

Welcome to  
a better way to stay



# Leading the Future of Hospitality

Sonder helps overcome the challenge of rising costs, limited flexibility, and lack of personalization at traditional accommodation brands

## Experience a better way to stay, today.

- Comforts of home with service quality of a hotel
- Professionally managed by hospitality market experts
- Personalized service at your fingertips
- Global portfolio in key locations
- Seasoned sales organization experienced across all major brands



# A better way to stay

Our commitment to better  
revolves around three  
pillars.



**Desirable  
locations**



**Flexible  
spaces**



**Seamless  
experience**





# A world of choice

Rooms, suites, and apartments in  
**more than 40 cities** around the world.

## AMERICAS

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Atlanta	Denver	Miami	New York City	Phoenix	Toronto
Austin	Detroit	Minneapolis	Orlando	San Diego	Vancouver
Boston	Houston	Montreal	Ottawa	San Francisco	Washington D.C.
Chicago	Los Angeles	Nashville	Palm Springs	Savannah	
Dallas	Mexico City	New Orleans	Philadelphia	Seattle	

## EMEA

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Amsterdam	Edinburgh	Megève*	Rotterdam
Barcelona	Florence	Milan	Venice
Cannes	Glasgow	Nice	
Dubai	London	Paris	
Dublin	Madrid	Rome	

\*Coming soon — Summer/Fall 2024

# Location, location, location.

Better begins with a great location. The Sonder portfolio has an average location score of 4.6/5 on TripAdvisor.



# A space for every stay

Sleep tight, stretch out or stay awhile. Whatever your needs, our spaces have you covered.



## Rooms

Our simplest spaces. Containing a bed, en suite, TV and space to store your belongings.

6



## Suites

In addition to everything our rooms feature, these spaces include an enhanced living area.



## Apartments

Designed with all the conveniences of home, these spaces include in suite laundry and a full kitchen.

# The Sonder Standard

Although no two Sonders are identical, they are always identifiable.



Designer Spaces



Keyless Entry



Fast, free Wifi



Digital Concierge

# An unmatched digital experience



## Everything you need is a tap away

Skip the front desk and check in online. Request additional items for your space or explore our curated neighborhood guides.



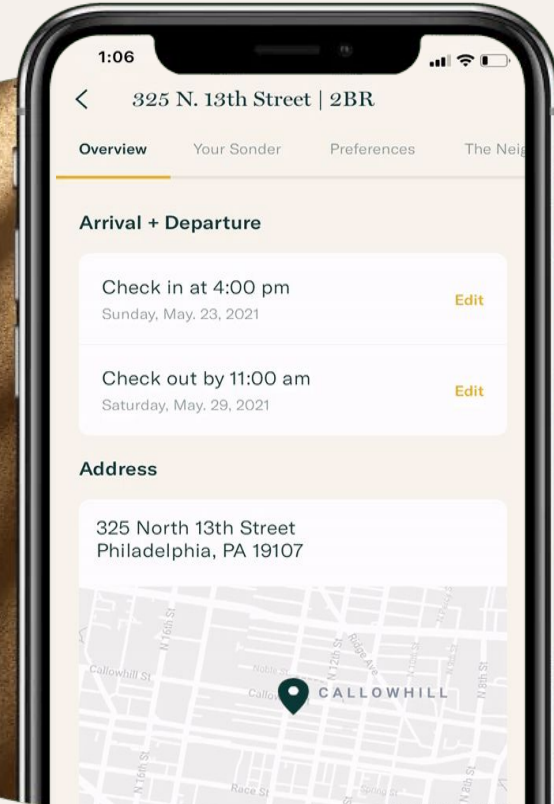
## Customize your stay

Arriving early or leaving late? Update your check-in and checkout times directly in our app.



## Say hello to Sonder service

Anything else you need? Chat with our team 24/7 via the app.

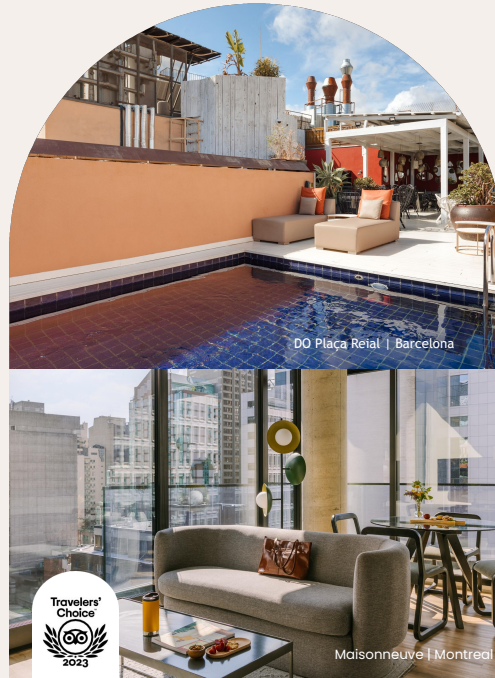




## Recognition of better



Sonder named one of TIMEs most influential companies



80+ Sonders made the Tripadvisor 2023 Travelers' Choice list. Two in particular excelled in their class, ranking among the top 1%.



Transforming spaces into stunning works of art



# Global Sales experts setting new standards

Our team brings years of industry expertise to the table, making us your partners in navigating the ever-evolving landscape of business travel

Global presence across 15 cities

Including Los Angeles, Boston, New York, London, and Dubai.

With collective experience across 17  
major brands



# The Sonder sales advantage

Leverage our industry leading sales team to streamline hotel booking processes, enhance travel experiences, and achieve cost savings, all while ensuring a high level of service and satisfaction.

## Expertise and knowledge

- Tailored professional recommendations to meet specific B2B needs across residential neighborhoods & city centers
- In-depth knowledge of global Sonder offerings, including room types, amenities, services, and special packages

## Greater value for the cost

- Sonder's corporate negotiated pricing often includes more space for a similar or lower cost compared to traditional hotel rooms
- Potential for additional perks and value-added services that may not be available through standard booking channels

## Central point of contact

- Streamlined communications to ensure consistent quality service across bookings
- Greater reliability to meet specific requirements and expectations

# Modern service

- 24/7 priority corporate service line
- Digital concierge on demand
- Market teams with local expertise
- Dedicated sales support



## Enter your booking site confirmation number:



Booking confirmation code

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Booked through Sonder.com? [Login](#) and visit the "My Stays" page for your check-in details.

Booked through Expedia? Check your email for instructions on how to receive your check-in details.

Not what you are looking for? [Feel free to contact us.](#)

Next

New to Sonder? [Create an account »](#)

Forgot your password? [Reset password »](#)

# Your client booked their first stay, now what?

1. Guests receive their confirmation code, go to our website, and click 'Check-In'
2. Guests enter their confirmation code, click 'Next' and are prompted to sign in or create an account
3. (Some of our properties don't have a traditional front desk, but if a guest needs assistance they can reach out via the Sonder app)
4. They click 'Sign up'
5. And enter an email they can use to receive check-in instructions
6. They create a password and enter their name

# Book Sonder with Chain Code SS

HOTEL | SONDER CHAMBERS TUE, 27 JUN 2023 - WED, 28 JUN 2023 (1 NIGHTS)

SS SONDER CHAMBERS 3.09 MI N ★ 4.0

SS 100400106 57612  
15 WEST 56TH STREET, LGA, NEW YORK, NY, UNITED STATES OF AMERICA, 10019  
1-617-300-0956

ROOM RATES (21) CURRENCY SUPPLIER FILTER SELECT

1	ABC PGHP (C1QABC) QUEEN ROOM W COURTYARD VIEW - 1 QUEEN BED - 300... QUEEN ROOM QUEEN BED	CONTRACT	REFUNDABLE 24 HOURS PRIOR TO ARRIVAL	USD 305.07 AVG. NIGHTLY RATE	SABRE USD <b>353.57</b> APPROXIMATE TOTAL WITH TAXES & FEES
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Total tax: USD 48.50

Room QUEEN ROOM W COURTYARD VIEW - 1 QUEEN BED - 300 SQ FT - 28 SQ M - AC - TV - FAST FREE WIFI - SHOWER ESSENTIALS - CONTACTLESS CHECK-IN ABC PGHP SONDER - MODERN DESIGN AND TECHNOLOGY. FAST FREE WIFI AND description: CONTACTLESS CHECK IN. GO TO SONDER.COM SELECT CHECK IN PRIOR TO ARRIVAL FOR ACCESS CODES AND INSTRUCTIONS. 305.07 TOTAL RATE STARTING 27JUN FOR 1 NIGHT  
Bed type: Queen bed

Cancellation policy: Refundable. Cancellation deadline: 24 Hours prior to arrival  
Guarantee: Guarantee required. Credit card VI, CA, AX, MC, VS accepted as guarantee.  
Additional details: Rate disclaimer information: INCLUDES TAXES AND SURCHARGES

Rate Details

Book

Guests complete check in on Sonder.com with their confirmation # prior to arrival to retrieve entry codes. Guests are also encouraged to download our Sonder app

# Book the ABC rate code

- Chain Code SS
- 15% commission
- 10% off BAR
- 24-hour cancellation
- Available on Sabre and Amadeus



# They've made their account, what's next?

1. Guest opens the verification email that was sent to their provided email address
2. The page will say 'Thanks for booking, just a few more things...'; they click 'Verify ID'
3. And select which country their ID is from
4. They choose one of the ID options and upload a picture of it
5. After they've successfully uploaded their ID, they click "Get Started" to take a side-to-side photo of their face to verify it's them
6. Guests only need to verify their ID **ONCE** in our systems. Repeat guests just need to sign in with their Sonder credentials

If they need anything, our Central Guest Service team is available 24/7 through call, text, or chat.

## SONDER



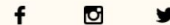
Hi Mariam,

Thanks for choosing Sonder for your stay in London.

Please provide ID to verify your account and receive your check-in instructions. You will not be able to enter your Sonder without them.

Government-issued IDs are required for guests at hotels and property rentals to prevent fraud and ensure safety. Your privacy and documents are secure with us.

Verify Your Account





# Things to note

- Our service is completely contactless. Reach out 24/7 through phone, text, or email. We're here to help.
- Unless negotiated beforehand, check-in is 4pm and checkout is 11am. Room codes will not work outside of the reservation at those times exactly.
- We have a great team on the ground, but some buildings don't have a traditional front desk.
- Reservations made online at [sonder.com](https://sonder.com) are pre-paid at the time of booking.
- Lastly, please check our website for our cancellation policy or reach out to your account manager.



## TAKE THE QUIZ

Grand prize winner will receive a voucher for a 3-night stay

Runner up will receive a voucher for a 2-night stay

Terra Williams  
Key Account Director

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Tel: (619) 208-1625 or (617) 300-0956



