

# The Rewards Circle Incentive Program FAQs

## General Program:

### **Q: What is the Rewards Circle Incentive Program?**

A: The Rewards Circle Incentive Program rewards individual hotel employees for each Rewards Circle Enrollment processed by such employee on a monthly basis. See “Getting Started” below to learn how this works for you.

### **Q: Who is eligible for the Rewards Circle Incentive Program?**

A: All hotel employees of eligible hotels who meet the following criteria can participate in The Rewards Circle Incentive Program. To participate hotel employees must:

- Have reached the age of majority in their jurisdiction of residence and the jurisdiction where the eligible hotel is located; and
- Be a member of the Wyndham Rewards program. The program is free join and open to individuals 18 years or older. Visit [wyndhamrewards.com/join](https://wyndhamrewards.com/join) to enroll.

### **Q: What if a participant doesn't know their Wyndham Rewards member number?**

A: A participant can look up their Wyndham Rewards member number using the member search function in eDesk or by logging into [wyndhamrewards.com](https://wyndhamrewards.com) to access their member number.

### **Q: What constitutes an eligible hotel?**

A: An eligible hotel must be located in the APAC and participates in the Wyndham Rewards program in accordance with the Wyndham Rewards Front Desk Guide; The Super 8 brand hotels in Mainland China are excluded from participating in the Rewards Circle Program.

### **Q: How many Wyndham Rewards points can an employee receive for each Rewards Circle Enrollment the employee processes?**

A: Each employee can earn **100 Wyndham Rewards points** for each Rewards Circle Enrollment processed by the employee with a maximum of **119,800 Wyndham Rewards points per year, regardless of** country of residence.

### **Q: How does an employee receive their monthly Wyndham Rewards points for Rewards Circle Enrollments?**

A: Wyndham Rewards points are posted to the Points Bank of hotels located in APAC based on the number of Rewards Circle Enrollments processed by their employees each month. It is then the responsibility of the general managers of these hotels to award the points to the employees responsible for processing the Rewards Circle Enrollments.

### **Q: For what period of time does The Rewards Circle Incentive Program run?**

A: The Rewards Circle Incentive Program is intended to be an annual program. This year, it began on January 1, 2025, as updated on February 1, 2025, and runs through December 31, 2025.

### **Q: What happens if an employee reaches the Wyndham Rewards point maximum of 119,800 during The Rewards Circle Incentive Program's promotion period?**

A: While the employee of a participating hotel can continue to process Rewards Circle Enrollments that will count toward the hotel's Quarterly Valid Enrollment Target, the employee will not continue to earn 100 Wyndham Rewards points per Rewards Circle Enrollment after reaching 119,800 Wyndham Rewards points in a calendar year.

### **Q: Does an employee have to process a minimum number of Rewards Circle Enrollments each month in order to earn points in accordance with The Rewards Circle Incentive Program?**

A: No, there is no minimum number of Rewards Circle Enrollments required to earn. Each employee can receive 100 Wyndham Rewards points per Rewards Circle Enrollment (up to any applicable calendar year maximum) beginning with the first Rewards Circle Enrollment processed by the employee during the promotion period.

**Q: If an employee enrolls a member in one month (e.g., April) but the applicable stay ends in the following month (e.g., May), for which month will the employee receive credit for the Rewards Circle Enrollment?**

A: Rewards Circle Enrollments are counted in the month that the associated enrollment stay is processed, not the month in which the enrollment was submitted. Therefore, in the above example, the Rewards Circle Enrollment would count toward the employee's May Rewards Circle Enrollment total, and the Wyndham Rewards points earned would be awarded in June.

**Q: Can hotels participate in The Rewards Circle Incentive Program if they are not open for a full month during the program's promotion period?**

A: No, hotels can only participate in the program beginning with the first day of the first full month after they open under an eligible Wyndham Hotels & Resorts brand. If an employee's tenure at a hotel begins in the middle of the month, they would be eligible to earn points during the first month that the hotel is eligible to participate in the program. If the hotel is already participating in the program when the employee's tenure begins, then the employee can begin earning points immediately.

**Q: Who is responsible for the cost of the Wyndham Rewards points awarded in accordance with The Rewards Circle Incentive Program?**

A: Wyndham Rewards is responsible for the cost of any incentive points awarded in accordance with this program. That means there is no cost to your hotel. All taxes and fees associated with the receipt and use of points are the sole responsibility of the hotels. Wyndham Rewards is not responsible for any taxes or fees might incurred by the recipient.

**Q: Can an employee participate in The Rewards Circle Incentive Program if the hotel doesn't use SynXis Property Hub or OPERA PMS?**

A: Yes, an eligible employee of a hotel that doesn't use SynXis Property Hub or an OPERA PMS can participate in The Rewards Circle Incentive Program by processing Rewards Circle Enrollments via their property management system with a two-way interface with Wyndham Hotels & Resorts or eDesk (Community > Quick Links > Wyndham Rewards eDesk). Such employees must ensure they add their Wyndham Rewards member number to the enrollment form at the time of enrollment.

**Q: What is a Rewards Circle Enrollment?**

A: Please consult the Wyndham Rewards Front Desk Guide for the complete requirements of a Rewards Circle Enrollment, but the primary components of a Rewards Circle Enrollment are that it:

- The enrollment is processed via eDesk or the hotel's PMS, regardless of the type.
- An Enrollment Stay with nightly rate of at least 25USD is associated with the enrollment.
- The guest's first name, last name, address, phone number, and the guest's **personal email address** are provided at the time of enrollment.
- The enrollment and stay occur at the same Eligible Hotel.
- The member number on the enrollment matches the member number on the Enrollment Stay.
- The enrollment takes place before the guest checks out from his/her Enrollment Stay and the Enrollment Stay is processed within the same calendar month.
- The Enrollment Stay is the first stay processed for the member at the enrollment property.

*\*For clarity, enrollments which include any of the third-party website email addresses found [here](#) will not count as a Rewards Circle Eligible Enrollment. In order for an Eligible Hotel receive incentive points in accordance with the Rewards Circle Terms, an employee of the Eligible Hotel must replace any third-party website email address with the guest's personal email address and the enrollment must meet all remaining criteria of a Rewards Circle Eligible Enrollment.*

**Q: Are there any tips on how to best encourage guests to enroll in Wyndham Rewards?**

A: The Wyndham Rewards Enrollment Best Practices eModule provides helpful information about why it's important to enroll guests and how to overcome guests' objections to enrolling in the program. Visit Community > Wyndham Rewards > Wyndham Rewards Resources > Wyndham Rewards Training to view the video.

**Q: What rewards can employees redeem their Wyndham Rewards points for?**

A: Wyndham Rewards points earned through The Rewards Circle Incentive Program can be redeemed for a variety of rewards, including: free nights, gift cards, merchandise and more. Please visit [wyndhamrewards.com/redeem](http://wyndhamrewards.com/redeem) to view the program's redemption options.

**Q: How do I enroll guests into the Wyndham Rewards program**

A: Please refer to your PMS or eDesk guide according to your hotel connectivity with Wyndham Hotels & Resorts for step-by-step instructions.

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**Getting Started: APAC**

**Employees/General Managers/Owners of Hotels located in the APAC**

**Q: How do I participate in The Rewards Circle Incentive Program?**

A: Participation in The Rewards Circle Incentive Program requires the following steps:

- Only current employees working in a hotel under the Wyndham Hotels & Resorts brand are eligible to participate in this promotion.
- Verify you are a Wyndham Rewards member. If you are not currently a member, please visit [wyndhamrewards.com/join](http://wyndhamrewards.com/join) to enroll.
- Finally, begin enrolling new members through eDesk or your hotel's property management system.

**Q: How do I receive Wyndham Rewards points for the Rewards Circle Enrollments I process each month?**

A: A hotel receives 100 Wyndham Rewards points for each Rewards Circle Enrollment processed by its hotel employees on a monthly basis. These points are deposited into the hotel's Points Bank located in The Rewards Circle section in eDesk (Community > Quick Links > Wyndham Rewards eDesk). The hotel's general manager is responsible for distributing these points to the eligible employees responsible for the Rewards Circle Enrollments.

**Q: I am the General Manager of a hotel. How do I access the Points Bank in eDesk?**

A: Your hotel's Points Bank is accessible from The Rewards Circle section of your eDesk Dashboard accessible via Community (Wyndham Rewards > Quick Links > Wyndham Rewards eDesk). Please refer to point bank operational guide for more information.

**Q: As the General Manager of a hotel, how do I distribute Wyndham Rewards points via the Points Bank to employees responsible for processing Rewards Circle Enrollments?**

A: Follow these steps to distribute Wyndham Rewards in your Points Bank to eligible employees:

- Access your hotel's Points Bank in eDesk (via Community) and select "Distribute Points".
- Enter the eligible employee's Wyndham Rewards member number in the "Member Number" field; the member's name will populate.
- Tally the number of Rewards Circle Enrollments processed by such employee for the applicable timeframe and multiply such number by 100.
- Add this total to the "Points Awarded" field and select "Submit".
- The points will then be distributed to the employee's personal Wyndham Rewards member account.

**Q: As the General Manager of a hotel, how do I determine who is responsible for each Rewards Circle Enrollment processed each month?**

A: To determine the eligible employee responsible for a Rewards Circle Enrollment in any given month, we suggest keeping track of your employees' Rewards Circle Enrollments using the Valid Enrollment Tracking Log available [here](#) or use the enrollment report available in edesk.

**Q: When will a hotel receive the Wyndham Rewards points earned through The Rewards Circle Incentive Program?**

A: Wyndham Rewards points earned for a hotel's monthly Rewards Circle Enrollments are posted to its Points Bank in the Rewards Circle section of eDesk on or about the 10<sup>th</sup> of the month following the month in which the applicable Rewards Circle Enrollments are processed.

**Q: How long do the Wyndham Rewards points earned through The Rewards Circle Incentive Program remain in a hotel's Points Bank in eDesk?**

A: Once deposited in a hotel's Points Bank in eDesk, the GM has 60 days to deposit the points into members' accounts, otherwise the points will expire. Once points are distributed to members' accounts, the points are governed by the general [Wyndham Rewards Program Terms and Conditions](#).

For additional questions about your hotel's Points Bank, please send an email to [wrpropincentive@wyndham.com](mailto:wrpropincentive@wyndham.com).

**Q: What if I do not receive the Wyndham Rewards points that should be awarded to me through the Points Bank?**

A: Please be sure to keep track of the Rewards Circle Enrollments you process each month and provide this information to your general manager at the end of the month to help ensure you receive the applicable number of Wyndham Rewards points once they are deposited into the eligible hotel's Points Bank. Once deposited into a hotel's Points Bank, the hotel is solely responsible for ensuring the points are properly distributed. Please address any discrepancies directly with your general manager.

**Q: How can I keep track of the number of Rewards Circle Enrollments I process each month?**

A: You can track the total number of Rewards Circle Enrollment processed by the eligible hotel by which you are employed in The Rewards Circle section of eDesk by logging into eDesk via Community (Wyndham Rewards > Quick Links > Wyndham Rewards eDesk). To keep track of your individual Rewards Circle Enrollments, download the [Valid Enrollment Tracking Log](#) and use it to note each Rewards Circle Enrollment you process each month. Please note, Rewards Circle Enrollments must be validated by Wyndham Rewards in order to be determined valid. Please refer to the Enrollment Report in eDesk to confirm your Rewards Circle Enrollments.

**Q: What if an employee processes a Rewards Circle Enrollment via eDesk rather than the hotel's PMS?**

A: The points earned for a Rewards Circle Enrollment processed via eDesk will be awarded to the Points Bank of such employee's hotel as long as the employee included their Wyndham Rewards member number in the enrollment form at the time of enrollment.