

# COUTURE BY LANGHAM

2024

We are excited to share the details of our exclusive, invitation-only partnership program – COUTURE by Langham. Below is a list of tailored benefits for the sole purpose of creating bespoke and memorable experiences for your clientele and building a valuable, trustworthy relationship with both your agency and advisors.

## PRIVILEGES FOR YOUR CLIENTS

- Daily Breakfast for two – American/English breakfast for US/UK properties; Buffet breakfast for APAC properties
- Food and Beverage or Spa credit per stay – tiered by booking nights in local currency varies by property

| Location                                      | 1 night     | 2 nights    | 3 nights or more |
|---|-------------|-------------|------------------|
| The Langham, London                           | GBP 50      | GBP 100     | GBP 125          |
| The Langham, New York, Fifth Avenue           | USD 50      | USD 100     | USD 125          |
| The Langham, Boston                           |             |             |                  |
| The Langham, Chicago                          |             |             |                  |
| The Langham Huntington, Pasadena, Los Angeles |             |             |                  |
| The Langham, Gold Coast                       | AUD 50      | AUD 100     | AUD 125          |
| The Langham, Melbourne                        |             |             |                  |
| The Langham, Sydney                           |             |             |                  |
| Cordis, Auckland                              | NZD 50      | NZD 100     | NZD 125          |
| The Langham, Jakarta                          | IDR 300,000 | IDR 500,000 | IDR 650,000      |
| The Langham, Hong Kong                        | HKD 150     | HKD 300     | HKD 450          |
| Cordis, Hong Kong                             |             |             |                  |
| The Langham, Shanghai, Xintiandi              | CNY 150     | CNY 300     | CNY 450          |
| The Langham, Haikou                           |             |             |                  |
| Cordis, Dongqian Lake, Ningbo                 |             |             |                  |
| Cordis, Shanghai, Hongqiao                    |             |             |                  |
| The Langham, Shenzhen                         |             |             |                  |
| Langham Place, Guangzhou                      |             |             |                  |
| Langham Place, Ningbo Culture Plaza           | CNY 80      | CNY 150     | CNY 250          |
| Langham Place, Xiamen                         |             |             |                  |
| Langham Place, Changsha                       |             |             |                  |
| Langham Place, Hefei                          |             |             |                  |
| Cordis, Beijing Capital Airport               |             |             |                  |
| Cordis, Xuzhou                                |             |             |                  |

- Complimentary Wi-Fi
- Upgrade (one-category or preferred room) at time of check-in, based on availability
- Early check-in and late check-out, based on availability
- Welcome note from Managing Director/General Manager of the Hotel
- COUTURE welcome amenity

## PRIVILEGES FOR MEMBERS & TRAVEL ADVISORS

- No walk policy
- Direct contact with hotels via exclusive channels
- Two business hours response time
- COUTURE specific booking codes
- Hotel follow-up call prior to guest arrival (Ambassador team support at each property)
- Special rates and privileges for COUTURE member advisors' site visits/leisure stays, based on availability
- Complimentary stays for COUTURE agency owners, based on availability
- 10% commission on all eligible bookings

## COUTURE WEBSITE

- [couture.langhamhotels.com](http://couture.langhamhotels.com)
- Individual logins per travel advisor
- Online reservations are available, with a confirmation letter sent directly to the advisor's email
- Access to on-property Couture distribution email addresses

## BOOKING INSTRUCTIONS

- GDS – please include your full name and contact details in the SI field.
  - Chain Code: LO
  - Rate Access Code: RQ6
- Online reservations on our COUTURE website – please include your agency IATA number as Travel Industry ID, accurate travel email address, and contact details.
- Contact the property's Couture Specialist, Reservations team, or your Regional Global Sales representative with pre-arrival details.

## TERMS AND CONDITIONS

- COUTURE by Langham membership is an exclusive, by invitation only preferred partner recognition program for selected luxury travel agencies. Membership will be reviewed on an annual basis for continued eligibility.
- Membership is on a company basis for travel agencies holding a valid IATA number, non-transferable and should only be used by the registered member and its travel advisors.
- Travel advisors working at member agencies are eligible to apply for login credentials for COUTURE by Langham website.
- All listed COUTURE privileges are only valid for COUTURE bookings, under specific booking codes, and not valid for any negotiated rates or otherwise discounted rates or group rates.
- The COUTURE clients' privileges will be extended per room per stay. Back-to-back stays within a 24-hour period at the same property considered one stay.
- Other Terms and Conditions (e.g. privacy policy, copyright, website usage, cookie policy, etc.) apply.
- In case of dispute, Langham Hospitality Group reserves the right to make the final decision.
- COUTURE rates and benefits should not be on public display or any medium whatsoever.
- Langham Hospitality group is guaranteed one agency webinar per calendar year at no cost.
- Access to the member agency's advisors is to be provided upon request, including a list of names/emails/locations/in-house advisors/IC for use by GSO for sales-blitz invitations.
- The COUTURE logo is to be used wherever an agency's preferred programs are highlighted (e.g. website/signature lines).
- All COUTURE hotels shall be shown on your GDS/booking platform without gatekeeping specific hotels.

### THE AMERICAS

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Register your user account at our [COUTURE by Langham website](http://couture.langhamhotels.com).