INTRODUCTION TO RAFFLES, FAIRMONT & SWISSÔTEL
ABOUT FRHI HOTELS & RESORTS

FRHI Hotels & Resorts (FRHI) is a leading luxury hotel management company that operates more than 115 hotels in 35 countries around the world under the Raffles, Fairmont and Swissôtel brands. The company’s distinctive portfolio of luxury and upper upscale hotels features celebrated icons, world-class resorts and stylish city center hotels. Some notable hotels include the Raffles Singapore, Swissôtel The Bosphorus, The Fairmont Peace Hotel and London’s The Savoy. Focused on growing its distinctive hotel brands, the company is also developing new hotels in key locations around the world including exciting projects in China, Russia, India, Turkey and Saudi Arabia., please visit frhi.com.
NOTABLE FRHI HOTELS – FOR A FULL LISTING VISIT WWW.FRHI.COM

• The Plaza, New York City
• Fairmont Pacific Rim, Vancouver
• Le Royal Monceau, Raffles Paris
• The Savoy, London
• Fairmont Le Chateau Frontenac, Quebec City
• Swissôtel The Bosphorus, Istanbul Turkey
• The Fairmont Banff Springs
• Fairmont Peace Hotel, Shanghai
• Raffles Singapore
• Fairmont Mayakoba, Riviera Maya Mexico
EVERYONE OF OUR HOTELS IS AN ORIGINAL

Each known for their unrivalled presence, iconic addresses, authentically local aspects and engaging service… everyone of our hotels is special and unique. Such as…

Le Royal Monceau, Raffles Paris

Fairmont Chateau Lake Louise

The Savoy, London UK

Fairmont Bah al Bar, Abu Dhabi
FROM LUXURY TENTS IN KENYA...
TO MODERN ICONS OF THE FUTURE...
TO OUR LEGENDARY CASTLES
WHO WE ARE

Turning Moments into Memories for our Guests
75 Hotels across 19 countries

An Oasis for the Well Travelled
12 Hotels across 10 countries

A Passion for Perfection
28 Hotels across 17 countries
We are pleased to announce that FRHI Hotels & Resorts has launched a global GDS chain code for all 115 Fairmont, Raffles & Swissôtel properties worldwide.

The new GDS Chain code is FW
We’re everywhere that you are
OUR BRANDS AND THEIR COMPETITORS IN THE MARKET PLACE

Four Seasons
Peninsula
St. Regis
Mandarin Oriental

Ritz-Carlton
Four Seasons
JW Marriot
Shangri-La

Westin
Hyatt
Hilton
Marriott
Kempinski
FAMOUS AGENTS – TRAVEL AGENT REWARD PROGRAM

Education
A program that will make you an expert on our hotels, resorts and destinations

Rewards
1 night booked = 1 point

Recognition
Redeem points for 1,000’s of items such as luxury handbags and electronics at our online shopping mall or use your points for FREE Stays
50 points = complimentary night at a city centre hotel
75 points = complimentary night at a resort hotel

Special member only rates
Famous Agents rates less than the Travel Agent rate
RESPLUS – CORPORATE BOOKER LOYALTY PROGRAM

Recognition
10 room nights = 375 points

Rewards
450 points = $10 gift card
3000 points = A Complimentary night

Loyalty
Famous Agents and Resplus Member receive points for the same booking

Corporate Booker Loyalty program for admin assistants whom book through you the travel agent for their colleagues, where the admin assistant can receive points for free stays and gift cards too.
OTHER GREAT PROGRAMS & BENEFITS

• **BMW Car Service** (2 cars per hotel provide complimentary car service within 3km of hotel, first come - first serve basis)

• **Canine Ambassador Program** (At select Fairmont’s, lobby dog ambassadors which are available for guests to walk or interact with) [http://www.fairmont.com/promotions/canineambassadors/](http://www.fairmont.com/promotions/canineambassadors/)

• **Swissôtel Kids Rooms** (specialty themed designed rooms for children) [http://www.swissotel.com/explore/kids-rooms/](http://www.swissotel.com/explore/kids-rooms/)

• **BMW Bikes** (Fairmont, complimentary BMW bicycle rentals)

• **Fairmont FIT** (complimentary access to track outfits, running shoes etc) [http://www.fairmont.com/fpc/fairmont-fit/](http://www.fairmont.com/fpc/fairmont-fit/)
FAIRMONT CANINE AMBASSADORS

THE FAIRMONT HOTEL MACDONALD
Smudge

FAIRMONT LE MANOIR RICHELIEU
Jordy

FAIRMONT CHATEAU LAKE LOUISE
Marcus

THE FAIRMONT COPLEY PLAZA
Catie

THE FAIRMONT HOTEL VANCOUVER
Mavis & Beau

FAIRMONT PITTSBURGH
Edie

FAIRMONT MOUNT KENYA SAFARI CLUB
Tusker & Grammy

FAIRMONT LE CHATEAU MONTEBELLO
Monte

FAIRMONT TREMBLANT
Umi, joins the staff at Fairmont Tremblant
FAIRMONT GOLD – A HOTEL WITHIN A HOTEL

Your clients time is precious, even more so when they travel. That’s why Fairmont Hotels & Resorts is proud to offer Fairmont Gold, our exclusive lifestyle hotel experience, designed to fulfill the needs of the discerning business executive and leisure traveler.

Imagine a hotel visit in which every moment is characterized by inspired comfort and warm, discreet service. A place where we know you by name. Where we remember the details that please you. Where our biggest goal is to find ways to make your life easier.

• Always the latest renovate rooms in the hotel
• VIP Treatment
• Upgrade increment around only $120 per room
FAIRMONT GOLD – THE BENEFITS

• Private check-in
• Private lounge exclusive for Gold guests
• Healthy gourmet continental breakfast in lounge
• Afternoon canapés & honor bar
• Dedicated Fairmont Gold Manager
• Complimentary newspapers and personalized wake-up calls
• Computer access in lounge with high-speed Internet
• Complimentary use of board room in select locations
• In-room high-speed internet access
• Selection of DVDs, CD, books and games to enjoy at your leisure
Thank You