



Enrollment Program FAQs: Updated August 1, 2024

General Program*:

Q: What is the Wyndham Rewards Enrollment Program?

A: The Wyndham Rewards Enrollment Program applies a **Quarterly Valid Enrollment Target**, offering the opportunity for high-performing hotels to earn a **Loyalty Fee Discount**, while applying a **Loyalty Fee Increase** and a **Missed Valid Enrollment Fee**, if applicable, to under-performing hotels.

Q: What is my hotel's Quarterly Valid Enrollment Target?

A: Your hotel's Target is determined by your hotel's **Room Count** and whether or not your hotel is subscribed to our Signature Reservation Service (SRS), as identified in the below chart[†]. The targets for each category are based on the average historical or anticipated non-member opportunity for each group and are as follows:

Category	Room Count	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

[†]WaterWalk Extended Stay by Wyndham hotels have a Quarterly Valid Enrollment Target of 40 Valid Enrollments for each calendar quarter regardless of season.

For example:

- Hotel's Room Count: 90
- Room Count Site Bucket: F
- SRS: Not subscribed
 - High Season: 82
 - Low Season: 62
- SRS: Subscribed
 - High Season: 75
 - Low Season: 55

Q: How many room count categories were added to the Enrollment Program?

A: As of January 1, 2024, the room count categories were expanded from nine to twelve categories to better align with your hotel's size and enrollment opportunity. See the above chart for your hotel's new high and low season Quarterly Valid Enrollment Targets.

*WaterWalk Extended Stay by Wyndham hotels participation in the Enrollment Program differs from other brands as indicated throughout.

Q: Where can I find my hotel's Quarterly Valid Enrollment Target?

A: Your hotel's quarterly Targets is available on your eDesk Dashboard.
Visit Community > Quick Links > Wyndham Rewards eDesk.

Q: What is the Missed Valid Enrollment Fee and when will my hotel be charged?

A: Hotels that enroll 33% or less of their Quarterly Valid Enrollment Target for two consecutive quarters will be charged the **Missed Valid Enrollment Fee** in the amount 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, as detailed in the example below:

Missed Valid Enrollment Fee Billing Example:

Quarter	Dates to Achieve Enrollment Target	% of Quarterly Target Reached	Missed Valid Enrollment Fee	Billing Statement
Q1	1/1 – 3/31	27%	N/A	N/A
Q2	4/1 – 6/30	30%	\$750 (based on Q1 & Q2 performance)	July 10
Q3	7/1 – 9/30	32%	\$750 (based on Q2 and Q3 performance)	Oct. 10
Q4	10/1 – 12/31	45%	\$0 (due to Q4 performance >33%)	N/A
Q1	1/1 – 3/31	27%	\$0 (due to Q4 performance >33%)	N/A

Q: How can I encourage my front desk staff to enroll guests into Wyndham Rewards?

A: One way you can help encourage your front desk staff is to participate in The Rewards Circle, which is an incentive program that rewards individuals for the Valid Enrollments they process. To learn more about The Rewards Circle, visit Community > Loyalty & Marketing > Wyndham Rewards > Enrollment Program, Rewards Circle Incentive & More.

Loyalty Fee Discount*:**Q: What is the Loyalty Fee Discount?**

A: 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.

Q: How is the Loyalty Fee Discount determined?

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

% of Quarterly VE Target Reached	126% to 150%	151% to 200%	201%+
Loyalty Fee Discount (applied to subsequent three Billing Periods; see below for details)	4.75%	4.50%	4.25%

*WaterWalk Extended Stay by Wyndham is not eligible for the Loyalty Fee Discount.

For example:

- Hotel's Room Count: 90
- Room Count Site Bucket: F
- SRS: Not subscribed
- Q1: Quarterly Valid Enrollment Target = 82 Valid Enrollments
- Q1 Total Valid Enrollments = 128 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 that commence in Q2: April 22-May 21, May 22-June 21, June 22-July 21

Q: If my hotel earns the Loyalty Fee Discount, for what period of time will my hotel receive the reduced Loyalty Fee?

A: The Loyalty Fee Discount fee is applied to the three billing periods that commence in the subsequent calendar quarter in which your hotel earns the incentive. For example:

Quarter	Dates to Achieve Enrollment Target*	% of Quarterly Target Reached	Loyalty Fee Discount Earned	Loyalty Fee Discount Applied*
Q1	1/1 – 3/31	150%	4.75%	4/22 – 5/21 5/22 – 6/21 6/22 – 7/21
Q2	4/1 – 6/30	170%	4.50%	7/22 – 8/21 8/22 – 9/21 9/22 – 10/21
Q3	7/1 – 9/30	203%	4.25%	10/22 – 11/21 11/22 – 12/21 12/22 – 1/21
Q4	10/1 – 12/31	129%	4.75%	1/22 – 2/21 2/22 – 3/21 3/22 – 4/21

*Please note, the dates to achieve your hotel's Enrollment Targets are based on calendar quarters (e.g., Q1: January 1 – March 31). The dates for which the Loyalty Fee Discount may apply are the above-noted Billing Periods that commence in the subsequent calendar quarter.

Loyalty Fee Increase[†]:

Q: What is the Loyalty Fee Increase?

A: The Loyalty Fee Increase is an increase to your hotel's Loyalty Charge 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 during the prior calendar quarter. The increase is applied during the three billing periods that commence in the subsequent calendar quarter.

Q: How is the Loyalty Fee Increase determined?

A: 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; see below for details)	5.25%	5.50%	5.50%

[†]WaterWalk Extended Stay by Wyndham hotels are not subject to the Loyalty Fee Increase.

For example:

- Hotel's Room Count: 90
- Room Count Site Bucket: F
- SRS: Subscribed
- Q3: Quarterly Valid Enrollment Target = 55 Valid Enrollments
- Q3 Total Valid Enrollments = 28 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 that commence in Q4: Oct. 22-Nov. 21, Nov. 22-Dec. 21 & Dec. 22-Jan. 21

Q: If my hotel does not reach its Target and is charged the Loyalty Fee Increase, for what period of time will my hotel be charged the increased Loyalty Fee?

A: The Loyalty Fee Increase is applied to the three Billing Periods that commence in the subsequent calendar quarter in which your hotel does not reach its Target. For example:

Quarter	Dates to Achieve Enrollment Target**	% of Quarterly Target Reached	Loyalty Fee Increase	Loyalty Fee Increase Applied*
Q2	4/1 – 6/30	33%	5.50%	7/22 – 8/21 8/22 – 9/21 9/22 – 10/21
Q3	7/1 – 9/30	70%	5.25%	10/22 – 11/21 11/22 – 12/21 12/22 – 1/21
Q4	10/1 – 12/31	85%	5.25%	1/22 – 2/21 2/22 – 3/21 3/22 – 4/21

*Please note, the dates to achieve your hotel's Enrollment Targets are based on calendar quarters (e.g., Q3: July 1 – September 30). The dates for which the Loyalty Fee Increase may apply are the above-noted Billing Periods that commence in the subsequent calendar quarter.

Quarterly Valid Enrollment Target:

Q: Does each calendar quarter have the same Quarterly Valid Enrollment Target?†

A: No. Two calendar quarters per year are designated as your high season quarters and two are designated as your low season quarters. As a result, two quarters have a higher Quarterly Valid Enrollment Target than the remaining two quarters.

Q: How are my hotel's high and low season quarters determined?†

A: Your hotel's high season quarters represent the two quarters of the year when your enrollment opportunity is higher, and your low season quarters represent the two quarters of the year when your enrollment opportunity is lower. Your hotel's high and low seasons are based on your hotel's average historical or anticipated non-member opportunity as well as whether or not your hotel is subscribed to SRS.

Q: How do I know if I've reached my Quarterly Valid Enrollment Target?

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

Q: If I enroll a guest and their stay spans two quarters, for which quarter is the enrollment counted?

A: As long as the enrollment meets all Valid Enrollment criteria, it will be counted as such in the quarter that the associated Enrollment Stay is processed, not the quarter in which the enrollment was submitted.

Reporting & Billing:

Q: Where can I find a report outlining any Loyalty Fee Discount or Loyalty Fee Increase applied to member stays at my hotel?

A: To review a detailed account of any reduced Loyalty Fee or increased Loyalty Fee applied to member stays at your hotel for which points are earned, please refer to WynPay or the Wyndham Rewards Chargeback & Enrollment Fee Credit Report available on Wyndham Community (Community > Hotel Management > Reports).

Q: What is the criteria for a Valid Enrollment?

A: In order for an enrollment to be “valid”, it must:

- Be associated with a stay at your hotel (the 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; and
- Occur prior to guest’s checkout.

Signature Reservation Services (SRS):

Q: Is my Quarterly Valid Enrollment Target reduced if my hotel participates in the SRS program?†

A: Yes. Hotels subscribed to SRS have a lower Quarterly Valid Enrollment Target than hotels that do not participate. See the above chart for details.

Q: How does a subscription to SRS affect my hotel’s Quarterly Valid Enrollment Targets?†

A: Hotels that participate in SRS have a Quarterly Valid Enrollment Target that is approximately 10% less than hotels not participating in SRS.

Q: How can my hotel subscribe to SRS?

A: For information about SRS and to subscribe, please send an email to srs@wyndham.com.

Q: When will my hotel’s Quarterly Valid Enrollment Target be reduced after we subscribe to SRS?*

A: Your hotel’s target will be reduced to the SRS target, as indicated in the above chart, as of the first day of the quarter following the quarter in which your hotel subscribes to SRS.

Example:

Hotel’s Room Count: 90

Room Count Site Bucket: F

Q1 Target: 82 – high season (not subscribed to SRS)

Q2 Target: 75 – high season (subscribed to SRS on February 15)

Q: What happens to my hotel’s Quarterly Valid Enrollment Target if we cancel our SRS subscription?

A: Your hotel’s target will be updated to the non-SRS target, as indicated in the above chart, as of the first day of the quarter following the quarter in which your hotel unsubscribes from SRS.

Example:

Hotel’s Room Count: 90

Room Count Site Bucket: F

Q1 Target: 75 – high season (subscribed to SRS)

Q2 Target: 82 – high season (unsubscribed to SRS on February 15)

†WaterWalk Extended Stay by Wyndham hotels have a Quarterly Valid Enrollment Target of 40 for each calendar quarter regardless of season.