

A Note From Andrew

GO AWAY!

Travel is important. It opens our eyes to other people, communities, and cultures. To that end, we are creating a new program to make personal travel more affordable. The NHG Travel Passport will allow you and your NHG peers to travel to participating NHG managed hotels for significantly reduced rates.



Andrew Carey
Chief Executive Officer

This program, in addition to your brand's employee travel benefits, should allow you the opportunity to visit new places and create new experiences when time is available.

"But, I do not have the time..." We understand, unfortunately we cannot change the clock or calendar. However, we can point out several reasons why occasional travel can enhance your life.

▶ **Travel helps you to understand other cultures.**

We are a business based on human interactions. The more we learn how people from different places act and respond, the better we will be at providing them memorable and wonderful stay experiences.

▶ **Traveling introduces you to new places.**

Our world is a wonderfully diverse place with every locality providing exciting new experiences. Many of you or your peers have come from remote locations around the world. We need to share these places and learn from their individual perspectives.

▶ **Spending time in hotels will help you understand the guest experience.**

While we spend our days cleaning, maintaining, and managing our hotels, we rarely have a guest experience. It can be difficult to understand a customer's frustration or appreciation without being a guest. Spend a moment as a guest, and you may be more empathetic the next time you encounter a tired and frustrated traveller. You might make the extra effort to ensure their comfort or look the other way when they are being rude. While we do not have to suffer bad behavior, we should try to show empathy for the challenges other people face.

Lastly, it's fun!

▶ From our earliest days, we love to explore and find new places. Many times, though, as we get older and have more responsibilities, we let those dreams pass. While I have certainly fallen into this trap, I am trying to reignite my interest in getting away and exploring. I look forward to meeting new people and hearing their stories. I have become a better person by meeting new and different folks.

We hope that you and your family will make an effort to travel to new places. We cannot remove all the challenges to planning a trip, but we hope that the NHG Travel Passport will open doors and create experiences. Enrich yourself, invest in yourself; hit the road!

- Andrew