

Best Western Rewards® Spring Promotion 2016

Dates: February 8, 2016 – May 8, 2016

Frequently Asked Questions

- Q.** The promotion offer is “Get a \$25 USD Best Western Travel Card® for every 2 separate stays.” Do 2 stays mean 2 consecutive nights?
- A.** No. Best Western Rewards members must complete **two separate eligible stays** to earn a \$25 Best Western Travel Card. This does not mean that a Best Western Rewards member can stay at the same hotel for 2 nights and earn the Travel Card. This offer is for “stays” not “nights”. An “eligible stay” for the purpose of this Promotion is defined as any stay (i.e., one or more consecutive nights at the same Best Western branded hotel) with the exception of a stay booked through an online travel agency, a stay booked through a tour operator, and a stay booked at a special discounted rate. Only one (1) check-in/check-out permitted per eligible stay. Eligible stays which take place during the Promotion Period but which have a check-in or a check-out date that overlaps the beginning or ending of the Promotion Period, will qualify if the guest registers prior to the eligible stays.
- Note: The 2 separate stays can be at the same or at different Best Western hotels.
- Q.** How long does it take to receive the \$25 Travel Card after I have completed 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) \$25 Travel Card usually within 2-3 weeks after they have completed the second qualified stay. **The member must have a valid email address on file for award delivery.**
- Q.** Do Best Western Rewards members need to be **REGISTERED** for this promotion to be eligible to earn a \$25 Travel Card?
- A.** Yes. Best Western Rewards members must be **REGISTERED** for the promotion **PRIOR to their first eligible stay** applied to the promotion to qualify for the \$25 Travel Card. Best Western Rewards® members can register for the promotion online at www.bestwestern.com/spring, by logging into their Best Western Rewards account profile and registering through their profile, or at the property front desk.
- Q.** How many \$25 Travel Cards can a Best Western Rewards members earn during the promotion period?
- A.** Each Best Western Rewards member can earn up to **five (5) \$25 Travel Cards** (or 10 eligible stays) during the promotion period.
- Q.** When does the \$25 Travel Card expire?
- A.** Expiration dates will vary. Each \$25 Travel Card will expire and must be used at a Best Western branded hotel a minimum of **120 days after fulfillment** from Best Western International. Expiration date(s) will be stated on the delivered Gift Card(s).
- Q.** If I want to receive my \$25 Travel Card 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. Emailed \$25 Travel Cards will arrive within 2-3 weeks after the guest has completed their second qualified stay. The member must have a valid email address on file for award delivery.
- Q.** What if I have a valid email address in my Best Western Rewards account profile but I prefer to have a plastic \$25 Travel Card mailed to me?
- A.** No plastic cards will be distributed for this promotion.
- Q.** It’s been more than 3 weeks, and I haven’t received my emailed Travel 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 Travel Card, please contact Best Western Rewards® Customer Care at 1-800-237-8483.
- Q.** Can all Best Western Rewards member participate?
- A.** Best Western Rewards members residing within a participating country† may stay at a Best Western branded hotel worldwide. Members residing outside of a participating country† must stay within a participating country† to qualify.

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

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.

†The following are participating countries, territories, and regions:

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, 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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