

## Owner & Franchise FAQs – Not for Member Questions Marriott Rewards 2015 Category & ICD Changes

### What's changing?

Marriott Rewards is announcing which hotels are changing categories as part of our annual review hotel categories. The changes are effective for all redemption reservations booked on or after March 19, 2015. The Marriott Rewards categories remain 1 to 9 and the points values are not changing. The 2015 Award schedule is as follows:

Hotel Category	Standard Points Required for 1 Night	Redeem 4 Nights, Your 5th Night is <b>FREE!</b>
1	7,500	
2	10,000	
3	15,000	
4	20,000	
5	25,000	
6	30,000	
7	35,000	
8	40,000	
9	45,000	

### What is a hotel category?

Hotel categories determine the number of Marriott Rewards points necessary for a member to redeem for a free night. For instance, a Category 1 hotel requires 7,500 points per redemption night while a Category 4 hotel requires 20,000 points per redemption night.

### How do you determine my hotel's category?

Hotel categories are based on each hotel's overall average reimbursement rate. The average reimbursement rate is the average of all redemption roomnights reimbursed at the hotel's blended rate plus all redemption roomnights reimbursed at a percentage of ADR under the Marriott Rewards Reimbursement Policy.

### What causes a hotel category to change?

A hotel's category may change based on the number of redemption nights and the average reimbursement revenue at the property during the prior year.

### How often do hotel categories change?

Annually in Q1, Marriott Rewards performs a review of all category levels system-wide. These changes are usually announced late in Q1 and made effective in late Q1 or early Q2. Outside of the annual process, select markets or individual hotels may be evaluated on an interim basis or upon request.

### How do I know if my hotel is changing categories this year?

Each hotel whose category is changing will receive an email notification from the Property Support Desk on Tuesday, February 24, 2015. The notifications sent to the contact listed in HPP. A complete listing of hotel category changes will be listed on MGS within [Program News](https://extranet.marriott.com/mgs/common/sales-mktg-and-rev-mgmt/marriott-rewards/promotions.html) on February 26, 2015 (URL - <https://extranet.marriott.com/mgs/common/sales-mktg-and-rev-mgmt/marriott-rewards/promotions.html>). A broader communication will be delivered in the Weekly Update email on March 2, 2015. Hotels that are not changing categories will not receive an email from the Property Support.

#### **If my hotel is changing categories, what do I need to do in my PMS system to reflect the change?**

Hotels with FSPMS or FOSSE PMS need to do nothing. Hotels on Opera PMS should reference the [Changing Hotel Category Job Aid on MGS](#). Hotels will be directed to do this in the Program News announcement published on February 26, 2015.

#### **Does this change affect my blended rate?**

No, it will not change your hotel's blended reimbursement rate.

#### **How do I request a review of my hotel's category?**

Managed hotels may contact their regional leadership. Franchised hotels can reach out to their Marriott International account representative to facilitate a review of their hotel's category placement at any time during the year.

#### **Will my Inventory Control Dates (ICDs) change this year?**

Potentially; the annual process does recalculate the number of ICDs a hotel has to use based on the change in redemption volume. This, too, will be communicated in the email to any impacted hotels on February 24, 2015. Approximately 23% of hotels can anticipate an increase in ICDs.

#### **How are ICDs set?**

Hotels receive 10 to 60 ICDs per calendar year based on their ratio of redeemed nights to capacity.

#### **How far in advance can a member book a redemption stay?**

Members will have 3 weeks to make reservations at the old category levels. As always, members may book redemption reservations up to 50 weeks in advance of their stay, even before having the required points in their account – although the points must be earned prior to their stay. For example, on March 18, 2015, a member will be able to book their hotel redemption stay as far out as March 5, 2016 at the 2014 category level. All redemption reservations booked on or before March 18, 2015 for actualized stays after March 19, 2015, will be honored at the point price at which they were booked.

#### **What do I need to know about the news on the Points Expiration policy?**

On February 26, 2015, in addition to the news of hotel category changes, the Program will be announcing its Points Expiration Policy to members. Starting February 1, 2016, members who do not have qualified earning or redemption activity within the prior 24 months, will forfeit all accumulated points. More information on this announcement and the policy will be available for members on the [Marriott Rewards Points Policy landing page](#). This does not impact your hotel's category or reimbursement rates in any way. Guest-facing associates should be aware of the change should members have any comments or to the extent that they should know when enrolling guests in to the Marriott Rewards Program during a stay. Internal FAQs will also be available to associates on MGS (Keyword: Marriott Rewards Program News).

#### **Why are you expiring Points?**

When making program changes aimed at achieving financial stability of the program, Rewards looks at both hotel facing and member facing changes. Point expiration is a member facing change that we expect to contribute to this goal.