

Best Western Rewards® (BWR®) Choose Your Reward 2015 Spring Promotion (“Promotion”)

Frequently Asked Questions

Dates: February 2 – March 15, 2015

- Q.** The promotion offer is “Stay Two Separate Times and Choose Your Reward.” Do 2 separate stays mean 2 consecutive nights?
- A.** No. Best Western Rewards members must stay **two separate times (stays)** to earn their gift card. This does not mean the Best Western Rewards member can stay at the same hotel for 2 consecutive nights and earn the gift card. This offer is for “stays” not “nights”. A “stay” for the purpose of this promotion is defined as one or more consecutive nights at the same Best Western hotel at a rate eligible for earning points or airline/partner rewards through Best Western Rewards. Only one check-in/check-out permitted per stay.
- Note: The 2 separate stays can be at the same or at different Best Western hotels.
- Q.** What “Rewards” can I select to receive after my two separate stays?
- A.**
- \$35 Best Western Travel Card® Gift Card (**expires 7/31/15**)
 - \$25 Amazon® Gift Card (no expiration date)
 - \$25 Best Buy® Gift Card (no expiration date)
 - \$25 iTunes® Gift Card (no expiration date)
 - \$25 Dunkin’ Donuts® Gift Card (no expiration date)
- Q.** How does a Best Western Rewards member select their reward?
- A.** Best Western Rewards members can visit www.bestwestern.com/spring to select their gift card reward. After selecting their reward, the member must enter their email address or Best Western Rewards number in the registration field to complete their registration. The member will receive the reward after completing their second stay.
- a. **OR**, if staying at a North American Best Western property, the Best Western Rewards member can be registered for the promotion at the front desk. The member will then automatically be pre-selected to receive a \$35 Best Western Travel Card after their second stay, unless they make a selection from among the various Promotion Rewards offered on www.bestwestern.com/spring prior to one **(1) week after check-out of the second qualified stay.**
 - b. **OR**, the Best Western Rewards member can also be registered for the promotion by calling Customer Care at 1-800-237-8483. The member will automatically be pre-selected to receive a \$35 Best Western Travel Card after their second stay unless they make a selection from among the various Promotion Rewards offered on www.bestwestern.com/spring prior to one **(1) week after check-out of the second qualified stay.**
- Q.** Can I change my gift card reward option after registration?
- A.** No. Once selected and registered, your gift card selection remains final.
- Q.** I just registered for this promotion at a property, or by calling the Best Western Customer Care Center, and want to choose something other than the Best Western Travel Card. What do I do?
- A.** If the member was registered to automatically be pre-selected to receive a \$35 Best Western Travel Card, they may make a selection from among the various Promotion Rewards offered on www.bestwestern.com/spring prior to one **(1) week after check-out of the second qualified stay.**
- Q.** Are all Best Western Rewards members eligible for the Stay Two Separate Times and choose Your Reward promotion, regardless of where they reside?
- A.** Yes, conditionally. Registered members residing outside of the U.S., Canada or the Caribbean Islands, but within a participating country†, as well as members residing outside a participating country† will automatically receive 6,500 Best Western Rewards bonus points in lieu of a gift card after completing 2 separate stays within in a participating country.†

Questions? Send an email to rewards@cs.bestwestern.com

- Q.** How long does it take to receive the gift card after completing 2 separate stays?
- A.** Best Western Rewards members who have qualified for the promotion and have a valid email address in their account profile will receive a virtual (by email) gift card usually within 2-4 weeks after they have completed the second qualified stay *with the exception of Dunkin' Donuts*.
- a.** If selected, the Dunkin' Donuts gift card will be delivered via regular mail as a plastic card and in US Dollars to the member's physical address on their Best Western Rewards account.
- b.** In all other cases, if there is no valid email address on file in the member's BWR account, guests will not receive a gift card nor will they receive any other reward.
- Q.** In order to receive my gift card via email, what do I need to do?
- A.** In order to receive the gift card you selected, you must have a valid, subscribed email address on file with Best Western Rewards. If you would like to add or update your email address, please contact Best Western Rewards® Customer Care at 1-800-237-8483. Emailed gift cards will arrive within 2-4 weeks after the guest has completed their second qualified stay. If the email address is not valid, the gift card will not be sent to the member. **Note: Except for Dunkin' Donuts, no plastic gift cards will be sent via regular mail for this promotion.**
- Q.** It's been more than 4 weeks, and I haven't received my gift card yet.
- A.** Sometimes email can get caught in your spam filter. Please check and make sure you've added Best Western to your accepted emails. If you need us to re-send your gift card, please contact Best Western Rewards® Customer Care at 1-800-237-8483.
- Q.** Do Best Western Rewards members need to be **REGISTERED** for this promotion to be eligible to earn a gift card?
- A.** Yes. Best Western Rewards members must be **REGISTERED** for the promotion, prior to their stay. Best Western Rewards® members can register for the promotion online at www.bestwestern.com/spring or by logging into their Best Western Rewards account profile and registering through their profile.
- Q.** How many gift cards can a Best Western Rewards members earn during the promotion period?
- A.** Each Best Western Rewards member can earn only one (1) gift card during the promotion period.
- Q.** When does the \$35 Best Western Travel Card expire?
- A.** The \$35 Best Western Travel Card must be redeemed **on or before July 31, 2015** at a Best Western branded hotel.
- Q.** Do Amazon, Best Buy, iTunes and Dunkin' Donuts Gift Cards expire?
- A.** No, these cards do not expire.
- Q.** If a Best Western Rewards member resides in Canada, will they receive a gift card in Canadian Dollars?
- A.** Yes, conditionally. If the Best Western Rewards member selects an Amazon, Best Buy, or iTunes gift card, that card will be in the denomination of the country found on the member's Best Western Rewards account. If the member selects the \$35 Best Western Travel Card or the \$25 Dunkin' Donuts gift card, that card will be in US Dollars. (Best Western's system will automatically adjust for local currency at the hotel where the Travel Card will be used.)
- Q.** Why doesn't Best Western automatically register all existing Best Western Rewards members into the seasonal promotions?
- A.** Asking customers to register for promotions engages them into our Best Western Rewards program and to our brand, and ensures that Best Western is in their consideration set. It also helps us measure the effectiveness of our promotions allowing us to continue to promote some of the richest offers in the market today. We want you to have a choice.

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†"Participating countries" include:

Afghanistan, Albania, American Samoa, Andorra, Angola, Anguilla – St. Kitts, Antarctica, Antigua and Barbuda, Aruba, Bahamas, Barbados, Benin, Bermuda, Botswana, Bouvet Island, Burkina Faso, Burundi, Cameroon, Canada, Cape Verde, Cayman Islands, Chad, Christmas Island, Cocos Islands, Comoros Island, Congo, Cook Islands, Cote d'Ivoire, Cuba, Djibouti, Dominica, Dominican Republic, Eritrea, Ethiopia, Falkland Islands/Malvinas, Faroe Islands, Fiji Islands, former USSR, Gabon, Gambia, Georgia, Ghana, Gibraltar, Greenland, Grenada, Guadeloupe, Guam, Guinea, Guinea Bissau, Guyana, Haiti, Heard and McDonald Islands, Iceland, Jamaica, Kenya, Kiribati, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Marshall Island, Mauritania, Mayotte, Micronesia, Montserrat, Mozambique, Namibia, Nauru, Netherlands Antilles, Niger, Nigeria, Niue, Norfolk Island, Northern Mariana Islands, Palestine, Panama, Pitcairn Island, Puerto Rico, Republic of Palau, Rwanda, S. Georgia and S. Sandwich Islands, Saint Helena, Saint Kitts and Nevis Anguilla, Saint Lucia, Sao Tome Principe, Senegal, Seychelles Islands, Sierra Leone, Solomon Islands, Somalia, South Africa, St. Pierre Miquelon, St. Vincent Grenadines, Sudan, Svalbard and Jan Mayen Islands, Swaziland, Tanzania, The Netherlands, Togo, Tokelau, Tonga, Trinidad and Tobago, Turks and Caicos Islands, Tuvalu, USA Minor Outlying Islands, Uganda, United States, Vanuatu, Virgin Islands, Wallis Futuna Islands, West Indies, Western Sahara, Western Samoa, Zambia, Zimbabwe, Bahrain, Bangladesh, Bhutan, Brunei, Cambodia, China, East Timor, Hong Kong, India, Indian Ocean Islands, Indonesia, Japan, Jordan, Kazakhstan, Korea, Kuwait, Laos, Macau, Malaysia, Maldives, Mauritius, Mongolia, Myanmar, Nepal, Oman, Pakistan, Philippines, Qatar, Saudi Arabia, Singapore, Sri Lanka, Taiwan, Thailand, Uzbekistan, United Arab Emirates, Vietnam, Yemen, Argentina, Belize, Bolivia, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Paraguay, Peru, Suriname, Uruguay, and Venezuela.

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