



Groups, Meetings & Events Frequently Asked Questions for Participating Hotels

Q: What types of group business should I incentivize?

A: You can incentivize any type of group such as corporate, association, SMERF (Social, Military, Educational, Religious, Fraternal), wedding, social catering, tour and sports groups.

Q: What group or event charges qualify for the Groups, Meetings & Events program?

A: The qualifying charges are: room rate (but only if the event includes at least ten (10) sleeping rooms on a single night); group food and beverage; and meeting room rental, in each case, excluding taxes, resort fees, facility fees, incidental charges, gratuities and related charges. For these charges to generate points, though, they must be booked, used and paid for in accordance with a written contract between the participating hotel and the group in question, which contract states that the Groups, Meetings & Events program applies to the event in question.

Q: What if a group books for two nights with 11 rooms one night and 8 on the second night?

A: The Groups, Meetings & Events program stipulates that so long as the group event includes at least 10 sleeping rooms on one night of the event, the planner will earn for all sleeping rooms over the course of the event. In this case, then, the planner would earn points in connection with all 19 room nights.

Q: Do catering-only events qualify under the Groups, Meetings & Events program?

A: Yes, any catering-only event can qualify for points under the Groups, Meetings & Events program, so long as the catering charges are booked and paid for in accordance with a written contract between the participating hotel and the group in question, which contract states that the Groups, Meetings & Events program applies to such event.

Q: What group or event charges do not qualify for points under the Groups, Meetings & Events program?

A: The charges excluded are: taxes, resort fees, facility fees, incidental charges, gratuities and related charges.

Q: How many points should be awarded?

A: One (1) Wyndham Rewards point per \$1 U.S. dollar (or equivalent currency conversion at the time points are awarded) on the qualifying charges.

Q: Is there a minimum spend requirement?

A: There is no minimum spend requirement.

Q: Is there a maximum point cap?

A: No, there is no limit to the number of points that can be awarded to any one planner under the Groups, Meetings & Events program.

Q: When is the number of points awarded determined?

A: When Groups, Meetings & Events is included in a group or event contract, the number of points awarded is determined at the time of final payment and based on the actual qualifying revenue incurred. A participating hotel reserves the right, in its sole discretion, to decrease the number of program points to be awarded, or to award no program points, in the event that the qualifying revenue generated from a qualifying event decreases by more than thirty percent (30%) from the total amount of qualifying revenue contemplated by the contract.

Q: What if I want to change the point ratio, spend requirements, or point cap?

A: When utilizing the Groups, Meetings & Events branding, you must offer and award points in accordance with the Groups, Meetings & Events terms and conditions; without limiting the foregoing, hotels participating in the Groups, Meetings & Events program may not revise or abbreviate the program terms in any way.

Q: Does an event planner or a property need to enroll in the program to participate?

A: No, the program does not require affirmative enrollment by either a property or the event planner. However, the individual designated to receive points under the program must already be a Wyndham Rewards member (or enroll in the Wyndham Rewards program) for points to be awarded pursuant to the Groups, Meetings & Events program. Additionally, the written contract between the participating hotel and the group in question must state that the Groups, Meetings & Events program applies to the applicable event, and must identify the individual designated to receive points under the Groups, Meetings & Events program in connection with such event.

Q: How do event planners enroll in Wyndham Rewards?

A: Visit wyndhamrewards.com/join.

Q: Is there a cost for event planners to enroll?

A: No, Wyndham Rewards is absolutely free to join.

Q: Can a planner split points with other planners involved?

A: Points earned under the Program may be disbursed among up to three (3) planners so long as the percentage of points each such Planner is to receive is set forth in the written contract between the participating hotel and the group in question.

Q: What if the planner who booked the meeting as stated in the contract, is no longer employed by or representing the staying group or event?

A: In the event that a planner ceases to be employed, contracted by or otherwise authorized to act as an event planner on behalf of a group prior to the deposit of points earned under the Groups, Meetings & Events program into such planner's account, the group will have the right to substitute an alternate Wyndham Rewards member to receive such points. Any such substitution must be reflected in a writing signed by authorized representatives of the applicable group and participating hotel.

Q: Can guests in the group earn Wyndham Rewards points?

A: Yes, guests of the meeting or event, who are Wyndham Rewards members, can earn Wyndham Rewards points in accordance with the [Wyndham Rewards Program Terms and Conditions](#) if the meeting or event's billing arrangement is setup as individuals paying their own bill. If there is only a master bill, member guests will not earn.

Q: Is this program mandatory?

A: No, this program is intended to be a tool for hotels to incentivize and close groups and meetings business and all hotels are encouraged to participate. For a planner to receive the points under the Groups, Meetings & Events program, the written contract between the participating hotel and the group in question must specifically state that program applies to the applicable event.

Q: For currencies outside of the US Dollar, on which date do I do the conversion?

A: Currency conversion should happen on the date the points are awarded.

Q: Can Travel Partner Currency (airline miles, rail points, etc.) be earned by participating in this Promotion?

A: No. Only Wyndham Rewards points will be issued under this promotion, even if a Wyndham Rewards member has opted to receive airlines miles or rail points or other travel partner currency in their Wyndham Rewards profile.

Q: What can points under the Groups, Meetings & Events program be redeemed for?

A: Points earned under the Groups, Meetings & Events program can be redeemed for any available redemption options in the Wyndham Rewards catalog today such as free nights, gift cards, merchandise, and more.

Q: How can a hotel award a planner points under the Groups, Meetings & Events program?

A: Wyndham Rewards points should be awarded through the eDesk tool.

Q: How will points to be awarded under the Groups, Meetings & Events program cost my hotel?

A: The cost to purchase points is \$0.005 per point.

Q: When will the Wyndham Rewards points appear in the applicable Wyndham Rewards member's account?

A: Thirty (30) days after all amounts payable in connection with the relevant meeting or event have been paid in full. If the Wyndham Rewards points are not awarded by this time, then the Wyndham Rewards member should contact the property responsible for awarding the Wyndham Rewards points. The property should then reach out to PPR.Requests@Wyndham.com or (800) 306-0703 to inquire about the missing Wyndham Rewards points.

Q: What if an incorrect number of points is issued to a Wyndham Rewards account?

A: The Wyndham Rewards member should contact the property responsible for awarding the Wyndham Rewards points. The property should then reach out to PPR.Requests@Wyndham.com or (800) 306-0703 to inquire about the missing Wyndham Rewards points.

Q: Do points awarded under the Groups, Meetings & Events program expire?

A: Wyndham Rewards points awarded under the Groups, Meetings & Events program are effective for the same period of time as any other Wyndham Rewards points. Wyndham Rewards points expire four (4) years after being posted to the Member's account, unless the points are forfeited or cancelled earlier due to membership inactivity after 18 months or otherwise in accordance with the [Wyndham Rewards Program Terms and Conditions](#).

Q: Can an event planner earn points for multiple meetings or events?

A: Yes. Event planners can earn Wyndham Rewards points for multiple meetings or events under this program, provided that each meeting or event meets the Groups, Meetings & Events program criteria. However, the qualifying revenue of multiple meetings cannot be combined in order for a planner to qualify to earn points under this program.

Q: How will I know if a group lead requires Groups, Meetings & Events points?

A: If a lead comes from Global Sales, there will be a Groups, Meetings & Events requirement indicator in the comment section of the lead received via G.O. Leads.

Q: What do I do if I accept a lead that requires points under the Groups, Meetings & Events program?

A: You must include the Groups, Meetings & Events stipulation in your group contract and award the points when the master account has been paid in full, or all amounts payable in connection with the applicable event have been paid in full.

Q: What if the business is property direct or sourced locally and not from WHR Global Sales?

A: It will be at the discretion of the property to offer points under the Groups, Meetings & Events program when creating a contract with a group or meeting planner.