

Rate Plan & Marketing Programs Guide

April
2021



WORLDHOTELS™
COLLECTION



Best Western®
Hotels & Resorts



SureStay®
HOTEL GROUP

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Rate Plan Quick Reference

The following reference is helpful in determining how to update commonly used rate plans.

- **Discount Type:** Identifies whether the rate plan is flat, a percentage off another rate plan, etc.
- **Discount Amount:** Identifies the standard discount as well as to which rate plan the discount applies.
- **Hold/CXL Policy:** Identifies what the default hold/cxl policy is or if the rate plan mirrors the default policy for the RACK rate plan.
- **Where to Update:** Identifies if and where rate plans are updated, either in the PMS or through the EDS department. Fields with a "-" indicate that changes made will not be reflected in CRS. It is important to ensure the rate plan setting in the PMS is accurate, however.

Parent Rate Plans: Parent rate plans are displayed in **bold type**, with child rate plans are *italicized*. Any updates made to the parent rate plan will also apply to child rate plans.

Child Rate Plans: Rates, GTD and CXL policy updates for these rate plans will update automatically with changes made to the parent rate plan.

RATE PLAN INFORMATION					WHERE TO UPDATE		
CRS CODE	DESCRIPTION	DISCOUNT TYPE	DISCOUNT AMOUNT	HOLD/CXL POLICY (✓ = Mirrors RACK)	RATE	GTD POLICY	CXL POLICY
RACK	Flexible Rate	N/A	N/A	Hotel Determines	PMS	PMS	PMS
15A	<i>RACK - OTA Partners</i>	%	15% off RACK	✓	-	-	-
BK1	<i>RACK - Booking.com</i>	%	0% off RACK	✓	-	-	-
EC1	<i>RACK - Expedia Collect</i>	%	15% off RACK	✓	-	-	-
EX1	<i>RACK - Expedia Hotel Collect</i>	%	0% off RACK	✓	-	-	-
SR1	<i>RACK - Priceline/Agoda</i>	%	0% off RACK	✓	-	-	-
X2	<i>Net Rate & Dynamic Tour</i>	%	20% off RACK	GTD/24H	-	-	-

OTA Partner Updates Recommended

Remember, when making updates to parent rates that affect OTA Partner rate plans, it is best practice to reach out to your account/manager to verify that they have received the updates. Failure to update all systems will result in parity and/or reservations errors.

- The GTD and CXL policies for the associated OTA plans will automatically update in CRS for all Strategic Partner rates and will be transmitted to them EXCEPT Booking.com (i.e. BK5). Changes will need to be made directly with your Booking.com Account Manager.
- Please also note that Booking.com and Priceline/Agoda, changes are processed only once per week. To expedite changes, you can update in the extranet or contact your account manager.
- Updates to Strategic Partner rate plans will need to be manually done in the PMS. The same is true of rate plans that follow the GTD and CXL policy for RACK.



Independent Rate Plans: This reference will tell you where to make changes for each rate plan. Let us look at the BW rate plan as an example of an independent rate plan.

RATE PLAN INFORMATION					WHERE TO UPDATE		
CRS CODE	DESCRIPTION	DISCOUNT TYPE	DISCOUNT AMOUNT	HOLD/CXL POLICY (✓ = Mirrors RACK)	RATE	GTD POLICY	CXL POLICY
BW	Rewards Member Flex Rate	%	10% off RACK•	✓	PMS	-	-

● indicates a minimum is required

* indicates hotel determines amount or policy



Rate Plan Quick Reference

RATE PLAN INFORMATION					WHERE TO UPDATE		
CRS CODE	DESCRIPTION	DISCOUNT TYPE	DISCOUNT AMOUNT	HOLD/CXL POLICY (✓ = Mirrors RACK)	RATE	GTD POLICY	CXL POLICY
RACK	RACK Rate Plan	N/A	N/A	*	PMS	PMS	PMS
15A	RACK - OTA Partners	%	15% off RACK	✓	-	-	-
BK1	RACK - Booking.com	%	0% off RACK	✓	-	-	-
EC1	RACK - Expedia Collect	%	15% off RACK	✓	-	-	-
EX1	RACK - Expedia Hotel Collect	%	0% off RACK	✓	-	-	-
SR1	RACK - Priceline/Agoda	%	0% off RACK	✓	-	-	-
X2	Net Rate & Dynamic Tour	%	20% off RACK	GTD/24H	-	-	-
2U	Advance Purchase Rate Plan	%	**	FULLPAY/01Y	PMS	-	-
2UB	Advance Purchase – Rewards Member	Custom	\$5 off 2U	Same as 2U	-	-	-
15D	Advance Purchase - OTA Partners	%	15% off 2U	Same as 2U	-	-	-
BK9	Advance Purchase - Booking.com	%	0% off 2U	Same as 2U	-	-	-
EC9	Advance Purchase - Expedia Collect	%	15% off 2U	Same as 2U	-	-	-
SR9	Advance Purchase – Priceline/Agoda	%	0% off 2U	Same as 2U	-	-	-
3A	AAA/CAA	%	10% off RACK*	✓	PMS	-	-
9Q	Multi-Night Stay Promotion	%	*	*	PMS	PMS	PMS
9QB	Multi-Night Stay – Rewards Member	Custom	\$5 off 9Q	Same as 9Q	-	-	-
15C	Multi-Night Stay - OTA Partners	%	15% off 9Q	Same as 9Q	-	-	-
BK5	Multi-Night Stay - Booking.com	%	0% off 9Q	Same as 9Q	-	-	-
EC5	Multi-Night Stay - Expedia Collect	%	15% off 9Q	Same as 9Q	-	-	-
EX5	Multi-Night Stay - Expedia Hotel Collect	%	0% off 9Q	Same as 9Q	-	-	-
SR5	Multi-Night Stay – Priceline/Agoda	%	0% off 9Q	Same as 9Q	-	-	-
ABBN	ABB Group	%	19% off RACK*	✓	-	-	PMS
ATI	American Tours International	Varies	25% off RACK*	GTD/24H*	PMS	PMS	PMS
BBRN	Best Business Regional	%	15% off RACK	Max 72H*	-	EDS	EDS
BBSN	Best Business Select	%	10% off RACK	Max 72H*	-	EDS	EDS
BNL	Bonotel	Varies	25% off RACK*	GTD/24H*	PMS	PMS	PMS
BW	Rewards Member Flex Rate	%	10% off RACK*	✓	PMS	✓	✓
CG	Canadian Government	Varies	*	GTD/24H	Varies	Varies	Varies
CLC	CLC Lodging	Varies	*	*	PMS	PMS	PMS
CL2	CLC Lodging Expanded Network Program	%	15% off RACK*	*	PMS	✓	PMS
CL3	CLC Lodging Dynamic Pricing Option	%	30% off RACK*	*	PMS	✓	✓



Rate Plan Quick Reference

RATE PLAN INFORMATION					WHERE TO UPDATE		
BW CODE	DESCRIPTION	DISCOUNT TYPE	DISCOUNT AMOUNT	HOLD/CXL POLICY (✓ = Mirrors RACK)	RATE	GTD POLICY	CXL POLICY
CVC	CVC Group	Varies	25% off RACK*	GTD/24H*	PMS	-	EDS
ECZ	Opaque (Hotwire)	Varies	*	FULLPAY/01Y	PMS	-	-
EP	Employee Rate	%	50% off RACK*	✓	PMS	-	-
ES1	Extended Stay 7-13 Nts	Exception	*	*	PMS	PMS	PMS
ES2	Extended Stay 14-29 Nts	Exception	*	*	PMS	PMS	PMS
ES3	Extended Stay 30+ Nts	Exception	*	*	PMS	PMS	PMS
EXR	Egencia – Hotel Collect	%	10% off RACK*	GTD/24H	EDS	-	-
<i>ECR</i>	<i>Egencia – Expedia Collect</i>	<i>%</i>	<i>15% off EXR</i>	<i>Same as EXR</i>	<i>-</i>	<i>-</i>	<i>-</i>
FF	Friends & Family Rate	%	25% off RACK*	✓	EDS	PMS	PMS
FIT	Global Net Rate Program (Global FIT)	Exception	*	GTD/*	PMS	PMS	PMS
FX	Use Rewards Points	Varies	See Rate Guide	✓	-	-	-
GECN	General Electric	%	19% off RACK*	✓	-	-	-
GM	Government / Military	Varies	*	*	PMS	PMS	PMS
GTL	GTA Leisure Rate	%	25% off RACK*	GTD/24H*	PMS	PMS	PMS
HB1	Hotelbeds Leisure Rate	%	15% off RACK*	GTD/24H*	PMS	-	EDS
IT	Last Minute Rate	%	**	*	PMS	PMS	PMS
<i>ITB</i>	<i>Last Minute Rate – Rewards Member</i>	<i>Custom</i>	<i>\$5 off IT</i>	<i>Same as IT</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>15E</i>	<i>Last Minute Rate - OTA Partners</i>	<i>%</i>	<i>15% off IT</i>	<i>Same as IT</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>BK8</i>	<i>Last Minute Rate - Booking.com</i>	<i>%</i>	<i>0% off IT</i>	<i>Same as IT</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>EC8</i>	<i>Last Minute Rate - Expedia Collect</i>	<i>%</i>	<i>15% off IT</i>	<i>Same as IT</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>EX8</i>	<i>Last Minute Rate - Expedia Hotel Collect</i>	<i>%</i>	<i>0% off IT</i>	<i>Same as IT</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>SR8</i>	<i>Last Minute Rate - Agoda PL</i>	<i>%</i>	<i>0% off IT</i>	<i>Same as IT</i>	<i>-</i>	<i>-</i>	<i>-</i>
LC	Network Partner Rate	%	10% off RACK	✓	-	-	-
LP1	Leisure B2B Net Rate and Dynamic	%	10% off RACK*	GTD/*	-	-	PMS
LP2	Leisure B2B Net Rate and Dynamic	%	20% off RACK*	GTD/*	PMS	-	PMS
LP3	Leisure B2B Net Rate and Dynamic	%	25% off RACK*	GTD/*	PMS	-	PMS
LP1B	Leisure B2B Net Rate and Dynamic	%	10% off B*	GTD/*	-	-	PMS
LP2B	Leisure B2B Net Rate and Dynamic	%	20% off B*	GTD/*	PMS	-	PMS
LP3B	Leisure B2B Net Rate and Dynamic	%	25% off B*	GTD/*	PMS	-	PMS



Rate Plan Quick Reference

RATE PLAN INFORMATION					WHERE TO UPDATE		
BW CODE	DESCRIPTION	DISCOUNT TYPE	DISCOUNT AMOUNT	HOLD/CXL POLICY (✓ = Mirrors RACK)	RATE	GTD POLICY	CXL POLICY
MPG	Meeting Point International	Varies	25% off RACK*	GTD/24H*	PMS	PMS	PMS
MR	Manager Special	Varies	*	*	PMS	PMS	PMS
MRK	Apple Leisure Group (ALG)/Mark Travel	%	25% off RACK*	GTD/24H*	PMS	PMS	PMS
OI	Limited Time Offer	%	15% off RACK	GTD/72H	-	-	-
PKG	OTA Package Rate	%	25% off RACK*	GTD/24H	PMS	-	-
PL	Opaque	Varies	*	FULLPAY/01Y	PMS	-	-
PLZ	Opaque	Varies	*	FULLPAY/01Y	PMS	-	-
RP	AARP/Senior Rate	%	Same as 3A	✓	-	-	-
RPC	AARP/Senior Rate – Expedia Collect	%	Same as RP	✓	-	-	-
SG	State Government	Varies	*	*	PMS	PMS	PMS
SIEN	Siemens Corporation	%	19% off RACK*	✓	-	-	-
TD1	Trend Operadora	%	25% off RACK*	GTD/24H*	PMS	PMS	PMS
TA	Travel Agent Discount	%	50% off RACK	*	-	PMS	PMS
THL	Tourico Holidays	Varies	25% off RACK*	GTD/24H*	PMS	PMS	PMS
VR	Rewards 1000 Bonus Points	Varies	*	✓	EDS	PMS	PMS
XN	BBW Net	%	10% off XW	*	-	PMS	PMS
XW	BBW Commissionable	%	10% off RACK	*	-	PMS	PMS
XZ	Chain & Consortia	%	10% off RACK	✓	-	PMS	PMS
Z2	Secondary Preferred	%	19% off RACK	✓	-	PMS	PMS
Z7	Business Advantage	%	10% off RACK	*	-	PMS	PMS



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RACK

Flexible Rate

Program Details

- **Participation – Required**
- *Commissionable – Yes*
- *Bookable Channels – All*
- *Rewards Points/Miles – Required*
- *Hold/Cancel Policy – Changes made through PMS/2-Way*
 - *If you are on the 2-Way connection with Booking.com, you must also notify your Booking.com Account Manager. See [Reference Guide](#) for more info.*
 - *If a reservation does not arrive and fails to cancel, the hotel is entitled to charge the guest a “no-show” fee for **one night** room and tax, regardless of the length of stay for the reservation.*
- Rates Published
- Mandatory for All Room Types
- Rate plan must be in level A; it cannot be moved

Program Description

This is the base rate offered by your property. Rates must be loaded as flat rates. This rate is required for all BWH Hotel Group hotels.

As of May 22, 2014, this rate plan is known as “Flexible Rate,” but will display as “RACK” in MemberWeb. This rate plan has also previously been referred to as “Best Available Rate” or “BAR.”



LEISURE PROGRAMS

- [3A](#) – AAA
- [ATI](#) – ATI
- [BNL](#) – Bonotel
- [CVC](#) – CVC Group
- [FIT](#) – Global Net Rate Program (Global F.I.T)
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- [HB1](#) – Hotelbeds
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- [MR](#) – Manager's Special
- [MRK](#) – Apple Leisure Group
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- [THL](#) – Tourico



3A

AAA/CAA Rates

Program Details

- **Participation – Required**
- **Commissionable – Yes**
- **Bookable Channels – All**
- **Rewards Points/Miles – Required**
- **Hold/Cancel Policy – Mirrors Rack**
- **Mandatory for All Room Types**
- **Open for Last Room Availability to RACK**
- **Rate plan must be in level A; it cannot be moved**
- **Not valid with any other offer.**
- **Rates must be linked at a minimum of 10% off RACK**
- **Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67**

Program Description

3A is available to American Automobile Association (AAA) members, Canadian Automobile Association (CAA) members, and members of the 65 international affiliate auto clubs that participate in the Show Your Card!® program who display a valid membership card or AAA Visa at check-in.

AAA Discounts & RewardsSM - In order to qualify for this discount, guests should be prepared to show their valid AAA/CAA card, or AAA VISA card upon check-in. Front desk staff should be trained to ask for this information. Guests without proper ID do not qualify for the AAA/CAA rate.



For more information on the AAA/CAA program, go to menu-path: hotel.bwhotelgroup.com
Marketing -> Partnerships and Programs -> AAA/CAA



Program Details

- **Participation – Optional**
- Breakfast – Optional
- Commissionable – No
- Bookable through approved channels with proper RateAccess Code or CID
- BW Rewards Points/Miles – No
- Hold/Cancel Policy – Should be GTD but cancel policy can vary by season
- Rates Not Published to Consumer
- Vouchers Not Required
- Payment through Central Bill or Virtual Single Use Credit Card
- Rates apply to All rooms types - premium price may be loaded for upgraded rooms
- Rates are managed in the PMS or Hotel Connect systems (interfaced) or MemberWeb (non-interfaced)

Program Description:

The FIT rate plan is a B2B Leisure program and one of the top producing leisure rate plans by our clients with over 100 countries, 75 contracted accounts, and more than 2500 BW properties participating worldwide.

Rate: Rates are net and are loaded based on the maximum occupancy for a room with existing bedding. Rate **excludes tax** and can vary by occupancy they do not have to be the same for each adult. Rates can be loaded for upgraded rooms at a premium rate.

Rates are flat (exception/fixed) and can be up to twelve seasons and seasons cannot be altered once loaded. Weekday/weekend rates can be loaded within each season. The seasons can be constructed between April to March and we recommend the rates to be loaded a minimum of 18 months. Rates may be lowered if demand warrants but may only be increased back up to the original amount. Rates are recommended to be a minimum of 25% off Flexible Rate. Because rates are loaded as static/flat, calculations are needed to convert the % to the appropriate static rate by season. Please work with your revenue manager or affiliate office if needed on a rate strategy.

Partners accessing FIT rate plan can book **other generic leisure rate plans**. Payment is handled either by Central Bill (automatically reimbursed by Best Western; credited on your Best Western account statement) or (Virtual Single-Use Credit Card). **Do not reveal the rate to the guest.**

Split Folio: Collect a credit card from the guest at check-in for any incidental charges. Be sure to split the folio: one folio should be used for room & tax; the other folio should be used for the guest credit card and incidentals. **Mask/Suppress the rate in PMS to keep from showing up on the registration cards or folios.**

For more information or questions about this program, please contact: b2bdistribution@bestwestern.com



Program Details

- **Participation – Required**
- *Commissionable* – Varies by client
- *Bookable Channels* – All (actual source varies by client)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Mirrors Rack
- Mandatory for All Room Types
- Rate plan must be in level A; it cannot be moved
- Rates must be a minimum of 10% off RACK
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

The LC rate is promoted to our managed clients as a special program to extend to their employees for discounted rates for personal travel. The rate plan is designed to promote the usage of BWH Hotel Group as a preferred partner to our managed corporate accounts such as Lockheed Martin, Halliburton, Tyson Foods, Minor League Baseball, Royal Canadian Legion, and others. LC Rate Code is also bookable by Entertainment Discount Book.

Individualized booking portals (such as Vacation Advantage program) will be established for each managed account allowing employees the ability to book their personal travel directly through the link and receive the discounted LC Rate.



LP1/LP2/LP3 LP1B/LP2B/LP3B

Leisure B2B Net Rate and Dynamic

Program Details

- **Participation** – LP1 & LP2 are Required; LP1B, LP2B, LP3 & LP3B are Optional
- **Commissionable** – No
- **Bookable Channels** – CRO, GDS, & Direct Connect with proper Corporate Access Code
- **Rewards Points/Miles** – Optional
- **Hold/Cancel Policy** – (LP1, LP1B) Must be GTD hold policy/Cancelation policy mirrors RACK
- **Hold/Cancel Policy** – (LP2, LP2B, LP3, LP3B) GTD is required; maximum cancel policy is 24HR
- LRA required for LP1, LP1B, but not LP2, LP2B, LP3, LP3B
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

The LP1/LP2/LP3 and LP1B/LP2B/LP3B rate codes are offered exclusively to Best Western's leisure B2B partners. **LP1B/LP2B/LP3B rate codes are for the hotels with Breakfast Inclusive rates. If you do not have a restaurant and include breakfast with the room by default, this does not apply to you.**

This dynamic net rate will enable Best Western to compete successfully for leisure B2B business, meeting the challenge of competitors like Choice, Wyndham, IHG, Hilton and Accor. Rates for this program are Net and are sold at a markup on onward distribution channels. This means that the net rate you are giving to the client is not the rate that the guest ultimately pays. A Booking Agent will use their Corporate ID to book.

- LP1 was established to offer a 10% minimum discount with last room availability (LRA) to select leisure partners. The LP1B will offer a 10% minimum discount to Breakfast Rate Plans. It is only available for B2B partners and will not be available on consumer facing websites.
- LP2 is a NON-LRA rate plan that offers a 20% minimum discount off RACK and a 20% minimum discount off the Breakfast Rate for LP2B. LP2/LP2B replaced the X2 rate code in April 2021.
- LP3 is a NON-LRA rate plan that offers a 25% minimum discount off RACK and LP3B is a 25% minimum discount off the breakfast rate for LP3B. LP3/LP3B replaced the D2 rate code in April 2021.

Payment: Handled either by Central Bill (automatically reimbursed by BWH Hotel Group; credited on your BWH Hotel Group account statement) or V-Card (Virtual Single-Use Credit Card). **Do not reveal the rate to the guest.**

Split Folio: Please collect a credit card from the guest at check-in as a temporary hold, and a deposit may be placed on the guest's credit card for any incidental charges. Be sure to split the folio: one folio should be used for room and tax, and the other folio should be used for the guest's credit card and incidentals. **Please note** that your PMS rate should be masked/suppressed to prevent it from showing up on the registration card or folio.

For more information or questions about this program, please contact: b2bdistributions@bestwestern.com

For information about this program or any of the partnered sites, please visit the section on My.bestwestern.com: Sales / Leisure Travel / B2B Partners



MR

Manager's Special

Program Details

- **Participation – Optional**
- *Commissionable* – No
- *Bookable Channels* – Hotel Direct
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Changes made through PMS/2-Way
- No GDS or Travel Agent fees
- Rate determined at the discretion of the hotel

Program Description

MR Rate is managed at the property level based on supply and demand. Beginning April 2015, it is no longer bookable through any BWH channel. MR still exists in MemberWeb to help balance the Two-Way Interface. This plan can be used to track local bookings instead of mapping to [HP](#).

RP/RPC

AARP (Senior) Rates

Program Details

- **Participation – Required**
- *Commissionable* – Yes
- *Bookable Channels* – All
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Mirrors Rack
- Mandatory for All Room Types
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Rate must be the same discount (minimum 10%) as AAA/CAA ([3A](#)).
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Rate is available to members of AARP **or guests 55 years and older**. (AARP Membership is not required to receive this rate.) This rate is not valid with any other offer. One room allowed per qualifying guest.

AARP Promo – Expedia Partner Central

The AARP Travel Center website sources hotel content and inventory directly to AARP members through an Expedia White Label product.

- AARP will utilize the RP rate plan as Hotel Collect. Hotels continue to collect payment from the customer.
- AARP will utilize RPC rate plan as Expedia Collect. Hotels will bill the Expedia VCC from Expedia for payment. RPC is tied to RP for availability and loaded equally to the AARP rate (RP).
- The RP and RPC rate plans are only available in the AARP closed user environment and is not used on any other Expedia website or onward distribution partner.

The Expedia commission is not charged for an RP or RPC rate plan through this website; it is set at 10% for AARP purposes only.



ATI / BNL / CVC /
MRK / TD1

Leisure Partner Exclusive Rate Plans

Program Details:

- **Participation – Optional**
- **Last Room Availability – Optional**
- **Commissionable:** No
- **Bookable Channels** – CRO, GDS & other sources with proper Corporate ID
- **Rewards Points/Miles** – Optional
- **Hold/Cancel Policy** – GTD is required; minimum cancel policy is 24HR
- Rates not published to consumer
- Vouchers Not Required
- Payment through Virtual Single Use Credit Card and Central Bill
- Rate Managed through the PMS

Program Description

Leisure partner exclusive rate plan are for those who are the largest in the industry and can drive the most revenue to hotels. These partners will be able to search in real-time their unique partner rate plan and inventory to create tailor-made packages for their customers.

ATI	ATI
Bonotel	BNL
CVC Group	CVC
Apple Leisure Vacation	MRK
Trend Operadora	TD1

Rates must be **at least 25% below RACK rate**. Rates for these partners are loaded dynamic, but static loading is an option. For questions on the strategy that best suits your hotel, please contact your BWH Hotel Group Revenue Manager.

Rate: Rates for this program are Net and are sold at a markup on onward distribution channels. This means that the net rate you are giving to the client is not the rate that the guest ultimately pays.

Do not reveal the rate to the guest!

The Key Account Partner will use its Corporate ID to book. Payment will be administered through a Virtual Credit Card or Central Bill. **The required minimum Hold/Cancellation policy is GTD/minimum 24 hours prior to arrival date.**

Split Folio: Please collect a credit card from the guest at check-in as a temporary hold or deposit may be placed on the guest's credit card for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. **Mask/suppress the rate in your PMS to prevent it from showing up on the registration card or folio.**



Program Details:

- **Participation – Optional**
- **Last Room Availability – Optional**
- **Commissionable:** No
- **Bookable Channels** – CRO, GDS & other sources with proper Corporate ID
- **Rewards Points/Miles** – Optional
- **Hold/Cancel Policy** – GTD is required; minimum cancel policy is 24HR
- Rates not published to consumer
- Vouchers Not Required
- Payment through Virtual Single Use Credit Card
- Rate Managed through the PMS

Program Description

These rate plans are exclusive to Hotelbeds Group and can drive the most visibility and revenue to hotels. Hotelbeds Group will be able to search in real-time their exclusive rate plan and inventory for distribution to their customers. For questions on the strategy that best suits your hotel, please contact your BWH Hotel Group Revenue Manager.

- **HB1** must be at least 15% below RACK rate. **Level A recommended.**
- **GTL** must be at least 25% below RACK rate.
- **THL** must be at least 25% or higher below RACK. THL can be loaded as dynamic or static.

Rate: Rate for this program is Net and are sold at a markup on onward distribution channels. This means that the net rate you are giving to the client is not the rate that the guest ultimately pays.

Do not reveal the rate to the guest!

Hotelbeds will use its Corporate ID to book. Payment will be administered through a Virtual Credit Card. **The required minimum Hold/Cancellation policy is GTD/minimum 24 hours prior to arrival date.**

Split Folio: Please collect a credit card from the guest at check-in as a temporary hold or deposit may be placed on the guest's credit card for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. **Mask/suppress the rate in your PMS to prevent it from showing up on the registration card or folio.**



Program Details:

- **Participation – Optional**
- **Last Room Availability – Optional**
- **Commissionable:** No
- **Bookable Channels** – CRO, GDS & other sources with proper Corporate ID
- **Rewards Points/Miles** – Optional
- **Hold/Cancel Policy** – GTD is required; minimum cancel policy is 24HR
- Rates not published to consumer
- Vouchers Not Required
- Payment through Virtual Single Use Credit Card
- Rate Managed through the PMS

Program Description

Rate: Rates are net and are loaded based on the maximum occupancy for a room with existing bedding. Rate excludes tax and can vary by occupancy they do not have to be the same for each adult. Rates can be loaded for upgraded rooms at a premium rate.

Meeting Point International MPG

Rates are static (exception/fixed) and can be up to twelve seasons and seasons cannot be altered once loaded. Weekday/weekend rates can be loaded within each season. The seasons can be constructed between April to March and we recommend the rates to be loaded a minimum of 18 months. Rates may be lowered if demand warrants but may only be increased back up to the original amount. Rates are recommended to be a minimum of 25% off Flexible Rate. Because rates are loaded as static/flat, calculations are needed to convert the % to the appropriate static rate by season. Please work with your revenue manager or affiliate office if needed on a rate strategy.

Rate: Rate for this program is Net and are sold at a markup on onward distribution channels. This means that the net rate you are giving to the client is not the rate that the guest ultimately pays.

Do not reveal the rate to the guest!

Meeting Point International will use its Corporate ID to book. Payment will be administered through a Virtual Credit Card. **The required minimum Hold/Cancellation policy is GTD/minimum 24 hours prior to arrival date.**

Split Folio: Please collect a credit card from the guest at check-in as a temporary hold or deposit may be placed on the guest's credit card for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. **Mask/suppress the rate in your PMS to prevent it from showing up on the registration card or folio.**



CORPORATE PROGRAMS

- [**XN/XW**](#) – Best Business Worldwide (BBW)
- [**BBSN**](#) – Best Business Select
- [**BBRN**](#) – Best Business Regional
- [**ABBN**](#) – ABB Group Preferred
- [**SIEN**](#) - Siemens Corporation Preferred
- [**GECN**](#) – General Electric Preferred
- [**CLC/CL2/CL3**](#) – Corporate Lodging Consultants
- [**X1/Z2**](#) – Strategic Partnership Accounts
- [**Z7**](#) – Business Advantage
- [**Varies**](#) – Best Business Worldwide Elite (GCVP)
- [**Varies**](#) – Best Business Worldwide Elite (BBWE)
- [**X or Z**](#) – Negotiated Rates
- [**XZ**](#) – Travel Agent – Chain & Consortia



XN / XW

Best Business Worldwide (BBW)

Program Details

- **Participation – Required**
- *Commissionable* – XW is commissionable; XN is non-commissionable
- *Bookable Channels* – CRO, GDS & bestwestern.com (bestwestern.com only with valid corporate ID)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Cancel policy must be either 4PM, 6PM, 24HR, 48HR, or 72HR
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Best Business Worldwide (BBW) is a global volume rate program, which is offered exclusively to corporate accounts that agree to book a minimum of 500 room nights domestically and/or 1000 room nights worldwide during a 12-month period. Clients sign an agreement and in return will have access to volume-discounted rates at all BWH Hotel Group properties worldwide. Reservations are room type specific.

BBW-XW is linked at 10% off RACK.

BBW-XN is linked at 10% off BBW-XW.

BBSN

Best Business Select

Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – CRO, GDS & bestwestern.com (bestwestern.com only with valid corporate ID)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Cancel policy must be either 4PM, 6PM, 24HR, 48HR, or 72HR
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Best Business Select is similar to the BBW program. It fits the needs of small to medium corporations that do not qualify for the Best Business Worldwide program. Best Business Select is sold to corporations that produce 100 to 499 room nights per year. There are more than 37,000 of these types of businesses accounting for 50% of the total Corporate Travel Spend. These mid-market businesses spend, on average, between \$2M and \$12M annually on total Travel and Entertainment

BBSN is linked at 10% off RACK



Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – CRO, GDS & bestwestern.com (bestwestern.com only with valid corporate ID)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Cancel policy must be either 4PM, 6PM, 24HR, 48HR, or 72HR
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Best Business Worldwide (BBRN) is a global volume rate program, which is offered exclusively to corporate accounts that agree to book a minimum of 500 - 999 room nights domestically in a 12-month period. This is sold by WWS and affiliates. Clients sign an agreement and in return will have access to volume-discounted rates at all BWH Hotel Group properties worldwide. Reservations are room type specific.

BBRN linked at 15% off RACK.

For more information or questions about this program, please contact:

- Sandy Taylor, (623) 780-6845, sandy.taylor@bestwestern.com
- Or travelindustryrelations@bestwestern.com



Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – All (Corporate ID is required to access rate)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Mirrors Rack
- Rates not published
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Strategic Partnership Accounts are select key BWH Hotel Group Worldwide Sales accounts that have agreed to bias the BWH Hotel Group, and significantly move market share to BWH Hotel Group hotels on a global scale, with pre-defined revenue targets and pre-defined action items to rapidly facilitate the movement of market share.

For each BWH Hotel Group Strategic Partnership account, there will be an annual RFP solicitation. For each RFP, the hotel can designate Primary Preferred or Secondary Preferred, based upon each Strategic Partnership customer's potential volume in each city/market.

Preferred Status- rates set locally through an RFP Contract

Primary Preferred at 25% off RACK (ABBN)

Secondary Preferred at 19% off RACK (ABBN)

Secondary Preferred Status is equal to Best Business Worldwide net rate (XN), positioned at 19% off RACK. It is also equal to BWH Hotel Group's Commissionable Consortia rate (American Express Travel, Carlson Wagonlit Travel, etc.).

Hotels have the option to offer Value Added Amenities per customer based upon their desire to be competitive in their market and to shift additional market share.



Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – All (Corporate ID is required to access rate)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Mirrors Rack
- Rates not published
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Siemens, a top producing account globally, is a strategic partnership account for BWH Hotel Group. As a result, all hotels within the brand are “preferred” within the program.

In December 2018, BWH Hotel Group consolidated all hotels globally to the “**SIEN**” Unique Rate Plan Code exclusively. This rate plan code consolidation has several brand-wide benefits, including improving efficiencies in rate loading, showing rates as “SIEMENS AG” in all distribution channels, providing hotels the ability to customize specific value added amenities/offerings, and improving property level tracking with rate code SIEN

For each BWH Hotel Group Strategic Partnership account, there will be an annual RFP solicitation. For each RFP, the hotel can designate Primary Preferred or Secondary Preferred, based upon each Strategic Partnership customer’s potential volume in each city/market.

Preferred Status- rates set locally through an RFP Contract

Primary Preferred at 25% off RACK (SIEN)

Secondary Preferred at 19% off RACK (SIEN)

Secondary Preferred Status is equal to Best Business Worldwide net rate (XN), positioned at 19% off RACK. It is also equal to BWH Hotel Group’s Commissionable Consortia rate (American Express Travel, Carlson Wagonlit Travel, etc.).



Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – All (Corporate ID is required to access rate)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Mirrors RACK
- Rates not published
- Open for Last Room Availability to RACK
- Rate plan must be level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

General Electric, a top producing account globally, is a strategic partnership account for BWH Hotel Group. As a result, all hotels within the brand are “preferred” within the program.

In March 2018, BWH Hotel Group consolidated all hotels globally to the “GECN” Unique Rate Plan Code exclusively. This rate plan code consolidation has several brand-wide benefits, including improving efficiencies in rate loading, showing rates as “General Electric” in all distribution channels, providing hotels the ability to customize specific value added amenities/offerings, and improving property level tracking with rate code GECN

For each BWH Hotel Group Strategic Partnership account, there will be an annual RFP solicitation. For each RFP, the hotel can designate Primary Preferred or Secondary Preferred, based upon each Strategic Partnership customer’s potential volume in each city/market.

Preferred Status- rates set locally through an RFP Contract

Primary Preferred at 25% off RACK (GECN)

Secondary Preferred at 19% off RACK (GECN)

Secondary Preferred Status is equal to Best Business Worldwide net rate (XN), positioned at 19% off RACK. It is also equal to BWH Hotel Group’s Commissionable Consortia rate (American Express Travel, Carlson Wagonlit Travel, etc.).



Program Details

- **Participation – Optional**
- *Commissionable* – No
- *Bookable Channels* – Direct Connect (DerbySoft)
- *Rewards Points/Miles* – Optional
- *Hold/Cancel Policy* – Hotel's current Hold / Cancel policy
- LRA required for CLC , but not CL2 nor CL3
- Properties can select up to 10 [blackout dates](#) as detailed in their existing CLC contract

Program Description

CLC is a travel management company (for lodging needs only) that negotiates discounted rates on behalf of its clients, most notably workforce crews. The company offers clients access to 15,000 hotels across a variety of brands and chain scales. Hotels may choose to participate in one of two mutually exclusive programs - though the Expanded Network program (option #2 below) is managed under a separate Rate Code:

1. **Contracted Program (CLC Rate Plan).** Hotels offer a static rate, which if accepted by CLC, is binding on an evergreen basis. Reservations are settled through direct bill.
2. **Expanded Network Program (CL2 Rate Plan).** Hotels offer a rate that is 15% off RACK. Participating hotels benefit from the overflow when CLC demand is unable to be met by hotels in the contracted program. The rates are net and payment is facilitated through a virtual credit card.
3. **Dynamic Pricing Option (CL3 Rate Plan).** Hotels offer a rate that is 30% off RACK or greater. This rate plan is only available to hotels that already have contracted rates offered through the CLC rate plan. The Dynamic Pricing Option is another rate plan in addition to your contracted rate - it DOES NOT replace it.



Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – All (Corporate ID is required to access rate)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Changes made through PMS/2-Way
- Rates not published
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Strategic Partnership Accounts are select key BWH Hotel Group Worldwide Sales accounts that have agreed to bias the BWH Hotel Group, and significantly move market share to BWH Hotel Group hotels on a global scale, with pre-defined revenue targets and pre-defined action items to rapidly facilitate the movement of market share.

For each BWH Hotel Group Strategic Partnership account, there will be an annual RFP solicitation. For each RFP, the hotel can designate Primary Preferred or Secondary Preferred, based upon each Strategic Partnership customer's potential volume in each city/market.

Primary Preferred at 25% off RACK (X1)

Secondary Preferred at 19% off RACK (Z2)

Secondary Preferred Status is equal to Best Business Worldwide net rate (XN), positioned at 19% off RACK. It is also equal to BWH Hotel Group's Commissionable Consortia rate (American Express Travel, Carlson Wagonlit Travel, etc.).

Hotels have the option to offer Value Added Amenities per customer based upon their desire to be competitive in their market and to shift additional market share.



Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – All (Corporate ID is required to access rate)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Cancel policy must be either 4PM, 6PM, 24HR, 48HR, or 72HR
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved out
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

Business Advantage fits the needs of small to medium sized corporations that do not have a managed travel department. There is no annual minimum night requirement for businesses to participate. Over 10,000 companies currently participate and have access to Business Advantage. Multiple businesses have access to one corporate ID number. This corporate ID number will appear on all Business Advantage reservations and is not company-specific.

Reservations are room type specific, and are linked as LRA to RACK. Rates must be linked at a minimum of 10% off RACK for North America (5% Minimum Outside of North America).



Note: This page applies to WorldHotels Only

Program Details

- **Participation – Required**
- *Commissionable* – No
- *Bookable Channels* – varies but may include WEB, GDS, and Voice.
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – follows RACK
- Room Types – All (Suites may be excluded upon request)
- LRA – Open for Last Room Availability
- Rates – varies from 10% to 20% depending on Tier.
- Properties can select up to 30 blackout dates by utilizing the self-service function in MemberWeb. Please see the Blackout Dates for High Demand Periods Reference Guide located later in this document.

Program Description

GCVP is Worldhotels' chain-wide initiative to enable your hotel to compete on a global level with the global chains (Marriott, Hyatt, etc.), and to retain and gain business from existing and new accounts. Because of this large potential, this program is now mandatory for hotels. The Global Corporate Value Program is your single most important opportunity to gain visibility in the client's booking system which otherwise excludes non-preferred hotels. This unified program enables you to reach small enterprises, midsize regional companies, and large multi-national corporate accounts where larger potential volumes can be obtained or are known to exist but access is restricted, all within one single rate program.

By optimizing Worldhotels existing relationships with highly targeted corporate accounts, it enhances your hotels' ability to compete for new business. As these companies have become increasingly price-driven in current economic conditions, we are seizing an opportunity to shift corporate pricing strategies toward a dynamic rate model, which many hotels have been unable to achieve individually. This program is an additional source of revenue and does not jeopardize your current corporate production.

NOTE: The GCVP has been revamped in response to changing market conditions which have dictated adjustments in non-commissionable discount levels in order to remain competitive with the chain-wide programs of other global hotel companies. There are 4 discount tiers to target accounts based on their sales volume potential and other criteria:

Rate Code: **GC10**

Rate: BAR -10%

Offered to local & national companies

Rate Code: **GC15**

Rate: BAR -15%

Offered to selected midsize corporate accounts

Rate Code: **GC19**

Rate: BAR -19%

Offered to selected large multinational corporate accounts

Rate Code: **GC20**

Rate Amount: BAR -20%

Offered to selected large multinational corporate accounts

The list of current corporate accounts attached to each Tier can be found in MemberWeb under Reports > Corporate Accounts.



Varies

Best Business Worldwide Elite (BBWE)

Program Details

- **Participation – Optional**
- *Commissionable* – Yes
- *Bookable Channels* – CRO, GDS & bestwestern.com (bestwestern.com only with proper ID number)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Cancel policy must be either 4PM, 6PM, 24HR, 48HR, or 72HR
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved

Program Description

Best Business Worldwide Elite provides a deeper discount to accounts that are willing to commit at least 100 room nights annually to a specified BWH Hotel Group property. In addition, the BBWE rate provided may also be used for Preferred Partnerships or for non-response to RFPs.

Reservations are room type specific. BBWE is a flat negotiated rate set by the property or 15% off RACK, whichever rate is lower.

X or Z

Negotiated Rates

Program Details

- **Participation – Optional**
- *Commissionable* – May be commissionable
- *Bookable Channels* – CRO, GDS & bestwestern.com (bestwestern.com only with valid corporate ID)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Cancel policy must be either 4PM, 6PM, 24HR, 48HR, or 72HR
- Open for Last Room Availability to RACK (unless otherwise specified)
- Rate plan must be in level A; it cannot be moved (unless otherwise specified)

Program Description

Negotiated rates can be initiated either by the property or by responding to solicitations in Nexus or PDS. Best Business Worldwide (BBW) and Travel Agent Chain & Consortia rates are categorized as negotiated rates. Reservations can be Run of House (ROH), or room type specific. Negotiated rates are also LRA (last room availability) based on RACK availability, unless otherwise specified. These rates are loaded as secured negotiated rates and can be lowered, but not increased during a program year.

For more information about the Nexus RFP tool from BWH Hotel Group, visit hotel.bwhotelgroup.com:

Sales -> Programs -> Nexus

Property initiated negotiated rates can be loaded by downloading a [Negotiated Rate Form](#) from the Electronic Distribution Services (EDS) page of hotel.bwhotelgroup.com.

Operations -> Electronic Distribution Services (EDS) -> Overview -> Forms



Program Details

- **Participation – Required**
- *Commissionable* – Yes
- *Bookable Channels* – All
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Cancel policy must be either 4PM, 6PM, 24HR, 48HR, or 72HR
- Mandatory for All Room Types (except Suites)
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

BWH Hotel Group partners with the world's largest and most effective agencies and consortium organizations with proven track records that drive business to your property. Due to the long and profitable relationship with these agencies, we are able to negotiate favorable participation fees. These global hotel programs are each agency's primary booking tool.

Chain and Consortia, along with Best Business Worldwide, are the entryway for BWH Hotel Group to penetrate corporations for additional revenue opportunities. These travel management companies have the ability to influence their travel agents to promote their hotel programs to the travelers.

The rates for this program are dynamically priced, and are required to be at 10% off RACK. Reservations are room type specific.

Payment can be via the guest credit card or by virtual credit card. The Travel Agent/Travel Management Company will comment in the reservation. If the VC card is single use, then CRS will invalidate at time of reservation, as all credit cards are authorized for \$1.00 (except for OTA bookings, which are identified by rate code). Typically, a second card will be issued prior to check in. It is recommended that the property contact the agency to advise them.

If you have questions regarding Travel Agency & Chain and Consortia programs or their associated booking fees, please contact the Sales Department at (866) 929-7223.



GOVERNMENT PROGRAMS

- [GM](#) – Government/Military
- [SG](#) – State Government
- [CG](#) – Canadian Government



GM

Government / Military

Program Details

- **Participation – Optional**
- *Commissionable* – Yes
- *Bookable Channels* – All
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Changes made through PMS/2-Way
- Property Information Published
- Rate for Official Business or Leisure

Program Description

The GM rate is available to current Federal and State government employees, as well as Active Duty Military personnel or Military Veterans, with official ID or a pre-approved BWH Hotel Group issued Government discount card. One room per qualifying guest. Also eligible are employees of federally funded hospitals and universities. Guests may be traveling on business or leisure. This rate can also be booked by cost reimbursable contractors and international inbound government travelers on official business.

Guests must present an official ID or pre-approved BWH Hotel Group issued government card at check-in; one room per qualifying guest.

All properties submitting government rates will have property information published in various federal directories and data systems including the Internet. Properties have the option of adding an extra person rate to the single per diem rate.

One-person rates should be based on the per diems established by the US Federal Government. Current per diems can be found on the website www.gsa.gov and by clicking on Per Diem Rates. Rates can be flat rates or dollar amount/percent off RACK.

If a property participates in FedRooms, the GM rate has to be set up with a rate cap of and can no longer be managed in the PMS

SG

State Government

Program Details

- **Participation – Optional**
- *Commissionable* – Yes
- *Bookable Channels* – CRO & Bestwestern.com
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Changes made through PMS/2-Way
- Property Information Published

Program Description

SG is the government rate for state employees on official business. Guest must indicate they are a state employee on official travel status. The program allows one room per qualifying guest. Rates can be flat rates or dollar amount/percent off RACK rate.



Program Details

- **Participation – Optional**
- *Commissionable* – No
- *Bookable Channels* – CRO, GDS & Bestwestern.com
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – GTD/24H
- Rates Published* (\$150 Fee for Canadian properties only/no fee for domestic)
- Rate for Official Business Only

Program Description

These special rates are posted on the official *Hotel Directory for Canadian Government Employees* website*. Rates are for Canadian Federal Government employees traveling on official government business in Canada or the US. Rates also apply to the Provincial Governments of Alberta, New Brunswick, Ontario, the Northwest and Yukon Territories, members of the Canadian Armed Forces, Royal Canadian Mounted Police, and cost reimbursable contractors. Rates should also be extended to members of their families when on posting of transfer status. Rates are exception rates and may not be changed during the program year. Guests booking these rates should show an official government ID or a letter of official government business upon check in.

Rate plan CG may be built and offered for any hotel. However, you must be accepted into the RFP to be listed on the *Hotel Directory for Canadian Government Employees* website. The annual solicitation (RFP through Nexus) is sent to all Canadian properties. US hotels in major Canadian travel markets also receive the solicitation.

Rate can be modified if approved by the Canadian Government. All requests for change must be sent to World Wide Sales.

** Rates are only published on the website if the hotel is participating in the program/RFP. There is a fee of \$150 for Canadian properties only (no fee for US hotels).*

For more information or questions about this program, please contact:
Sarah Axelrod, (708) 576-8185 Sarah.Axelrod@bestwestern.com



PROMOTIONS

- [2U](#) – Advance Purchase Rates
- [9Q/LO](#) – Multi-Night Stay Promotions
- [ES1-3](#) – Extended Stay Promotions
- [OI](#)– Limited Time Offer
- [IT](#) – Last Minute Rate



Program Details

- **Participation – Optional**
- *Commissionable* – Yes
- *Bookable Channels* – CRO, GDS & BW.com and OTA Preferred Partners
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Required policy is FULLPAY/01Y
- Advance booking requirement may be edited through EDS
- Rate modified through the PMS

Program Description

This rate plan targets guests who shop early by offering significant discount to trigger a buy response.

Hotels wishing to use an advance purchase rate will have one rate plan loaded. Property can select the appropriate advance-booking requirement. This advance-booking requirement may also be set up to vary seasonally (for example, high-season and low-season). This enables the property to use one rate plan year-round, but set up the advance booking requirement to best suit the market.

The selected rate plan will only be visible to consumer when their search meets advance purchase requirement of the plan. For example, if a property chooses a 7-day advance purchase option, then the rate will only display if a guest is shopping an arrival date of 7 days or more in advance.

Rates must be a minimum of 5% off RACK.

The property should charge the credit card immediately upon receipt of the reservation for the full amount of the entire stay including tax, provided your local regulations allow for the collection of tax in advance. To verify the identity of the guest that booked the prepaid reservation for purposes of mitigating fraudulent transactions, and to cover any incidentals incurred during the stay, it is recommended that the hotel require the guest to present a valid credit card at the time of check-in.

The reservation is not able to be modified or cancelled once booked.

Your Revenue Manager can help you determine which advance purchase booking requirement is best for your property.

In order to remain competitive, many of our popular promotions are also made available through the Online Travel Agencies. These promotions are accessed through unique rate plans only available to that specific OTA. 2U is made available via the following rate plans.

- [EC9](#) (Expedia)
- [BK9](#) (Booking.com)
- [15D](#) (OTA Preferred Partners Only)
- [SR9](#) (OTA Sell Rates)
- [2UB](#) (Rewards Members)



Program Details

- **Participation – Optional**
- *Commissionable – Yes*
- *Bookable Channels – CRO, GDS & BW.com and OTA Preferred Partners*
- *Rewards Points/Miles – Required*
- *Hold/Cancel Policy – Changes made through PMS/2-Way. It is recommended that these rate plans have a more restrictive hold/cancel policy than RACK.*
 - *If you are on the 2-Way connection with Booking.com you must also notify your Booking.com Account Manager. See [Reference Guide](#) for more info.*
 - *If a reservation does not arrive and fails to cancel, the hotel is entitled to charge the guest a “no-show” fee for **one night** room and tax, regardless of the length of stay for the reservation.*
 - *Priceline/Agoda Account Manager must also be notified of changes*
- Minimum stay requirement may be edited through EDS
- Rate modified through the PMS

Program Description

These rate plans target guests who shop various OTA Preferred Partner website channels looking for multiple night promotions. These rate plans allow the hotel to maintain a rate offering through BWH Hotel Group CRO and Bestwestern.com when offering multiple room night promotions through other online travel booking channels.

Hotels wishing to use a multi-night stay promotion will have one rate plan loaded. Property can then select the appropriate length-of-stay requirement. This length-of-stay requirement may also be set up to vary seasonally (for example, high-season and low-season). This enables the property to use one rate plan year-round, but set up the length-of-stay requirement to best suit the market.

These rate plans will only be visible to consumers when their search meets the minimum length of stay requirement of the plan. For example, if a property chooses to load 9Q at a minimum length of stay of 3 nights, the rate will only display if a guest is shopping for 3 nights or more. A marketing message on bestwestern.com and the reservations system sell message can be added to help promote the offer.

Additional multi-night stay promotions, such as **LO** for 5 nights, are available for hotels in extended stay markets. Your Revenue Manager can help you determine if an extended stay or multiple night stay promotion is right for your property. Unlike 9Q, the LO rate plan is not required to be distributed to our OTA partners.

In order to remain competitive, many of our popular promotions are also made available through the Online Travel Agencies. These promotions are accessed through unique rate plans only available to that specific OTA. 9Q is made available via the following rate plans.

- [EC5/EX5](#) (Expedia)
- [BK5](#) (Booking.com)
- [15C](#) (OTA Preferred Partner Only)
- [SR5](#) (OTA Sell Rates)
- [9QB](#) (Rewards Members)



ES1-3

Extended Stay Promotions

Program Details

- **Participation – Optional (Required, Limited to Executive Residency and Dual Brand only)**
- *Commissionable* – Yes
- *Bookable Channels* – Bestwestern.com, CRO, GDS, Direct Connect
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Default is GTD/24H. Changes can be made through PMS.
 - *If a reservation does not arrive and fails to cancel, the hotel is entitled to charge the guest a “no-show” fee for one night room and tax, regardless of the length of stay for the reservation.*

Program Description

There are three different extended stay promotions available based on the length of stay. The stay requirements cannot be changed.

Consult your Revenue Manager to discuss pricing strategies for the different levels.

Currently, these plans are not offered on OTA channels.

ES1 – “Extended Stay 7-13 nights” –

- May be a percentage or dollar amount off of the RACK rate or a flat rate.
- Minimum length of stay of 7 nights
- Maximum length of stay of 13 nights
- Guests who check out before minimum of 7 nights will be charged the appropriate rate in accordance with their length of stay.

ES2 – “Extended Stay 14-29 nights” –

- May be a percentage or dollar amount off of the RACK rate or a flat rate.
- Minimum length of stay of 14 nights
- Maximum length of stay of 29 nights
- Guests who check out before minimum of 14 nights will be charged the appropriate rate in accordance with their length of stay.

ES3 – “Extended Stay 30+ nights” –

- May be a percentage or dollar amount off of the RACK rate or a flat rate.
- Minimum length of stay of 30 nights
- Guests who check out before minimum of 30 nights will be charged the appropriate rate in accordance with their length of stay.



Program Details

- **Participation – Optional**
- *Commissionable – Yes*
- *Bookable Channels – CRO & BW.com and OTA Preferred Partners*
- *Rewards Points/Miles – Required*
- *Hold/Cancel Policy – Default is GTD/24H. Changes made through PMS/2-Way*
 - *If you are on the 2-Way connection with Booking.com you must also notify your Booking.com Account Manager. See [Reference Guide](#) for more info.*
 - *Priceline/Agoda Account Manager must also be notified of changes*
- Rate modified through the PMS

Program Description

This rate plan target guests by offering significant discount to trigger a 'buy' response at the last minute.

Property can select the appropriate last minute restriction. This last minute restriction may also be set up to vary seasonally (for example, high-season and low-season). This enables the property to set up the last minute restriction that best suit the market.

The selected rate plan will only be visible to consumer within the last minute restriction of the plan. For example, if a property chooses a 2-day last minute option, then the rate will only display if a guest is shopping an arrival date within the 2-day. A last minute restriction is required for this program.

In order to remain competitive, many of our popular promotions are also made available through the Online Travel Agencies. These promotions are accessed through unique rate plans only available to that specific OTA. IT is made available via the following rate plans.

- [EC8](#) & [EX8](#) (Expedia)
- [BK8](#) (Booking.com)
- [15E](#) (OTA Preferred Partners Only)
- [SR8](#) (OTA Sell Rate)
- [ITB](#) (Rewards Members)

Your Revenue Manager can help you determine which last minute restriction is best for your property.



Program Details

- **Participation – Optional**
- *Commissionable* – Yes
- *Bookable Channels* – Bestwestern.com (Promo Code Only)
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Required hold policy is GTD/72HR
- Rates must be a minimum of 15% off RACK
- Rate modified through the PMS

Program Description

This rate plan is recommended for use during low and shoulder demand periods. OI may be used as a promotional offer by BWH Hotel Group eCommerce in targeted online, email, and social network marketing efforts. The rate plan will not be available in the general sell order on Bestwestern.com; rather will only be accessed by the guest using a special promotion code provided to them in an email advertisement. The special promo code will change based upon the specific promotion. The name of this rate plan is “Limited Time Offer” but may be changed periodically by marketing depending on the specific promo that is in the market at that time.

This program also allows CRO to offer lower than RACK rates to help capture rate resistant guests. This rate can be managed at the property level based on supply and demand in order to drive occupancy.

For questions, please contact your BWH Hotel Group Revenue Manager.



OTA/PREFERRED PARTNER PROGRAMS

- [15A-E](#) – OTA Preferred Partner Program
- [BK1-9](#) – Booking.com Rate Plans
- [EC1-9/EX1-9](#) – Expedia Group Rate Plans
- [ECR/EXR](#) – Egencia Preferred Rate Program
- [PKG](#) – OTA Package Rate
- [PL/PLZ/ECZ](#) – Opaque Rates
- [SR1-SR9](#) – OTA Sell Rates



Program Details

- **Participation – Required**
- **Commissionable – No**
- **Bookable Channels – OTA Preferred Partners Only**
- **Rewards Points/Miles – Optional**
- **Hold/Cancel Policy – Mirrors their corresponding rate plan (example: 15A with RACK).**
- **Non-LRA**

Program Description

BWH Hotel Group has created specific rate plans to offer to our preferred OTA partners that offer a 15% margin for non-LRA distribution.

- **Rate:** Rates for this program are net, and are sold at a markup on the websites. The guest has paid the OTA Preferred Partner. **Do not reveal the rate to the guest!** Rate Plans 15A-E are linked to their corresponding rate plan for rate (for example, 15A with RACK; 15C with 9Q, and so on). This means 15A-E rate plans will fluctuate the rate depending on how a property adjusts the corresponding rate. In the event of a no show, the applicable penalty should be charged based on the cancellation policy for the rate plan in place at the time of the booking.

Payment: Reservations made through an OTA source will show a credit card in the hold or guarantee field. This card belongs to the partnered internet site. It is delivered with each reservation and is good for room and tax for the specified dates of the reservation only. This is not the guest's credit card. The guest has pre-paid the website for the room & tax, and the website is paying you. You may ***charge the website credit card on the day of check-in*** for the entire stay's amount of room & tax. **Do not charge this card in advance.**

Split Folio: Please collect a credit card from the guest at check-in for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. **Mask/Suppress the rate in PMS to keep from showing up on the registration cards or folios.**

Available Rate Plans:

Different rate plans have been created and dedicated to the specific BWH Hotel Group promotion that is being offered. (15C-E is linked to their corresponding rate plans for availability.)

- **15A:** RACK ([RACK](#)) Not linked to Rack for availability
- **15C:** MLOS ([9Q](#)) Linked to 9Q for availability
- **15D:** Advance Purchase ([2U](#)) Linked to 2U for availability
- **15E:** Last Minute Rate ([IT](#)) Linked to IT for availability

For more information or questions about this program, please contact:

- ebusinessinitiatives@bestwestern.com

For questions on the strategy that best suits your hotel, please contact your BWH Hotel Group Revenue Manager.



Program Details

- **Participation – Required***
- *Commissionable* – Yes
- *Bookable Channels* – Booking.com only
- *Rewards Points/Miles* – Optional
- *Hold/Cancel Policy*** – Mirrors their corresponding rate plan (example: BK1 with RACK).
 - *If you are the 2-Way connections with Booking.com you must notify your Booking.com Account Manager*

Program Description

The Booking.com Agreement Ballot was passed in May 2015. Rate Plans will be loaded for all hotels in accordance with the new brand agreement. (Booking.com rate plans may have been loaded previously at hotels on the list for opt-in connectivity)

Prior to Booking.com Direct Connect Activation:

- **New reservations** are received via email/fax and entered manually into the PMS by the hotel.
- **Content updates** are managed in the extranet
- **Photos** are imported from the ICE Portal but are not assigned to room types. These need to be managed manually in the extranet.
- **Commission** will be paid directly from the hotel.
- **New promotions** are first added on Booking.com by the hotel contacting their market manager. Once set up, hotels should contact EDS to add the rate plan in MemberWeb and connect it to Booking.com.
- ****Hold/Cancel** policy changes are made via the extranet.

After the Hotel is activated on the Brand Agreement:

- **New reservations** will be delivered to the PMS via the Two-Way interface. Email will only be a secondary method of deliver if the electronic delivery fails.
- **Content and image updates** would still be managed in the extranet.
- **Commission** will be paid directly from the hotel to booking.com.
- **Rate plans** will be in the same rate level as their corresponding rate plan on bestwestern.com.
- ****Hold/Cancel** policy changes will mirror Rack. **Please notify ebusinessinitiatives@bestwestern.com and the Account Manager of the changes.** Availability, rates and inventory are sent via DerbySoft.
- In the event of a no show, the applicable penalty should be charged based on the cancellation policy for the rate plan in place at the time of the booking.

Collect a method of payment upon arrival for all charges. BK9 should charge the credit card immediately upon receipt of the reservation for the full amount of the entire stay including tax, provided your local regulations allow for the collection of tax in advance. The guest has not pre-paid for their stay. If a guest chooses to modify their reservation, they must contact Booking.com. Should you choose to honor a guest's request to extend their stay, the extra night(s) may be treated as a walk-in. Reservations will be flagged as having been booked by Booking.com. Each rate has a separate function; the most common are listed below:

- **BK1:** Flexible Rate ([RACK](#))
- **BK5:** Multi-Night Stay Promotion ([9Q](#) or similar)
- **BK8:** Last Minute Rate ([IT](#))
- **BK9:** Advance Purchase Rate ([2U](#) or similar)
- **BKP:** Value-Add Package

For more information or questions about this program, please contact:

- ebusinessinitiatives@bestwestern.com

For questions on the strategy that best suits your hotel, please contact your BWH Hotel Group Revenue Manager. For additional information about this program or any of the partnered sites, please visit the *Online Travel Agencies* section on hotel.bwhotelgroup.com:
Revenue & Distribution -> Distribution -> Booking.com



EC1-9, EX1-5

Expedia Group Rate Plans

Program Details

- **Participation – Required**
- **Commissionable –**
 - No for rate plans beginning with “EC”
 - Yes for rate plans beginning with “EX”
- **Bookable Channels** – Expedia Group Channels
- **Rewards Points/Miles** – Optional
- **Hold/Cancel Policy** - Mirrors their corresponding rate plan (example: EC1 and EX1 with RACK). EDS will communicate to Expedia (takes about 2 days)
- **Rates** – EC1 & EX1 are open for Last Room Availability to RACK; in Rate Level A and cannot be moved
- **Availability, rates, inventory and policies are sent via DerbySoft**

Program Description

These rate plans are designed to send out rates and inventory to Expedia, in accordance with the Expedia brand agreement ballot that was passed in late 2014. Reservations booked on Expedia Group Channels will be delivered to the PMS via the Two-Way interface. Email will only be a secondary method of delivery if the electronic delivery fails.

Expedia has two models: *Expedia Collect (EC1-9)*, which is a merchant model and reservations are received with a net rate, and *Hotel Collect (EX1-5)*, which is a pay-when-you-stay model and a commission will be paid to Expedia on consumed room nights. Expedia uses rate plan [PKG](#) as the bundled rate plan (hotel + air, hotel + car, etc.).

Rate: Rate Plans EC1-9 and EX1-5 are linked to their corresponding rate plan for rate and availability (for example, EC1 with RACK; EC5 with 9Q, and so on). This means the EC or EX rate plan will fluctuate rate depending on how a property adjusts the corresponding rate. Members will not need to spend time managing or setting individual Expedia rates.

Availability: As well, this means if the corresponding bestwestern.com rate plan is available, the corresponding EC or EX rate plan is also available (for example, if 9Q is available, EC5 and EX5 will also be available). **This means that Expedia rate plans may not be closed out independently of their corresponding bestwestern.com rate plan.**

In the event of a no show, the applicable penalty should be charged based on the cancellation policy for the rate plan in place at the time of the booking.

If a guest chooses to modify their reservation in any way, they must contact Expedia. Should you choose to honor a guest's request to extend their stay, the extra night(s) may be treated as a walk-in.

Content may be updated through Expedia Partner Central and photos are updated in the ICE Portal. For assistance with Expedia Partner Central, contact your market manager or use the 'Contact Us' feature on the bottom of the page on Expedia Partner Central.

Program Description - Expedia Collect

Expedia Collect applies when the customer pays Expedia for the reservation at the time of booking. From a consumer perspective, all Expedia Collect reservations are analogous to the “FULLPAY” guarantee type in MemberWeb. Expedia Collect bookings will be booked as net rates. Rate plans EC1-9 will connect with specific bestwestern.com rate plans.



Program Description – Expedia (EC1-9, EX1-9 – Expedia Rate Plans, continued)

Reservations will be flagged as having been booked Expedia. Each rate has a separate function; the most common are listed below:

Expedia Collect Rate Plans

- EC1: Flexible Rate ([RACK](#))
- EC5: Multi-Night Stay Promotion ([9Q](#) or similar)
- EC8: Last Minute Rate ([IT](#) or Similar)
- EC9: Advance Purchase ([2U](#) or similar)

Rate: Rates shown are net rates. The guest has paid Expedia. **Do not reveal the rate to the guest!**

Payment: Reservations made through rate plans EC1-9 will show a credit card in the hold or guarantee field. This card belongs to Expedia. It is delivered with each reservation and is good for room and tax for the specified dates of the reservation only. This is not the guest's credit card. The guest has pre-paid Expedia for the room & tax (**if taxes aren't collected by the merchant in your state**), and Expedia is paying you. You may **charge Expedia's credit card on the day of check-in** for the entire stay's amount of room & tax. **Do not charge this card in advance.**

Split Folio: Please collect a credit card from the guest at check-in for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. **Mask/Suppress the rate in PMS to keep from showing up on the registration cards or folios.**

Program Description - Hotel Collect (Expedia Rate Plans, continued)

Hotel Collect applies when the customer books a room online and pays the hotel directly upon arrival. Because the guest does not pay in advance, rate plans labeled as FULLPAY (such as 2U) will not be an option to book through this method. Hotel Collect bookings will be booked at the same rate as the corresponding "parent" rate plan from bestwestern.com. Expedia is paid a commission automatically by BWH Hotel Group (through BestCheque). The commission is payable on the full amount of revenue generated, including VAT, if applicable for your hotel. As is the case with retail booking, Hotel Collect bookings will contain the guest's credit card information. Each rate has a separate function; the most common are listed below:

Hotel Collect Rate Plans

- EX1: Flexible Rate ([RACK](#))
- EX5: Multi-Night Stay Promotion ([9Q](#) or similar)
- EX8: Last Minute Rate ([IT](#) or Similar)

Rate: Rates on these reservations may be revealed to the guest. The guest will pay for their stay at the hotel. Commission will be paid on consumed room nights to Expedia via BestCheque.

Payment: The guest will present a valid credit card upon arrival for room, tax, and incidentals.

For more information or questions about this program, please contact:

- ebusinessinitiatives@bestwestern.com

For additional information about this program or any of the partnered sites, please visit the *Online Travel Agencies* section on hotel.bwhotelgroup.com:

Revenue & Distribution -> Distribution -> Expedia



Program Details

- **Participation –Optional**
- **Commissionable** – Yes. With EXR commission is collected through BestCheque after the fact. With ECR commission is deducted from the amount collected by the hotel via virtual credit card.
- **Bookable Channels** – E-Channels only, offered exclusively to corporations using Egencia as their agency of record.
- **Rewards Points/Miles** – Required
- **Hold/Cancel Policy** – Required GTD/24HR
- **Rates** – Discount and Commission negotiated solicited via Nexus based on market demand
- **Open for Last Room Availability to RACK**
- **10% off of Rack** – changes can be requested by contacting Travel Industry Relations

Program Description

Egencia is a separate contract from Expedia with discount and commission solicited via Nexus based on market demand. Rates are only visible to Egencia corporate clients through access to their online booking tool. The contract automatically renews indefinitely, unless the hotel chooses to opt out. There is no annual fee.

ECR is the “Expedia Collect” rate plan for Egencia, meaning guests will not pay for the room; instead, Expedia will pay room and tax. Please collect a credit card from the guest at check-in for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. Mask/Suppress the rate in your PMS to keep from showing up on the registration cards or folios. Payment will be administered through virtual/single use credit card (less the commission/markup fee from the discounted rate).

EXR is the “Egencia Preferred Rate.” The hotel staff should collect all charges from the guest. The commission will be processed through BestCheque.



PKG

OTA Package Rate

Program Details

- **Participation – Optional**
- *Commissionable* – No
- *Bookable Channels* – Expedia, Hotwire, Agoda, C-Trip and priceline.com
- *Rewards Points/Miles* – Optional
- *Hold/Cancel Policy* – GTD is required; minimum cancel policy is 24HR
- *Rates* – Must be at least 25% off RACK
- Rate managed through the PMS

Program Description

Rate plan PKG is used for guests who package their hotel stay with another travel component (example: hotel + air). This rate is considered opaque because the guest does not know how much of their bundled package rate goes towards a hotel stay. Rate plan PKG is Non-LRA and may be moved to any desired rate level.

Rate: PKG must be at least 25% below RACK rate. Rates for this program are net. The guest has paid the OTA Preferred Partner. **Do not reveal the rate to the guest!**

Payment: Reservations made through rate plan PKG will show a credit card in the hold or guarantee field. This card is a Virtual Credit Card that belongs to the partnered internet site. It is delivered with each reservation and is good for room and tax for the specified dates of the reservation only. This is not the guest's credit card. The guest has pre-paid the website for the room & tax, and the website is paying you. You may ***charge the website credit card on the day of check-in*** for the entire stay's amount of room & tax (***if taxes aren't collected by the merchant in your state***). **Do not pre-authorize or charge this card in advance.**

Split Folio: Please collect a credit card from the guest at check-in for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. **Mask/Suppress the rate in PMS to keep from showing up on the registration cards or folios.**

For more information or questions about this program, please contact:

- ebusinessinitiatives@bestwestern.com

Contact Information

- **During business hours** - Hotel profile, settings, rate and program participation - Retail, Private, Opaque and Vacation Packages, Connectivity, content, YCS access requests
Support@PricelineAgoda.com
- **24 hours for Hotels** - Reservations or Credit Card inquiries for Priceline Agoda bookings
biz@agoda.com or 929 270 4046
- **24 hours for Customers**
Agoda.com guest hotline: 866 656 8207
Priceline.com guest hotline: 877 477 5807

Work with your BWH Hotel Group Revenue Manager to determine if the OTA Package Rate is right for your hotel.



Program Details

- **Participation – Optional**
- **Commissionable – No**
- **Bookable Channels –** Expedia Group/Hotwire and Priceline Agoda (opaque and package only)
- **Rewards Points/Miles – Optional**
- **Hold/Cancel Policy –** Required policy is FULLPAY/01YR
- PLZ is no longer required to be linked to PL
- Net Rates Not Published to Consumer

Program Description

Opaque Websites are those where the hotel is hidden until reservation is confirmed. *For program-specific information, please refer to the bottom of this section.*

Rates: The rate the guest paid may not be the rate you see in PMS. **Do not reveal the rate to the guest.**

- Rates are booked per person, based on the occupancy/rates in MemberWeb.

To control available room types, visit “Modify Rate Level Room Type Allocation” in MemberWeb or ask your revenue manager.

Payment: A credit card belonging to Priceline Agoda or Hotwire/Expedia is delivered with each reservation and is good for room and tax (**if taxes aren’t collected by the merchant in your state**) for the specified dates of the reservation only. This is not the guest’s credit card. The guest has pre-paid the website for the room & tax, and the website is paying you. ***Do not charge OTA virtual credit cards until day of arrival.***

Split Folio: Please collect a credit card from the guest at check-in for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals. **Mask/Suppress the rate in your PMS to keep from showing up on the registration cards or folios.**

Cancellation: Opaque reservations are non-cancellable. However, if the guest experiences a hardship and Priceline/Hotwire decides to cancel the reservation, Priceline/Hotwire will call the hotel directly to see if the hotel will also honor the cancellation. It is the hotel’s discretion to:

- 1) Honor the cancellation and not charge the credit card, *or*
 - 2) Do not honor the cancellation at all and charge the credit card for 1 night’s room & tax. If the hotel agrees to the cancellation, Priceline/Hotwire will then push down the cancellation.
- A 4pm cancellation is set in MemberWeb to allow for exceptions, such as the example above. If the rate plan is set with anything other than the 4PM cancellation, Priceline/Hotwire cannot push the cancellation down.
 - *In the event of a no-show*, the hotel may retain payment for the entire stay for opaque rates only.
 - *If a guest is attempting to cancel or make a change*, they need to contact the OTA Preferred Partner guest customer service.



Priceline Opaque:

- PL and PLZ
- Markup is about 12% (Note: Priceline Opaque Rate Availability reports will display and suggest *net* rates)
- **Contact Information**
 - **During business hours** - Hotel profile, settings, rate and program participation - Retail, Private, Opaque and Vacation Packages, Connectivity, content, YCS access requests
Support@PricelineAgoda.com
 - If you don't know who your Priceline/Agoda Market Manager is: Support@PricelineAgoda.com
 - **24 hours for Hotels** - Reservations or CC inquiries for Priceline/Agoda bookings biz@agoda.com or 929 270 4046.
 - **24 hours for Customers**
Agoda.com guest hotline: 866 656 8207
Priceline.com guest hotline: 877 477 5807

Hotwire/Expedia:

- PL and ECZ
- Markup is typically 18% to 25% (figured on a complex algorithm)
- **Hotwire Customer Service:** (877) 501-2466 or hotelhelp@hotwire.com

Work with your BWH Hotel Group Revenue Manager to determine if participation in this program is right for your hotel and discuss which strategies work best within the market.



Program Details

- **Participation – Required**
- *Commissionable – Yes*
- *Bookable Channels – OTA Preferred Partners Only*
- *Rewards Points/Miles – Optional*
- *Hold/Cancel Policy – Mirrors their corresponding rate plan (example: SR1 with RACK). ***
 - *The Priceline/Agoda Market Manager must also be notified*
- *Non-LRA*
- *Availability, rates and inventory are sent via DerbySoft*
- *Policy (GTD/CXL) information is pulled from Booking.com and Agoda for Priceline*

Program Description

BWH Hotel Group Hotels & Resorts has created specific rate plans to offer to our preferred OTA partners that offer a 15% margin for non-LRA distribution. Hotel is reimbursed at the net rate and not the sell rate.

Rate: Rates for this program are sell rate. The guest has paid the OTA Preferred Partner. **Do not reveal the rate to the guest!** Rate Plans SR1-SR9 are linked to their corresponding rate plan for rate (for example, SR1 with RACK; SR5 with 9Q, and so on). This means SR1-SR9 rate plan will fluctuate rate depending on how a property adjusts the corresponding rate. In the event of a no-show, the applicable penalty should be charged based on the cancellation policy for the rate plan in place at the time of the booking. Availability, rates and inventory are sent via DerbySoft.

Payment: Reservations made through an OTA source will show a credit card in the hold or guarantee field. This card belongs to the partnered internet site. It is delivered with each reservation and is good for room and tax (**if taxes aren't collected by the merchant in your state**) for the specified dates of the reservation only. This is not the guest's credit card. The guest has pre-paid the website for the room & tax, and the website is paying you. You may **charge the website credit card on the day of check-in** for the entire stay's amount of room & tax. **Do not charge this card in advance.**

Split Folio: Please collect a credit card from the guest at check-in for any incidental charges. Be sure to split the folio: one folio should be used for room and tax and the other folio should be used for the guest credit card and incidentals.

Mask/Suppress the rate in PMS to keep from showing up on the registration cards or folios.

Available Rate Plans:

Different rate plans have been created and dedicated to the specific BWH Hotel Group promotion that is being offered. (SR1 –SR9 is linked to their corresponding rate plans for availability, with the exception of SR1. SR1 is non LRA and not linked to Rack for availability)

- **SR1:** RACK ([RACK](#)) Not linked to Rack for availability
- **SR5:** MLOS ([9Q](#)) Linked to 9Q for availability
- **SR8:** Last Minute Rate ([IT](#)) Linked to IT for availability
- **SR9:** Advance Purchase ([2U](#)) Linked to 2U for availability

For more information or questions about this program, please contact: ebusinessinitiatives@bestwestern.com

For questions on the strategy that best suits your hotel, please contact your BWH Hotel Group Revenue Manager.

Contact Information

- **During business hours** - Hotel profile, settings, rate and program participation - Retail, Private, Opaque and Vacation Packages, Connectivity, content, YCS access requests Support@PricelineAgoda.com
- If you don't know who your Priceline Agoda Market Manager is: Support@PricelineAgoda.com
- **24 hours for Hotels** - Reservations or CC inquiries for Priceline/Agoda bookings biz@agoda.com or 929 270 4046.
- **24 hours for Customers**
 Agoda.com guest hotline: 866 656 8207
 Priceline.com guest hotline: 877 477 5807



REWARDS MEMBER RATES

- [2UB](#) – Rewards Member Advance Purchase
- [9QB](#) – Rewards Member Multi-Night Stay
- [BW](#) – Rewards Member Flexible Rate
- [FX](#) – Rewards Point Redemption
- [VR](#) – Rewards – 1,000 Bonus Points Per
- [ITB](#) – Rewards Member Last Minute



Program Details

- **Participation – Required if participating in [2U](#) (Advance Purchase Rate)**
- *Commissionable* – Yes
- *Bookable Channels* – Hotel Direct, CRO, Bestwestern.com & BestWesternRewards.com
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Required policy is FULLPAY/01Y
- *Rate must be \$5.00 off 2U*
- Availability linked to 2U and placed in same rate level.
- Advance booking requirement may be edited through EDS and to mirror 2U

Program Description

This promotional rate plan ensures that brand channels offer the most competitive rates that target guests who shop early by offering significant discount to trigger a buy response. This book-direct rate plan will ensure that, when hotels are offering an Advance Purchase promotion, added savings will be passed on to Rewards Members.

Hotels wishing to use an advance purchase rate will be required to offer this rate plan. Property can select the appropriate advance-booking requirement and must mirror 2U. This advance-booking requirement may also be set up to vary seasonally (for example, high-season and low-season). This enables the property to use one rate plan year-round, but set up the advance-booking requirement to best suit the market.

In order for this rate plan to be displayed, users will have to be signed into bestwestern.com with an e-mail address to see the preferred rates. The “fencing” of the rates keeps the hotel in parity with our third party partners.

This rate plan will only be visible to consumer when their search meets advance purchase requirement of the plan. For example, if a property chooses a 7-day advance purchase option, then the rate will only display if a guest is shopping an arrival date of 7 days or more in advance.

Rate must be \$5.00 off 2U.

The property should charge the credit card immediately upon receipt of the reservation for the full amount of the entire stay including tax, provided your local regulations allow for the collection of tax in advance. To verify the identity of the guest that booked the prepaid reservation for purposes of mitigating fraudulent transactions, and to cover any incidentals incurred during the stay, it is recommended that the hotel require the guest to present a valid credit card at the time of check-in.

The reservation is not able to be modified or cancelled once booked.

Your Revenue Manager can help you determine which advance purchase booking requirement is best for your property.



Program Details

- **Participation** – Required if participating in [9Q](#) (Multi-Night Stay Promotion)
- **Commissionable** – Yes
- **Bookable Channels** – Hotel Direct, CRO, Bestwestern.com & BestWesternRewards.com
- **Rewards Points/Miles** – Required
- **Hold/Cancel Policy** – Mirrors 9Q
- Minimum stay requirement may be edited through EDS and mirror 9Q
- **Rate must be \$5.00 off 9Q**
- Availability linked to 9Q and placed in same rate level.

Program Description

This promotional rate plan ensures that brand channels offer the most competitive rates that target guests who shop early by offering significant discount to trigger a buy response. This book-direct rate plan will ensure that, when hotels are offering a multi-night stay promotion, added savings will be passed on to those who sign up or sign in for BWR

Hotels wishing to use a multi-night stay promotion will be required to offer this rate plan. Property can then select the appropriate length-of-stay requirement and must mirror 9Q. This length-of-stay requirement may also be set up to vary seasonally (for example, high-season and low-season). This enables the property to use one rate plan year-round, but set up the length-of-stay requirement to best suit the market.

Rate must be \$5.00 off 9Q.

In order for this rate plan to be displayed, users will have to be signed into bestwestern.com with an e-mail address to see the preferred rates. The “fencing” of the rates keeps the hotel in parity with our third party partners.

These rate plans will only be visible to consumers when their search meets the minimum length of stay requirement of the plan. For example, if a property chooses to load 9Q at a minimum length of stay of 3 nights, the rate will only display if a guest is shopping for 3 nights or more. A marketing message on bestwestern.com and the reservations systems sell message can be added to help promote the offer.



Program Details

- **Participation – Required**
- *Commissionable* – Yes
- *Bookable Channels* – Hotel Direct, CRO, Bestwestern.com & BestWesternRewards.com
- *Rewards Points/Miles* – Required
- *Hold/Cancel Policy* – Mirrors RACK
- Minimum 10% off RACK
- Mandatory for All Room Types
- Open for Last Room Availability to RACK
- Rate plan must be in level A; it cannot be moved
- Not valid with any other offer
- Properties can select up to 30 [blackout dates](#) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67.

Program Description

BW is available to all global Rewards Members. When booking the BW Rate plan, Rewards Members receive at least 10% discount off RACK. These guests are known for staying at multiple BWH Hotel Group hotels, and thus should be considered among our best guests. They are knowledgeable about BWH Hotel Group hotels in general, and have the expectation to be rewarded for their loyalty. With proper service, these guests can be converted into a frequent guest for your property.



Program Details

- **Participation – Required**
- **BW Premier Collection & WorldHotels** - Please Refer to your Distribution Agreement for FX Reimbursement Information and FX Point Level Settings.
- **Commissionable** – No
- **Bookable Channels** – Hotel Direct, CRO, Bestwestern.com & BestWesternRewards.com
- **Rewards Points/Miles** – Not Awarded
- **Hold/Cancel Policy** – Mirrors Rack
- **Minimum Allocation:** 4% of Actual Room Inventory (Minimum of 2 rooms per night)
- **Suites** can be excluded by requesting from EDS
- **Open** for last room availability *or* until the allocation is sold
- **Rate plan** must be in level A; it cannot be moved
- **No [blackout dates](#)** permitted under any circumstance
- **Rewards** determines the Point Level based on the hotel's ADR, set monthly for the rolling 12-months.
- **Reimbursement** – Submissions will be at a flat \$40 or 40% of ADR (tax inclusive), whichever is greater.
 - **>95% Occupancy Nights:** Reimbursement submissions will be at 90% of the ADR if the property runs an occupancy of 95% or greater on the day that the Free Night is consumed.
 - **Tax-Inclusive:** All reimbursements for free night stay awards are inclusive of all taxes and fees.
 - **Per Production:** BWH Hotel Group properties that have provided (and redeemed) 300 FX nights in a BWH Hotel Group fiscal year (December 1 through November 30) will be reimbursed \$45 or 45% of ADR (whichever is greater) when occupancy is less than 95%. FX nights redeemed will reset to 0 on December 1 for each new fiscal year.
 - **Additional Allocation:** If a property chooses to increase allocation beyond 4%, the reimbursement will be the greater of \$40 or 40% of ADR for the day the free night was consumed *regardless of occupancy*.

Program Description

This program is used by Rewards Members. These guests are known for staying at multiple BWH Hotel Group hotels, and thus should be considered among our best guests. They are knowledgeable about BWH Hotel Group hotels in general and expect a higher level of Customer Care. With proper service, these guests can be converted into a frequent guest for your property.

Reimbursement for free nights are not tied to point redemption levels. Your hotel is reimbursed the same thing no matter how many points the guest is charged. This allows our program to be even more competitive as properties are now placed into annual FX Free Night redemption levels based on their ADR, as follows:

FX levels will now be set on a weekly basis using the RACK rates that hotels currently have set. There will now be twelve FX levels, ranging from 5,000 to 70,000 points.

Every week, we will pull the daily RACK rates for the next 365 days and have the FX levels set for each individual room type, according to where the RACK rates figures into each FX level range.

Vouchers: Guests can provide a Rewards Free Room Night Voucher or their Rewards Member card at check-in to have the property “redeem points” for their stay. Guests are encouraged to make advanced reservations (reservations required for promotional vouchers). However, hotels should honor requests for free nights for walk-ins if there is FX availability.

Reimbursements are tax inclusive (valid for 1 or 2 adults) and appear as a credit on the monthly BWH Hotel Group statement. Hotel may collect extra person charges directly from guests for more than 2 adults. *For assistance in issuing points, airline/partner rewards in MemberWeb, contact the BWR Property Help Line at (877) 735-1737.*



Canadian Properties Only: Reimbursement is based on the USD value converted to Canadian Dollars at the current AR Exchange rate which taken from the Wall Street Journal on the last business day of each month.

FX Point Level	Rate Low (USD)	Rate High (USD)
5,000	\$0.00	\$54.99
8,000	\$55.00	\$64.99
12,000	\$65.00	\$79.99
16,000	\$80.00	\$104.99
20,000	\$105.00	\$129.99
24,000	\$130.00	\$154.99
28,000	\$155.00	\$189.99
32,000	\$190.00	\$219.99
36,000	\$220.00	\$249.99
40,000	\$250.00	\$299.99
56,000	\$300.00	\$349.99
70,000	\$350.00	

BWH Hotel Group Rewards® Program

Issuance of points is required for BWH Hotel Group Rewards Members. This program rewards guests for staying with BWH Hotel Group properties through a points system. Properties can choose to issue bonus points or airline/partner rewards as an added-value to the guests. **Please see the program details for each rate plan in this document to determine if points/airline/partner rewards are required or optional.** It is strongly recommended that you issue points to every plan that is optional.

To simplify the process of posting points/partner rewards, all “optional” BWR rewards rate plans are “opt out”, meaning that hotels must go into MemberWeb and un-check the box that enables the awarding of points/partner rewards. Each hotel should be checking the “Pending Rewards” report in MemberWeb daily, and uncheck any optional rates for which they do NOT want to offer points/partners rewards to guests.

The property is charged 5.5 cents per 10 points issued. The property is charged 5.5% of the stay revenue for the standard – airline/partner rewards. Charges appear on your monthly BWH Hotel Group statement.

For more information on the Rewards Program, please visit hotel.bwhotelgroup.com:



Program Details

- **Participation – Required if participating in IT (Last Minute Rate)**
- *Commissionable – Yes*
- *Bookable Channels – Hotel Direct, CRO, Bestwestern.com & BestWesternRewards.com*
- *Rewards Points/Miles – Required*
- *Hold/Cancel Policy – Mirrors IT*
- *Rate must be \$5.00 off IT*
- *Availability linked to IT and placed in same rate level*

Program Description

This promotional rate plan ensures that brand channels offer the most competitive rates by offering significant discount to trigger a 'buy' response at the last minute. This book-direct rate plan will ensure that, when hotels are offering a last minute rate, added savings will be passed on to those who sign up or sign in for BWR.

Hotels wishing to use a last minute rate will be required to offer this rate plan. Property can select the appropriate last minute restriction and must mirror IT. This last minute restriction may also be set up to vary seasonally (for example, high-season and low-season). This enables the property to set up the last minute restriction that best suit the market.

Rate must be \$5.00 off IT.

In order for this rate plan to be displayed, users will have to be signed into bestwestern.com with an e-mail address to see the preferred rates. The "fencing" of the rates keeps the hotel in parity with our third party partners.

The selected rate plan will only be visible to consumer within the last minute restriction of the plan. For example, if a property chooses a 2-day last minute option, then the rate will only display if a guest is shopping an arrival date within the 2-day.

Your Revenue Manager can help you determine which last minute restriction is best for your property.



Program Details

- ***Participation – Optional***
- *Commissionable – Yes*
- *Bookable Channels – Hotel Direct, CRO, Bestwestern.com & BestWesternRewards.com*
- *Rewards Points/Miles – Required*
- *Hold/Cancel Policy – Changes made through PMS/2-Way*
- Open for last room availability to RACK
- Rate plan must be in level A; it cannot be moved
- Rate loaded as equal to RACK

Program Description

VR gives Rewards Members 1,000 bonus points for each night. Cost to hotel is \$5.50 per 1,000 points. Guests may enroll in the program online or at the hotel.

1,000 bonus points will be automatically awarded to the guest BW Rewards account for each night they stayed at the time of checkout. Rate plans are also available for 2,000 and 5,000 bonus points per night.



SPECIAL PROGRAMS

- [EP](#) – Employee Rate
- [FF](#) – Friends & Family Rate
- [Varies](#) – Packages
- [TA](#) – Travel Agent Discount



EP

Employee Rate

Program Details

- **Participation – Optional** (if your hotel does not participate, your hotel employees cannot receive employee rates at other hotels)
- **Commissionable** – No
- **Bookable Channels** – Only through Member Portal (“Book Rate” link)
- **Rewards Points/Miles** – Optional
- **Hold/Cancel Policy** – Mirrors Rack
- Minimum of 50% off RACK – discounts greater made through PMS/2-Way
- Minimum Allocation: 2% of Actual Room Inventory
- Rate plan must be in level A; it cannot be moved
- Blackout dates are the same as leisure/corporate rate blackout dates (up to 30 per year) by utilizing the self-service function in MemberWeb. Please see the [Blackout Dates for High Demand Periods Reference Guide](#) located on page 67. Additional days (up to 15 per year) may be granted under the most extreme circumstances by your Revenue Manager

Program Description

This program is available to BWH Hotel Group employees working at a hotel or BWH Hotel Group personnel. Employees may book a maximum of one room per stay at the EP rate. The employee must occupy the room. Reservations may be for no more than 5 days in any 30-day period at the Employee Rate at the same hotel, and no more than 7 days total at the same hotel during a rolling 12-month period. Employees may not book the Employee rate at a hotel within 30 miles of their place of employment. (In case of emergency, the employee should call the local general manager to request an exception.) **This discount cannot be used for business travel.**

An employee authorization form filled out by the employee’s supervisor must be presented at check in along with a valid picture ID. Employees staying at multiple BWH Hotel Group hotels during their trip should use a separate authorization form at each hotel.

Rate must be a minimum of 50% off RACK. The discount associated with the EP program will be managed through the hotel PMS, just as discount percentages are currently managed for other promotional programs such as Multi-Night and Advance Purchase; with the exception that nothing less than a 50% discount will be processed. A minimum of two percent of rooms will be allocated to the EP rate plan per day. The allocation can be increased by contacting EDS.

To sign up for the EP program, fill out the solicitation in hotel.bwhotelgroup.com.

If you have questions about how this program works, please contact your BWH Hotel Group Revenue Manager.

How to Book an Employee Reservation:

1. Log into Member Web to check availability at the desired location.
 - On the main Member Web page, select “Reservations”, then “Book Employee Rate.” (Contact the MemberWeb Administrator user at your hotel if this option is not available for your user ID).
 - Enter the city and state desired, the dates of stay, and using the drop down box select the rate plan “Employee.”
2. Available properties in the desired location will be displayed. Select the property you wish to book.
3. View the guest rooms available for the Employee Rate or the Friends and Family plan and continue booking the reservation. Most properties will require a credit card guarantee and some may stipulate that the reservation may not be cancelled.
4. Acquire an Employee Authorization Form from your Manager or Owner to present at check-in. Current year employee authorization forms are only available for hotels that participate in the EP program.



Program Details

- **Participation – Optional**
- *Commissionable* – No
- *Bookable Channels* –Member Portal (“Book Rate” link) and BWR Marketing Link
- *Rewards Points/Miles* – Optional
- *Hold/Cancel Policy* – Changes made through PMS/2-Way
- Minimum of 25% off RACK - discounts greater made through EDS
- The employee does not have to travel with the friend or family member

Program Description

This program is available to friends and family of BWH Hotel Group employees working at a property or BWH Hotel Group personnel. BWH Hotel Group employees can book Friends and Family for their own use as well.

This program is temporarily being offered to BWR loyalty members.

Friends & Family can only be booked through the Member Portal, search “Friends & Family Rate”, then “Book Rate.” Rates can be booked up to and including the day of arrival. Walk-ins or reservation requests at the property level do not need to be honored.

An employee of a BWH Hotel Group will request their GM or supervisor to book a reservation for their friend or family member at another BWH Hotel Group hotel. The GM or supervisor and the employee will sign the Authorization Form and give it to the employee’s friend or family member. The Authorization Form must be presented at check in. A separate Authorization Form must be used if staying at multiple BWH Hotel Group hotels. **The requirement for an authorization form for reservations booked in the Friends and Family program is currently suspended.**

If you have questions about how this program works, please contact your BWH Hotel Group Revenue Manager. To obtain an authorization form, visit hotel.bwhotelgroup.com and click follow this path:

Revenue & Distribution -> Forms -> Rate Plans & Marketing Programs -> Friends & Family (FF) Rate Authorization Form



Program Details

- **Participation – Optional**
- *Commissionable* – No
- *Bookable Channels* – CRO (only with valid ARC/IATA number)
- *Rewards Points/Miles* – Optional
- *Hold/Cancel Policy* – Changes made through EDS

Program Description

TA is available to Travel Agents on a space-available basis.

- A 50% discount is given off RACK rates for North American hotels (pending availability).
 - 10% or more at International Hotels (pending availability)
- Limited to one room for a maximum of two nights per visit.
- A minimum 24-hour advanced reservation is required.
- Travel Agents must provide their IATAN card and number at check in.
- One room for up to two nights, per qualifying guest.

North American properties: A valid IATAN Card and ID at Check-In.

International: A valid IATA or TIDS number must appear on the reservation. Travel Agents without cards must present Travel Agency ID at check-in or a copy of letterhead paper previously faxed to the property.

Valid CLIA (Cruise Line Industry Association) Members now qualify for a Travel Agent Discount (subject to availability). CLIA Card must be presented at check in.

Not valid with any other offer. No limit on agents visits to any one property.



Varies	Packages
---------------	-----------------

Program Details

- **Participation – Optional**
- *Commissionable* – Optional
- *Bookable Channels* – CRO & Bestwestern.com
- *Rewards Points/Miles* – Required*
- *Hold/Cancel Policy* – Changes made through PMS/2-Way

Program Description

Hotel can sell packages on bestwestern.com & through the CRO, enabling guests to book rooms at your hotel with products (value added amenities) attached. For example, you can offer a 2-night stay, ski lift tickets, massage, and dinner all for one bundled “package” price.

A package must consist of one or more products (value added amenities). To ensure the desired product is ready to be attached to a package rate plan, look at the pre-loaded list in PDS (*MemberWeb → Property Data → PDS → Product Form*).

There are many different types of packages. Some typical examples are:

Adventure	Food	Romance	Spa/Relaxation
Culture	Fun/Entertainment	Shopping	Park & Fly
Family	Holiday/Seasonal	Sight-Seeing	Sports/Golf/Ski

When you are ready to load the new package, go to *MemberWeb → Property Data → PDS → Rates → Packages*

For assistance in package pricing, please contact your BWH Hotel Group Revenue Manager.

** Member Rewards Points: Points are only required on the room amount and not on the products that are included in the package. Member Rewards auto points will pre-populate the entire amount of the package. You may edit the Eligible Revenue Field in Pending Rewards in MemberWeb to indicate only the room rate portion of the package to post points.*



GROUPS & 2-WAY INTERFACE

- [Various](#) – Groups Program
- [1G-99G](#) & [0001-9999](#) – 2-Way Interface Rate Plans
- [HP](#) – House Plan



Varies	Groups Program
---------------	-----------------------

Program Details

Six to Nine Rooms:

- BWH Hotel Group's Central Reservations Office books group inquiries for six to nine rooms directly in the central reservation system.

10 or more rooms:

- Group inquiries into BWH Hotel Group's Central Reservations Office for more than 10 rooms are handled as group leads. The reservation agents send the leads to the specific property or properties the guest requests as a Group lead via the eLeads group RFP tool.
- The reservation agent lets the guest know the property will contact them directly with information for follow-up.
- The property representative contacts the guest to negotiate, finalize terms and payment, and then books the group directly into their property management system.
- **All group leads from Worldwide Sales managed accounts, bestwestern.com, BWH Hotel Group's toll-free number and other BWH Hotel Group hotel referrals are delivered to hotels electronically in MemberWeb for hotel's follow-up (eLeads).**
- Email notifications of group leads are sent to the Sales Champion email box with a copy to the hotel email address. The notification email will contain a link to Member Web to access the group lead.
- Group contract execution and all details and negotiation regarding contract, deposit, billing, payment, rebates, changes, cancellations or any other interactions regarding this request are to be negotiated between client and property.

For more information on the Groups Program process, see hotel.bwhotelgroup.com. The portal contains FAQ, Tips for Handling Leads, and Training Tutorials.



**1G-99G,
0001-
9999,
HP**

Two-Way Interface Rate Plans

Program Details

- **Participation – Required** for 2-Way & New Properties
- **Commissionable** –Yes
- **Bookable Channels** – Property Direct only; Not bookable through any BW channel
- **Rewards Points/Miles** – Required
- **Hold/Cancel Policy** – Will vary by reservation, sent via the PMS system
- Not Updated by Property

Program Description

These rate plans are used by 2-Way interface properties to maintain balance between the CRO and PMS. **These plans are not updated by the property**, but are used by the 2-Way interface when needed.

Group Rate Plans

- 1G-99G Rate Plans are used to keep groups in balance
- 0001 – 9999 Rate Plans are a part of the new group functionality coming to PM Systems. These are also used to keep groups in balance.

Local Rate Plan

- HP (House Plan) Rate Plan keeps in-house rate plans in balance

Your PMS Vendor can assist you in utilizing PMS functionality.



APPENDIX

- [Blackout Dates](#) (for High Demand Periods)
- [How to Identify Payment Method](#)
- [Rate Plan Quick Reference](#)
- [PMS/Rate Plan Setup](#)



Blackout Dates for High Demand Periods

Blackout dates can be submitted in MemberWeb under the Blackout Dates Tab in the Level Monitor.

- Blackout dates will be applied ONLY to the specific Rate Plans that are eligible for Blackout Dates, which are shown in the "Rate Plans List" on the following page.
- Up to 30 individual dates may be blacked out per calendar year for all eligible Rate plans.
- All eligible Rate Plans will have the same set of Blackout Dates. Blackout Dates cannot be applied individually per Rate Plan from this screen.
- Blackout Dates may be entered for the current calendar year, plus the next consecutive calendar year.
- Please do not submit any dates already shown in the list below, as doing so will generate an error message and no Blackout Dates will be recorded. In this case, you will need to resubmit using dates not shown in the list.
- If you wish to black out a single day, your Begin Date and End Date will be the same. For example, if you wish to blackout only November 15, 2021, you would enter Begin Date 11/15/21 and End Date 11/15/21.
- If you wish to black out a range of consecutive dates, you may use the Begin and End Dates to enter the first and last dates in the range you wish to black out. For example, if you enter Begin Dates 12/3/21 and End Date 12/8/21, Blackout Dates will be submitted for December 3rd, 4th, 5th, 6th, 7th, and 8th.
- Changes and deletions to Blackout Dates cannot be submitted from this screen. To Inquire about the possibility of deleting or changing an existing Blackout Date, or any other questions about Blackout Dates, please contact EDS at eds@bestwestern.com, your Revenue Manager, or your Affiliate Office.

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Modify Level Allocation

Modify Level Room Type

Modify BAR Level Room

Modify Level Status

Modify Taxes

Blackout Dates

View History

Begin Date

03/25/2021

End Date

03/25/2021

Submit

Current Blackout Dates:

22-JUL-2021
23-JUL-2021
24-JUL-2021
01-SEP-2021
02-SEP-2021
03-SEP-2021
04-SEP-2021
05-SEP-2021
06-SEP-2021
10-SEP-2021
11-SEP-2021
12-SEP-2021

Blackout Dates Used:

2021 : 12
2022 : 0

Rate Plans

2LSC
2Y4C
3A
ABBN
BBRN
BBSN
BW
CLC
EP
F62N
GECN
LC
LJKN
LP1
PGAN
RP
SIEN
XN
XV
XZ
Z2
Z7

RATE MONITOR - View and Modify					
Enter Date	09/03/2021	<input type="checkbox"/> Show All Levels <input type="checkbox"/> Show Rates Only <input type="checkbox"/> Show Current Level Room Types		Plan	3A - (AAA AND CAA MEME
				Rate is for a 1 night stay	Display
Prev	Next				
DATE	FRI 03Sep21	SAT 04Sep21	SUN 05Sep21	MON 06Sep21	
OVERALL	100-0=100	100-0=100	100-1=99	100-1=99	
RATE LEVEL					
A - BAR	100-0=100 OPEN	100-0=100 OPEN	100-1=99 OPEN	100-1=99 OPEN	
RATE PLAN					
3A Plan	0	0	0	0	
HOLD/CXL	GTD/24H	GTD/24H	GTD/24H	GTD/24H	
Q,TYZ,1	0 BLACKOUT	0 BLACKOUT	0 BLACKOUT	0 BLACKOUT	
1 Adult	216.00	216.00	152.10	143.10	
2 Adult	216.00	216.00	152.10	143.10	



Blackout dates can also be submitted to EDS@bestwestern.com and should be submitted as early as possible as the BWH Hotel Group channels booking window is 50 weeks in advance. Only a limited number of Blackout Dates can be submitted and, on some occasions, it may actually be a better revenue strategy to NOT submit Blackout Dates but rather to adjust your RACK rate accordingly to give your LRA Clients and Association Members a perception of value and loyalty from your hotel.

The chart below illustrates Blackout Date options for each of the BWH Hotel Group LRA rate plan programs. *If the plan is not in Rate Level A, Blackout Dates are not needed. Simply close out the corresponding rate level.*

BWH Hotel Group LRA Rate Plans – Blackout Date Options	Max 30 Days Annually	Max 45 Days Annually
LEISURE (LRA) RATE PLANS		
3A – AAA	•	
BW – Rewards Member Rate	•	
LC – Network Partner Rate	•	
LP1 – Leisure Partner Net Rate	•	
RP – AARP/Senior Rate	•	
ABBN – ABB Group Preferred	•	
BBRN – Best Business Worldwide (non-commissionable)	•	
BBSN – Best Business Select (non-commissionable)	•	
GECN – General Electric Preferred	•	
SIEN – Siemens Preferred	•	
VR – Rewards 1000 Bonus Points Per	•	
XN – Best Business Worldwide (non-commissionable)	•	
XW – Best Business Worldwide (commissionable)	•	
XZ – Travel Agent – Chain & Consortia	•	
Z7 – Best Business Worldwide Select/Business Advantage	•	
X1 – Strategic Partnership Accounts Primary	•	
Z2 – Strategic Partnership Accounts Secondary	•	
Z7 – Best Business Advantage	•	
X? or Z? (varies) – Best Business Worldwide Elite (optional)	•	
X? or Z? (varies) – Local Negotiated (LRA)	•**	
FREQUENT GUEST PROGRAM (MEMBER REWARDS)		
FX – Use Rewards Points (No Blackout Dates Allowed)	Not Allowed	Not Allowed
BWH HOTEL GROUP EMPLOYEE RATE		
EP – BWH Hotel Group Employee Rate (optional)		• ⁺

**Blackout Dates contingent to the terms of the agreement

⁺ Blackout dates for EP are the same as leisure/corporate rates above (30 max). Additional days (up to 15 per year) may be granted under the most extreme circumstances by your Revenue Manager



PMS/Rate Plan Setup

Use this as a reference guide to set up rate plans in the PMS. For additional assistance, contact your PMS vendor. Discount amount (off) is off RACK unless otherwise indicated.

Rates Paid by Guest

Rate Code	Rate Information	Show to FD	Rate Private	Update Rate	Update GTD	Update CXL	Tax Inclusive	Comm.
RACK	Flexible Rate	Yes	No	Yes	Yes	Yes	No	Yes
2U	Set by hotel; 5% off min.	Yes	No	Yes	No	No	No	Yes
2UB	\$5 off 2U	Yes	No	No	No	No	No	Yes
3A	Set by hotel; 10% off min.	Yes	No	Yes	No	No	No	Yes
9Q/LO	Set by hotel	Yes	No	Yes	Yes	Yes	No	Yes
9QB/LOB	\$5 off 9Q/LO	Yes	No	No	No	No	No	Yes
ABBN	19% or 25% off	No	No	No	No	No	No	No
BBRN	15% off	No	No	No	Yes	No	No	No
BBSN	10% off	No	No	No	Yes	No	No	No
BK1	Mirrors RACK	No	No	No	No	No	No	Yes
BK5	Mirrors 9Q or LO	No	No	No	No	No	No	Yes
BK8	Mirrors IT	No	No	No	No	No	No	Yes
BK9	Mirrors 2U	No	No	No	No	No	No	Yes
BW	Set by hotel; 10% off min.	Yes	No	Yes	No	No	No	Yes
CG	Set by hotel	Yes	No	No	No	No	No	Varies
CLC	Set by hotel	Yes	Yes	Yes	Yes	Yes	No	No
CL2	15% off min.	Yes	Yes	Yes	No	Yes	No	No
EP	Set by hotel; 50% off min.	Yes	No	No	No	No	No	No
ES1	Set by hotel	Yes	No	Yes	Yes	Yes	No	Yes
ES2	Set by hotel	Yes	No	Yes	Yes	Yes	No	Yes
ES3	Set by hotel	Yes	No	Yes	Yes	Yes	No	Yes
EX1	Mirrors RACK	No	No	No	No	No	No	Yes
EX5	Mirrors 9Q or LO	No	No	No	No	No	No	Yes
EX8	Mirrors IT	No	No	No	No	No	No	Yes
EXR	Set by hotel; 10% off min.	No	No	No	No	No	No	Yes
FF	Set by hotel; 25% off min.	Yes	No	Yes	Yes	Yes	No	No
GECN	19% or 25% off	No	No	No	No	No	No	No
GM	Set by hotel	Yes	No	Yes	Yes	Yes	No	Yes
IT	Set by hotel	Yes	No	Yes	Yes	Yes	No	Yes
ITB	\$5 off IT	Yes	No	No	No	No	No	Yes
LC	Set by hotel; 10% off min.	No	No	Yes	No	No	No	Yes
MR	Set by hotel	Yes	No	Yes	Yes	Yes	No	No
OI	Set by hotel; 15% off min.	No	No	Yes	No	No	No	Yes
RP	Matches 3A	Yes	No	No	No	No	No	Yes
SG	Set by hotel	Yes	No	Yes	Yes	Yes	No	Yes
SIEN	19% or 25% off	No	No	No	No	No	No	No



Rate Code	Rate Information	Show to FD	Rate Private	Update Rate	Update GTD	Update CXL	Tax Inclusive	Comm.
TA	50% off	Yes	No	Yes	Yes	Yes	No	No
VR	Equal or above RACK	Yes	No	No	Yes	Yes	No	Yes
X1	25% off RACK	No	No	No	No	No	No	No
XN	10% off XW (19% off)	No	No	No	Yes	Yes	No	No
XW	10% off	No	No	No	Yes	Yes	No	Yes
XZ	10% off	No	No	No	Yes	Yes	No	Yes
Z2	19% off	No	No	No	No	No	No	No
Z7	Hotel sets; 10% off min.	No	No	Yes	Yes	Yes	No	No



PMS/Rate Plan Setup

Use this as a reference guide to set up rate plans in the PMS. For additional assistance, contact your PMS vendor. Discount amount (off) is off RACK unless otherwise indicated.

Rates Paid By Third Party

Either a virtual credit card or Central Bill pays for the following rate plans.

Rate Code	Rate Paid By Guest	Net Rate Setup	Show to FD	Rate Private	Update Rate	Update GTD/CXL	Tax Inclusive	Comm.
15A	RACK	15% off RACK	No	Yes	No	No	No	No
15C	9Q or LO	15% off 9Q or LO	No	Yes	No	No	No	No
15D	2U	15% off 2U	No	Yes	No	No	No	No
15E	IT	15% off IT	No	Yes	No	No	No	No
AT1	▪	Minimum 25% off RACK	No	Yes	No	Yes	No	No
BNL	▪	Minimum 25% off RACK	No	Yes	No	Yes	No	No
CL3	30% off min.	Yes	Yes	Yes	No	No	No	No
CVC	▪	Minimum 25% off RACK	No	Yes	No	Yes	No	No
D2	▪	Hotel sets; 31% off min.	No	Yes	Yes	No	No	No
EC1	RACK	15% off RACK	No	Yes	No	No	No	No
EC5	9Q or LO	15% off 9Q or LO	No	Yes	No	No	No	No
EC8	IT	15% off IT	No	Yes	No	No	No	No
EC9	2U	15% off 2U	No	Yes	No	No	No	No
ECR	10% off RACK	15% off EXR	No	Yes	No	No	No	No
ECZ	▪	Hotel sets % off RACK	No	Yes	No	No	No	No
FIT	▪	Negotiated by hotel	No	Yes	Yes	Yes	No	No
FX	Reward Points	\$40.00	Yes	Yes	No	No	Yes	No
GTL	▪	Minimum 25% off RACK	No	Yes	No	Yes	No	No
HB1	▪	Minimum 15% off RACK	No	Yes	No	Yes	No	No
LP1	RACK	Set by hotel; 10% min.	No	Yes	Yes	No	No	No
LP2	RACK	Set by hotel; 20% min.	No	Yes	Yes	No	No	No
LP3	RACK	Set by hotel; 25% min.	No	Yes	Yes	No	No	No
LP1B	B	Set by hotel; 10% min.	No	Yes	Yes	No	No	No
LP2B	B	Set by hotel; 20% min.	No	Yes	Yes	No	No	No
LP3B	B	Set by hotel; 25% min.	No	Yes	Yes	No	No	No
MPG	▪	Minimum 25% off RACK	No	Yes	Yes	Yes	No	No
MRK	▪	Minimum 25% off RACK	No	Yes	No	Yes	No	No
PKG	▪	Minimum 25% off RACK	No	Yes	Yes	No	No	No
PL	▪	Set by hotel	No	Yes	Yes	No	No	No
PLZ	▪	Set by hotel	No	Yes	Varies	No	No	No
SR1	RACK	15% off RACK	No	Yes	No	No	No	No
SR5	9Q or LO	15% off 9Q or LO	No	Yes	No	No	No	No
SR8	IT	15% off IT	No	Yes	No	No	No	No
SR9	2U	15% off 2U	No	Yes	No	No	No	No
TD1	▪	Minimum 25% off RACK	No	Yes	No	Yes	No	No
THL	▪	Minimum 25% off RACK	No	Yes	No	Yes	No	No

▪ Rate varies depending on OTA margin, markup requirements, package components, etc.

