

# Everyone Sells Group Referrals Program

## Terms and Conditions

For Wyndham Hotels & Resorts, Inc. Associates,  
Wyndham Destinations, Inc. Employees and  
Franchised Employees

Website: [www.EveryoneSells.com](http://www.EveryoneSells.com)

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# EVERYONE SELLS

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## Everyone Sells Group Referrals Program Overview:

The Everyone Sells Group Referrals Program (“Program”) is designed to incentivize Wyndham Hotels & Resorts, Inc. (“WHR”) Qualified Associates, Qualified WD Employees and Qualified Franchised Employees (each as defined below), to refer Group (as defined below) business to properties within the WHR branded family. The program established below allows Qualified WHR Associates, Qualified WD Employees and Qualified Franchised Employees to earn monetary rewards for Group Referrals. The program promotes additional revenue by keeping our Group business within WHR, and encourage all of our Qualified WHR Associates, Qualified WD Employees and Qualified Franchised Employees to participate in the sales function. The terms and conditions of the Program (“Terms and Conditions”) can be found below.

### PROGRAM DEFINITIONS

- Group – means either (i) a group booking of over ten (10) rooms for at least one night, which may be rooms only or with function space requirements or (ii) an event catered by the property (and not planned in the property dining facility) having ten (10) or more total guests.
- Qualified WHR Associate – means any full-time employee of WHR who meets all of the criteria established in the Program Referral Eligibility Section below.
- Qualified Franchised Employee – means any full-time employee of any franchised hotel in the WHR brand family who meets all of the criteria established in the Program Referral Eligibility Section below.
- Qualified WD Employee – means any full-time employee of Wyndham Destinations, Inc. (or its subsidiaries) (collectively “WD”) who meets all of the criteria established in the Program Referral Eligibility Section below.
- Referred Group Organizer – means the organizer of the Group.
- Group Referrals Payments – means the monetary award paid to each Qualified WHR Associate, Qualified WD Employee or Qualified Franchised Employee, as applicable, for the successful booking and consumption of a Qualified Lead in accordance with the Terms and Conditions herein.

### PROGRAM REFERRAL ELIGIBILITY

All Qualified WGR Associates, Qualified WD Employees and Qualified Franchised Employees (except as otherwise noted) are eligible to participate in this Program based on the following criteria:

#### Qualified WHR Associates, Qualified WD Employees and Qualified Franchised Employees

##### Qualified WHR Associates - On-Property WHR Associates

- Non-sales associates are eligible to participate by sending leads to their own hotel or other WHR properties.
- Sales Associates are eligible to participate by sending leads to other WHR properties

##### Qualified WHR Associates - Corporate WHR Associates

- Non-sales corporate associates are eligible to participate by sending leads to WHR properties that are accepting Group opportunities.

#### Qualified WD Employees

- Full time employees are eligible to participate by sending leads to WHR properties that are accepting Group opportunities.

#### Qualified Franchised Employees

- Non-sales Franchised Employees are eligible to participate by sending leads to their own hotel or other WHR properties.
- Sales Franchised Employees are eligible to participate by sending leads to other WHR properties.

#### Unqualified WHR Associates, Unqualified WD Employees and Unqualified Franchised Employees

##### Unqualified WHR Associates - On-Property WHR Associates

- General Managers, Assistant General Managers, on property sales team, and any roles on-property where the associate is incentivized to sell Group business, cannot submit leads to their own hotel.

##### Unqualified WHR Associates - Corporate WHR Associates

- Group Sales Desk, Global Sales Managers, and Global Sales Directors
- Vice Presidents and all other executive designations.
- Positions that represent the positions outlined above
- Any other positions that WHR determines in its sole discretion.

##### Unqualified WHR Associates

- Seasonal associates
- Part-time associates
- Contractors

##### Unqualified WD Employees

- Seasonal associates
- Part-time associates
- Contractors
- Vice Presidents and all other executive designations

##### Unqualified Franchised Employees

- General Manager, on-property Sales Team, and any roles on-property where the Franchised Employee is incentivized to sell Group business, cannot submit leads to their own hotels.

#### **LEAD ELIGIBILITY**

All group leads being sent must meet the following qualifications to be considered a Qualified Lead

- The Referred Group Organizer provided the Qualified WHR Associate, Qualified WD Employee or Qualified Franchised Employee, as applicable, with express permission to contact him or her

and authorized the Qualified WHR Associate, Qualified WD Employee or Qualified Franchised Employee, as applicable to share information with the property.

- The referred Group's guests must have actual plans to book in the same cities/destinations as the hotels the lead is being sent to.
- The referred Group's guests must be willing to sign a contract or agreement for the booking.
- The property receiving the Group lead must still be part of WHR at time of consumption in order for the Qualified WHR Associate, Qualified WD Employee or Qualified Franchised Employee, as applicable, to receive their incentive.

The following Group leads are ineligible and would not be deemed a Qualified Lead:

- Groups already booked at property
- Group opportunities received from the Global Sales team
- Accounts owned by the Global Sales team
- Groups that initially contacted the hotel directly and not through a Qualified WHR Associate, Qualified WD Employee, or Qualified Franchised Employee.

## **PAYMENTS**

The following terms shall govern the payments made in connection with the Program.

### WHR Qualified Associates

- The process of managing the transfer of all funds to the referring Associates' property, from the recipient property receiving the Qualified Lead, will be managed by the Program team. Any questions about the Program disbursement function should be addressed with the local HR or payroll representative. All referring associates must still be actively employed by WHR when the Group Referral Payment is made in order to receive such payment.
- Group Referral Payments are processed through payroll and made in a sum, net of tax withholding and any monies owed to the property. Group Referral Payments will be disbursed by the WHR Qualified Associate's current payment process.
- Each WHR property is solely responsible for payment of the Group Referrals Payments to the WHR Qualified Associate.
- WHR will offer training for associates that want to participate and/or learn more about the Program.
- 6% actualized new revenue (net of tax withholding) will be paid to the WHR Qualified Associate who referred the Group.
- 1% will go to the referring Associates' hotel in order to cover payroll taxes for the WHR Qualified Associates' incentive.
- 3% will go to the Program administrative fee
- Revenue actualized upon the Group guests' consumed start consists of Guest Room Revenue (before taxes and fees), food, beverage and meeting room rental revenues.
- Incentive revenues do not include taxes, resort fees, audio visual, merchandise, delivery charges, service charges, bartender fees, carving fees, outside security charges, etc.
- Incentive will be paid post-consumed stay or event. Timeframe of payment is subject to payroll and Program management.

## Qualified Franchised Employees and Qualified WD Employees

- The process of managing the transfer of all funds to the referring Qualified Franchised Employee's property or the referring Qualified WD Employee's employer, on the one hand, and from the property receiving the Qualified Lead, on the other hand, will be managed by the Program team. All Group Referrals Payments to the referring Qualified Franchised Employees or Qualified WD Employees, as applicable, will be managed by the property specific payroll function of managed/owned and franchised properties or the specific payroll function of any Qualified WD Employee's employer, or payroll representative. All referring Qualified Franchised Employees and Qualified WD Employees must still be actively employed by the franchised hotel or WD, as applicable, when the Group Referral Payment is made in order to receive such payment.
- Group Referrals Payments are processed through payroll and made in a sum, net of tax withholding and any monies owed to the franchised property or WD, as applicable. Payment of Group Referrals Payments will be disbursed by the Qualified Franchised Employees' or Qualified WD Employee's, as applicable, current payment process.
- Each WHR property is solely responsible for the payments due to the franchised property or WD, as applicable, pursuant to the Program.
- 7% actualized net revenue will be paid by the applicable WHR property to WHR for further distribution to the franchised property or WD, as applicable, for the referred lead.
- Revenue actualized upon the Group guests' consumed stay consists of Guest Room revenue (before taxes and fees), food, beverage and meeting room rental revenues.
- Incentive revenues do not include taxes, resort fees, audio visual, merchandise, delivery charges, service charges, bartender fees, carving fees outside security charges, etc.
- Incentive will be paid post-consumed stay or event, as seen fit by the Franchised or WD payroll team, as applicable. No payments are guaranteed for Qualified Franchised Employees or Qualified WD Employees, as applicable.

## **OTHER TERMS AND CONDITIONS OF THE PROGRAM**

### Email and Telephone Contact Compliance

- Each associate of WHR, WD employee or franchised employee must comply with all up-to-date "SPAM" laws. For example, emails must be created and distributed in a personal manner and bulk email distribution is prohibited. Any contract with a potential Referred Group Organizer, may constitute unsolicited commercial email or "spam" under any applicable law or regulation is expressly prohibited. Violation of this section may be grounds for discipline, up to termination of your employment with WHR.
- **This section in no way restricts franchised properties or WD from implementing their own process for monitoring their respective employees' compliance with this section.**

### Right to Deny Payment for Unqualified Leads

- This Program's administrator reserves the right to deny Group Referrals Payments in the event the Group lead is not found to meet Program criteria.

- If the referring Qualified WHR Associate, Qualified WD Employee or Qualified Franchised Employee participates in the Program in a manner that breaches any of these Terms and Conditions or is in violation of any law, statute, or governmental regulation, the Program administrator may deny Group Referrals Payments.
- Falsifying of leads and/or revenues to enhance a referral fee violates WHR policy and may result in terminations from the Program.
- Leads sourced through the Program are prohibited from being shared with competing brands. Sharing proprietary business leads sourced through WHR shall be considered a violation of these Terms and Conditions.
- **This section in no way restricts or prevents franchise properties or WD from implementing their own process for monitoring their respective employees' compliance with this section.**

#### Right to Cancel Program or Change Terms

- Subject to any other agreements between WHR and any other party, WHR reserves the right to cancel the Group Referrals Program or change these Terms and Conditions at any time in its sole discretion.

#### Questions Regarding Group Referrals

WHR associates, WD employees or franchised employees should contact WHR Wyndham Referral Program by email at [everyonesells@wyndham.com](mailto:everyonesells@wyndham.com), if any issues arise with regard to the referral.