

ELITE LEVEL BENEFITS AT A GLANCE



THE RITZ-CARLTON
REWARDS



BENEFIT	PARTICIPATING BRANDS	ELIGIBILITY			DESCRIPTION		
		SILVER 10-49 nights or 1 mtg	GOLD 50-74 nights or 5 mtgs	PLATINUM 75+ nights or 8 mtgs			
Guaranteed Platinum Arrival Gift	All brands			✓	Complimentary gift on day of arrival (brand options listed below). If guarantee is not met, guest compensation applies (see below). Point selection is not available on non-eligible earning rates.		
					Brand	Gift	Guest Compensation**
					JW, AUTO, RH, MH, GH, DH (U.S. & Canada)	500 bonus points or \$10 Food & Beverage credit	\$100 USD
					JW, AUTO, RH, MH (outside U.S. & Canada)	500 bonus points or Food & Beverage amenity	\$100 USD
					AC (U.S. & Canada)	400 bonus points and \$10 Food & Beverage credit	\$50 USD
					CY (U.S. & Canada)	400 bonus points and a Food or Beverage amenity	\$50 USD
					AC, CY, PH (outside U.S. & Canada)	250 bonus points or Food & Beverage amenity	\$50 USD
					RI, SHS	200 bonus points or Food & Beverage amenity	\$50 USD
					FIS, TPS	200 bonus points or Food & Beverage amenity	\$25 USD
					OX (U.S. & Canada)	200 points or \$10 Food & Beverage credit	\$25 USD
					OX (outside U.S. & Canada)	200 bonus points or Food & Beverage amenity	\$25 USD
					MVC	500 bonus points	\$100 USD
					ED	500 bonus points or 250 air miles	N/A
					TR-C	1,000 bonus points or 500 air miles	N/A
					48-Hour Guaranteed Availability	All brands <i>except</i> Marriott Vacation Club (MVC)	
Dedicated Platinum Reservation Line	All brands			✓	Special toll-free reservation line exclusively for Platinum members for assistance with making reservations or requesting redemption stays and award certificates (U.S. & Canada only).		
Guaranteed Room Type	All brands <i>except</i> MVC, EDITION® and The Ritz-Carlton®		✓	✓	U.S. & Canada hotels honor bed type for Gold and Platinum members. All other regions honor room type for Gold, while Platinum is honored with both bed and room type. If guarantee is not met, guest compensation applies (see below).		
					Brand	Guest Compensation**	
					JW, AUTO, RH, MH, GH, DH	\$100 USD	
					AC, CY, RI, SHS, PH	\$50 USD	
					FIS, TPS, OX	\$25 USD	
Guaranteed Late Checkout	All brands <i>except</i> MVC		✓	✓	Gold & Platinum members may check out as late as 4 p.m. This benefit is guaranteed at all hotels, except at resort and convention hotels, where it is based on availability. Marriott Vacation Club is excluded from this benefit. Gold & Platinum members can request late checkout via central reservations, at check-in, via mobile check-in (where available) or at any point during their stay. Hotels must acknowledge the request at time of arrival or proactively confirm the need for a late checkout if no request has been made.		
Guaranteed Access to Concierge/Executive/Club/Signature Club Lounge; Free Continental Breakfast	• JW Marriott® • Autograph Collection® • Renaissance® Hotels • Marriott Hotels® • Delta Hotels® (Excluding Resorts)		✓	✓	Access to Concierge/Executive/Club/Signature Club Lounge for member plus one guest. Continental breakfast for member and one guest 7 days a week. This benefit only applies to the one guest room in which the Gold Elite member or Platinum Elite member is staying. In U.S. & Canada only, if lounge is closed or no lounge available, choice of 750 points or continental breakfast in the restaurant. Select hotels provide 1,000 points in lieu of breakfast. In Europe, hotels without a lounge offer daily choice of 750 points or breakfast for 2 in the restaurant (not available when rate includes breakfast). If breakfast guarantee is not met, guest compensation applies (see below).		
					Brand	Guest Compensation**	
					JW, AUTO, RH, MH, DH	\$100 USD	
Room Upgrade	All brands <i>except</i> MVC		✓	✓	Room upgrade at check-in, based on availability and identified by each hotel – at no additional charge. May include rooms with desirable views, on high floors, with special amenities, on Executive floors, corner rooms and suites. At The Ritz-Carlton, suites are only included for Platinum members and rooms with direct Club Lounge access are excluded.		

ELITE LEVEL BENEFITS AT A GLANCE CONTINUED

BENEFIT	PARTICIPATING BRANDS	ELIGIBILITY			DESCRIPTION		
		SILVER 10-49 nights or 1 mtg	GOLD 50-74 nights or 5 mtgs	PLATINUM 75+ nights or 8 mtgs			
Complimentary Enhanced Internet Access	All brands <i>except</i> EDITION		✓	✓	Gold and Platinum members, regardless of booking source, receive free Enhanced Internet access, where available. Not applicable in meeting rooms. Silver and newly enrolled members receive standard in-room Wi-Fi when booking direct. In Asia Pacific region, all Rewards members receive free high-speed Internet access at participating JW Marriott, Renaissance Hotels, Marriott Hotels and Courtyard® hotels regardless of booking source.		
Complimentary Local Phone	<ul style="list-style-type: none">• JW Marriott• Autograph Collection• Renaissance Hotels• Marriott Hotels• Gaylord Hotels®• Courtyard• SpringHill Suites®• Fairfield Inn & Suites®• Delta Hotels		✓	✓	Complimentary, unlimited local phone calls at any U.S. and Canada locations.		
Complimentary Local Fax	<ul style="list-style-type: none">• Courtyard• SpringHill Suites• Fairfield Inn & Suites		✓	✓	Complimentary faxes up to 15 pages per day at any U.S. and Canada locations.		
Discounted Long Distance Phone Calls	<ul style="list-style-type: none">• JW Marriott• Autograph Collection• Renaissance Hotels• Marriott Hotels• Gaylord Hotels• Delta Hotels		✓	✓	Unlimited, domestic long distance phone calls at a low flat rate in the U.S. and Canada.		
Free High-Speed Internet Access	<ul style="list-style-type: none">• The Ritz-Carlton• JW Marriott• Autograph Collection• Renaissance Hotels• Marriott Hotels• Gaylord Hotels• AC Hotels by Marriott	✓	✓	✓	Silver and Basic members receive free high-speed Internet access when they book direct at participating hotels. Gold and Platinum members, regardless of booking source, receive free high-speed Internet access, enhanced where available. Participating brands join EDITION, Marriott Vacation Club, Courtyard, Residence Inn, SpringHill Suites, Fairfield Inn & Suites, TownePlace Suites, Protea Hotels®, Moxy Hotels® and Delta Hotels, which already provide free Wi-Fi. In Asia Pacific region, all Rewards members receive free high-speed Internet access at participating JW Marriott, Renaissance Hotels, Marriott Hotels and Courtyard hotels regardless of booking source.		
The Ultimate Reservation Guarantee	All brands <i>except</i> MVC	✓	✓	✓	If walked, nearby comparable hotel accommodations paid for walked night. If guarantee is not met, guest compensation applies (see below).		
					Brand	Guest Compensation**	
					ED, JW, AUTO, RH, MH, GH, DH	\$200 USD	90,000 points via eBonus tool
					AC, CY, RI, SHS, FIS, TPS, PH, OX	\$100 USD	90,000 points via eBonus tool*
					*TR-C	\$200 USD	140,000 points via eBonus tool
Gift Shop Discount	<ul style="list-style-type: none">• The Ritz-Carlton• EDITION• JW Marriott• Autograph Collection• Renaissance Hotels• Marriott Hotels• Marriott Vacation Club• Gaylord Hotels• Protea Hotels• Delta Hotels	✓	✓	✓	10% discount on retail merchandise: Clothing, Gifts & Souvenirs, Imprints & Logo, Jewelry & Accessories, Facial & Bodycare products. Discount is extended at Marriott operated gift shops. Only applies to logo merchandise at The Ritz-Carlton and EDITION hotels. Must present membership card.		
Weekend Discount	<ul style="list-style-type: none">• Courtyard• SpringHill Suites	✓	✓	✓	Receive a 10% discount on the regular rate (Friday and Saturday night stays only) at participating locations.		
Priority Late Checkout	All brands <i>except</i> MVC	✓	✓	✓	Late checkout without additional charge when request is made morning of checkout.		
Bonus on Rewards Base Points	All brands	20%	25%	50%	Elite members receive a points bonus on top of the base points earned during stays (does not apply to miles earnings).		
Dedicated Elite Reservation Line	All brands	✓	✓	✓	Special toll-free reservation line dedicated for each Elite level (U.S., UK, Germany and Japan only).		
Dedicated Elite Guest Services Line	All brands	✓	✓	✓	Enhanced member recognition and customized service provided by Customer Support via a dedicated toll-free phone line for Elite members (U.S., Canada, China and Hong Kong only).		
Exclusive Offers	All brands	✓	✓	✓	Elite Exclusive offers from The Ritz-Carlton Rewards®, Marriott Rewards and their travel partners available online.		
Elite Only Redemption Rewards	All brands	✓	✓	✓	Exclusive redemption award opportunities created just for Elite members (example, European Sampler award).		

* Available only to Platinum Elite members

** Hotels outside the U.S. pay this compensation in their local currency, equivalent to \$USD amount

Revision Date March 2017