



## MEMBER LEVELS

### Q. What is Member Levels?

A. Member Levels is a Wyndham Rewards Program 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	Qualifying Nights
Blue	Upon enrollment
Gold	5
Platinum	15
Diamond	40

### Q. What is a Qualifying Night?

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

- A paid, stayed 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 **go fast** award night at a **go fast** award Participating Hotel; or
- A stayed **go free** award 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 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

**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, stayed 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 **go fast** award night at a **go fast** award Participating Hotel; or
- A stayed **go free** award 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 in the United States
- Being a card holder of the Wyndham Rewards® Visa® with no annual fee or Wyndham Rewards® Visa® with \$75 annual fee
- Having a Wyndham Rewards Visa® opened, a Wyndham Rewards® Earner® Card or a Wyndham Rewards Earner® Access Card.
- Opening a Wyndham Rewards Earner® Plus Card or Wyndham Rewards Earner® Business Card
- Being or becoming a Club Wyndham VIP Gold or VIP Platinum member
- Being or becoming a Club Wyndham Asia Bronze, Silver, Gold, Platinum or 100 Club member
- Being or becoming a Worldmark by Wyndham Travelshare, Elite Silver, Elite Diamond or Elite Platinum member
- Being or becoming a Lifestyle by Wyndham Bronze, Silver, Gold, Platinum or 100 Club member
- 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:

- 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.

**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 Hotels & Resorts mobile app.

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

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

**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 **go free** award nights and **go fast** award nights.

**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, **go free** award nights and **go fast** award nights.

**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, *go free* award nights and *go fast* award nights.

**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, *go free* award nights and *go fast* award nights.

**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, *go free* award night or *go fast* award night; 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, *go free* award night and *go fast* award night 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.

- 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
- Wingate by Wyndham
- Wyndham Alltra
- Wyndham Garden
- Wyndham Grand
- Wyndham Hotels

**Brands Where Welcome Amenity is Required:**

Visit the Brand Standards Portal (Community > Brand & QA > Brand Standards) to view the Welcome Amenity standard for your brand.

**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 (Community > Brand & QA > Brand Standards) 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 Hotels & Resorts' strategic sourcing suppliers.

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.:
  - Email: [wyndhamhotels@rrd.com](mailto:wyndhamhotels@rrd.com)
  - Phone: 855-438-0373
- Canada:
  - Email: [WyndhamCanadaCustomerSupport@RRD.com](mailto:WyndhamCanadaCustomerSupport@RRD.com)
  - Phone: 833-211-5309
- Europe, Middle East, Eurasia & Africa (EMEA Region): [www.whrmarketingemea.com](http://www.whrmarketingemea.com)
- Latin America (LATAMC Region): Grupo Multiplus – [marketingwhr@gmultiplus.com](mailto:marketingwhr@gmultiplus.com) (copy your Director of Operations)
- South East Asia & Pacific Rim (SEAPR): <http://wyndhamaex.com>
- Greater China (GC): [Wyndham.rewards@wyndhamhotelschina.com](mailto:Wyndham.rewards@wyndhamhotelschina.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 on the top right-hand corner on the homepage of **Community > Brand & QA > Brand Standards**.

The Brand Standards specific to on-site perks can be found in the Wyndham Rewards Program Requirements section (Manual Number: 100:03:13).

## Wyndham Rewards Titanium Member Level Frequently Asked Questions

### 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, a hotel must satisfy the following criteria on or about December 1 of each year:

- The hotel must participate in Wyndham Rewards; 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).

### 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.

### 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. What are the benefits of Titanium Level?**

**A.** The following benefits are offered to Titanium Level Members:

- **30,000** Annual Points Bonus<sup>1</sup>
- **Suite Upgrades**, including award nights<sup>2</sup>
- **Welcome Amenities** (at select hotel brands)
- **Give Gold LEVEL** to a friend<sup>3</sup>
- **Dedicated TITANIUM Concierge Service** with priority call routing
- **Avis President's Club** - as a TITANIUM member you are invited to enroll in Avis President's Club and enjoy special benefits that make the drive much more enjoyable.<sup>4</sup>
- **Avis and Budget car rental upgrades** (U.S. and Canada only)<sup>5</sup>

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

**A.** Titanium Level Members will receive 30,000 bonus points in January 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.** No, we no longer send member cards for any Member Level. Members can view their Member Level in our convenient Wyndham Hotels & Resorts mobile app.

<sup>1</sup>POINTS BONUS: To be awarded in January 2025, so long as your Titanium Level is in effect as of Jan. 1, 2025, subject to all Titanium Terms & Conditions. <sup>2</sup>SUITE UPGRADES are subject to availability. <sup>3</sup>GIVE GOLD: Limit one per calendar year. <sup>4</sup>AVIS: Sign into your TITANIUM member account [here](#) for full details on how to claim your Avis President's Club Status. <sup>5</sup>AVIS UPGRADE: Avis upgrade offered to Titanium Members only through membership in the Avis President's Club; membership is optional.