

Best Western Rewards® Summer Promotion 2016

Dates: May 23, 2016 – August 28, 2016

Frequently Asked Questions

- Q.** The promotion offer is “Get a \$50 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 \$50 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 branded hotels. A check-out and subsequent check-in on the same day at the same hotel will not count towards eligible stays.
- Q.** How long does it take to receive the \$50 Travel Card after I have completed 2 separate stays?
- A.** Best Western Rewards members who have registered and qualified for the promotion and have a valid email address in their account profile will receive a virtual (by email) \$50 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 \$50 Travel Card?
- A.** Yes. Best Western Rewards members must be **REGISTERED** for the promotion **PRIOR to their first eligible stay** to qualify. Best Western Rewards® members can register for the promotion online at www.bestwestern.com/summer; by logging into their Best Western Rewards account profile and registering through their profile or at the property front desk.
- Q.** How many \$50 Travel Cards can a Best Western Rewards members earn during the promotion period?
- A.** Each new or existing base Best Western Rewards member can earn up to **three (3) \$50 Travel Cards** (or 6 eligible stays). Elite members can earn up to **five (5) \$50 Travel Cards** (or 10 eligible stays) during the promotion period.
- Q.** When does the \$50 Travel Card expire?
- A.** All \$50 USD Best Western Travel Cards will **expire on November 15, 2016**. Expiration date will be stated on the delivered Travel Card(s).
- Q.** What if I have a valid email address in my Best Western Rewards account profile but I prefer to have a plastic \$50 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 emails 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 members participate?
- A.** Best Western Rewards members residing within a participating country† may stay at any Best Western branded hotel(s) worldwide. Members residing outside of a participating country† must stay within a participating country† to qualify.
- Q.** Do I have to be registered for the summer promotion to earn the 1,000 reward points for booking on bestwestern.com?
- A.** Yes, all Best Western Rewards members must register for the summer promotion, book a reservation on bestwestern.com for a stay during the promotion period to be eligible for the 1,000 bonus points.

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 with 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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