

HOTEL ZELOS SAN FRANCISCO (4TH & MARKET)

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PROGRAM BENEFITS

-HOUR RESPONSE TIME

WRITTEN CONFIRMATION

Written confirmation of a reservation or a status update on a request will be sent by the end of your business day

FIRST PRIORITY IN CLEARING SPACE

FIRST PRIORITY ON ROOM REQUESTS

For requested room category, bed type, rollaway and connecting rooms

NO WALK POLICY

Your guests will have a guaranteed reservation and will not be relocated during sold-out situations

COMPLIMENTARY, CUSTOMIZED AMENITY, ACTIVITY OR SERVICE

Based on information provided to us, your clients will receive a customized amenity, activity or service that will create a “pleasant surprise” or a “defining moment” with a note acknowledging your agency (and your name if provided)

PERSONAL WARM WELCOME

Hotel management will personally welcome your guest(s) on behalf of your agency (always at resorts; at city hotels only by request)

FRONT DESK

Front desk will refer to the relationship between the hotel and your agency (and your name if provided) at check-in

GENERAL MANAGER'S HANDWRITTEN WELCOME NOTE

Handwritten note referencing the relationship between the hotel and your agency (and your name if provided) will be provided to guest(s)

LATE CHECK OUT

Complimentary 4 p.m. departure upon request based on availability

SPECIAL AGENT RATE FOR SITE INSPECTIONS

Based upon availability

SPECIAL AGENT INCENTIVES

Hotels will offer special incentives for The Guild members throughout the year

“THE GUILD INSIDER”

All members will receive advance electronic communications of important messages, promotions, new hotels, etc., prior to the public press release or announcement of such information

VICEROY

viceroyhotelsandresorts.com

viceroyguild.com

THE GUILD

VICEROY

viceroyguild.com

TEAM

DIRECTORY

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