



**PACKAGES, DELIVERABLES &
CUSTOMER COMMITMENTS**

JAN 2022



Packages, Deliverables & Customer Commitments

This document outlines available commercial models, the deliverables associated with each component and in the case of Package 1+, 2 & 2+, which include revenue sharing, the applicable Customer commitment.

Packages	Package 1	Package 1+	Package 2	Package 2+		
Launch Onsite One Time	✓	✓	✓	Absorbed		
Launch Virtual One Time	✓	✓	✓	Absorbed		
Setup/ Activation One Time	✓	✓	✓	Absorbed		
Qualification	None	None	History and/or Potential USD\$100k Upsell Revenue	History and/or Potential USD\$100k Upsell Revenue		
Subscription	per room per month	per room per month	per room per month	per room per month		
Commission	N/A	2.5% total incremental revenue	5.0% total incremental revenue	7.5% total incremental revenue		
Virtual Consulting Commitment	2 Interactions 1:1 with leadership	Unlimited Interactions 1:1 with leadership	2 Interactions month 1:1 with leadership	Unlimited Interaction 1:1 with leadership		
Onsite Commitment	None	None	4 Visits Year (max) Visit Duration Varies	4 Visits Year (max) Visit Duration Varies		
Logistics	N/A	N/A	*Absorbed for '22	*Absorbed for '22		
Pricing per Domiciled Currency	Subscription per room	Setup one time	Launch ONSITE one time	Launch VIRTUAL one time	Onsite per day	Remote per session
USD	3.00	1,500	3,000	1,500	1,750	800
GBP	2.50	1,240	2,480	1,240	1,445	660
EUR	2.95	1,470	2,940	1,470	1,715	785
JPY	370.00	183,000	366,000	183,000	214,000	98,000
CAD	4.10	2,050	4,100	2,050	2,400	1,100
Where domiciled currency is not shown, default currency will be USD						
Pricing Validity	1 January 2022 to 31 December 2022					
Packages; A La Carte Services;						
Subscription	Unlimited IN-Gauge™ user licenses for actively employed Front Office Staff and Management of the CUSTOMER as well as supporting departments such as Finance, HR and General Management <ul style="list-style-type: none"> • Front Desk Modules activated • Configurable user dashboards assigned to licensed users • Agent and Performance Champion e-learning library including assessment and transcript reporting • Access to FPG eLearning property performance group learning toolkit (F&B, Tele-sales, Meeting & Events, and Service Recovery) - modules available for viewing by applicable teams. • Front Desk and Management chat, social channels and messaging assigned to licensed users • Incentive plan modules assigned to licensed users and reporting activated for management and finance/payroll dept as assigned by CUSTOMER • Goal Setting and tracking modules activated 					



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	<ul style="list-style-type: none"> • CUSTOMER Leadership views activated and assigned to appropriate users • Coaching tracking modules activated and assigned to performance Champion and Management • Dashboards and analytics activated and updated daily (or more frequently depending upon the PMS used at the property.) • Transaction audit module with suspense clearance enabled <p>Virtual Consulting by dedicated Customer Success Consultants</p> <ul style="list-style-type: none"> • 1:1 leadership and CUSTOMER appointment Champion(s) engagement • Interaction quantity defined by Package selection • Performance-based digital support guidance on engagement, potential and approach by dedicated Customer Success Consultants • Guidance on level 1-2 of Champion certification <p>Champion Certification Level 1&2 <i>for up to two Champions per property</i></p> <ul style="list-style-type: none"> • Level 1 - Tactical Champion <ul style="list-style-type: none"> ○ Is for CUSTOMER Champions to get to know the program and the foundation level knowledge of FPG methodology. Introduction and understanding of all functionalities and principals behind the best practice. • Level 2 - Performance Champion <ul style="list-style-type: none"> ○ including Coaching, Training, and Consulting to understand principles and how to apply them in an advanced way, such as creating incentive plans and optimizing room blocking procedures. • Access to Champion educational community • Self-paced training programs to be completed in IN-Gauge™. <p>IN-Gauge™ technical support.</p> <ul style="list-style-type: none"> • Self-help resources and guides • Ticket based support for troubleshooting and configuration assistance
<p>Onsite Commitment - Professional services</p>	<p>Onsite or Remote depending on available logistics Services can include any combination of the following:</p> <ul style="list-style-type: none"> • Consulting • Classroom training • Coaching <p>Duration of a visit will be vary depending on the potential performance impact</p>



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Launch	<p>A critical success factor to driving performance is creating the right culture, gaining leadership buy-in and executing a well-structured methodology. Preferably delivered onsite and includes the following sessions:</p> <ul style="list-style-type: none">• Philosophy & Commitment Workshop for Senior Management and Champions• Maximizing your Impact for Front Desk Team Training• Coaching Through Leadership• Champion Workshop• Initial property Goalsetting for the partnership• Additional Pre-Workshop Champion support, setting the scene for the Level 1 Champion Certification <p>Duration depends on team size, however is typically 3 days.</p> <p>Note, if a property is outside of the FPG reach, such as Africa, Australia etc a Logistic fee of USD \$2,000 will apply.</p>
Setup	<p>The Setup fee provides the following implementation activities:</p> <ul style="list-style-type: none">• IN-Gauge™ Setup & Configuration with property PMS• Incentive program & room category consulting• Testing & Implementation of the IN-Gauge™ Software
Customer Commitment – Package 2 & 2+	<p>Outside of meeting the performance qualification criteria needed to be eligible for this package. The General Manager & Property Leadership Team, known collective as the Leaders, commit to the following:</p> <ul style="list-style-type: none">• Leader will make reasonable efforts to comply with the Customer Best practices – see link• The FPG program will be delivered through the Customer Certified Champion(s) by developing those Champion(s). Leaders to define their expectations that a minimum of Level 1 & 2 certification is completed by Champion(s)• Leaders will encourage the Champion(s) to support the program and implement FPG best practices including the use of IN-Gauge™
Logistics	<p>See associated fees at the following link</p>
Best Practices	<p>Recommended practices to optimize the performance potential. See following link</p>