount(s) offered by Insider's Advantage are exclusively for the use and benefit of employees of AOL Time Warner, and the employees of their subsidies, franchises, affiliated entities and other contractually authorized users. Unless indicated otherwise, use of the Insider's Advantage goods/services may be extended to friends and family members of the foregoing employees; however, employees will at all times, remain responsible for ensuring that their friends and family members utilizing the goods/services comply with this policy. By requesting Insider's Advantage goods/services, employees certify that the goods/services will be for the employee's (and their friends and families, where applicable) personal use and the goods/services are not being purchased for resale purposes. Violation of this policy may result in exclusion from any future Insider's Advantage offers and appropriate disciplinary action as determined by your employer."

We appreciate your business and thank you in advance for your cooperation.

Sincerely,

Insider's Advantage