



San Manuel Tribal Citizens and Tribal Community Members Discounts Code of Conduct

Introduction

San Manuel has earned an exceptional reputation. It must be carefully maintained by ensuring a clear understanding and acceptance of personal responsibility for the key principles and behaviors on which this reputation is based.

The conduct of Eligible San Manuel Tribal Citizens and Tribal Community Members (“Representatives”) who have been granted eligibility to use discounts, including room, golf, and spa (“Discounts”) at Waldorf Astoria Monarch Beach Resort (“WAMBR”) is a reflection of the San Manuel. During time spent at the WAMBR property, Representatives should conduct themselves in accordance with this San Manuel Tribal Citizens and Tribal Community Members Discounts Code of Conduct.

Conduct

Representatives shall conduct themselves in a manner that reflects favorably upon San Manuel and upholds its reputation.

Representatives will treat all WAMBR employees and fellow guests with respect, dignity, and fairness and seek to avoid improper behavior.

Representatives will not order or request WAMBR employees to act in a manner inconsistent with the rules of conduct for employees established by the property, or in an unlawful or otherwise improper manner.

Representatives will also not order, instruct, request, or otherwise create the impression that WAMBR employees are required to perform personal errands or services for them.

Representatives will not draw attention to their affiliation with San Manuel beyond what is necessary to procure and utilize Discount benefits at WAMBR.

Representatives will be held accountable for any undue duress placed on WAMBR employees and property, including but not limited to property damage, theft, vandalism, or behavior detrimental to the well-being or safety of themselves or others.

Program

Representatives will be responsible for the preparation of accurate documentation relating to their affiliation with San Manuel when requested by WAMBR. Specifically, a Yuhaaviatam Card must be shown at check-in / point of sale or discounts will be denied and/or reservation may be cancelled entirely.

Representatives will not sell, auction, barter, broker, purchase, or otherwise transfer Discounts at WAMBR. Any Discounts obtained in this manner will be considered to have been fraudulently obtained and deemed void, resulting in the cancellation of the reservations.

Feedback to the Property

While the hotel greatly values feedback, such feedback must come through internal channels (see below for contact information). Representatives must refrain from posting feedback in hotel-administered surveys or public forums such as TripAdvisor or on other social media. Hotel-administered surveys cannot be removed once they are posted.

Representatives are invited to provide feedback directly at hotels or to customer care representatives to pass it along to the appropriate parties at the hotels. This is the most efficient way to ensure issues and feedback are reviewed and addressed. Please note that stays under the Discounts program are not eligible for any kind of compensation or refund for service issues since they are already at such deep discounts. However, WAMBR truly values any feedback guests can offer through internal channels to help improve customer experience in the future.

Representatives who violate this Code of Conduct may be subject to disciplinary action, which could include up to the termination of benefits under this Discounts program. Furthermore, misconduct by any Representative may result not only in the loss of privilege for the individual, but also a reduction or elimination of Discounts for all Representatives.

Any feedback related to the property should be directed to snamo.feedback@waldorfastoria.com