



# HOTEL LOYALTY PROGRAM

## State of Texas

### FREQUENTLY ASKED QUESTIONS

#### 1. *What is the Hotel Loyalty Program?*

- a. The Hotel Loyalty Program allows you to pass through your loyalty numbers from select hotel brands and earn points on specified hotel stays. These points can be redeemed on the site of the specific hotel loyalty brand you are using and cannot be cashed in or redeemed on the Hotel Engine platform.

#### 2. *How do I see which hotel options are ‘loyalty eligible’?*

- a. A user will be able to see hotels that support loyalty programs on the hotel cards within their search results. This will be identified by the purple loyalty badge and text identifying the specific rewards program. You can also go to the filters and sort by “loyalty eligible” to prioritize results that are loyalty eligible.

#### 3. *How do I see which room types options are ‘loyalty eligible’?*

- a. Once you have selected a hotel, you will be able to scroll through all available room options. Room detail cards that are ‘loyalty eligible’ will be identified by the purple loyalty badge and text identifying the specific rewards program. You can also go to the filters and sort by “Hotel loyalty eligible only” to prioritize room results that are loyalty eligible.

#### 4. *Why are their ‘Exclusive Member Rates’ that are priced below ‘Hotel Loyalty Program’ eligible rooms?*

- a. If you filter to only show ‘Loyalty-eligible’ properties, this might hide rooms that offer our ‘Exclusive Member Rates’.

At Hotel Engine, we work hard to make our booking experience as enjoyable as possible for our customers. We understand that some customers value accruing reward points while others appreciate the best rate possible. That’s why we provide both. We will continue to list all Hotel Loyalty eligible rooms that our hotel partners offer us, while still showing exclusive member rate options that provide unmatched savings. We will continue to show you these low rates even when they aren’t eligible for the hotel loyalty program so that you have the choice to select the booking option that matches your travel preferences.



5. *How do I input and save my loyalty program information on the Hotel Engine platform?*

- a. In the 'My Settings' page, click on the 'Hotel Loyalty Program' tab. There you can add programs and your respective loyalty numbers. You will also be able to input your loyalty information upon checkout of a booking. We cannot verify that account numbers have been input accurately, we only save what has been entered to display automatically when you select a hotel that is supported by a saved program.

We cannot confirm the accuracy of your added loyalty numbers. Upon check-in, please double check that the hotel has entered your loyalty number correctly to ensure you earn your well-deserved points!

6. *Which hotel loyalty programs do you currently support?*

- a. We currently support the following hotel brands
  - Accor Hotels: Accor Live Limitless
  - Best Western: Best Western Rewards
  - Choice Hotels: Choice Privileges
  - Drury Hotels: Drury Rewards
  - Extended Stay America: Extended Perks
  - Red Lion Hotels: Hello Rewards
  - Hilton Hotels: Hilton Honors
  - IHG: IHG Rewards Club
  - MGM Resorts: M Life Rewards
  - Omni Hotels: Omni Guest Loyalty
  - Radisson: Radisson Rewards
  - Red Roof Inn: Redi Rewards
  - Sonesta Hotels: Sonesta Travel Pass
  - Hyatt Hotels: World of Hyatt
  - Wyndham Hotels: Wyndham Rewards

We are constantly adding new brands so expect additional loyalty programs to be added in the future.



7. *Is there a limit to how many hotel loyalty programs I can save on the Hotel Engine platform?*

- a. No, users will be able to add and save any of the supported loyalty programs that are on the HE platform. The available loyalty programs can be seen in a drop down when adding a new program to your settings.

8. *How do I join these other hotel loyalty programs?*

- a. If interested, you will need to go to these specific brands websites to join their programs. Hotel Engine is not associated with any third-party hotel loyalty programs.

9. *How do I ensure I am earning loyalty points for my other loyalty programs once I complete a stay?*

- a. Once you have booked your upcoming stay, we will automatically transfer the applied loyalty number to the hotel. Upon check-in, please double check that the hotel has entered your loyalty number correctly to ensure you accrue your rewards.

10. *How do I see my loyalty point balance for other loyalty programs on the Hotel Engine platform?*

- a. Hotel Engine does not manage your point balances for other loyalty programs. You will have the ability to add, remove, and edit your loyalty program numbers on our platform, but in order to see your balance you will need to go to the respective account of that specific loyalty program.

11. *Can I redeem points from other hotel brand's loyalty programs on the Hotel Engine platform?*

- a. No, you cannot redeem any third-party rewards on the Hotel engine platform. However, you can accrue other brand's loyalty points if they are part of the Hotel Loyalty Program which can then be used on those hotel brand's specific websites.

12. *I input an incorrect loyalty number when I booked a room. How do I modify the loyalty number on a reservation?*

- a. Once a room has been booked, we are unable to modify an incorrect loyalty number. Please contact the hotel directly to modify the loyalty number or you can inform them to modify the loyalty number upon checking-in to the hotel.



13. *Are there any restrictions?*

- a. Only US-based loyalty programs are supported at this time; however you can use these US-based hotel loyalty programs to book internationally. For example, you can use your Hilton Honors (a US-based program) number to book a hotel room in Europe or Asia and accrue Hilton Honors Rewards Points. We currently do not support any international brand programs.

14. *How much does this cost?*

- a. \$0. This benefit is completely free for our users.

Admin-Specific FAQ's

1. *Can I limit my users who have access to the loyalty point pass-through feature?*

- a. Currently, you cannot limit access for individual users in your account. Your company account can be 'on' or 'off' for every user in your account. The feature is set to be 'on' for every user at launch. If you would like this feature removed for your company's account, please reach out to your Account Manager.

2. *As an Admin, can I edit or add loyalty information for members of my team?*

- a. If booking on behalf of one of your users, Admins can apply a loyalty program on the checkout page, but you will not be able to save the loyalty number to the user's profiles. If a user already has the number saved on their profile, the loyalty information will auto-populate at checkout, but the Admins cannot make edits or changes to a user's existing loyalty program information.

If booking on behalf of a guest (non-Hotel Engine member), Admins/Coordinators will have the ability to manually enter in the guest's loyalty information, but it will not save to the guest. It will be passed along to the hotel but will need to be re-entered again on future bookings.



3. *How do I input loyalty information if I am booking multiple rooms for multiple people?*

- a. If you're booking multiple rooms, the primary guest of every room can input their own loyalty number. The booking charge will always be directed to the Primary Guest of Room 1. However, the primary guest of additional rooms can earn points on any additional room charges during their stay.

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