



## MEMO

**To:** Operations

**From:** LiAnne Driessen; Trilogy's Director of Sales

**Date:** June 29, 2022

**RE:** 2022 Crew Auto-Grats for Private Charters

Effective July 1st, 2022 all **new** private charters contracted by the Group Sales department will apply the following updated percentage-based auto-gratuities:

- 12% per guest based on published retail rate—this does not include upsells of service/food/drink
- Gratuities will be rounded up to the nearest dollar and split equally between crew scheduled on the charter.
- For private Discover Lanai tours gratuity will be shared with Lanai Hale/Beach Staff and Trilogy Crew: 80% to crew & 20% to Lanai Staff.
- For custom trips (ie it is not a standard buyout of a tour), gratuities will still be 12% of the contracted per person base rate excluding upsells.

Effective July 1<sup>st</sup>, 2022 all Private Charters will be quoted with the new percentage based gratuities. Any charter booked prior to July 1, will be at the previously contracted gratuity amount(s). Auto-grats will continue to be noted in the Tour Notes of the manifest "Function Sheets". If the Sales team finds an appropriate way to ask their client to increase a pre-July contracted gratuity, they will do so.

### **Solicitation of Tips is Prohibited:**

The solicitation for tips/gratuity on private charters is prohibited. That includes but is not limited to subtle hints, gestures, baiting, vague promptings "if you had a great time please be sure to show your crew your appreciation — we love high-fives and shakas", etc... If it is reported that tips were solicited for the offending crew member will be written up for misconduct and the entire crew may be subject to forfeiture of auto-grat for that charter.

**Stipulations:**

- If the tour is canceled prior to departure and no service is rendered, the client will not be charged for gratuity and no gratuity will be paid out.
- If the tour ends up being a no-show but client asks us to be available; gratuity will be distributed to scheduled crew.

**The Base Auto-Grat Rates are as follows:**

Name of Tour	Base Rate PP	Min. Grat \$	PP Grat \$
		12% based on 25pax	12% of retail rate
Discover Molokini 7am (5hrs)	\$ 179.00	\$ 537.00	\$ 21.48
Discover Molokini 8am (5hrs)	\$ 179.00	\$ 537.00	\$ 21.48
Discover Olowalu (4hrs)	\$ 140.00	\$ 420.00	\$ 16.80
Discover Kaanapali (5hrs)	\$ 149.00	\$ 447.00	\$ 17.88
Discover Lanai 6:30am or 10am (8hrs)	\$ 265.00	\$ 795.00	\$ 31.80
Lanai Coastal Snorkel Sail (5.5hrs)	\$ 195.00	\$ 585.00	\$ 23.40
Maalaea Sunset Sail	\$ 105.00	\$ 315.00	\$ 12.60
Lahaina Sunset Sail	\$ 105.00	\$ 315.00	\$ 12.60
Deluxe Kaanapali Sunset Sail	\$ 105.00	\$ 315.00	\$ 12.60
Maalaea or Lahaina Captains Sunset Dinner Sail	\$ 145.00	\$ 435.00	\$ 17.40
Lahaina, Maalaea, Kaanapali Whale Watch (2hr)	\$ 75.00	\$ 225.00	\$ 9.00

Questions, please email [lianne.driessen@sailtrilogy.com](mailto:lianne.driessen@sailtrilogy.com)

Concerns, please email [HR@sailtrilogy.com](mailto:HR@sailtrilogy.com) or the Operations Manager