

## Best Western Rewards® Summer Promotion 2014

Dates: May 19, 2014 – September 1, 2014

### Frequently Asked Questions

- Q.** Does 3 separate stays mean 3 consecutive nights?
- A.** No. Best Western Rewards members must stay **three separate times (stays)** to earn the free night voucher. This does not mean the Best Western Rewards member can stay at the same hotel for 3 nights and earn the free night voucher. 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/reservations. (**Note:** The 3 separate stays can be at the same or different Best Western hotels.)
- Q.** How long does it take to receive the free night voucher after I have completed 3 separate stays?
- A.** Best Western Rewards members that have qualified for the promotion and have a valid email address in their account profile will receive a virtual (electronic) free night voucher approximately 2-3 weeks after they have completed the third qualified stay (regardless if the member has opted out of Best Western communications). If there is no valid email address on file, the paper promotional free night voucher will be sent via mail to the members address listed in their account profile, 4-6 weeks after the third qualified stay is completed.
- Q.** Do Best Western Rewards members need to be **REGISTERED** for the summer promotion to be eligible to earn a promotional free night voucher?
- A.** Yes. Best Western Rewards members must be **REGISTERED** for the promotion **prior to their first stay** to earn the free night voucher. **Registration ends August 10, 2014.** Best Western Rewards® members can register for the promotion at [www.bestwestern.com/summer](http://www.bestwestern.com/summer) or by logging in and registering through their Best Western Rewards account profile.
- a. **Stays made prior to registration will not count towards the promotion.**
- Q.** How many promotional free night vouchers can a Best Western Rewards member earn during the promotion period?
- A.** Each Best Western Rewards member can earn only one (1) promotional free night voucher during the promotion period.
- Q.** Where can I redeem the summer promotion free night voucher?
- A.** Promotion free night vouchers can only be redeemed at Best Western branded hotels located in the United States, Canada or the Caribbean. Free night reservations can be made by calling our North American Customer Care Center at 1-800-567-4009. Please note the voucher number as you will need to provide it to the agent when you call
- Q.** When does the summer promotional free night voucher expire?
- A.** The promotional free night voucher must be redeemed **on or before January 31, 2015.** See complete promotional free night voucher terms and conditions for details.

Questions? Send an email to [rewards@cs.bestwestern.com](mailto:rewards@cs.bestwestern.com)

- Q.** If I want to receive my promotional free night voucher through email what do I need to do?
- A.** Best Western Rewards members who qualify for the promotion should make sure they have an updated email address in their account profile prior to qualifying for the free night voucher. If the email address is not valid, the promotional free night voucher will be sent via postal mail to the member's physical address in their account profile approximately 4-6 weeks after their third qualified stay is completed.
- Q.** What if I have a valid email address in my Best Western Rewards account profile but I prefer to have a paper promotional free night voucher mailed to me?
- A.** If you prefer to have a paper promotional free night voucher mailed to you after you qualify for the promotion, please contact the customer care team at 1-800-237-8483. They will be able to inactivate the promotional free night voucher that was emailed and send a paper free night voucher.
- 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.

†"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, 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, Iraq, Iran, Japan, Jordan, Kazakhstan, Korea, Kuwait, Laos, Macau, Malaysia, Maldives, Mauritius, Mongolia, Myanmar, Nepal, Oman, Pakistan, Philippines, Qatar, Saudi Arabia, Singapore, Sri Lanka, Taiwan, Thailand, United Arab Emirates, Uzbekistan, Vietnam, Yemen, Argentina, Belize, Bolivia, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Suriname, Uruguay, and Venezuela.

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