

A. GSH Elite Program Tiers & Benefits

Document ID: GSH-LOY-001

Program: GSH Elite

Last Updated: March 1, 2024

TIER STRUCTURE:

1. Member (0-9 nights/year):

- 10% bonus points on stays
- Late check-out until 1:00 PM (subject to availability)
- Complimentary bottled water

2. Silver (10-24 nights/year):

- 25% bonus points
- Room upgrade at check-in (subject to availability)
- 4:00 PM late check-out
- Welcome amenity

3. Gold (25-49 nights/year):

- 50% bonus points
- Suite upgrades (when available)
- Executive lounge access
- Dedicated check-in area
- 48-hour room guarantee

4. Platinum (50+ nights/year):

- 75% bonus points
- Guaranteed 4:00 PM check-out
- Complimentary breakfast for two
- Annual complimentary night award
- Personal concierge service

POINTS EARNING:

- Base: 10 points per \$1 spent
- Bonus points based on tier
- Double points on package deals
- Points never expire with account activity every 24 months

B. Points Redemption Rules

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REDEMPTION OPTIONS:

1. Free Nights:

- Category 1: 7,500 points/night
- Category 2: 15,000 points/night
- Category 3: 25,000 points/night
- Category 4: 35,000 points/night
- Category 5: 50,000 points/night

2. Experiences:

- Dining credit: 5,000 points = \$50
- Spa treatments: Points + cash options
- Local tours: Starting at 10,000 points

3. Merchandise:

- GSH store items
- Partner redemptions
- Gift cards

RESTRICTIONS:

- Blackout dates apply for peak periods
- Maximum 7 consecutive award nights
- 48-hour cancellation policy for award stays
- Taxes and fees not included in award bookings