

HOTEL INFORMATION PACKAGE



PERSU. x *Le* MERIDIEN

x WESTIN
HOTELS & RESORTS

x R
RENAISSANCE™
HOTELS

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1 _____ Introducing Persu

We dress your brand. Persu is an Amsterdam-based design firm and clothing manufacturer with a modern approach. Our atelier-style way of working is truly unique, and our collections are the result of close collaboration between our designers and you – our client. This way we are able to supply durable corporate uniform collections which greatly enhance your company’s brand identity. At the core of our design process is a drive to ensure employee satisfaction, where comfort and functionality are key.

Most of our custom manufacturing is carried out in Europe and there are even styles which we manufacture locally in Amsterdam. This minimises our carbon footprint and helps maintain the valuable tradition of craftsmanship within the garment industry.

We’re very proud that we’ve always managed to maintain strong, long-term relationships with our customers. Whether you require a fully customised clothing line or stock options, we make life easier for you by providing a one-stop solution.

At Persu we believe in making great clothing and we provide excellent service. We are aware of the complexity involved in commissioning a custom uniform collection, so we make each step in the process as transparent as possible. We strive to create a well-balanced collection that’s made with passion and designed to be used and loved. But ultimately we are inspired by you and by your brand.

2 _____ About the Lookbook: The Westin, Le Méridien & Renaissance collection

We are delighted to have been chosen by Marriott International to outfit the European workforce of the Westin, Le Méridien & Renaissance hotel brands.

This partnership highlights our commitment to provide a stylish, authentic, and progressive uniform collection for your international brands, while ensuring an excellent price/quality ratio.

Over the next three years or so the staff at Westin, Le Méridien & Renaissance hotels across Europe will all be clothed in our sophisticated styles. We have tailored the perfect wardrobe to match the hotels’ one-of-a-kind hospitality experience of first-class service and total commitment to the well-being of both guests and staff.

We offer a comprehensive suite of design resources for sophisticated custom uniforms that perfectly blend style, wearability, and functionality. The goal is to provide more than just a uniform – we make clothing that we are sure your employees will enjoy wearing.

We engage in an interactive design process, starting with complete immersion in the brands of the three hotel chains. Our In-house designers have worked closely with our partners at Marriott International to build a modern working wardrobe that will perform well across different type of locations, geographies, and climates.

The basis of the collection is our core range of timeless and contemporary products. Combining these with items in brand-specific materials, colours, and detailing, creates an ideal everyday uniform that effectively communicates the hotels’ brand identity.

We believe that the future of design is sustainable, functional, and timelessly stylish. As a matter of principle, we incorporate sustainability in all of our processes, from the choice of suppliers to the materials we use.



Stage 1: The client scan

Each new project starts with what we call a Persu scan. Analysing your hotels' wishes and needs. Once we understand your requirements, we focus on priorities such as budget, stock keeping and time management.

We then provide you with a report, setting out clear objectives on:

- The scope of the project.
- The preferred style.
- A colour pallet.
- Considerations such as climate, demographics, operations, and laundering.
- A budget, usually including a provision for staff turnover.
- A critical path for initial delivery and plans for future continuity.

Stage 2: The look book

With the information gathered in the first stage your Persu account manager can guide you in selecting items from the look book and advise you on all matters related to successfully changing to a new wardrobe collection.

We have created an online look book and order environment that has been specially designed for Westin, Le Méridien & Renaissance hotels. You can easily scroll through it and save your hotel-specific choices. Please visit marriott.persu.eu for more information. And, if you need any assistance at all, please don't hesitate to contact our customer support staff at info@persu.nl.

Stage 3: Taking measurements

- If your staff are available, we will ask you to provide us with their sizing requirements. Using the Persu Fitting Guide, you can translate garment measurement to the correct garment sizes.
- We also offer an optional service: a fitting series for several garment styles that are part of the Persu core collection.
- When new hotels are opening, staff may not always be available. We then agree with you which sizes you think you will need and, based on our extensive experience, we can recommend garments to enable you to clothe your staff once they are recruited.

Stage 4: Calculating quantities

Our clients often ask us how many outfits we would recommend for each employee. We will be happy to advise you when calculating quantities.

The lifespan and depreciation period of the investment in your wardrobe depends on the package quantities. We often see excessive wear at companies where minimal packages are ordered, while companies that select a large garment package hardly need to make any replacements.

The ideal policy is to aim for somewhere in between these two extremes. In any case, we would advise you to ensure that your employees will not need to engage in extra laundry because all of their company clothing needs washing. You should make sure your employees can put on a clean top every day, both from an aesthetic and a hygienic point of view.

*If you order a custom-designed collection (a minimal order quantity is required, and delivery times can be 8-10 weeks) we advise that you add 20⁰%-30⁰% across all sizes.

We are happy to advise you on this. Please download Attachment 3: Calculating order quantities

Should you require assistance, please contact customer support at info@persu.nl.



Stage 5: Production

- We manufacture your uniforms based on the agreed garment budget and size breakdown, which we can update before we go into production.
- Efficient time management and monitoring of all elements in production is the way we meet your deadlines.

Stage 6: Quality control

- Our quality control team checks all garments to ensure that every stitch and detail is sewn correctly as specified.
- We measure the garments to ensure that they are consistent with our standard sizing and the sizes you have ordered.
- Our quality control processes are designed to ensure consistency of fabric, style, details, and sizing, so both new and older uniforms can be used.
- If any defects are noticed, these are corrected before we send garments to you.

Stage 7: Delivery

- We come to an agreement regarding the delivery. We box and label the goods accordingly.
- Delivery can be done by style, size, or alternatively by staff member allocation.
- A Persu staff member will be present upon delivery of your hotel's new wardrobe collection to assist you with the fitting and the handing out of the uniforms.

Stage 8: Aftercare

One month after delivery we get in touch with you to evaluate your experience with the clothing and to see if there is anything we could have done (even) better.

Stage 9: Re-ordering and warehousing

You can easily re-order through the **marriott.persu.eu** (which is where you made the initial garment selection for your hotel). For the Persu core collection and stock items the minimum order quantity is one piece, whereas other garments have a minimum re-order quantity of 30 pieces.

An alternative solution is an individual agreement between Persu and your hotel. If such an agreement is made, we can manufacture extra stock for your hotel and warehouse this stock. As a result, your re-orders can be delivered much more quickly (because there's no need to manufacture after receiving your re-order).

4 _____ Contact information

Persu. / TailorLane B.V.

Melbournestraat 9-1 Tel: 0031-85 0420 540
1175 RM Lijnden Mail: info@persu.nl
The Netherlands

Site: **marriott.persu.eu**

Tailor Lane B.V. | VAT number: NL822407310B01 | Chamber of Commerce number: 24494388 | BIC: RABONL2U | IBAN: NL04RABO0108495744



PERSU.

We dress your brand

5.1 General

- 1.1 These terms apply whenever we agree to sell our goods and they exclude any other terms.
- 1.2 No order placed by you shall be deemed to be accepted by us until a written acknowledgement of the order is issued by us.
- 1.3 You are responsible for ensuring the accuracy of any order submitted by you and for giving us the correct delivery information to enable us to supply the goods to you.
- 1.4 We reserve the right, for reasons of continuous improvement, to make changes to the items shown on this website. In order for us to update and improve our range, we reserve the right to remove selected styles from time to time.
- 1.5 We do our best to limit variations in colour but, due to technical constraints, there may be differences in colour between our products and the images on the website. There may also be minor variations in colour between different batches of the same products.

5.2 Prices

All prices quoted on this website exclude shipping, a credit/ debit card fee (where it applies) and VAT. Any applicable carriage and VAT is payable by the customer in addition to the contract price.

You will be required to pay reasonable extra charges in respect of:

(a) Any special arrangements made at your request in order to expedite delivery

(b) Costs, expenses, and liabilities incurred by us when you provide inadequate or inaccurate instructions.

Prices are valid as at the date when you made your purchase, but we may change these from time to time.

5.3 Risk

The risk related to goods passes to you when the goods are delivered to you.

5.4 Ownership

We retain absolute legal ownership of the goods until their price, and that of any other goods delivered to you subsequently, but prior to the date of payment, is paid in full.

You do not have the right to return the goods without our consent, other than in accordance with our returns policy.

5.5 Force majeure

Where we are unable to perform due to any circumstances beyond our control we may suspend performance while those circumstances subsist and any agreed date or period for delivery shall be regarded as extended

5.6 Shipping

We aim to dispatch within three working days from the date we confirm your order is available.

If some items are not in stock, we will advise you of the estimated delivery date and give you the option to proceed with delivery in instalments. You may also choose to wait for a full delivery.

Delivery is made to the address that you inform us is your delivery address.



We may deliver the goods in one or in a few reasonable instalments; this will be confirmed when we accept your order. If goods are delivered in a number of reasonable instalments, you shall accept and pay for the goods in each instalment. Each instalment is to be treated as a separate contract.

You are required to pay our delivery charges in addition to the quoted item prices, as per the delivery charges set out on this website.

You shall notify us in writing of any claim for non-delivery, late delivery, or damage to the goods in transit within seven days of the date of delivery. Our liability in respect of any such claim is limited to replacing the goods or refunding the price and does not extend to any indirect or consequential loss.

5.7 Returns policy

You may return to us unused goods for credit (subject to a reasonable restocking charge) up to 14 days after dispatch.

You may return to us unused goods at your own cost.

You may return goods provided they are not made to order, personalised in any way, have not been worn, used or altered in any way, are still in the original packaging and otherwise in a fit state to be returned to stock and resold by us.

You may return goods which are damaged or materially defective provided that you notify us of any such fault or damage prior to the return of the goods. You must return such damaged or defective goods to us, or make a photograph of the fault available for us to review, in accordance with our instructions.

When returning goods to us, you must retain proof of postage until we supply you with a credit note confirming that we have received the returned goods.

You may request a refund to your credit card or bank account.

5.8 Suspension and cancellation

If any period of suspension of deliveries under term 5.6 lasts for more than 20 weeks, either party may cancel the contract by written notice without penalty.

If any payment due to us from you under this or any other contract is in arrears, we may suspend further deliveries under any of those contracts and, if payment is not made within seven days after we have issued a demand in writing, we may cancel any of those contracts and re-sell the goods concerned without incurring any liability. Your failure to comply with a demand for payment under this term is to be regarded as a repudiation of the contract, and we shall be entitled to damages accordingly.

5.9 Limitation of liability

We will refund or credit the price of faulty goods or replace them (at our discretion), but we will not be liable to you for any other loss or damage, direct or indirect, consequential, or otherwise, whether or not we have been negligent.

Nothing in these terms affects our liability for death or personal injury resulting from our own negligence.



The supplier's liability under these terms shall not in any circumstance exceed the amount received from the client. The company confirms to the client that the goods will at the time of delivery/attempted delivery/deemed delivery to the client be in accordance with the specification provided by the company to the client.

The company shall be under no liability whatever to the client for any indirect loss and/or expense (including loss of profit) suffered by the client arising from a breach by the company of the company's obligations to the client.

In the event of any breach by the company of its obligations or guarantees to the client, the remedies of the client shall be limited to damages which shall not exceed the price shown on the relevant invoices issued by the company to the client.

Where the client accepts or has been deemed to have accepted any goods, the company shall have no liability whatsoever to the client in respect of those goods.

The company, having performed the company's obligations, shall not be liable to the client for late delivery of goods.

In the event that the client declines to accept the goods in breach of the client's obligations to the company, the client shall pay to the company as and by way of agreed liquidated damages an amount equal to the price of the goods stated on any relevant invoice(s) issued by the company to the client.

5.10 Complaints

Complaints should be addressed in writing within 14 days.

If no written notice is received within 14 days, the goods shall be deemed to have been accepted by the client as being in good order and in conformity with the contract.

The supplier shall not be liable for consequential loss however caused. All other warranties and conditions, whether express or implied by statute or common law, are excluded insofar as and to the extent that it is lawful to exclude them. Consequential loss shall include but without limitation loss of use, loss of profit of goodwill or other indirect loss.

5.11 Care instructions

All garments are labelled with clear care instructions. If the client or the client's staff or laundry appointed by the client do not follow these instructions accurately, the supplier cannot be held liable for deterioration in the quality or life of garments resulting from this lack of care.



5.12 Intellectual property

The specification(s) and design(s) of the goods, including the copyright design right or other intellectual property in them, including know-how and any other industrial or intellectual property rights of any nature whatsoever, whether registered, registrable or not, whether present or future, in any part of the world in all items created by, or provided to you by us (including images, designs and other materials on our websites) shall at all times belong to us.

You are permitted to use our intellectual property for the sole purposes of ordering goods from us and using such goods for your own business purposes.

Other than as set out in paragraph above, you are not permitted to use, reproduce, copy, or distribute our intellectual property.

5.13 Exclusive jurisdiction clause

This contract is governed by Dutch law and is to be construed and interpreted exclusively in accordance with Dutch law and both parties submit to the exclusive jurisdiction of the Dutch courts.

6.1 Apparel-related questions

What size should I order?

To determine your size, please refer to the size charts and the Persu Fitting Guide.

Do you offer plus sizes?

Yes, we do. To determine your size, please refer to the size charts and the Persu Fitting Guide.

How do I wash / care for my uniforms?

To get the most out of your Persu apparel, follow the care label on the inside of our garments.

Is your clothing machine washable?

Most of our casual clothing is machine washable (tailored items are not). Follow the care label on the inside of our garments to ensure best care practices and longevity.

What sizes do you carry?

At Persu we offer an extensive size range of garments. Please refer to the size chart on our website or contact customer support at info@persu.nl

Do you offer embroidery?

Yes, we offer a variety of applications, including embroidery, screen printing, heat-transfer and more. Please contact customer support at info@persu.nl for more information.



6.2 Order-related questions

How do I place an order?

Corporate clients order through our dedicated company order environment which you can find at **marriott.persu.eu**. If you need assistance, please contact customer support at info@persu.nl

What should I do if something is missing in my order?

Please refer to the packing slip included with your order. Items are occasionally back ordered and may arrive in a second shipment. If a back order is not indicated on your packing slip, please contact customer support at info@persu.nl for assistance. *Please note that short shipments must be reported within seven days of receiving the order.

What is the status of my order?

For order status, please contact customer support at info@persu.nl

What is a back order?

Occasionally, an item is so popular that it must be restocked. You may order a back ordered item to reserve your favourite colour and size, but it will not be shipped until it is back in stock.

When will my back order(s) be shipped?

For order status, please contact customer support at info@persu.nl

Can I make a change to my order?

Depending on what processing stage your order is in, we may be able to assist you with an order change. Please contact customer support at info@persu.nl

Can I cancel my order?

Depending on what processing stage your order is in, cancellation may be possible. Please contact customer support at info@persu.nl

Can I ship to my home address?

We strongly recommend that all shipments are made to your business address. This will ensure that your order is properly received. It's also worth noting that home deliveries are more costly.

I am not able to log in to my account. Can you help?

For assistance please contact Persu customer support at info@persu.nl persu.nl for more information.

6.3 Return/exchange-related questions

What is your returns policy?

Please check the Persu General Terms and Conditions to see if your goods will be accepted for return and refund. If you have any questions regarding returns please contact customer support at info@persu.nl

Can I return embroidered/modified garments?

When an item is modified, it becomes customised and cannot be returned to inventory for resale. Therefore, we cannot accept returns for modified garments. Modifications include any type of decoration, alteration, or adjustment to a stock garment.

6.4 Accounting-related questions

How do I request copies of invoices/credit memos/statements?

Contact customer support at info@persu.nl to request copies of invoices, credit memos and statements.





We hope you have become enthusiastic about the wardrobe collection.

Please visit our online order tool to take a closer look at the collection, article information, to place an order or just to make a summary of the desired looks.

marriott.persu.eu

If you have any questions do not hesitate to contact our customer support team. They are happy to assist you.
Please contact us at info@persu.nl or give us a call on +31850420540.

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