

San Manuel Travel Benefits Conduct Policy

Department	Human Resources		
Policy No.	HR-850-TS-006.0.0	Supersedes No.	N/A
Effective Date	December 2, 2023		

1. PURPOSE

The purpose of this policy is to establish the expectations for San Manuel team member conduct when utilizing employee discounts at Waldorf Astoria Monarch Beach Resort.

2. SCOPE

This policy applies to all San Manuel Band of Mission Indians (“SMBMI,” “San Manuel,” “the Tribe,” or “the enterprise”) team members (“San Manuel Affiliates”) across San Manuel Tribal Government Operations, Yaamava’, Bear Springs, and Palms who have been granted eligibility to use discounts, including room, golf, and spa (“Discounts”) at Waldorf Astoria Monarch Beach Resort (“WAMBR”).

3. BACKGROUND

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 San Manuel team members who have been granted eligibility to use Discounts at WAMBR is a reflection of the San Manuel Band of Mission Indians. During time spent at the WAMBR property, San Manuel Affiliates should conduct themselves in accordance with this San Manuel Travel Benefits Conduct Policy.

4. CONDUCT

4.1 San Manuel Affiliates shall conduct themselves in a manner that reflects favorably upon San Manuel and upholds the Tribe’s reputation.

4.2 San Manuel Affiliates will treat all WAMBR employees and fellow guests with respect, dignity, and fairness and seek to avoid improper behavior.

Travel Benefits Conduct Policy

Policy No. HR-850-TS-006.0.0



4.3 San Manuel Affiliates 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.

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

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

4.6 San Manuel Affiliates will not attempt to pressure WAMBR employees into acting for their own personal benefit. Representatives should be aware that Hilton, and other San Manuel Affiliates, may have their own policies and guidelines which San Manuel team members are subject to, including being held accountable for any undue duress placed on 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.

5. Program

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

San Manuel Affiliates 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.

6. FEEDBACK TO PROPERTY

While the hotel greatly values feedback, such feedback must come through internal channels (see below for contact information). San Manuel Affiliates 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.

San Manuel Affiliates 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

Travel Benefits Conduct Policy

Policy No. HR-850-TS-006.0.0



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.

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

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

REFERENCES

- San Manuel Team Member Handbook

7. REVISION HISTORY

Date	Revision	Summary of Changes	Changes Made By	Approved By
12/1/2023	01	Creation of policy		

8. APPROVAL

Name, Title	Signature	Date

9. DISTRIBUTION

	All Signed Stakeholders		Managers
X	Vice Presidents and Above		All Team Members
X	Directors		Other: