



## FAQ's:

### **Who does this benefit apply to?**

Free standard/"essential" in-room Wi-Fi applies to all Marriott Rewards and The Ritz-Carlton Rewards members who book a participating hotel and reserve directly on Marriott direct booking channels, including Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

### **When does free in-room Wi-Fi take effect?**

Free Wi-Fi takes effect for all qualified stays occurring on or after January 15, 2015. Qualified Stays that are booked before January 15, 2015, but take place on or after that date, will also receive free in-room Wi-Fi provided they were reserved directly on Marriott direct booking channels, including Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

### **If I become a Rewards member during my stay, can I get free in-room Wi-Fi?**

Yes, if the reservation was booked for a participating hotel and reserved directly on a Marriott direct booking channel, including Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

### **Once I enroll in Marriott Rewards or The Ritz-Carlton Rewards, will this be an automatic benefit or do I need to mention that I am a Rewards member at check-in?**

In order to receive free in-room Wi-Fi during your stay, your Rewards number must be included on your reservation and reserved directly on a Marriott direct booking channel, including Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

### **What are the approved direct booking channels I should make my reservation through in order to receive this benefit?**

Examples of Marriott direct booking channels include: Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, any Marriott hotel, ritzcarlton.com, The Ritz-Carlton mobile app, any Ritz-Carlton hotel or any participating Marriott brand channel.

### **What brands are participating in free Wi-Fi for all Rewards members?**

Participating brands include: JW Marriott®, Autograph Collection® Hotels, Renaissance® Hotels, Marriott Hotels®, Gaylord Hotels®, AC Hotels by Marriott®, Marriott Executive Apartments® and our exclusive luxury partner The Ritz-Carlton®. These brands join EDITION®, Courtyard®, Residence Inn®, SpringHill Suites®, Fairfield Inn & Suites®, TownePlace Suites®, Marriott Vacation Club® and Moxy Hotels®, which already provide free Wi-Fi today. This new benefit is not available at hotels that do not participate in the Marriott Rewards Program or Atlantis Paradise Island. All Gold and Platinum Elite members continue to receive complimentary enhanced Wi-Fi where available at participating hotels worldwide. Not applicable in meeting rooms.



**How do I find out which hotels that are not participating in the free Wi-Fi offer?**

The free Wi-Fi benefit described in these FAQs is available at 3,800 hotels across 70 countries worldwide. The benefit is not available at certain brands that do not participate in the Marriott Rewards program and certain other hotels. See free Wi-Fi terms and conditions on the landing page for a list of non-participating hotels.

**Does this change the offering at brands that offer free Wi-Fi to all guests?**

No, EDITION, Moxy, Courtyard, Fairfield Inn & Suites, SpringHill Suites, Residence Inn, TownePlace Suites, and Marriott Vacation Club, brands who already offer free in-room Wi-Fi today will continue to do so. The same is true for members at hotels in Asia where they currently receive free in-room Wi-Fi.

**What does this mean for Gold and Platinum Elite members?**

All Gold and Platinum Elite members will continue to receive complimentary enhanced Wi-Fi where available regardless of booking method at participating hotels worldwide. Participating brands include: The Ritz-Carlton®, JW Marriott®, Autograph Collection® Hotels, Renaissance® Hotels, Marriott Hotels®, Gaylord Hotels®, AC Hotels by Marriott®, Courtyard®, Residence Inn®, SpringHill Suites®, Fairfield Inn & Suites® and TownePlace Suites®. Not applicable in meeting rooms. This benefit is not available at hotels that do not participate in the Marriott Rewards Program.

**Do you have to have a certain status to receive free standard in-room Wi-Fi?**

You do not have to achieve a certain status in the Marriott Rewards Program to receive free standard in-room Wi-Fi. One must be a Rewards member and book a participating hotel directly on Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, or through a Marriott hotel to receive free in-room Wi-Fi. Silver Elite and Basic members can upgrade to enhanced in-room Wi-Fi for a fee.

**Does this impact Wi-Fi in meeting rooms at hotels?**

No, this will not affect meeting room Internet. Current Hotel specific standards and pricing will continue to apply to Internet in the meeting rooms.

**Will this offer be available outside the US?**

Yes, this benefit is available globally.

**I still have more questions!**

For assistance with additional questions, please contact us:

Email: [MarriottRewards@Marriott.com](mailto:MarriottRewards@Marriott.com)

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