

Best Western Rewards® Jump Start to Summer Promotion 2013

Dates: April 22 - June 9, 2013

Frequently Asked Questions

- Q.** Earn a \$50 USD Best Western Travel Card® after you have completed 3 separate stays at Best Western branded hotels. Do 3 separate stays mean 3 consecutive nights?
- A.** No. Best Western Rewards members must stay **three separate times (stays)** to earn the \$50 Best Western Travel Card. This does not mean the Best Western Rewards member can stay at the same hotel for 3 nights and earn the Travel 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 3 separate stays can be at the same or at different Best Western hotels.
- Q.** How long does it take to receive the \$50 Travel Card after I have completed 3 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 (electronic) \$50 Travel Card approximately 2-3 weeks after they have completed the third qualified stay. If there is no valid email address on file, a plastic \$50 Travel Card 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 jump start to summer 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 stay. Best Western Rewards® members can register for the promotion by going online at www.bestwestern.com/jump or by logging into their Best Western Rewards account profile and registering through their profile.
- Q.** How many \$50 Travel Cards can a Best Western Rewards members (Base or Elite) earn during the promotion period?
- A.** Each Best Western Rewards members can earn only one (1) \$50 Travel Card during the promotion period.
- Q.** When does the \$50 Travel Card expire?
- A.** The \$50 Travel Card must be redeemed **on or before November 1, 2013 at a Best Western branded hotel.**
- Q.** If I want to receive my \$50 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. If the email address is not valid, the \$50 Travel Card will be sent via mail to the member’s address in their account profile. A virtual \$50 Travel Card will be emailed approximately 2-3 weeks after the guest has completed their third qualified stay. If a plastic \$50 Travel Card is mailed, it will take approximately 4-6 weeks to be shipped to the guest after the 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 plastic \$50 Travel Card mailed to me?
- A.** If you prefer to have a plastic \$50 Travel Card 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 virtual \$50 Travel Card that was emailed and send a plastic \$50 Travel Card.

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

- Q.** Does a Best Western Rewards member have to pay for all three (3) qualifying stays with the Best Western Rewards® MasterCard® to earn the 1,000 bonus Best Western Rewards points?
- A.** Yes, all three (3) qualifying stays must be paid with a Best Western Rewards MasterCard to earn 1,000 bonus points. Best Western Rewards members cannot use just any MasterCard credit card.
- 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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