

# Front Desk Guide

October 2024



WYNDHAM  
REWARDS

REGISTRY  
COLLECTION HOTELS

WYNDHAM GRAND

DOLCE  
HOTELS AND RESORTS

esplendor

DAZZLER

WYNDHAM

waterwalk  
EXTENDED STAY

VIENNA HOUSE

TRYP  
BY WYNDHAM

TM  
TRADEMARK  
COLLECTION BY WYNDHAM

Altra  
ALL-INCLUSIVE

LAQUINTA

WINGATE  
BY WYNDHAM

WYNDHAM  
GARDEN

Hawthorn  
EXTENDED STAY

★★★  
Americinn

BAYMONT

RAMADA

RAMADA  
encore

MICROTEL  
BY WYNDHAM

DaysInn

Super 8

Howard Johnson

Travelodge





We earn  
LOYALTY  
together.

Wyndham Rewards is  
more rewarding for more people.  
FREE NIGHTS faster. More ways to earn. More ways to redeem.

To Our Valued Wyndham Rewards Champions:

Welcome to the world’s most generous rewards program. With over 100 million enrolled members and a global portfolio of more than 60,000 hotels, vacation club resorts and vacation rentals, there’s never been a better time to be part of Wyndham Rewards®.

This guide was designed to help you successfully promote and manage Wyndham Rewards at your hotel. From key details on how to best administer the program to top tips for inspiring guest loyalty, it’s your go-to resource for all things Wyndham Rewards.

In addition to this guide, be sure to check out Community, where you’ll always find the latest program news and updates.

As always, thank you in advance for your ongoing support. Together, we can make travel even more rewarding for the everyday traveler.

Leah Girma

Leah Girma  
Vice President, Wyndham Rewards  
Wyndham Hotels & Resorts



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## Wyndham Rewards Overview



### PROGRAM INTEGRITY

The best way to enhance Wyndham Rewards Members' satisfaction is to ensure that the Program is administered honestly and effectively. Upholding the Program's rules will help attract, retain and grow our member base.

All Wyndham Rewards activity at your property is subject to review by the Program Integrity department to ensure compliance with Program policies and member terms and conditions.

Failure to comply with the terms of the Wyndham Rewards Program as outlined in this Front Desk Guide, your franchise, license or management agreement, and/or any applicable System Standards, may be deemed a default of your obligations under the agreement and may, in some instances, constitute fraud. Wyndham Rewards, or its affiliates, reserves all rights and remedies granted under the agreement and/or applicable law, due to your non-conformance or default.

You are responsible for the actions of your employees, including their compliance with this Front Desk Guide. If Wyndham Rewards allow you to deviate from this Front Desk Guide, we may insist on strict compliance at any time after written notice. Wyndham Rewards' silence or inaction will not be or establish a waiver, consent, course of dealing, implied modification or estoppel. Any terms not defined in this Front Desk Guide shall have the meaning given to them in your license agreement, and the Wyndham Rewards Program Terms and Conditions, as applicable. In the event of a discrepancy between this Front Desk Guide and the Wyndham Rewards Member Terms and Conditions, the Wyndham Rewards Member Terms and Conditions will govern, unless otherwise determined by Wyndham Rewards in its sole discretion.

Please monitor your monthly Wyndham Rewards Chargeback and Enrollment Fee Credit Report (Community > Hotel Management > Reports) for any potential billing errors or fraudulent Wyndham Rewards activity. If you identify or suspect fraud, misuse or suspicious behavior associated with Wyndham Rewards at your property, please call Wyndham Rewards at 1-888-637-6145. In addition, all billing disputes must be raised within twelve months of the accrual of any contested amounts. Any billing disputes not raised or contested within twelve months of accrual are deemed waived.

PROGRAM PARTICIPATION

In addition to following the terms of this Front Desk Guide, participation in the Wyndham Rewards Program means you must:

- **Comply with all technology requirements**, including those requiring you to acquire, maintain and upgrade computer hardware, software, internet and/or other communication services to ensure a fully operational system at all times.
- **Ask every guest upon check-in if he or she is a Wyndham Rewards Member.** If so, collect his or her Wyndham Rewards number to post the stay earning. If not, offer to enroll the guest in the Program.
- **Post all Wyndham Rewards Members’ stays through eDesk within 24 hours of check-out** if your property does not have two-way connectivity with Wyndham Hotels & Resorts.
- **Honor all Member Free Night and Discounted Night with Points + Cash redemptions** booked through the designated Wyndham Rewards channels. See [pages 35-41](#) for more details on Free Nights and Discounted Nights with Points + Cash.
- **Process all Free Night reimbursement requests, as applicable, within 60 days** of the Member’s Free Night check-out date.
- **Comply with Wyndham Rewards training and certification requirements** for your management and staff.
- **Pay all Loyalty Program Charges** and any other fees assessed to your property on a timely basis.
- **Promote Wyndham Rewards** by displaying on-property marketing collateral and other materials in accordance with Program guidelines.
- **Treat all Members as valued customers** of the brand and your property.
- **Recognize the Member Level of each Member** at your property by offering all applicable on-site perks, as described on [pages 54-65](#).

EARNING OPTIONS

Upon enrollment, Wyndham Rewards Members have the choice to earn Wyndham Rewards points or Travel Partner Currency for their Earning Stays.

QUALIFIED STAYS

Members earn Base Points (or Travel Partner Currency) for **all** their Qualified Stays. Please see [page 23](#) for details regarding the application of the Wyndham Rewards Loyalty Program Charge to such Qualified Stays.

ACCELERATED EARNING

**Gold**, Platinum and **Diamond** Members also receive Accelerated Earning Points on each Qualified Stay. Accelerated Earning Points are calculated as a percentage of the Base Points earned by a Member for their Qualified Stay based on the Member’s Member Level on the night of the Qualified Stay as follows:

- **Gold Level Members: Accelerated Earning Points = 10% of Base Points**
- **Platinum Level Members: Accelerated Earning Points = 15% of Base Points**
- **Diamond Level Members: Accelerated Earning Points = 20% of Base Points**

When calculating a Member’s total points for a Qualified Stay, Base Points are calculated first. Accelerated Earning Points, if applicable, are added next, in accordance with the Member’s Member Level. Additional Points are then added, if necessary, to ensure the Member earns a minimum of 1,000 Wyndham Rewards points for each Qualified Stay (see below). See [pages 11-13](#) for additional information. Accelerated Earning Points are funded by Wyndham Rewards at no additional cost to your property.

1,000 POINT MINIMUM

For each Qualified Stay, Members will receive 10 Base Points, or in the case of WaterWalk Extended Stay by Wyndham, 5 Base Points, for every dollar spent per the table on [page 99](#). If the sum of Base Points and Accelerated Earnings Points is less than 1000, Members will also earn Additional Points such that Members earn a minimum of 1,000 Wyndham Rewards points for each Qualified Stay. Additional Points will be funded by Wyndham Rewards at **no additional cost to your property**.



1,000 POINT MINIMUM (continued)

If a Member checks out and then checks back in to the same Participating Hotel on the same day, it will count as a single stay for purposes of calculating a Qualified Stay (i.e., a guest cannot check out and check in the same day to obtain this 1,000 point minimum multiple times).

For further clarification, see examples on the next page.

DISCOUNTED NIGHTS WITH POINTS + CASH

Members earn Wyndham Rewards points on the cash portion of a Discounted Night with Points + Cash booked under the SRB6 rate code in accordance with the earning ratio table on [page 99](#). Accelerated Earning Points and Additional Points do not, however, apply to when calculating the number of points a Member will earn.

PARTNERSHIP EARNING

Members can also earn Wyndham Rewards points from various outlets with which Wyndham Rewards has partnerships in the following industries:

- Car rentals
- Tours and experiences
- Wyndham Travel Packages

For the most up-to-date list of Member earning options, visit [Earn Wyndham Rewards Points](#) and [Sections II\(C\) & II\(J\) of the Wyndham Rewards Terms & Conditions](#).



ACCELERATED EARNING EXAMPLES

EXAMPLE #1

Room revenue from one-night Qualified Stay at a Days Inn = \$60

MEMBER LEVEL = GOLD

\$60 x 10 points per \$1 USD = 600 Base Points  
+ Accelerated Earning Points = 60 (10% of Base Points)  
Sub-total = 660 Wyndham Rewards points

- 340 Additional Points will also be added to the Member’s account to total 1,000 points for this Qualified Stay. These Accelerated Earning Points (60) and Additional Points (340) are funded by Wyndham Rewards.

Your property is responsible for the Loyalty Program Charge on \$60.

For full terms and conditions of Additional Points and Accelerated Earning Points, please see the [Wyndham Rewards Terms & Conditions](#).

EXAMPLE #2

Room revenue from three-night Qualified Stay at a Days Inn = \$120

MEMBER LEVEL = PLATINUM

\$120 x 10 points per \$1 USD = 1,200 Base Points

+ Accelerated Earning Points = 180 (15% of Base Points)

Sub-total = 1,380 Wyndham Rewards points

■ No Additional Points will be added to the Member’s account because the minimum threshold of 1,000 points was met. The Accelerated Earning Points (180) are funded by Wyndham Rewards.

Your property is responsible for the Loyalty Program Charge on \$120.

EXAMPLE #3

Room revenue from two-night Qualified Stay at a Days Inn = \$60 during a double points promotion

MEMBER LEVEL = DIAMOND

\$60 x 10 points per \$1 USD = 600 Base Points

+ Accelerated Earning Points = 120 (20% of Base Points)

Sub-total = 720 Wyndham Rewards points

■ 280 Additional Points will also be added to the Member’s account to total 1,000 points for this Qualified Stay. The Accelerated Earning Points (120) and Additional Points (280) are funded by Wyndham Rewards.

Your property is responsible for the Loyalty Program Charge on \$60.

Double Points Promotion = 600 points (double Base Points)

■ The Member will earn a total of 1,600 points (600 + 120 + 280 + 600).

SUMMARY OF EARNING EXAMPLES:

	EXAMPLE #1	EXAMPLE #2	EXAMPLE #3
Daily Room Rate	\$60	\$40	\$30
Room Nights	1	3	2
Total Room Revenue	\$60	\$120	\$60
5% Loyalty Program Charge	\$3	\$6	\$3
Base Points	600	1,200	600
Accelerated Earning Points (WR funded)	Gold Member Level: 60 (10% of Base Points)	Platinum Member Level: 180 (15% of Base Points)	Diamond Member Level: 120 (20% of Base Points)
Additional Points (1,000 Point Minimum - WR funded)	340	0	280
Promotional Points (if applicable)	0	0	600
Total Wyndham Rewards Points Earned	1,000	1,380	1,600



TRAVEL PARTNER CURRENCY EARNING

Please see the Wyndham Rewards [participating travel partner earning page](#) for specific earnings ratios and terms and conditions.

- Travel Partner Currency earned from a Member’s Earning Stay will be credited to the Member’s partner program account within 6-8 weeks from the check-out date of the Member’s Earning Stay.
- To earn Travel Partner Currency, Wyndham Rewards Members must have a membership number for the chosen travel partner’s program and must have included that membership number in their Wyndham Rewards membership profile. The membership number from the chosen travel partner program must be on file in the Member’s Wyndham Rewards account before check-out from the Earning Stay to earn Travel Partner Currency for that stay.
- 1000-Point Minimums and Accelerated Earning Points are not applicable to Travel Partner Currency earnings.
- Member earning preferences can be revised by visiting [www.WyndhamRewards.com](#). The earning preference for each Earning Stay will be based on the Member’s profile selection at the time of check-out for that stay. Members cannot retroactively convert Travel Partner Currency to Wyndham Rewards points or vice versa.
- A travel partner program membership number may only be associated with one Wyndham Rewards account at a time.
- For further information on travel partner earnings, please see the full [Wyndham Rewards Terms & Conditions](#).

ADDITIONAL WAYS MEMBERS CAN EARN POINTS

- Sign up for the Wyndham Rewards credit card and earn points with each purchase. (Applicable to United States residents only, excluding U.S. Territories.)
- Register for bonus point promotions.
- Visit the [Earn Wyndham Rewards Points](#) to learn more about other earning options.





RATE QUALIFICATION

Certain standardized market segments and corresponding rate plans do not qualify to earn Wyndham Rewards points or Travel Partner Currency, and in some instances do not count toward Member Levels Qualifying Nights.

The following lists indicate qualified and non-qualified market segments:

QUALIFIED MARKET SEGMENTS	
Retail	Negotiated – Local
Group Association & Convention	Negotiated – Global
Government/Group Government	Promotions – Local & Global
Group Tour & Wholesale	Member Discounts
Group SMERF (social, military, educational, religious, fraternal groups)	Group Corporate
Travel Management Consortia	Group Citywide
Discounted Nights with Points + Cash	Group Internal

NON-QUALIFIED MARKET SEGMENTS	
Contract (e.g., airline crews)	Online Travel Agencies: Retail, Package & Opaque, Promotions
Wholesale	Non-revenue (e.g., complimentary, Free Nights)

Please contact MyRequest to determine whether a specific rate plan is in a qualified market segment.

REDEMPTION OPTIONS

Wyndham Rewards points can be redeemed in a variety of ways that offer something for everyone, including:

- [Free Nights \(described on pages 35-39\)](#)
- [Discounted Nights with Points + Cash \(described on pages 40-41\)](#)
- Airline and rail tickets (U.S. & Canada only)
- Airline miles or partner points
- Car rentals (U.S. & Canada only)
- Charitable donations (U.S. only with the exception of Save the Children – also available in Canada and United Kingdom)
- Dining, shopping and movie theater gift cards
- Local tours and experiences
- Merchandise

For the most up-to-date list of redemption options, visit [Use Wyndham Rewards Points.](#)





# Wyndham Rewards Program Administration



## PROPERTY MANAGEMENT SYSTEMS

Administering Wyndham Rewards at your property is easy. The systems you use for specific tasks will depend on your property and its connectivity.

PROPERTIES <i>WITH</i> TWO-WAY CONNECTIVITY TO WYNDHAM HOTELS & RESORTS	
IF YOU NEED TO...	USE:
<ul style="list-style-type: none"><li>■ Enroll a guest in Wyndham Rewards</li><li>■ Conduct a Member search</li><li>■ Post a Member’s stay</li><li>■ Submit a Free Night reimbursement request*</li></ul>	Property Management System (PMS)
<ul style="list-style-type: none"><li>■ Access Wyndham Rewards reporting</li></ul>	Wyndham Community & eDesk
<ul style="list-style-type: none"><li>■ Purchase points via the Purchase Points Rewards tool</li></ul>	eDesk
<ul style="list-style-type: none"><li>■ Recognize a military member (U.S. &amp; Canada only)</li><li>■ View arrivals</li></ul>	PMS
PROPERTIES <i>WITHOUT</i> TWO-WAY CONNECTIVITY TO WYNDHAM HOTELS & RESORTS	
IF YOU NEED TO...	USE:
<ul style="list-style-type: none"><li>■ Enroll a guest in Wyndham Rewards</li><li>■ Conduct a Member search</li><li>■ Post a Member’s stay</li><li>■ Submit a Free Night reimbursement request</li><li>■ Access Wyndham Rewards reporting**</li><li>■ Purchase points via the Purchase Points Rewards tool</li></ul>	eDesk

*\*Certain Wyndham Grand, Wyndham Hotels & Resorts and Wyndham Garden properties must use eDesk to submit Free Night reimbursement requests regardless of their two-way connectivity to Wyndham Hotels & Resorts.*

*\*\*Reporting is also available in Wyndham Community.*



HOW TO ENROLL A MEMBER

Confirm (on [page 19](#)) whether your property should use the PMS or eDesk to enroll guests into the Wyndham Rewards Program. For detailed step-by-step instructions on enrolling a guest using a PMS or eDesk, please see the PMS Guides on Community > Resources & IT Help > Hotel Resources and Community > Loyalty & Marketing > Wyndham Rewards to access the eDesk User Guide (eDesk users).

You may also enroll guests via a paper enrollment form specific to your region, if available.

THE ENROLLMENT PROCESS:

- 1. **Obtain permission to enroll the guest into the Wyndham Rewards Program.** Enrolling a guest into the Wyndham Rewards Program without his or her consent may constitute fraud or program abuse and is strictly prohibited.
- 2. **Conduct a Member search via your PMS or eDesk** prior to enrollment to ensure that the guest is not already a Member so as to avoid creating duplicate accounts\*\*. If the guest is already a Member, add his or her existing member number to the stay. If not, continue the enrollment via your PMS or eDesk.
- 3. **Record the guest’s personal information accurately** when enrolling him or her into the Wyndham Rewards Program. Members use their personal information to access their Wyndham Rewards accounts when they contact Member Services or update their profiles on WyndhamRewards.com.

The below guest personal information is required to enroll a Member in the Wyndham Rewards Program:

- First Name
- Last Name
- Address
- Phone Number
- Email Address\*

\*An email address is not required to process the guest’s enrollment but is required in order to count as a Valid Enrollment. Please see [pages 26-33](#) for more information.

\*\*See [Section 1.4 \(Eligibility\)](#) of the Wyndham Rewards Terms & Conditions for Member enrollment requirements.

Guests must enroll prior to check-out of a stay to receive points for such stay (provided such stay meets all criteria for a Qualified Stay).

If your property does not have two-way connectivity to Wyndham Hotels & Resorts, to ensure a guest receives points for his or her stay (provided such stay meets all criteria for a Qualified Stay), you must process both of the following in eDesk: (i) the guest's Wyndham Rewards enrollment (prior to check-out) and (ii) the guest's stay (within 24 hours of their check-out date). If an enrollment associated with a Qualified Stay is not processed prior to check-out, the Member will not receive points, the enrollment will not count as an Enrollment Stay (see [page 25](#)) and your property may also be subject to the Missing Stay Administration Fee (see [page 34](#)).

Newly enrolled Members can receive points for Qualified Stays with a check-out date up to 30 days prior to the new Member’s enrollment. The applicable Loyalty Program Charge applies to these Qualified Stays.

To learn more about ways your front desk staff can encourage enrollment into the Wyndham Rewards Program, please refer to the training available on Community.



POSTING MEMBER STAY EARNINGS

Confirm whether your property should use the PMS or eDesk ([page 19](#)) to post Member stays. For detailed step-by-step instructions on posting Member stays using a PMS or eDesk, please see the PMS Guides on Community › Resources & IT Help › Hotel Resources and Community › Loyalty & Marketing › Wyndham Rewards to access the eDesk User Guide (eDesk users).

Important Notes on Member Stay Earnings

- 1. **The stay record of a Member’s Earning Stay may not be altered**, including altering the member number, rate plan, or any other information affecting whether the stay meets all criteria for an Earning Stay. Any changes to a stay record are subject to audit by the Wyndham Rewards Program Integrity team.
- 2. **Member accounts are for the Member’s individual use only.** Groups, businesses, etc. cannot share one account.
- 3. **A Member can earn Wyndham Rewards points or Travel Partner Currency for Earning Stays associated with up to three rooms per night.** Each room associated with the Earning Stay for which the Member earns on a given night must have the same Member number associated with it.
- 4. **Post all Member stay earnings within 10 days of check-out date (you should post a Member's stay within 24 hours if you do not have two-way connectivity with Wyndham Hotels & Resorts and rely on eDesk).** Members whose stays are processed via your PMS typically receive their Wyndham Rewards points within 72 hours after an Earning Stay is posted. It may take 6-8 weeks for Members to receive Travel Partner Currency after an Earning Stay is posted.
- 5. **All earnings are based on amounts spent in U.S. dollars.** Earnings for Earning Stays outside of the United States will be based on the U.S. dollar to local currency exchange rate in effect at the time the Participating Hotel posts the stay record.

WYNDHAM REWARDS LOYALTY PROGRAM CHARGE (LOYALTY FEE)

Wyndham Rewards Loyalty Program Charges are assessed on each Member's Earning Stay completed at your property in accordance with the chart below.

The Wyndham Rewards Loyalty Program Charge varies by brand and appears as a debit line item on your monthly statement. You can access details of the Loyalty Program Charge for each Earning Stay via the Wyndham Rewards Chargeback and Enrollment Fee Credit Report on Wyndham Community › Hotel Management › Report.

BRAND	% INVOICED	GUIDELINES
Wyndham Grand Wyndham Hotels and Resorts Wyndham Garden Dolce Hotels and Resorts	4.25-5.5% (as applicable) on total folio	Points are calculated based on the Member's total folio, including taxes, for all Earning Stays.
Wyndham Alltra	4.25-5.5% (as applicable) on package revenue only	Points are calculated based on amounts paid for package revenue only for all Earning Stays; no other charges qualify for earnings.
WaterWalk Extended Stay	2.5% on room rate only on Stay Units only	Points are calculated based on amounts paid for room rate only for all Earning Stays at Stay Units; no other charges qualify for earnings.
All other brands	4.25-5.5% (as applicable) on room rate only	Points are calculated based on amounts paid for room rate only for all Earning Stays; no other charges qualify for earnings.

For information about how your hotel may receive a Loyalty Fee Discount or Loyalty Fee Increase, see [pages 26-30](#).

Review your Wyndham Rewards Chargeback and Enrollment Fee Credit Report regularly (Wyndham Community › Hotel Management › Reports); Wyndham Rewards cannot resolve disputed billing charges older than twelve (12) months.



**WYNDHAM REWARDS LOYALTY PROGRAM CHARGE**  
*(continued)*

If a Member is a no-show or cancels a reservation that would constitute an Earning Stay but does not adhere to your property's individual cancellation policy and you charge the Member for the stay, the Member will be awarded Base Points only and the Loyalty Program Charge will apply.

Members may be proactively matched on all Earning Stays, whether or not the Member's Wyndham Rewards membership number is associated with the stay record at the time of the stay. Accordingly, the Loyalty Program Charge will apply to such matched Earning Stays. Proactive matching is a common industry practice in which guest information (such as address or phone number) on the stay record is matched against information in current Wyndham Rewards Member accounts. This is a beneficial service to Members who may not otherwise receive credit for their stays, thereby increasing satisfaction and loyalty. Your front desk staff should collect membership numbers whenever possible.

If you notice any billing discrepancies or have questions, please contact Wyndham Rewards Billing and Reimbursement at 1-866-272-7653 (United States and Canada only) or [WR.billing@wyndham.com](mailto:WR.billing@wyndham.com).



**WYNDHAM REWARDS LOYALTY PROGRAM CHARGE CREDIT**

The Wyndham Rewards Loyalty Program Charge will be credited back to your property for **all** new Member Enrollment Stays at your property during the applicable billing cycle as long as the enrollments with which they are associated meet the following criteria:

- Take place via your PMS or eDesk and processed prior to check-out of the Member's Enrollment Stay;
- Include a valid first name, last name, street address, city, state, zip code/postal code and phone number for the Member;
- Associated with a stay with a nightly rate of US\$25 or more;
- Contain the same Member number as the Enrollment Stay.

Although an email address is not required as part of an Enrollment Stay, you are encouraged to request an email address from each new Member so that the enrollment associated with the Enrollment Stay counts as a Valid Enrollment. A stay with a checkout date of 120 days or more after its associated enrollment is not considered an Enrollment Stay. See the Wyndham Rewards Enrollment Program on [pages 26-33](#) for more information.



WYNDHAM REWARDS ENROLLMENT PROGRAM

Overview:

Your property is required to obtain a minimum number of Valid Enrollments each calendar quarter\*. This requirement is known as your property’s Quarterly Valid Enrollment Target. Two calendar quarters per year will be designated as your high season quarters and two will be designated as your low season quarters. As a result, two quarters will have a higher Quarterly Valid Enrollment Target than the remaining two quarters.

Each hotel is assigned high season quarters and low season quarters. High season quarters represent the two quarters of the year when your property’s enrollment opportunity is anticipated to be higher and low season quarters represent the two quarters of the year when your property’s enrollment opportunity is anticipated to be lower. A property’s enrollment opportunity is based on the number of unique non-member guests at the hotel during those quarters based on information from prior years or anticipated future demand.

Your hotel’s Quarterly Targets are determined by your hotel’s room count as identified in your franchise or license agreement\*, based on the table on the next page.\*

Signature Reservation Services (SRS) – NAMER Only:

Effective January 1, 2024, hotels in the United States and Canada subscribed to the SRS program have lower Quarterly Valid Enrollment Targets than those not subscribed, as identified by the following chart.

Hotels that subscribe to SRS after January 1, 2024, will have their Quarterly Valid Enrollment Targets reduced in accordance with the chart, as of the first full quarter following the quarter in which the hotel subscribes to SRS.

For example:

HOTEL'S ROOM COUNT	ROOM COUNT SITE BUCKET	Q1 TARGET	Q2 TARGET
90	F	82 – high season (not subscribed to SRS)	75 – high season (subscribed to SRS on February 15)

\*Except for WaterWalk Extended Stay by Wyndham hotels.

WYNDHAM REWARDS ENROLLMENT PROGRAM (continued)

CATEGORY		QUARTERLY VALID ENROLLMENT TARGET HIGH SEASONS (2)		QUARTERLY VALID ENROLLMENT TARGET LOW SEASONS (2)	
		SRS	NON-SRS	SRS	NON-SRS
A	0–35	30	34	20	22
B	36–47	40	44	30	34
C	48–59	55	60	35	40
D	60–71	60	66	40	44
E	72–83	65	72	45	50
F	84–109	75	82	55	62
G	110–125	110	120	80	90
H	126–150	130	144	90	100
I	151–199	175	194	120	132
J	200–299	230	255	160	178
K	300–499	330	366	220	244
L	500+	550	612	350	388

\*Your hotel’s Quarterly Targets are available on your eDesk Dashboard. Visit Community > Quick Links > Wyndham Rewards eDesk. WaterWalk Extended Stay by Wyndham hotels have a Quarterly Valid Enrollment Target of 40 for each quarter regardless of season.

For example:

HOTEL ROOM COUNT (CATEGORY B)	Q1 – HIGH SEASON	Q2 – LOW SEASON	Q3 – HIGH SEASON	Q4 – LOW SEASON
45	40 (SRS) / 44 (Non-SRS)	30 (SRS) / 34 (Non-SRS)	40 (SRS) / 44 (Non-SRS)	30 (SRS) / 34 (Non-SRS)
**Not all hotels will have the same high and low seasons.**				



WYNDHAM REWARDS ENROLLMENT PROGRAM (continued)

Loyalty Fee Discount:

The Loyalty Fee Discount is a reduction of your hotel’s Loyalty Fee from the standard 5% to 4.75%, 4.50% or 4.25% based on your hotel’s enrollment performance during the prior calendar quarter†. The amount of the discount is determined by the percentage by which your hotel exceeded its Quarterly Valid Enrollment Target in the prior calendar quarter. The discount is applied during the three billing periods that commence in the subsequent calendar quarter.

Eligibility for the Loyalty Fee Discount is based on the percentage by which your hotel exceeds its Quarterly Valid Enrollment Target, as follows:

% OF QUARTERLY VE TARGET REACHED	126% to 150%	151% to 200%	201%+
LOYALTY FEE DISCOUNT (APPLIED TO SUBSEQUENT THREE BILLING PERIODS)	4.75%	4.50%	4.25%

For example:

- Category C Hotel
- Q1: Quarterly Valid Enrollment Target (High Season / Non-SRS) = 60 Valid Enrollments
- Q1 Total Valid Enrollments Achieved = 93 Valid Enrollments
- Percentage of Target Achieved = 155%

Loyalty Fee Discount = 4.50% which will be applied to all member stays at the hotel for which points are earned during the three billing periods commencing in the subsequent quarter: i.e., April 22-May 21, May 22-June 21, June 22-July 21

†WaterWalk Extended Stay by Wyndham hotels are not eligible for the Loyalty Fee Discount nor are they subject to the Loyalty Fee Increase.

WYNDHAM REWARDS ENROLLMENT PROGRAM (continued)

Loyalty Fee Increase:

The Loyalty Fee Increase is an increase of your hotel’s Loyalty Fee from the standard 5% to 5.25% or 5.50% based on your hotel’s enrollment performance during the prior calendar quarter†. The amount of the increase is determined by the percentage by which your hotel failed to meet its Quarterly Valid Enrollment Target in the prior calendar quarter. The increase is applied during the three billing periods that commence in the subsequent calendar quarter.

The Loyalty Fee Increase is based on the percentage by which your hotel misses its Quarterly Valid Enrollment Target:

% OF QUARTERLY VE TARGET REACHED	67% TO 99%	34% TO 66%	0% TO 33%
LOYALTY FEE INCREASE (APPLIED TO SUBSEQUENT THREE BILLING PERIODS)	5.25%	5.50%	5.50%

For example:

- Category D Hotel
- Q3: Quarterly Valid Enrollment Target (Low Season / SRS) = 40 Valid Enrollments
- Q3 Total Valid Enrollments Achieved = 20 Valid Enrollments
- Percentage of Target Reached = 50%

Loyalty Fee Increase = 5.50% which will be applied on all member stays at the hotel for which points are earned during the three billing periods commencing in the subsequent quarter: i.e., Oct. 22-Nov. 21, Nov. 22-Dec. 21 & Dec. 22-Jan. 21

You can track your progress towards your Quarterly Valid Enrollment Target on your eDesk Dashboard. Visit Community > Quick Links > Wyndham Rewards eDesk.

WYNDHAM REWARDS ENROLLMENT PROGRAM *(continued)*

Missed Valid Enrollment Fee:

If your property enrolls 33% or less of your Quarterly Valid Enrollment Target for two consecutive quarters, you will be charged a Missed Valid Enrollment Fee of \$750. Your hotel will be charged the Missed Valid Enrollment Fee on the first billing statement following the second consecutive quarter during which it failed to reach more than 33% of its Quarterly Valid Enrollment Target.

For example:

QUARTER	% OF QUARTERLY TARGET REACHED	MISSED VALID ENROLLMENT FEE	BILLING STATEMENT
Q1	27%	N/A	N/A
Q2	30%	\$750 (based on Q1 and Q2 performance; charged in Q3)	July 10
Q3	32%	\$750 (based on Q2 and Q3 performance; charged in Q4)	October 10
Q4	45%	N/A (due to Q4 performance > 33%)	N/A

\*It can take up to 72 hours for an Enrollment Stay to process after it is submitted to Wyndham Rewards via your PMS. Assuming all requirements are otherwise met, a Valid Enrollment will be counted as such in the quarter that the associated Enrollment Stay is processed, not the quarter in which the enrollment was submitted.





WYNDHAM REWARDS ENROLLMENT PROGRAM *(continued)*

New Hotels

Quarterly Valid Enrollment Targets will be assigned to new hotels at the beginning of the first full quarter following the hotel’s opening date, as defined by their franchise or license agreement. New hotels will be eligible to earn the Loyalty Fee Discount based on the number of Valid Enrollments achieved during the first full quarter after the hotel’s opening date. New hotels will not, however, be assessed a Loyalty Fee Increase, if applicable, until the fourth full quarter following the hotel’s opening date (based on the number of Valid Enrollments achieved during the third full quarter after opening). In addition, new hotels will not be assessed a Missed Valid Enrollment Fee, if applicable, until the fifth full quarter following the hotel’s opening date (based on the number of Valid Enrollments achieved during the third and fourth full quarters after opening)\*.

For example:

- Opening Date: March 15
- Quarterly Valid Enrollment Targets: Assigned on or about April 1 (first full quarter following opening date)
- Loyalty Fee Discount:
  - May be earned for the first time, if applicable, based on Q2 enrollment performance beginning April 1 (i.e., based on first full calendar quarter following opening date). The discount would be applied to the three billing periods commencing in the subsequent calendar quarter, i.e. July 22-Aug. 21, Aug. 22-Sept. 21 & Sept. 22-Oct. 21 billing periods.
- Loyalty Fee Increase:
  - May be assessed for the first time, if applicable, based on Q4 enrollment performance beginning October 1 (i.e., based on third full calendar quarter following opening date). The increase would be applied to the three billing periods commencing in the subsequent calendar quarter, i.e. Jan. 22-Feb. 21, Feb. 22-March 21 & March 22-April 21 billing periods.
- Missed Valid Enrollment Fee:
  - May be assessed for the first time, if applicable, based on Q4 and Q1 enrollment performance beginning October 1 (i.e., based on third and fourth full quarters following opening date). The fee would be applied on the first billing statement of Q2 (April 10).

\*New WaterWalk Extended Stay by Wyndham hotels will not be assessed the Missed Valid Enrollment Fee based on enrollments for the quarter in which they open or the subsequent two full quarters.

WYNDHAM REWARDS ENROLLMENT PROGRAM *(continued)*

IS AN EMAIL REQUIRED?	To receive the Loyalty Program Charge Credit on new Member Enrollment Stays?	NO
	To be counted as a Valid Enrollment toward your Quarterly Valid Enrollment Target?	YES

VALID ENROLLMENT CRITERIA

To be "valid", an enrollment must:

- Be associated with a stay at your hotel (stay must have a nightly rate of at least US\$25)
- Include guest's first and last names, address, phone number and **valid email address**
- Be processed through your PMS or eDesk
- Occur prior to guest's checkout

WHAT ABOUT GUESTS WHO BOOK THROUGH AN OTA?	Q:	If I enroll a guest who booked a rate through an online travel agency (OTA), will the enrollment count as a Valid Enrollment for the purpose of the Wyndham Rewards Enrollment Program?
	A:	YES. Guests staying at either qualified or non-qualified rates may serve as the basis of a Valid Enrollment as long as all other Valid Enrollment criteria are met. Don't forget to replace the OTA email address with the new Member's personal email address to help ensure the Member receives email updates on the Program, current promotions, messages from our partners and exclusive Member offers.

Please see the Wyndham Rewards Enrollment Program section of the eDesk Dashboard to access your property's Quarterly Valid Enrollment Targets. Contact Wyndham Rewards Billing and Reimbursement at 1-866-272-7653 (United States and Canada only) or [WR.billing@wyndham.com](mailto:WR.billing@wyndham.com) with any questions or concerns regarding the Loyalty Program Charge Credit or the Wyndham Rewards Enrollment Program.



WYNDHAM REWARDS MISSING STAY  
ADMINISTRATION FEE

If your property fails to properly post a Member’s Earning Stay within 10 days of the Member’s check-out date and Wyndham Rewards must resolve the Member’s request for their missing points, you will be subject to a \$50 Missing Stay Administration Fee plus resolution costs (i.e., the Loyalty Program Charge associated with the contested Earning Stay) for each such resolved request. The Loyalty Program Charge will be charged to your property for all missing point requests. Please ensure all guests' Member numbers are included with their stays prior to processing to help avoid this fee.

Wyndham Rewards reserves the right to modify the Missing Stay Administration Fee from time to time, including its applicability and amount.

On occasion, Members may not receive their points until 2 to 4 weeks after their stay was posted. Provided that the Member’s stay was posted by your property within 10 days of the Member’s check-out date, you will not be charged the Missing Stay Administration Fee.

Please contact [WR.billing@wyndham.com](mailto:WR.billing@wyndham.com) with any inquiries about the Missing Stay Administration Fee.

REDEMPTIONS (formerly *go free* and *go fast* awards)

Wyndham Rewards assigns all Participating Hotels to one of three redemption tiers for the purpose of Free Nights and Discounted Nights with Points + Cash based primarily on annual ADR. Your tier determines the number of points required by a Member to redeem either a Free Night (7,500, 15,000 or 30,000 points) or Discounted Night with Points + Cash (1,500, 3,000 or 6,000 points) at your property. Your property’s tier is the same for Free Nights and Discounted Nights with Points + Cash; i.e., (Tier 1: 7,500 points for a Free Night and 1,500 points for a Discounted Night with Points + Cash). Wyndham Rewards reviews property tier assignments on an annual basis.

Effective September 29, 2020, any Member that has a Wyndham Rewards Earner® Card, Wyndham Rewards Earner® Plus Card or Wyndham Rewards Earner® Business Card account (each an "Earner Cardmember") is eligible to receive a 10% discount on these redemption tier amounts (Tier 101: 6,750, Tier 102: 13,500 or Tier 103: 27,000 points). Please note this discount does not change the amount you are reimbursed for the Free Night. Also, the discount is not available to Earner Cardmembers on Discounted Nights with Points + Cash - > Discounted Nights with Points + Cash.

FREE NIGHT GUIDELINES

A Free Night entitles a Member to redeem 7,500, 15,000 or 30,000 Wyndham Rewards points in exchange for a Free Night at any Participating Hotel with no blackout dates, subject to availability. As a result, Free Nights should only show as unavailable to Members if your property is sold out of standard rooms on the night of the Member's desired Free Night. Members can only reserve Free Nights at [www.WyndhamRewards.com](http://www.WyndhamRewards.com), Brand Websites or by calling Wyndham Rewards Member Services. Free Nights **cannot** be booked or cancelled by your property. To view your property's redemption tier, please refer to the "WR Redemption Tier" in Salesforce or contact Property Support.

**FAST FACT:**  
*Free Nights cannot be booked for walk in guests by your property. Guests must book online or call Wyndham Rewards Member Services.*



FREE NIGHT GUIDELINES *(continued)*

All of your property’s standard inventory must be allocated to Free Nights. Standard inventory does not include suites, unless your property is comprised entirely of suites. A Free Night is valid only for the room rate for one (1) single or double standard hotel room for up to the maximum occupancy of the room. If your property is an all-inclusive hotel, Free Nights must include both the room rate plus meals and other amenities, that are standard with the all-inclusive package. The Free Night is valid for up to two (2) guests in the room even if the maximum occupancy limits of the room would otherwise permit additional guests. Additional fees and associated taxes may be charged to the member for any additional guests’ occupancy of the room and for meals, amenities and taxes. For any questions about your standard room inventory, contact MyRequest by visiting Community > Quick Links > MyRequest.

Members must adhere to your property’s minimum length of stay when redeeming Wyndham Rewards points for a Free Night. When a minimum length of stay is in effect, Members must pay for and/or use additional awards to cover the additional nights required to satisfy the minimum length of stay.

The cancellation policy for a Free Night is 4 pm the day before the scheduled check-in date or your property's cancellation policy, whichever is more restrictive. If a Member cancels a reservation made with a Free Night in accordance with the applicable cancellation policy, all points redeemed will be returned to his or her account. If a Member does not cancel consistent with the applicable cancellation policy, the Member's points will be forfeited. Your property will still be reimbursed for the stay, however, in accordance with the table on the next page.

Your property will not be charged the Loyalty Program Charge associated with Free Nights (see property billing table on [page 23](#)), but you will be responsible for all taxes relating to the stay. Consult your legal and tax advisors regarding the tax implications of the reimbursements you receive under the Wyndham Rewards program. Your property may not charge any fee including, but not limited to a resort fee, for amenities offered to all guests simply by the fact of their staying at the hotel when a guest redeems a Free Night.

FREE NIGHT REIMBURSEMENT

Your property will be reimbursed for all Free Nights. Reimbursement is based on your hotel's occupancy and ADR in accordance with the following formula:\*

REIMBURSEMENT CHART	
95% + Occupancy Reimbursement = 100% of ADR	
85 – <95% Occupancy Reimbursement = 70% of ADR	
65 – <85% Occupancy Reimbursement = 50% of ADR	
40 – <65% Occupancy Reimbursement = 40% of ADR	
0 – <40% Occupancy Reimbursement = 30% of ADR	

Regardless of ADR, the following minimum amounts apply to Free Night reimbursements as determined by a property’s overall satisfaction score (“OSAT Score”) and redemption tier:

OSAT SCORE**	REDEMPTION TIER***	REIMBURSEMENT MINIMUM
≥ 7.0	7,500 points	US\$30
	15,000 points	US\$35
	30,000 points	US\$40
< 7.0	7,500 points	US\$25
	15,000 points	US\$25
	30,000 points	US\$25

\* Your property is responsible for all taxes related to reimbursements paid for all Free Nights.

\*\* For the reimbursement minimum amounts described above to apply, a property’s monthly OSAT Score must be based on at least 30 surveys completed within the 12 months prior to the applicable month. If a property has fewer than 30 surveys over the prior 12 months, then the property’s Free Night reimbursement minimum will be US\$25.

\*\*\* Wyndham Rewards reviews property redemption tiers and reimbursement levels on an annual basis. Your property’s designated tier is based on its prior year ADR. Occupancy and ADR information is subject to verification by Wyndham Rewards. Your property must provide all back-up information as may be requested by Wyndham Rewards.

**FREE NIGHT REIMBURSEMENT** *(continued)*

A Free Night reimbursement minimum amount is determined by (i) a property’s OSAT score as of the first of the month in which the billing period begins, and (ii) the billing period in which the Free Night is reimbursed, regardless of check-in/checkout dates. For example:

OSAT Score ≥ 7.0 (September 1):

- Redemption Tier: 15,000 points
- Billing Period in which Free Night is reimbursed: September 22 - October 21
- Reimbursement Minimum: US\$35

OSAT Score < 7 (September 1):

- Redemption Tier: 15,000 points
- Billing Period in which Free Night is reimbursed: September 22 - October 21
- Reimbursement Minimum: US\$25

If a Member redeems Free Nights for multiple nights, reimbursement levels may differ for each night depending on occupancy and ADR. Members staying at your property utilizing Free Nights will be counted when calculating your property’s occupancy for the day but will not be counted when calculating your property’s ADR.

Confirm (on [page 19](#)) whether your property should use PMS or eDesk to submit reimbursement requests for Free Nights. For detailed step-by-step instructions, please see the PMS Guides on Community > Resources & IT Help > Hotel Resources and Community > Wyndham Rewards to access the eDesk User Guide (eDesk users).

**You are encouraged to process Free Night reimbursement requests within 60 days of the Member’s check-out date to ensure timely reimbursement. Reimbursement requests submitted over 180 days after the Free Night check-out date are subject to forfeiture.**

Contact Wyndham Rewards Billing and Reimbursement at 1-866-272-7653 (United States and Canada only) or [WR.billing@wyndham.com](mailto:WR.billing@wyndham.com) to report a Free Night reimbursement discrepancy or if you have any

**FREE NIGHT REIMBURSEMENT** *(continued)*

questions. Additionally, properties with two-way connectivity to Wyndham Rewards can use the eDesk ADR/OCC screen to provide any missing ADR and/or occupancy information to help ensure reimbursements are processed in a timely manner (eDesk > Customer Care > Misc > ADR/OCC).

**POSTING FREE NIGHT REIMBURSEMENTS  
IN THE PMS**

For detailed instructions on how to post Free Night reimbursements amounts in the PMS, please visit Community > Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources.





**DISCOUNTED NIGHT WITH  
POINTS + CASH GUIDELINES**

A Discounted Night with Points + Cash allows Members to combine 1,500, 3,000 or 6,000 Wyndham Rewards points plus the payment of some cash in exchange for a night at a Participating Hotel, subject to availability. The number of points required by the Member to redeem a Discounted Night with Points + Cash is determined by a Participating Hotel's redemption tier (see [page 43](#)). Regardless of the tier of the Participating Hotel where the Member redeems, the cash portion paid by the Member is 70% of the property's Best Available Rate; i.e., the discount associated with all Discounted Nights with Points + Cash is 30% off your property's Best Available Rate. A reservation made with a Discounted Night with Points + Cash will contain the SRP code SRB6. Members can only reserve Discounted Nights with Points + Cash at [www.WyndhamRewards.com](http://www.WyndhamRewards.com), Brand Websites, or by calling Wyndham Rewards Member Services. Discounted Night with Points + Cash reservations cannot be booked or cancelled by your property.

The SRP code SRB6 is yieldable by your property and can be turned on or off as needed. When the Discounted Night with Points + Cash rate plan is open, all of your standard inventory must be allocated to it, excluding suites (unless your property is an all-suite property, in which case, suites are standard rooms and must be included).



**DISCOUNTED NIGHT WITH POINTS + CASH GUIDELINES *(continued)***

Members must adhere to your property's minimum length of stay when redeeming Wyndham Rewards points for a Discounted Night with Points + Cash. When a minimum length of stay is in effect, a Member must pay for and/or use additional awards to cover the additional nights required to satisfy the minimum length of stay.

The cancellation policy for a Discounted Night with Points + Cash is 4 pm the day before the scheduled check-in date or your property's cancellation policy, whichever is more restrictive. If a Member cancels a reservation made with a Discounted Night with Points + Cash in accordance with the applicable cancellation policy, all points redeemed will be returned to his or her account and the Member must not be charged for the cash portion of the canceled stay. If a Member does not cancel consistent with the applicable cancellation policy, the Member's points will be forfeited and he or she will be obligated to pay the cash portion of the Discounted Night with Points + Cash.

Members earn Wyndham Rewards on the cash portion of a Discounted Night with Points + Cash booked under the SRB6 rate code in accordance with the earning ratio table on [page 99](#). Accelerated Earning Points and Additional Points do not, however, apply when calculating the number of points a Member will earn (see page 9 for more information on Accelerated Earning Points and Additional Points). Your property will be charged the Loyalty Program Charge on the same amount for which the Member earns points. Members are responsible for all taxes on the cash portion of a Discounted Night with Points + Cash.



**Member Rate / Cardmember Rate (SWR1)**

All Wyndham Rewards Participating Hotels must offer the Member Rate / Cardmember Rate at all times. This rate is dynamic and will be calculated as follows:

- 1. **A default discount of 2% (Member Rate) or 4% (Cardmember Rate) off your hotel's Best Available Rate (BAR). Hotels can adjust this discount to 5%, 8% or 10% off BAR for Members and 7%, 10% or 12% off BAR for Cardmembers once each calendar quarter; Hotels in the United States and Canada on WHR’s Revenue Management System can further adjust this discount to 15% off BAR for Members and 17% off BAR for Cardmembers;**

OR

- 2. **If your hotel has an active promotion, an additional 2% (Member Rate) or 4% (Cardmember Rate) discount off your hotel's Lowest Publicly Available Rate (LPAR). This applies to most brand and standard local promotions. These discount amounts are fixed and cannot be adjusted.**

**Note:** The discount percentage amount may be increased or decreased upon 14 days’ notice in connection with certain limited-time promotions.

MEMBER RATE / CARDMEMBER RATE UPDATE OVERVIEW	
Distribution Channels	<p><b>The Member Rate is offered via all direct Wyndham channels</b> (<a href="http://www.WyndhamRewards.com">www.WyndhamRewards.com</a>, Brand web sites, Wyndham Hotels &amp; Resorts App, Call Centers, GDS, directly with Participating Hotels. The Cardmember Rate is available via all of these direct channels with the exception of directly with Participating Hotels.)</p> <p>NOTE: The discount based on LPAR will be available to Members booking on direct Wyndham channels only. Members booking the Member Rate directly with hotels can only book the discount based on BAR.</p>
Rate Code	SWR1
Inventory Allocation	Last Room Availability; All Room Types
Restrictions	Member Rate LPAR-based discount will only be applied to certain publicly available rates <b>including Brand Promotions and Local Promotions.</b>
MLOS Requirements	None
Commission Eligible	Yes (Travel Agent special access codes only)
Wyndham Rewards Points Eligible	Yes
Yieldable / Blackout Dates	No / None



WYNDHAM REWARDS DOUBLE POINTS RATE

All Wyndham Rewards Participating Hotels must offer the Wyndham Rewards Double Points Rate as detailed below. The Wyndham Rewards Double Points Rate allows members to book your hotel at a 6% premium above your hotel’s rate of the date and, in return, receive double the Base Points to which the member is entitled for that stay. Your property is responsible for the additional Base Points awarded at a cost of \$0.005 USD per point. Note: the 6% premium that a member is required to pay above your hotel’s rate of the day may be increased or decreased upon 14 days’ notice in connection with certain limited-time promotions.

Rate Details:

RATE CODE	MANDATORY	MIN. LOS	MAX. LOS	DAY OF WEEK RESTRICTION	CATEGORY	BONUS POINTS AMOUNT	PREMIUM ON RROD	ROOM TYPES
SDC4	Y	None	None	None	1A	Double Points	+6%	All

Examples:

RROD	\$70
Double Points Rate	\$74.20 (6% above RROD)
Rate Premium	\$4.20
Member Earning	1,742 points (742 base points, 258 additional points and 742 bonus points)
Cost of Bonus Points	\$3.71 (742 points x \$0.005 cost per point)

RROD	\$150
Double Points Rate	\$159 (6% above RROD)
Rate Premium	\$9
Member Earning	3,180 points (1,590 base points and 1,590 bonus points)
Cost of Bonus Points	\$7.95 (1,590 points x \$0.005 cost per point)

The cost of the additional Base Points awarded in connection with the Wyndham Rewards Double Points Rate will appear as a line item on your monthly billing statement. The supporting monthly detail for these charges is available on Community › Hotel Management › Reports.





# Wyndham Rewards Program Marketing



## KEY FEATURES AND MEMBER BENEFITS

### Enroll

- Membership is free and points are easy to redeem.
- Enrollment is easy! Guests can enroll at the front desk during check-in, check-out, at any time during their stay, or when booking a reservation. They can also enroll by:
  - Visiting [www.WyndhamRewards.com](http://www.WyndhamRewards.com) or a Wyndham Hotels & Resorts official brand website (e.g., [www.Super8.com](http://www.Super8.com)).
  - Calling Wyndham Rewards Member Services toll free.
  - Calling a Wyndham Hotels & Resorts brand's toll-free reservation line.

### Earn

- Members start earning points on their first Qualified Stay.
- Members earn points quickly – for every Earning Stay, Members will earn 10 Base Points (or 5 Base Points where applicable) for every dollar spent per the table on [page 99](#).
- **Gold**, Platinum and **Diamond** Members also receive Accelerated Earning Points on each Qualified Stay. Accelerated Earning Points are calculated as a percentage of the Base Points earned by a Member for their Qualified Stay based on Member's Member Level on the night of the Qualified Stay.
- Members will earn at least 1,000 Wyndham Rewards points for every Qualified Stay. Members are eligible for these awards during every Qualified Stay.
- Members may elect to earn participating partner Travel Partner Currency (e.g., airline miles) instead of Wyndham Rewards points on Earning Stays.
- Frequent promotional bonus point offers enable Members to earn points, and thus award nights, even faster.
- Members can receive exclusive offers and discounts via email by providing an email address.
- Members can also earn points for car rentals and booking tours and activities.

### FAST FACT:

*Wyndham Rewards points can be redeemed at more hotels than any other hotel rewards program.*



KEY FEATURES AND MEMBER BENEFITS *(continued)*

Redeem

- **Redeeming for a Free Night is simple** – 7,500, 15,000 or 30,000 points entitle Members to a Free Night at any of our more than 9,000 Participating Hotels worldwide.
- Members can redeem **1,500, 3,000 or 6,000 Wyndham Rewards points plus some cash** for a Discounted Night with Points + Cash in exchange for a night at Participating Hotels.
- Members can also redeem Wyndham Rewards points for airline miles or partner points, airline and rail tickets, car rentals, charitable donations (where available), merchandise, dining, shopping and movie theater gift cards, and local tours and experiences.

Please print the **Guest Frequently Asked Questions** section, which begins on [page 90](#), and share it with your staff.

For the most up-to-date list of redemption options, visit [Use Wyndham Rewards Points](#).

Member Levels

- Member Levels rewards Members with perks based on how often they stay at Participating Hotels.
- As Members complete more Qualifying Nights, they can unlock new levels and earn more perks.

ON-SITE MARKETING: TOOLS FROM WYNDHAM REWARDS

Marketing materials are provided to your property at no cost to support the Wyndham Rewards Program and current promotions. These materials should be prominently displayed at all times. Your property will receive materials that market new promotions as they are introduced. Additional materials can be requested by visiting your brand marketing website. At a minimum, your property should display the following:

- Front Desk Stand with insert
- Membership Brochures
- Back-of-House Poster
- Key card holders and key card inserts are also available for a fee.

For information on required marketing materials, please see Community › Loyalty & Marketing › Wyndham Rewards › Wyndham Rewards Resources ([On-Property Marketing Collateral](#)).



Groups, Meetings & Events

Wyndham Rewards encourages all properties to offer points for Groups, Meetings & Events as a way to incentivize meeting planners to choose your property for group and meetings business. However, participation in the Groups, Meetings & Events program is required for all Dolce, Ramada, Wyndham Garden, Wyndham Hotels and Resorts, and Wyndham Grand properties.

If your property participates in the Groups, Meetings & Events program, then as part of the contract for any Qualifying Event, you must agree to award the planner of the Qualifying Event 1 point per \$1 USD spent (or equivalent currency conversion, as determined at the time the points are awarded). Points must be awarded on the following revenue associated with the Qualifying Event: ten (10) or more sleeping rooms on one night, meeting room rental fees, and food and beverage charges. Points are not awarded on taxes, resort fees, facility fees, incidental charges, gratuities and related charges. The cost of Wyndham Rewards points is \$.005 per point (e.g., 10,000 points = \$50).

There is no minimum spend and no maximum point cap. Planners can earn Wyndham Rewards points regardless of whether payment is made via a master account or by individuals. In addition, Wyndham Rewards Members attending the Qualifying Event are also eligible to earn Wyndham Rewards points on any Qualified Stay that is part of the Qualifying Event. See [page 9](#).

Note: The contract between the planner and your property relating to the Qualifying Event should also include the Wyndham Rewards account number of the planner.

Wyndham Rewards® Business

Effective April 16, 2024, eligible companies based in the United States can open a Wyndham Rewards Business account. Eligible companies can earn Wyndham Rewards points for their employees’ stays that meet the criteria of a Business Qualified Stay, as defined in the [Wyndham Rewards Business Terms and Conditions](#), in accordance with the chart on the next page.

Points are awarded at no additional cost to hotels. Click [here](#) for eligibility requirements and the complete [Wyndham Rewards Business Terms and Conditions](#).

BRAND	EARNINGS RATIO
AmericInn by Wyndham Baymont by Wyndham Days Inn by Wyndham Dazzler by Wyndham Esplendor Boutique Hotels by Wyndham Hawthorn Suites by Wyndham Howard Johnson by Wyndham La Quinta by Wyndham Microtel Inn & Suites by Wyndham Ramada by Wyndham Registry Collection Hotels Super 8 by Wyndham Trademark Collection by Wyndham Travelodge by Wyndham TRYP by Wyndham Vienna House by Wyndham WaterWalk Extended Stay by Wyndham Wingate by Wyndham	1 point per \$1 paid on room rate*
Dolce Hotels and Resorts by Wyndham Wyndham Grand Wyndham Hotels and Resorts Wyndham Garden	1 point per \$1 paid on total folio
Wyndham Alltra	1 point per \$1 paid on package revenue**

\*Earnings ratio is based on room rate only and does not include costs associated with taxes, food and beverage, telephone, and other incidental expenses incurred during a Member’s Business Qualified Stay.

\*\*Earnings ratio is based on package revenue only and does not include costs associated with taxes, telephone, and other incidental expenses incurred during a Member’s Business Qualified Stay.



**PURCHASE POINTS REWARDS**

Owners and general managers can use the Purchase Points Rewards (PPR) tool to buy and issue Wyndham Rewards points to Members for marketing and loyalty purposes only. The cost of Wyndham Rewards points is \$.005 per point (e.g., 10,000 points = \$50).

Your property may distribute Wyndham Rewards points utilizing the PPR tool to guests or employees only. If your property re-sells, re-distributes, uses points for any improper purpose, or engages in any other fraud or abuse of the PPR program, Wyndham Rewards may cancel, void, refuse to honor and/or confiscate the points, suspend or terminate your property's ability to use the PPR tool, and pursue all other rights and remedies available under your franchise, license or management agreement or applicable law.

You may not purchase points on behalf of, or at the request of, Members. If a Member wishes to purchase points, please refer him or her to [Use Wyndham Rewards Points](#) to buy points via Points.com.

Utilizing the PPR tool is a great way to show customer appreciation, promote loyalty, and increase productivity. For a full guide on administering the PPR program at your property as well as full program terms and conditions, please see the PPR training manual available on Community (Loyalty & Marketing › Wyndham Rewards › Resources › Purchase Points Rewards).





# Wyndham Rewards Member Levels



## MEMBER LEVELS OVERVIEW

Member Levels is a Wyndham Rewards Program enhancement that rewards Members with perks based on how often they stay at Participating Hotels. As Members complete more Qualifying Nights, they can unlock new levels and earn more perks.

There are four Member Levels: Blue, Gold, Platinum, and Diamond. In addition, a fifth Member Level (Titanium) is available by invitation only for Entity Principals, Managed Principals and other parties identified by Wyndham Rewards in its sole discretion. **Titanium level membership is extended by invitation only from Wyndham Rewards and is not available to the general public.** Please ensure your staff understands that this Member Level is not available to all guests and should not be marketed as such.

Your property must deliver all on-property perks (outlined below in the **Member Levels Benefits** section) to Members. Your failure to effectively administer the Member Levels program at your property undermines Members' trust in the program and may result in your property receiving a point deduction during an inspection.





UNLOCKING EACH MEMBER LEVEL

Upon enrollment, Members are automatically designated **Blue Level Members** and are eligible to unlock higher Member Levels based on the number of Qualifying Nights they stay, per the chart below:

MEMBER LEVEL	NUMBER OF QUALIFYING NIGHTS
Blue	Upon enrollment
Gold	5
Platinum	15
Diamond	40

Members may also receive certain Member Levels as a gift.

For full details on how Members can earn, gift or receive Member Levels, please refer to Section IV(B) of the [Wyndham Rewards Terms and Conditions](#).

MEMBER LEVELS PERKS

Your property is responsible for delivering all applicable on-site perks to Members as a thank you for their loyalty. Members are eligible to receive the Member Levels perks described below during all Qualified Stays, as well as when staying using a Free Night or Discounted Night with Points + Cash. **On-site perks need only be provided to the Member’s personal guest room, regardless of how many rooms the Member reserves or pays for as part of his or her stay.**

Comprehensive details of these on-site perks can be found below, on the Brand Standards portal (Community > Brand & QA > Brand Standards) and in Section IV(C) of the [Wyndham Rewards Terms and Conditions](#).

Additional details, including how to operationalize the on-site Member Levels perks, follow.



MEMBER LEVELS PERKS (continued)

Member Level Perks		BLUE UPON JOINING	GOLD	PLATINUM	DIAMOND
Number of Qualifying Nights			5	15	40
	Member Savings	●	●	●	●
	Earn at Least 1,000 Points for Every Qualified Stay	●	●	●	●
	Redeem Free Nights	●	●	●	●
	Get a Discount with Points + Cash	●	●	●	●
	Rollover Nights Never Expire	●	●	●	●
	Free Wi-Fi	●	●	●	●
	Dedicated Member Services		●	●	●
	Preferred Room Choice		●	●	●
	Accelerated Earning		10%	15%	20%
	Late Checkout		●	●	●
	Early Check-In			●	●
	Caesars Rewards® Status Match			●	●
	Avis® and Budget® Car Rental Upgrade (U.S. and Canada Only)			●	●
	Suite Upgrades				●
	Welcome Amenity at Check-In (Select Brands)				●
	→ Give GOLD				●

FREE WI-FI (WIRELESS HSIA)

Eligible Member Levels: All

**Perk Description:** Subject to availability, your property must provide basic, wireless, high-speed internet access (HSIA) in all guest rooms and interior public areas free of charge to all Wyndham Rewards Members, during their Qualifying Nights. Wireless HSIA includes the integrated package of hardware, software, internet access gateway, support and security necessary to provide Members, using their own computers, with wireless access to the internet. If your property does not offer wireless HSIA to guests, you may provide wired HSIA free of charge to Members as an alternative. You are permitted to charge additional fees for internet speeds faster than basic wireless HSIA if the Member requests such access.

If your property provides guests with basic, wireless HSIA as part of a resort or facility fee, you must remove from the fee the amount attributable to providing wireless HSIA and any reference to wireless HSIA in the description of the fee.

**How to Deliver the Perk:** Upon check-in, Members must receive free wireless HSIA. Check the Arrivals tab on the Reservation Dashboard in eDesk (Increase Loyalty › Launch Wyndham Rewards eDesk › View Reservation Dashboard) daily to verify any incoming guests that are Wyndham Rewards Members.

- Hotels already offering free wireless HSIA: Provide Member with free wireless HSIA credentials as usual.
- Hotels that typically charge for wireless HSIA: Hotels must provide free wireless HSIA access to Members. If a complimentary wireless HSIA access code is not available, the hotel may provide a statement credit back to the Member to waive the fee. Hotels may continue to charge guests that are non-members for basic wireless HSIA.
- Hotels that don’t have wireless HSIA: Hotels may provide free wired HSIA.



PREFERRED ROOM

Eligible Member Levels: Gold, Platinum, Diamond and Titanium

Perk Description: Upon check-in at your property, Gold, Platinum, Diamond and Titanium Members may request a preferred room of the same room-type that he or she originally booked for his/her Qualified Stay, Free Night, or Discounted Night with Points + Cash. Preferred rooms may include recently renovated rooms, more spacious rooms or rooms with a desired view or location.

How to Deliver the Perk: Your staff must accommodate the request if a preferred room is available at time of check-in. If a preferred room is unavailable, your front desk staff should offer the next best option to accommodate the Member. Your property is not required to offer an upgraded room type (e.g., suites or other specialty rooms) above and beyond the Member’s reserved room type as part of this perk.

As a best practice, your property’s staff should proactively ask Gold, Platinum, Diamond and Titanium Members if they have a room preference if the request has not been made at check-in. Your staff can look up a Member’s level by checking in the PMS or eDesk, or referring to the Arrivals tab on the Reservation Dashboard in eDesk (Increase Loyalty > Launch Wyndham Rewards eDesk > View Reservation Dashboard).

LATE CHECK-OUT

Eligible Member Levels: Gold, Platinum, Diamond and Titanium

Perk Description: Upon request from a Gold, Platinum, Diamond or Titanium, and subject to availability, you must allow the Member to check out up to two hours after your property’s standard check-out time on all Qualified Stays, Free Nights, or Discounted Nights with Points + Cash.

How to Deliver the Perk: A Member may request this perk at any point during his/her Qualified Stay, Free Night, or Discounted Night with Points + Cash prior to check-out. Your staff should make note of the late check-out request on the Member’s stay record in your PM system. If your property has sufficient rooms available to allow for the Member’s late check-out, the Member’s request must be honored. If you do not have sufficient availability, you should advise the Member as such and offer your apologies.

Note: You are only required to provide this perk with respect to the Member’s personal guest room, regardless of how many rooms the Member reserves or pays for as part of his or her stay. Please make every effort, however, to accommodate the Member and any other individuals traveling with the Member.

EARLY CHECK-IN

Eligible Member Levels: Platinum, Diamond and Titanium

Perk Description: Upon request from a Platinum, Diamond or Titanium Member, and subject to availability, you must allow the Member to check in up to two hours prior to your property’s standard check-in time on all Qualified Stays, Free Nights, or Discounted Nights with Points + Cash.

How to Deliver the Perk: A Member may request this perk while making his/her reservation or prior to, or during check-in of his/her Qualified Stay, Free Night, or Discounted Night with Ponto + Cash. Your property should make note of the early check-in request on the Member’s reservation if the request is received prior to arrival. If your property has sufficient rooms available to allow for the Member’s early check-in, the Member’s request must be honored. Even in the event that a Member requests early check-in upon arrival, you should make every effort to accommodate the request. If you do not have sufficient availability, your hotel should advise the Member as such and offer your apologies.

Note: You are only required to provide this perk with respect to the Member’s personal guest room, regardless of how many rooms the Member reserves or pays for as part of his or her stay. Please make every effort, however, to accommodate the Member and any other individuals traveling with the Member.

SUITE UPGRADE INCLUDING AWARD NIGHTS

Eligible Member Levels: Diamond and Titanium

Perk Description: If available at your property, you must upgrade Diamond and Titanium Members to a suite for the entirety of his/her Qualified Stay, Free Night, or Discounted Night with Points + Cash. If you do not have suites among your available inventory, you should offer an upgraded room type as an alternative to a suite.

How to Deliver the Perk: Suite or, if not available, room type upgrades must be offered proactively to all Diamond and Titanium Members upon check-in. If the upgrade is made in connection with a Free Night or Discounted Night with Points + Cash, please call Member Services to adjust the inventory in your PMS. If neither a suite nor an upgraded room is available, you should offer a preferred room as described above. Your staff should proactively check for any Diamond or Titanium Members checking in each day in the PMS or the Reservation Dashboard in eDesk (Increase Loyalty > Launch Wyndham Rewards eDesk > View Reservation Dashboard).



WELCOME AMENITY

Eligible Member Levels: Diamond and Titanium

Perk Description: The Welcome Amenity perk varies by brand, region and Member Level. A detailed description of the Welcome Amenity requirements including a breakdown by brand, region and Member Level, can be accessed on the Brand Standards portal (Community > Brand & QA > Brand Standards).

Hotels must provide one applicable Welcome Amenity to each Diamond and Titanium Member on the day of the Member’s check-in of his/her Qualified Stay, Free Night, or Discounted Night with Points + Cash. The Welcome Amenity is required for the brands listed below. If your property is not required to provide Welcome Amenities, you are strongly encouraged to offer this benefit as a courtesy to our Diamond and Titanium Members in appreciation for their loyalty to the Wyndham Rewards Program.

Brands Where Welcome Amenity is Required:

- AmericInn by Wyndham
- Baymont by Wyndham
- Dazzler by Wyndham
- Dolce Hotels and Resorts by Wyndham
- Esplendor by Wyndham
- Hawthorn Suites by Wyndham
- La Quinta by Wyndham
- Microtel Inn & Suites by Wyndham
- Ramada by Wyndham
- TRYP by Wyndham
- Vienna House by Wyndham
- WaterWalk Extended Stay by Wyndham
- Wingate by Wyndham
- Wyndham Alltra
- Wyndham Garden
- Wyndham Grand
- Wyndham



How to Deliver the Perk: Your staff should proactively check for any Diamond or Titanium Members checking in each day in the PMS or the Reservation Dashboard in eDesk (Increase Loyalty > Launch Wyndham Rewards eDesk > View Reservation Dashboard).



WELCOME AMENITY *(continued)*

Brands and regions where the Welcome Amenity is presented [at the front desk](#) during check-in:

Your front desk staff should provide [Diamond](#) and Titanium Members their Welcome Amenity along with their key during check-in and thank them for being a Member.

- Sample script: “Thank you for being a ([Diamond](#) or Titanium) Wyndham Rewards Member. As a part of the perks offered to ([Diamond](#) or Titanium) Members, we’re happy to offer you this Welcome Amenity today. Have a great stay and we hope you share your experience at our hotel!”

Brands and regions where the Welcome Amenity is presented [in-room](#) at check-in:

The Welcome Amenity must be delivered to the Member’s room within one hour of the Member’s check-in, up until 9:00 p.m. If the Member checks in after 9:00 p.m., you may deliver the Welcome Amenity the following morning after 10:00 a.m.

DEDICATED MEMBER SERVICES

*Eligible Member Levels:* [Gold](#), [Platinum](#), [Diamond](#) and [Titanium](#)

**Perk Description:** Complimentary priority Member Services phone lines are available for each of [Gold](#), [Platinum](#), [Diamond](#) and [Titanium](#) Member Levels. The dedicated phone lines for [Diamond](#) and [Titanium](#) Level Members are referred to as the “*[Diamond Concierge](#)*” or “*[Titanium Concierge](#)*” and can be utilized for additional Member needs including gifting Gold Member Level. These exclusive phone numbers are available to ensure our Members receive assistance as quickly as possible.

**How to Deliver the Perk:** The phone numbers available for each level can be found on the My Profile page on [www.WyndhamRewards.com](#). Please direct Members to their respective phone line to ensure the highest level of customer service.

ACCELERATED EARNING

Eligible Member Levels: Gold, Platinum and Diamond

**Perk Description:** Gold, Platinum and Diamond Members also receive Accelerated Earning Points on each Qualified Stay. Accelerated Earning Points are calculated as a percentage of the Base Points earned by a Member for their Qualified Stay based on the Member’s Member Level on the night of the Qualified Stay as follows:

- **Gold Level Members:** Accelerated Earning Points = 10% of Base Points
- **Platinum Level Members:** Accelerated Earning Points = 15% of Base Points
- **Diamond Level Members:** Accelerated Earning Points = 20% of Base Points

Accelerated Earning Points (if any) will be applied to a stay first. Additional Points are then added, if necessary, to ensure the Member earns a minimum of 1,000 Wyndham Rewards points for each Qualified Stay. In instances where Accelerated Earning Points pushes a Member's points earning above 1,000 points for a Qualified Stay, Additional Points will not be added.

Examples:

■ **EXAMPLE #1 Room revenue from one-night Qualified Stay at a Days Inn = \$60**

Member Level = Gold

\$60 x 10 points per \$1 USD = 600 Base Points  
+ Accelerated Earning Points = 60 (10% of Base Points)  
Sub-total = 660 Wyndham Rewards points

340 Additional Points will also be added to the Member’s account to total 1,000 points for this Qualified Stay. These Accelerated Earning Points (60) and Additional Points (340) are funded by Wyndham Rewards.

Your property is responsible for the Loyalty Program Charge on \$60.

ACCELERATED EARNING (continued)

■ **EXAMPLE #2 Room revenue from three-night Qualified Stay at a Days Inn = \$120**

Member Level = Platinum

\$120 x 10 points per \$1 USD = 1,200 Base Points  
+ Accelerated Earning Points = 180 (15% of Base Points)  
Sub-total = 1,380 Wyndham Rewards points

No Additional Points will be added to the Member’s account because the minimum threshold of 1,000 points was met. The Accelerated Earning Points (180) are funded by Wyndham Rewards.

Your property is responsible for the Loyalty Program Charge on \$120

■ **EXAMPLE #3 Room revenue from two-night Qualified Stay at a Days Inn = \$60 during a double points promotion**

Member Level = Diamond

\$60 x 10 points per \$1 USD = 600 Base Points  
+ Accelerated Earning Points = 120 (20% of Base Points)  
Sub-total = 720 Wyndham Rewards points

280 Additional Points will also be added to the Member’s account to total 1,000 points for this Qualified Stay. The Accelerated Earning Points (120) and Additional Points (280) are funded by Wyndham Rewards.

Your property is responsible for the Loyalty Program Charge on \$60.

Double Points Promotion = 600 points (double Base Points)

The Member will earn a total of 1,600 points (600 + 120 + 280 + 600).



POINTS BONUS

*Eligible Member Levels:* Titanium

**Perk Description:** Any Member whose Titanium Level is in effect as of January 1 of any year will receive a Member Level Point Bonus as follows:

MEMBER LEVEL	MEMBER LEVEL POINT BONUS VALUE
Titanium	30,000 Wyndham Rewards Points

For full details, please refer to [Titanium Terms & Conditions](#).

**How to Deliver the Perk:** Your property does not need to take any steps to deliver this Member perk. If a Titanium Member has a question about Member Level Point Bonuses, please refer the Member to the dedicated Member Services phone line found on their My Profile page on [www.WyndhamRewards.com](http://www.WyndhamRewards.com).

AVIS® AND BUDGET® CAR RENTAL UPGRADE

*Available at Avis and Budget participating locations in the US and Canada only, excluding Quebec*

*Eligible Member Levels:* Platinum, Diamond and Titanium.\*

**Perk Description:** One car class upgrade\*\* is offered to all Platinum, Diamond and Titanium Members through Avis Rent a Car and Budget Rent a Car, subject to availability, at participating locations.

**How to Deliver the Perk:** Your hotel does not need to take any steps to deliver this Member perk. For more information on Avis Rent a Car and Budget Rent a Car benefits, Platinum, Diamond and Titanium Members should either call Member Services at the applicable number provided on the My Account page on [www.WyndhamRewards.com](http://www.WyndhamRewards.com).

\*Avis upgrade offered to Titanium Members only through membership in the Avis President's Club; membership is optional.

\*\*Double upgrade available for Titanium Members who join the Avis President's Club.







## Property Frequently Asked Questions

### PROPERTY FREQUENTLY ASKED QUESTIONS

- Q.** If I can't answer a guest's question or resolve an issue, where should I refer him or her?
- A.** Contact Wyndham Rewards Member Services for all Wyndham Rewards Program issues.
- Q.** Whom do I contact if I have a billing or reimbursement question?
- A.** Contact Wyndham Rewards Billing and Reimbursement at 1-866-272-7653 (United States and Canada only) or [WR.billing@wyndham.com](mailto:WR.billing@wyndham.com).
- Q.** Who can answer questions about how to administer Wyndham Rewards via my PMS?
- A.** Refer to the contact information page ([page 102](#)) for technology support service numbers.
- Q.** How do I post a Member's stay earning if my PMS is not in service?
- A.** You cannot post Member stay earnings while the PMS is not in service. Once your PMS is restored, you will need to enter the data up to the current date. All stay postings, Free Nights and Discounted Nights with Points + Cash will be processed at that time. Please refer to the contact information page ([page 102](#)) for technology support.
- Q.** If a Wyndham Rewards Member has a reservation at my property and is a no-show, will he/she still be awarded points for that stay? Will I have to pay the Loyalty Program Charge for those points?
- A.** If the Member is charged and pays for the stay, he/she will be awarded points if the reservation otherwise meets the definition of an Earning Stay, even though he/she did not stay. However, he/she will not earn (i) any bonus earnings available in connection with any promotion that may have been in effect, (ii) any Accelerated Earning Points , or (iii) any Additional Points. If the Member is awarded points, you are responsible for the corresponding Loyalty Program Charge.
- Q.** Are there any market segments that do not qualify for Wyndham Rewards points or Travel Partner Currency?
- A.** Neither Wyndham Rewards points nor Travel Partner Currency will be awarded when stays are associated with non-qualified market segments. Please refer to [page 16](#) for a full list of qualified and non-qualified market segments.



PROPERTY FREQUENTLY ASKED QUESTIONS (continued)

**Q. Does a guest need to provide an email address to enroll in the Wyndham Rewards Program?**

**A.** An email address is not required for membership, but front desk staff should encourage the guest to provide an email address so he or she can receive email updates on the Program, current promotions, messages from our partners and exclusive Member offers. *Please note: An email address must be provided for the enrollment to be considered a Valid Enrollment for the purposes of the Wyndham Rewards Enrollment Program as outlined on [pages 26-30](#).*

**Q. How can properties without two-way connectivity to Wyndham Hotels & Resorts submit stay information or enroll guests?**

**A.** Properties without two-way connectivity to Wyndham Hotels & Resorts can report stay information and enroll guests through eDesk, accessible via Community. Please see the eDesk Guide accessible via Community > Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources for information on how to administer the Wyndham Rewards Program at your property using eDesk. You may also enroll guests via a paper enrollment form specific to your region, as available.

**Q. If a Member checks in and does not know his or her Wyndham Rewards number, how can I help to ensure he or she still receives points?**

**A.** You can look up a Member's membership number via your PMS or eDesk, as applicable, or by calling Member Services. To help ensure that Members receive points for Earning Stays, Wyndham Rewards also proactively matches Member accounts against guest information. In order to help ensure you are not charged the Wyndham Rewards Missing Stay Administration Fee, be sure to include a Member's membership number with the reservation prior to posting the stay.

**Q. Will Members' Free Nights and Discounted Nights with Points + Cash be included when calculating occupancy and ADR for my property? Is the same calculation being used for both?**

**A.** Members staying at your property utilizing either Free Night or Discounted Nights with Points + Cash will be counted when calculating your property's occupancy for the day but not when calculating ADR for purposes of determining reimbursement.

**Q. Do I need to verify all Free Night reimbursement amounts in my PMS?**

**A.** Yes. Please refer to Community > Loyalty & Marketing > Wyndham Rewards > Wyndham Rewards Resources for detailed instructions on manually adjusting **Free Night** reimbursements in your PMS.

**Q. Does my property need to pay the Loyalty Program Charge when enrolling guests on property into the Wyndham Rewards Program?**

**A.** There is no fee to enroll new Members, and the Loyalty Program Charge will be credited back to you for all new Member Enrollment Stays, as described on [page 25](#). Properties are able to view a list of their Loyalty Program Charge Credits each month on Community > Hotel Management > Reports.

**Q. I have a guest staying at my property who booked a rate through an online travel agency (OTA) that does not qualify for Wyndham Rewards points. If I enroll this guest into the Program, will the enrollment count as a Valid Enrollment for the purpose of the Wyndham Rewards Enrollment Program?**

**A.** Yes. Guests staying at either qualified or non-qualified rates may serve as the basis of a Valid Enrollment. If the new Member enrollment meets all other requirements of a Valid Enrollment, it will count towards your property's Quarterly Valid Enrollment Target.

**Q. I'm an owner or employee of a Participating Hotel. Can I join Wyndham Rewards?**

**A.** Yes, you are encouraged to become a Member to see firsthand the benefits of the Program!

**Q. If a guest enrolls in Wyndham Rewards when they download the WH&R App using the App Mirror Cling QR code while staying at my property, will the enrollment count towards my Quarterly Valid Enrollment Target?**

**A.** No, only enrollments completed via your PMS and eDesk that meet the Valid Enrollment criteria will be counted towards your Quarterly Valid Enrollment Target. The QR code contained in the App Mirror Cling is not unique to your property and is only intended to be an easy way for guests to download the new WH&R App. Be sure to ask every guest if they're a member, and offer to enroll those who are not during check-in.

**Q. If a guest enrolls at check-in, how do they access their new account in the WH&R App?**

**A.** Once you've enrolled a guest via your PMS or eDesk, they can immediately download the WH&R App by scanning the App Mirror Cling QR code in their guest room. To sign into their Wyndham Rewards account for the first time, they'll need to select "**Sign In**" and then "**Set Up Your Account**" to get started. They'll need their Member number, which can be found in the Welcome Email sent immediately upon joining. If a member calls the front desk asking for their Member number, you can assist them by searching in your PMS or eDesk.



## Wyndham Rewards Member Levels Frequently Asked Questions

### MEMBER LEVELS

#### Q. What is Member Levels?

A. Member Levels is a Wyndham Rewards Program enhancement that rewards Members with perks based on how often they stay at Wyndham Rewards Participating Hotels. As Members complete more Qualifying Nights, they can unlock new levels and get more perks.

There are four Member Levels: Blue, Gold, Platinum and Diamond.

In addition, a fifth Member Level (Titanium) is available by invitation only.

#### Q. How does a Member obtain each Member Level?

A. To obtain a Member Level, a Member must complete the required number of Qualifying Nights as outlined below:

MEMBER LEVEL	NUMBER OF QUALIFYING NIGHTS
Blue	Upon enrollment
Gold	5
Platinum	15
Diamond	40



MEMBER LEVELS FREQUENTLY ASKED QUESTIONS (continued)

Q. What is a Qualifying Night?

A. "Qualifying Night" is any of the following:

- A paid night during a Qualified Stay at a Participating Hotel (so long as the Qualified Stay has an average daily rate of at least \$25 per night and satisfies other requirements as outlined in the program Terms & Conditions);
- A paid, stayed Discounted Night with Points + Cash at a Discounted Night with Points + Cash Participating Hotel; or
- A stayed Free Night at a Participating Hotel.

Q. Is a Qualifying Night the same as a Qualified Stay?

A. No. A Qualified Stay means all of the following are true of any stay: (i) a Member stays one or more consecutive nights at the same Participating Hotel; (ii) the nightly rate(s) for such Member's room over the course of such Member's stay, added together (but excluding taxes, surcharges and any other charges or fees) is at least \$25; and (iii) such Member pays all amounts payable for such stay in accordance with the Participating Hotel's then-applicable payment policies.

In order for a night to be considered a Qualifying Night it needs to meet the requirements of a Qualified Stay, in the case of a paid stay, in addition to the requirements outlined above.

Q. Do Members start at Blue Level at the start of each calendar year?

A. It depends. Members will maintain the level they obtain for the remainder of the year in which they unlock such level and all of the following calendar year. At the beginning of the next year, a Member's level will be determined by the number of Rollover Nights he/she has accumulated from the prior years.

Q. What are Rollover Nights? How do they work?

A. Any Qualifying Night completed in or after 2016 which is in excess of the number required to earn a particular Member Level but not enough to obtain the next level will be deemed a Rollover Night and will be banked for future use. Rollover Nights never expire.

For example, if a Member completes 7 Qualifying Nights in Year 1 (5 of them by June 1), no Qualifying Nights in Year 2, and 3 Qualifying Nights by April 1 of Year 3:

	YEAR 1	YEAR 2	YEAR 3
QUALIFYING NIGHTS	7 (5 of them by June 1)	0	3 (by April 1)
MEMBER LEVEL OBTAINED	Gold Level starting June 1 5 Qualifying Nights applied toward Gold Level	Gold Level For achieving 5 Qualifying Nights in Year 1 (Gold Level expires as of December 31)	Blue Level until April 1 0 Qualifying Nights in Year 2 Gold Level starting April 1 3 Qualifying Nights this year between Jan 1 and April 1 + 2 Rollover Nights
ROLLOVER NIGHTS	2	2	2 until April 1 0 as of April 1

**MEMBER LEVELS FREQUENTLY ASKED QUESTIONS** *(continued)*

**Q. Do Rollover Nights expire?**

**A.** No, Rollover Nights do not expire. They remain in a Member's account and will continue to rollover from year to year until they are used toward obtaining a Member Level.

**Q. If a Member has multiple rooms reserved at a Participating Hotel for the same night, is each room night eligible to be a Qualifying Night?**

**A.** No, only the night(s) associated with the room in which the booking Member stays is eligible to be a Qualifying Night(s). To be considered a Qualifying Night, the Member's room night must be:

- A paid night during a Qualified Stay at a Participating Hotel (so long as the Qualified Stay has an average daily rate of at least \$25 per night and satisfies other requirements as outlined in the program Terms & Conditions); or
- A paid, stayed Discounted Night with Points + Cash at a Discounted Night with Points + Cash Participating Hotel; or
- A stayed Free Night at a Participating Hotel.

**Q. Do nights that a Member books through OTAs (like Expedia) count toward unlocking Member Levels?**

**A.** No. Nights that are booked through OTAs are not considered Qualifying Nights.

**Q. Can a Member only unlock Member Levels based on Qualifying Nights?**

**A.** No. Members can unlock Member Levels in any of the following ways:

- Completing Qualifying Nights as outlined above
- Receiving a level as a gift from a Diamond Member/Titanium Member
- Being or becoming a Wyndham Club Pass or Shell Vacations Club member
- Becoming a new card holder of the Wyndham Rewards® Visa® with no annual fee or Wyndham Rewards® Visa® with \$75 annual fee
- Promotional offers made from time to time by Wyndham Rewards in its discretion.

**Q. Can meeting planners unlock levels for themselves based on the number of Qualifying Nights their clients complete?**

**A.** No, all Members, including meeting planners, must complete their own Qualifying Nights to unlock levels.

**Q. How can my hotel identify a Member's Level?**

**A.** Hotels can identify a Member's Level in a variety of ways:

- Member Profile and Reservation Dashboard in eDesk
- SynXis Property Management System
- OPERA Property Management System

Visit **Community** for step-by-step guides on how to identify a Member's Level.

**Q. How can my hotel identify a Member Level for reservations not made through Wyndham Hotels & Resorts central reservation system?**

**A.** Hotels can identify a Member's Level for reservations not made through Wyndham Hotels & Resorts central reservation system by asking the guest if he/she is a Member. If so, the hotel can view the Member's profile in eDesk or its PMS.





**MEMBER LEVELS FREQUENTLY ASKED QUESTIONS** *(continued)*

**Q. How can Members identify their Member Level?**

**A.** Members can see their Member Level by signing into their account and visiting the My Account page. They can also view their Member Level in our convenient Wyndham Rewards mobile app.

**Q. Do Members receive Member cards?**

**A.** No. We no longer send member kits or member cards to new Members.

**Q. When will a Titanium Member receive their points bonus?**

**A.** Members that are Titanium Level as of January 1 will receive their point bonus in February of that year.

**Q. Can a hotel give a business client a Member Level?**

**A.** At this time, hotels cannot give a business client a Member Level. Only Members with Diamond and Titanium levels may give a Member Level to another Member pursuant to the Member Levels terms and conditions.







ON-SITE PERKS

- Q. What is the Free Wi-Fi perk?**  
**A.** All hotels must provide basic high-speed wireless internet access free of charge to all Wyndham Rewards Members in all guest rooms and interior public areas (not including meeting rooms) during all Qualified Stays and Free Nights and Discounted Nights with Points + Cash.
- Q. What if my hotel does not offer Wi-Fi?**  
**A.** If basic high-speed wireless internet access is not available at your hotel, you must provide complimentary basic high-speed wired internet access to Wyndham Rewards Members during their Qualified Stays, Free Nights and Discounted Nights with Points + Cash.
- Q. Is my hotel able to charge for higher speed/premium Wi-Fi access?**  
**A.** Yes. Although basic Wi-Fi access must be made available for free to all Members, hotels may charge for Wi-Fi access at a higher speed than the basic Wi-Fi access. As a courtesy to our most loyal Members, hotels are encouraged to consider waiving any fees for Diamond and Titanium Members.
- Q. What if my hotel is currently charging for basic Wi-Fi or wired high-speed internet access (HSIA)?**  
**A.** Hotels must credit back any charges for basic Wi-Fi or wired HSIA on the guest’s folio or work with their internet provider to create credentials to allow Members to access free basic Wi-Fi or wired HSIA access.
- Q. What is a Preferred Room?**  
**A.** A Preferred Room is a room that the Member prefers so long as it’s of the same room type category as the room booked. Examples may include a recently renovated room, a more spacious room, or a room with a desired view or location.
- Your front desk staff should offer a Preferred Room upon request, from a Gold, Platinum, Diamond or Titanium Member, for Qualified Stays, Free Nights and Discounted Nights with Points + Cash.



MEMBER LEVELS FREQUENTLY ASKED QUESTIONS (continued)

Q. What if a Member requests an upgraded room/suite as his/her Preferred Room?

A. Hotels are not required to provide an upgraded room type or suite as part of the Preferred Room perk.

Q. Are there any exceptions to the room upgrade perk for hotels with guests staying long term?

A. No, there are no exceptions for the room upgrade perk for hotels with guests staying long term. The perk must extend for the entirety of the Member’s stay.

Q. What is the Early Check-in perk?

A. Platinum, Diamond and Titanium Level Members can check in early up to two hours prior to your hotel’s standard check-in time. If a Member requests an earlier check-in, your hotel may honor it at your discretion.

Early Check-in is upon request and subject to availability for Qualified Stays, Free Nights and Discounted Nights with Points + Cash.

Q. What is the Late Check-out perk?

A. Gold, Platinum, Diamond and Titanium Level Members can request a Late Check-out at any point during their Qualified Stay, Free Night or Discounted Night with Points + Cash; however, the request must occur before the hotel’s standard check-out time.

Q. If my hotel charges for late check-out, do I need to waive the fee?

A. Yes. If your hotel charges for late check-out, you must waive the fee for all Gold, Platinum, Diamond and Titanium Level Members.

Q. Does my hotel have to offer on-site perks to traveling companions of the Member staying in different rooms?

A. No, hotels are only required to provide perks to the Wyndham Rewards Member named on the reservation. We recommend, however, that hotels honor the perks for traveling companions as a courtesy.

Q. What is a Suite Upgrade?

A. Diamond and Titanium Members should receive an upgrade to a suite during their Qualified Stay, Free Night and Discounted Night with Points + Cash if availability allows.

Q. How do I handle the suite upgrade perk if my hotel does not have suites?

A. Hotels that do not have suites in their available inventory should offer Diamond and Titanium Members an upgraded room type as an alternative to a suite. This upgrade should be offered proactively to all Diamond and Titanium Members upon check-in.

Q. What is a Welcome Amenity?

A. One Welcome Amenity (snack and/or beverage accompanied by a note from the GM) must be offered at the hotel brands listed below to Diamond and Titanium Members on the day of check-in. At all other brands, the Welcome Amenity is considered optional.

Brands Where Welcome Amenity is Required:

- |                                       |                                      |                  |
|---------------------------------------|--------------------------------------|------------------|
| • AmericInn by Wyndham                | • Microtel Inn & Suites by Wyndham   | • Wyndham Alltra |
| • Baymont by Wyndham                  | • Ramada by Wyndham                  | • Wyndham Garden |
| • Dazzler by Wyndham                  | • TRYP by Wyndham                    | • Wyndham Grand  |
| • Dolce Hotels and Resorts by Wyndham | • Vienna House by Wyndham            | • Wyndham        |
| • Esplendor by Wyndham                | • WaterWalk Extended Stay by Wyndham |                  |
| • Hawthorn Suites by Wyndham          | • Wingate by Wyndham                 |                  |
| • La Quinta by Wyndham                |                                      |                  |

Visit the Brand Standards Portal to view the Welcome Amenity standard for your brand.

**MEMBER LEVELS FREQUENTLY ASKED QUESTIONS** *(continued)*

**Q. Can my hotel offer a Welcome Amenity if we are not one of the brands listed above?**

**A.** Yes. Hotels of brands where the Welcome Amenity is optional can offer a Welcome Amenity to Diamond and Titanium Members on the day of check-in. Please visit the Brand Standards Portal for guidelines on the Welcome Amenity standard.

**Q. How many Diamond and Titanium Members should my hotel expect to receive weekly?**

**A.** The number of Diamond and Titanium Members will vary by hotel, brand, location, season and other factors. Please review your arrival reports to ensure you have sufficient Welcome Amenity inventory.

**Q. What quantity of Welcome Amenity supplies should I keep on hand?**

**A.** Because the number of Diamond and Titanium Members will vary, we strongly recommend that hotels keep at least one month of Welcome Amenity supplies on hand at all times.

**Q. Where can I purchase supplies for the Welcome Amenity, including bags?**

**A.** For beverages and snacks, please contact your local food service provider, vending machine retailer, or wholesale club. You may also take advantage of discounted pricing by ordering through Wyndham Worldwide’s strategic sourcing suppliers.

An initial complimentary supply of Welcome Amenity bags was provided to hotels of brands that require bags. Bags are available for re-order via the Brand Marketing websites or your hotel’s brand collateral source.

**Q. What if I run out of supplies for the Welcome Amenity? Can I substitute items?**

**A.** The items in the Welcome Amenity are a brand standard and cannot be substituted. If you have a question regarding what items must be provided, please contact:

- U.S. and Canada: Wyndham Hotels & Resorts Support 1-855-849-3487 or [osd@wyndham.com](mailto:osd@wyndham.com)
- SEAPR and Greater China: [osd.apac@wyndham.com](mailto:osd.apac@wyndham.com)
- EMEA: [operations.emea@wyndham.com](mailto:operations.emea@wyndham.com) or [MarketingEMEA@wyndham.com](mailto:MarketingEMEA@wyndham.com)
- LATAMC: [operations.supportdesk@wyndham.com](mailto:operations.supportdesk@wyndham.com)

**Q. Does a Member get one Welcome Amenity per night or per stay?**

**A.** Diamond and Titanium Members will receive one Welcome Amenity per stay.

**Q. Where can I access the Brand Standards Portal to review the on-site perks required at my hotel?**

**A.** The Brand Standards Portal can be found in Community under Brand & QA in the left navigation menu. The Brand Standards specific to on-site perks can be found in the Wyndham Rewards Program Requirements section (Manual Number: 100:03:13).



MEMBER LEVELS FREQUENTLY ASKED QUESTIONS *(continued)*

Wyndham Rewards Titanium Member Level Frequently Asked Questions (Franchised Properties Only\*)

Q. What are the criteria to qualify for Titanium Level?

- A. The Entity Principal of each Qualified Participating Hotel is eligible for Titanium Level. To qualify as a Qualified Participating Hotel in 2021, a hotel must satisfy the following criteria:
- The hotel must participate in Wyndham Rewards;
  - The hotel must have received an A or B, or equivalent score, during its most recent inspection (or was yet to be inspected); and
  - The hotel was not currently suspended from accessing Wyndham Hotels & Resorts central reservation system.

If your hotel met these criteria and your Entity Principal did not receive a Titanium Level invitation, please contact [wrtitanium@wyndhamrewards.com](mailto:wrtitanium@wyndhamrewards.com). There will be new criteria for a Participating Hotel to be deemed eligible for Titanium in 2022. Visit Community for details.

Q. What if the person listed as the Entity Principal for my hotel is no longer associated with the hotel?

- A. Please contact Property Support to update the Entity Principal on record for your hotel.

Q. I am the Entity Principal for multiple Qualified Participating Hotels. Who can I give my extra Titanium Level invitations to?

- A. An individual who is an Entity Principal for more than one Qualified Participating Hotel can gift Titanium Level to anyone he or she chooses. We encourage those individuals to consider gifting Titanium Level to an owner or General Manager of each Qualified Participating Hotel.

\*Titanium eligibility requirements vary for managed properties. For full details, please refer to [Titanium Terms & Conditions](#).

Q. My hotel now meets the criteria of a Qualified Participating Hotel. How can I receive Titanium Level?

- A. If your hotel did not satisfy the criteria for a Qualified Participating Hotel as of the last qualification period, but now meets those criteria, the hotel's Entity Principal may contact [wrtitanium@wyndhamrewards.com](mailto:wrtitanium@wyndhamrewards.com) to obtain a claim form.

Q. I gifted Titanium Level to my GM and the GM has since left my hotel and I have a new GM. Can I give Titanium Level to my new GM?

- A. Once Titanium Level has been gifted and claimed, the Member will retain his or her Titanium Level until January 31 of the following calendar year. At that time, Entity Principals with more than one Qualified Participating Hotel will have the opportunity to gift Titanium Level to a different Member of their choice.

Q. Will I get the opportunity to gift Titanium Level every year?

- A. Yes. An Entity Principal of a Qualified Participating Hotel will receive an invitation to claim Titanium Level on or about February 1 of each year. If an Entity Principal has more than one Qualified Participating Hotel, he or she will also have the opportunity at that time to gift each additional Titanium Level.

Q. When will I receive my 30,000 point bonus?

- A. Titanium Level Members will receive a 30,000 point bonus in February of each calendar year if they are Titanium as of January 1 of that same year.

Q. Will I receive a Titanium Level Member card?

- A. Wyndham Rewards no longer sends Titanium Level Member cards. Please visit [wyndhamrewards.com](http://wyndhamrewards.com) or download the Wyndham Hotels & Resorts App to log into your Wyndham Rewards account details.

## Guest Frequently Asked Questions



### GUEST FREQUENTLY ASKED QUESTIONS

*It is recommended that this section be printed and kept at your check-in desk for front desk staff to utilize. In addition to covering common questions, this list also will help your staff address some of the concerns or objections guests might have about joining Wyndham Rewards.*

**WYNDHAM  
REWARDS®**

#### **Q. Are there any costs or fees to join Wyndham Rewards?**

**A.** No – enrollment is completely free to the guest.

#### **Q. How can I enroll?**

**A.** Enrollment is easy! A guest can enroll in Wyndham Rewards at the front desk during check-in, check-out, or at any point during their stay, or when booking a reservation through the following channels:

- Visiting [www.WyndhamRewards.com](http://www.WyndhamRewards.com) or a Participating Hotel brand website (e.g., [www.Super8.com](http://www.Super8.com)).
- Calling any Participating Hotel brand's toll-free reservation line.
- Calling Wyndham Rewards Member Services toll free.

If a guest does not have internet access, they can also call Member Services to manage their account or redeem points for rewards.

#### **Q. What are the perks of Membership?**

**A.** There are many! You can learn all about the Program at [www.WyndhamRewards.com](http://www.WyndhamRewards.com), but these are some of the highlights:

- Membership is free and points are easy to redeem.
- **Redeeming for a Free Night is simple** – 7,500, 15,000 or 30,000 points entitle Members to a Free Night at any of our more than 9,000 Participating Hotels worldwide.



GUEST FREQUENTLY ASKED QUESTIONS *(continued)*

- **Members earn points quickly** – for every Earning Stay, Members will earn **10 Base Points (or 5 Base Points as applicable) for every dollar spent per the table on [page 99](#)**.
- **Members will earn at least 1,000 Wyndham Rewards points for every Qualified Stay.** Members are eligible for these awards during every Qualified Stay.
- Members can receive extra points on Qualified Stays, calculated as a percentage of the number of Base Points earned for the stay, as determined by their Member Level.
- Members can redeem **1,500, 3,000 or 6,000 Wyndham Rewards points plus some cash** for a Discounted Night with Points+ Cash in exchange for a night at Participating Hotels.
- Members may elect to earn participating partner Travel Partner Currency (e.g., airline miles, affiliated hotel rewards) instead of Wyndham Rewards points.
- Frequent promotional bonus point offers enable Members to earn points, and thus award nights, even faster.
- Members can receive exclusive offers and discounts via email by providing an email address.
- Members start earning points on their first Qualified Stay.
- As Members complete more Qualifying Nights, they can unlock new Member Levels and earn more perks.

**Q. What can I earn for my hotel stays?**

**A.** Guests can earn Wyndham Rewards points or Travel Partner Currency for Earning Stays. Earning preferences can be updated by logging into the Member’s account on [www.WyndhamRewards.com](http://www.WyndhamRewards.com). Visit [Earn Wyndham Rewards Points](#) for the most current list of participating travel partners.

**Q. How many points do I earn for my hotel stays?**

**A.** Members earn Wyndham Rewards Points on each Earning Stay as follows:

- 10 Base Points per \$1 USD on **room rate** at AmericInn by Wyndham, Baymont by Wyndham, Days Inn by Wyndham, Dazzler by Wyndham, Esplendor Boutique Hotels by Wyndham, Hawthorn Suites by Wyndham, Howard Johnson by Wyndham, La Quinta by Wyndham, Microtel Inn & Suites by Wyndham, Ramada by Wyndham, Registry Collection Hotels, Super 8 by Wyndham, Trademark Collection by Wyndham, Travelodge by Wyndham, TRYP by Wyndham, Vienna House by Wyndham, and Wingate by Wyndham.
- 10 Base Points per \$1 USD on **package revenue** at Wyndham Alltra.
- 10 Base Points per \$1 USD on **total folio** (including, for example, restaurant charges, phone calls, movies and taxes) at Dolce Hotels and Resorts by Wyndham, Wyndham Grand, Wyndham Hotels and Resorts, and Wyndham Garden.
- 5 Base Points per \$1 USD on room rate from Stay Units at WaterWalk Extended Stay by Wyndham

For more information, see [page 99](#).

**Q. I don’t travel frequently. Is it worth it to enroll?**

**A.** Absolutely. Members earn a minimum of 1,000 Wyndham Rewards points for each Qualified Stay, thus they can earn rewards quickly. Members can also receive extra points on Qualified Stays, calculated as a percentage of the number of Base Points earned for the stay, as determined by their Member Level. Members that sign up for the Wyndham Rewards credit card (U.S. residents only) can also earn points for everyday retail purchases. See the [Wyndham Rewards credit card earning page](#) for more information.

**Q. I already belong to another hotel loyalty program. Should I still enroll?**

**A.** Many Wyndham Rewards Members belong to multiple loyalty programs, but there are great advantages to our Program. Wyndham Rewards Members can redeem their points at more than 9,000 Participating Hotels that together cater to every travel need, from economy to midscale to high end, giving Members a selection of properties for every type of trip.

GUEST FREQUENTLY ASKED QUESTIONS *(continued)*

**Q. Can a Member earn points on multiple rooms per night?**

**A.** A Member can earn Wyndham Rewards points or Travel Partner Currency for Earning Stays associated with up to three rooms per night. Each room associated with the Earning Stay for which the Member earns on a given night must have the same Member number associated with it.

**Q. If I enroll during my hotel stay, will I start earning points for that stay?**

**A.** Yes, Members are able to begin receiving points for their first Qualified Stay as soon as they enroll into the Program. New Members can also earn points on Qualified Stays that occurred up to 30 days prior to enrollment.

**Q. How do I redeem my Wyndham Rewards points?**

**A.** Points can be redeemed for rewards online at [www.WyndhamRewards.com](http://www.WyndhamRewards.com), the Brand Websites or by calling Member Services.

**Q. If I check in without knowing my Wyndham Rewards number, will I still receive points?**

**A.** Wyndham Rewards proactively matches Member accounts against guest reservation information to try and ensure Members receive points for their Earning Stays. If a Member’s reservation information matches the information in his or her Wyndham Rewards Member profile, he or she is likely to receive points. Members can also request that a property look up their Membership number during check-in or can obtain the membership number from Member Services.

**Q. Will I earn points or Travel Partner Currency when I stay at a hotel utilizing a Free Night?**

**A.** No, Members earn points or Travel Partner Currency only for paid Earning Stays.

**Q. Will I earn points or Travel Partner Currency on the cash portion of a Discounted Night with Points + Cash?**

**A.** Yes, Members will earn points or Travel Partner Currency, depending on their earning preference, on the cash portion of Discounted Nights with Points + Cash stays booked under rate code SRB6 in accordance with the earning ratios on [page 99](#).

**Q. I seem to be missing points from a stay. Who should I contact?**

**A.** It may take anywhere from two to four weeks after check-out of an Earning Stay for points to be credited to a Member’s account. If a Member realizes they were not credited points from an Earning Stay, they should visit [www.WyndhamRewards.com](http://www.WyndhamRewards.com) or contact Member Services. Members may contact Member Services to report missing points up to 12 months after the check-out date of the Earning Stay.

**Q. How does point earning work for Earning Stays outside of the United States?**

**A.** Member point earnings at Participating Hotels located outside of the United States will be based on the U.S. dollar to local currency exchange rate in effect at the time the Participating Hotel transmits the stay information to Wyndham Rewards.

**Q. Are there any blackout dates for redeeming Free Nights or Discounted Nights with Points + Cash?**

**A.** There are no blackout dates for Free Nights. Free Nights are subject to availability, however, and are based on last standard room available. **Not all Wyndham Rewards Participating Hotels will participate in the Discounted Night with Points + Cash program at all times.** Members can visit [www.WyndhamRewards.com](http://www.WyndhamRewards.com) to check whether a certain hotel has the Discounted Night with Points + Cash option available on the dates of their choice.

**Q. How can I cancel a Free Night or Discounted Night with Points + Cash reservation?**

**A.** By calling the Member Services number or accessing your reservation on [www.WyndhamRewards.com](http://www.WyndhamRewards.com) only.

**Q. Can I give a Free Night or Discounted Night with Points + Cash to someone else?**

**A.** Yes, Free Nights and Discounted Nights with Points + Cash are transferable. However, when making a reservation utilizing a Free Night or Discounted Night with Points + Cash in another guest’s name, the **Member** must call Member Services or complete the booking on [www.WyndhamRewards.com](http://www.WyndhamRewards.com) in the staying guest’s name.





COMMUNITY/eDESK RESOURCES

RESOURCE	USE	LOCATION
Chargeback and Enrollment Fee Credit Report	Provides WR Chargeback details for Earning Stays, including any Loyalty Fee Discount or Loyalty Fee Increase, as well as Enrollment Stay Credits.	Community › Hotel Management › Reports
WR Reimbursement Report	Guest and reimbursement details on member Free Nights	Community › Hotel Management › Reports
Missing Stay Administration Fee Report	View details of any Missing Stay Administration Fee applied each time Member Services resolves a missing points request for a Member’s Earning Stay not posted within 10 days of the Member’s checkout date.	Community › Hotel Management › Reports
Enrollment Report	View all of your property's enrollments in one place. Use this report to track your property's Valid Enrollments and also identify why an enrollment is not valid.	eDesk › Reports
Property ROI Report	The ROI report tracks Wyndham Rewards performance for your hotel.	Community › Hotel Management › Reports
Groups, Meetings & Events & Purchase Points Charges Report	Provides history of points purchased by your property.	Community › Hotel Management › Reports





Glossary

**Accelerated Earning Points** means the extra points a Member can earn on every Qualified Stay, calculated as a percentage of the number of Base Points earned for the stay, as determined by their Member Level at the time of the Qualified Stay.

**Additional Points** means those points awarded in addition to a Member’s Base Points, where necessary, to ensure the Member earns at least 1,000 points per Qualified Stay.

**Base Points** means points earned by Members for each Earning Stay as follows:

BRAND	EARNINGS RATIO
AmericInn by Wyndham Baymont by Wyndham Days Inn by Wyndham Dazzler by Wyndham Esplendor Boutique Hotels by Wyndham Hawthorn Suites by Wyndham Howard Johnson by Wyndham La Quinta by Wyndham Microtel Inn & Suites by Wyndham Ramada by Wyndham Registry Collection Hotels Super 8 by Wyndham Trademark Collection by Wyndham Travelodge by Wyndham TRYP by Wyndham Vienna House by Wyndham Wingate by Wyndham	10 Base Points per \$1 on room rate*
WaterWalk Extended Stay by Wyndham	5 Base Points per \$1 on room rate* from Stay Units
Dolce Hotels and Resorts by Wyndham Wyndham Grand Wyndham Hotels and Resorts Wyndham Garden	10 Base Points per \$1 on total folio
Wyndham Alltra	10 Base points per \$1 on package revenue**

*\*Earnings ratio is based on room rate only and does not include costs associated with taxes, food and beverage, telephone, and other incidental expenses incurred during a Member’s Earning Stay.   \*\*Earnings ratio is based on package revenue only and does not include costs associated with taxes, telephone, and other incidental expenses incurred during a Member’s Earning Stay.*



GLOSSARY (continued)

**Earning Stay** means any stay by a Member for which the Member earns Wyndham Rewards points or Travel Partner Currency in accordance with the Wyndham Rewards Terms & Conditions including, but not limited to, any Qualified Stay and the cash portion of any Discounted Night with Points + Cash stay booked under rate code SRB6.

**Enrollment Stay** means the first stay with a nightly rate of US\$25 or more processed for a new Member, where such first stay is completed at the enrolling property, and where checkout occurs 120 days or fewer than the date of new Member's enrollment.

**Entity Principal** means the individual designated as the “entity principal contact” on your property’s Site Contact Form on file with Wyndham Hotels & Resorts.

**Managed Principal** means each employee of a managed Qualified Participating Hotel selected by the owner entity of such managed Qualified Participating Hotel to receive an Invitation in accordance with the Titanium terms and conditions.

**Minimum Total Rate** means \$25.\*

**Participating Hotel** means hotels or other lodging facilities worldwide (except Wyndham Concorde Isla Margarita and the Bank of Montreal Institute for Learning) operating under a franchise, license or management agreement under the following chains: AmericInn by Wyndham, Baymont by Wyndham, Days Inn by Wyndham, Dazzler by Wyndham, Dolce Hotels and Resorts by Wyndham, Esplendor Boutique Hotels by Wyndham, Hawthorn Suites by Wyndham, Howard Johnson by Wyndham, La Quinta by Wyndham, Microtel Inn & Suites by Wyndham, Ramada by Wyndham, Registry Collection Hotels, Super 8 by Wyndham, Trademark Collection by Wyndham, Travelodge by Wyndham, TRYP by Wyndham, Vienna House by Wyndham, WaterWalk Extended Stay by Wyndham, Wingate by Wyndham, Wyndham Alltra, Wyndham Grand, Wyndham Hotels and Resorts, and Wyndham Garden.

**Qualifying Event** means any group event: (i) that is reserved by and paid according to a written contract between an authorized representative of the group and the property, and (ii) the contract explicitly states that the Groups, Meetings & Events program terms will apply.

GLOSSARY (continued)

**Qualifying Night** means (i) a paid, stayed night during a Qualified Stay at a Participating Hotel where the average daily rate of the Qualified Stay is \$25 or more, (ii) a stayed night at a Participating Hotel where the night was obtained by the Member using a Free Night, or (iii) a paid, stayed night at a Participating Hotel where the night was obtained by the Member using a Discounted Night with Points + Cash. Where a Member pays for multiple rooms in a single night, only the room in which the Member stays is eligible to be considered a Qualifying Night.

**Qualified Participating Hotels (for Titanium)** means a participating Wyndham Rewards hotel that has an “A” or “B” quality assurance (“QA”) score on its most recent QA inspection (or has not yet been scored) and has not been restricted from the Wyndham Hotels & Resorts central reservation system as of the assessment date.

**Qualifying Revenue** means meeting room rental fees; and food and beverage charges for meals offered as part of the Qualifying Event; in each case, exclusive of taxes, resort fees, facility fees, incidental charges, gratuities and related charges.

**Qualified Stay** means all of the following are true of any stay: (i) a Member stays one or more consecutive nights at the same Participating Hotel; (ii) the nightly rate(s) for such Member’s room over the course of such Member’s stay, added together (but excluding taxes, surcharges and any other charges or fees), meet the Minimum Total Rate; and (iii) such Member pays all amounts payable for such stay in accordance with the Participating Hotel’s then applicable payment policies.

**Stay Unit** means a furnished unit at a WaterWalk Extended Stay by Wyndham hotel.

**Travel Partner Currency** means similar currency in participating partner travel programs (e.g. airline miles, affiliated hotel rewards points, and other partner travel program currency).

**Valid Enrollment** means an enrollment which includes an email address along with all other required information and is associated with an Enrollment Stay.

\* All dollar amounts referred to in this Front Desk Guide shall be in U.S. Dollars, unless otherwise specified.

CONTACT INFORMATION



Wyndham Rewards Member Services

General questions from Members: 1-866-996-7937 (United States & Canada)  
General questions from franchisees: 1-800-967-8747 or WRInquiries@wyndham.com (United States & Canada)

Please refer to the "Contact Us" page on [www.WyndhamRewards.com](http://www.WyndhamRewards.com) for phone numbers outside US and Canada.

Billing and Reimbursement

US and Canada: 1-866-272-7653  
Outside US and Canada: 00-888-297-1751  
[WR.billing@wyndham.com](mailto:WR.billing@wyndham.com)

Member Services Hours

Monday–Friday: 9am–11pm ET; Saturday and Sunday: 9am–6pm ET.  
Spanish and French speaking agents are available Monday–Friday: 9am–6pm ET.  
Members can contact Reservations 24 hours, 7 days a week for paid reservations.  
Wyndham Rewards Member Services will be closed on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Operations/Technology Support

Wyndham Hotels & Resorts Support: US & Canada: 1-855-849-3487,  
Outside US & Canada: +1 320-321-0656

THANK YOU.

