HOTEL PORTAL HELP PAGE

General information and answers to Frequently Asked Questions regarding program rules and administration of *i*Prefer.

MEMBER BENEFITS AND TIERS

What benefits do *i*Prefer members receive?
All *i*Prefer members earn points for eligible stays at participating hotels and receive the following benefits:

Tier	Eligibility	Benefits
Silver	0-4,999 points	• Complimentary Internet • Priority early check-in/late check out privileges*
Gold	5,000-14,999 points	• Silver tier benefits • Room upgrade* • Welcome amenity, unique to each hotel
Platinum	15,000+ points	• Silver and Gold tier benefits • 10% bonus points per stay (provided by PHG)

*Based upon availability

Does our hotel have to provide *i*Prefer benefits to guests who sign up during their stay?
Yes. Please deliver these Silver tier member benefits to enrolling members who have booked through an eligible channel.

- Complimentary Internet
- Priority early check-in/late check out privileges

These new members will earn points for all future eligible stays. However, if you wish to award points for their current stay by using the "request points" function (available to Supervisors/iPrefer Ambassadors only, points are billed to your hotel at your contracted rate).

POINTS

How do *i*Prefer members earn points?
Members must include their *i*Prefer member numbers in their reservations and book their stays at participating hotels via the following eligible channels in order to earn points and other *i*Prefer member rewards:

- iPrefer.com
- PreferredHotelGroup.com and associated websites (PreferredHotels.com, PreferredBoutique.com, SummitHotels.com, SummitResidences.com, SterlingHotels.com

SterlingDesignHotels.com, PreferredFamily.com, PreferredPride.com, and PreferredGolf.com)
- ***i*Prefer** or Preferred Hotel Group call centers
- Your hotel website
- Hotel direct
- GDS/travel agent bookings

Does our hotel have to calculate points for *i*Prefer members who stay at our hotel?
No. Preferred Hotel Group will automatically calculate points for eligible stays based on the original reservation amount and booking channel or for stay information entered by your hotel.

How many points do *i*Prefer members earn for each stay?
Members earn one point for every USD1 in room reservation spend, exclusive of taxes and service charges, on eligible stays. For example, if a member pays USD100/night for three nights, he earns 300 points. If a reservation charge includes meals or other inclusions, the points are awarded on the per-night reservation charge.

Stays paid in non-U.S. currency will be converted to USD by Preferred Hotel Group at prevailing exchange rates as provided by xe.com.

When should our hotel add points on-property?
- When an ***i*Prefer** member books directly with your hotel or he extends his stay from the original reservation dates
- When your hotel decides to award points for bookings made outside eligible channels
- When your hotel decides to award points for non-reservation spend such as in the gift shop, spa, or restaurant
- When your hotel decides to award points to alleviate a negative customer service issue

How does our hotel add points to a guest's stay?
Use the "request points" feature found in the navigation bar of this tool.

Note: This feature is only available with Supervisor login rights. Your hotel will be charged your contracted rate for any points requested through this method.

MEMBER INFORMATION

How does our hotel enroll new members?
Use the "member sign-up" feature found in the navigation bar of this tool. Then follow prompts.

How does our hotel check point balance and tier status for an *i*Prefer member?
Use the "member search" feature found in the navigation bar of this tool. Then follow prompts.

What information about *i*Prefer members can our hotel access?

You can see basic information about members including their name, member number, email address, point balance, and tier. You can also view past stay information of members who enrolled during a stay with you.

Can our hotel change information in a member profile or reset a member password?
No. Changes to profiles or passwords can only be made by members at iPrefer.com

Is it necessary for *i*Prefer members to present a card for identification?
No. You can verify a member in the "member search" feature found in the navigation bar of this tool. Members may present a physical member card, a "virtual card," or a printed copy of their enrollment confirmation email, but it is not necessary for members to show a card or enrollment confirmation in order to receive benefits.

Will our hotel be made aware of *i*Prefer member arrivals?
Yes. *i*Prefer Ambassadors will receive an email alerting them to upcoming member arrivals. On request, a duplicate email can be sent to the front desk email address used to log in to this tool.

REWARD CERTIFICATES

What are *i*Prefer Reward Certificates?
These cash-value certificates are delivered to *i*Prefer members in exchange for points and are valid only for use at *i*Prefer participating hotels.

In what currencies and denominations are Reward Certificates available?
*i*Prefer Reward Certificates are issued in USD/GBP/EUR 50, 100, 250, or 500 amounts. Additional currencies and denominations may be added in the future.

How many points does a member need to redeem a Reward Certificate?
US amounts are reflected below. Points required for other currencies fluctuate depending on conversion rates.

Reward Certificate	Points required
US$50	2,500
US$100	5,000
US$250	12,500
US$500	25,000

How will *i*Prefer members present their Reward Certificate at our hotel?
*i*Prefer members receive their Reward Certificates via email and are instructed to present them to your hotel as payment on their smart phone or as a printed copy.

What can *i*Prefer Reward Certificates be used for?
Reward Certificates are valid as currency for outstanding reservation charges at participating *i*Prefer hotels for bookings made through any channel, for any rate. Your hotel can also elect to

accept them for payment at your outlets, such as your gift shop, restaurant, or spa.

What does our hotel do when a member presents an *i*Prefer Reward Certificate?
Accept *i***Prefer** Reward Certificates the same as you would cash or a travelers check. Then, use the "redeem rewards" feature found in the navigation bar of this tool to verify and accept a Reward Certificate as payment. Apply the full cash value to the member's reservation charges, including taxes and service fees (and outlet charges if applicable).

Note: Only Reward Certificates with a "valid" status should be accepted as payment – if the status reflects "invalid" or "redeemed," it is an indication that this Reward Certificate has already been used and is no longer valid. Contact the *i***Prefer** Hotel Help Desk for further assistance.

Can our hotel order a Reward Certificate on behalf of an *i*Prefer member? (For example, if guests want to exchange points to redeem a Reward Certificate as payment during their stay).
No, but you may assist guests with logging in to iPrefer.com where they will be able to redeem points in exchange for a Reward Certificate. It will be delivered to them immediately via email so they can present it to your hotel during their stay as valid payment.

Do Reward Certificates expire?
No. *i***Prefer** Reward Certificates do not expire and are valid until redeemed.

Can Reward Certificates be used by guests who are not *i*Prefer members?
Yes. *i***Prefer** members can gift their Reward Certificates to friends and family members. You can accept them as payment just as if being they are being presented by a member.

Does our hotel give cash back if the member presents a Reward Certificate for value less than the amount owed?
No change should be given if the purchase is less than the face-value amount of the Reward Certificate. This condition is made clear in the Reward Certificate delivery email. Members are also advised of this in the program Terms & Conditions on iPrefer.com.

How does our hotel convert a Reward Certificate that was issued in a foreign currency?
Convert the amount at an exchange rate of your discretion just as if you were presented with cash or a travelers check in a foreign currency.

Will our hotel know ahead of time if an *i*Prefer member plans to present a Reward Certificate for payment?
*i***Prefer** members are not required to give advance notice if they plan to present a Reward Certificate. It is important that all front desk staff (and outlet staff if your hotel elects to accept Reward Certificates as payment for non-reservation charges) have access to this tool and are familiar with the "redeem rewards" feature to facilitate easy use by our members and time-efficient credit to your hotel.

What does our hotel do if a Reward Certificate is listed as "already redeemed," "expired," "canceled," or "invalid" when we attempt to redeem it?

Do not accept the Reward Certificate as payment if it is invalid. You can contact **iPrefer** Hotel Help Desk for clarification, or the member can contact Member Services for more information about the Reward Certificate validity.

How does our hotel get paid for Reward Certificates we have redeemed?
Preferred Hotel Group will automatically credit your hotel with your contacted value in the next billing cycle.

BILLING

Who do I contact if I have questions about *i*Prefer invoice charges or Reward Certificate credits?
Send an email to accountsreceivable@preferredhotelgroup.com with full details of your request.

How do I account for Reward Certificate payments in my Property Management System (PMS)?
Your hotel administrator should create a unique account or billing code in your PMS to identify **iPrefer** Reward Certificates. Using a unique code will enable you to reconcile credits received from Preferred Hotel Group for redeemed Reward Certificates.

GENERAL ASSISTANCE

How does our hotel change our password?
Use the "change password" link in the navigation bar of this tool.

We have forgotten our *i*Prefer password, how do we reset it?
Use the "forgot password" link in the navigation bar of this tool.

Who should *i*Prefer members contact for assistance?
iPrefer Member Services contact information is available at iPrefer.com.

How do we view stay and point related information for our hotel?
Your **iPrefer** Ambassador can access this information using the "reports" feature of this tool.

MORE QUESTIONS? CONTACT US

Visit iprefer.com/hotelhelp for phone number and email contact information

TERMS AND CONDITIONS

View Terms & Conditions here.