

RITZ-CARLTON REWARDS Q3 2011 30K BONUS POINTS OFFER FAQs

July 18, 2011 – September 9, 2011

Q: If I am a Ritz-Carlton Rewards member do I need to register for the promotion?

A: Yes, all Ritz-Carlton Rewards members must register for the promotion by August 15, 2011, in order to qualify for the promotion.

Q: What is a qualified stay?

A: Qualified stays are those made between July 18, 2011 and September 9, 2011, at a participating Ritz-Carlton property. Nights spent while redeeming an award are not eligible for credit. A stay is defined as consecutive nights spent at the same hotel, regardless of check-in/check-out activity.

Q: If I check in before July 18, 2011 or check out after September 9, 2011, do I still earn credit for that stay?

A: As long as one (1) eligible night occurs during the eligibility earning window (July 18, 2011 – September 9, 2011), a member would earn credit for that stay toward the promotion.

Q: If I am in two rooms at the same time with my family, do both those rooms count toward my bonus stays if I am paying for them both?

A: No, only one room per hotel is counted toward a member's nights or stays during the promotion.

Q: Is there a limit to the number of bonus points I can earn?

A: Members are only eligible to earn a total maximum of 30,000 bonus points during this promotion.

Q: When will the Ritz-Carlton Rewards bonus points appear in my account?

A: The Ritz-Carlton Rewards bonus points will be posted to your account along with the base points earned after your qualifying stay of 4 or more nights.

Q: Do qualifying stays/nights made prior to my registration count toward the promotion?

A: Yes, as long as you register prior to the registration deadline of August 15, 2011 and your previous stays are between July 18, 2011 and September 9, 2011.

Q: Whom may I contact if I have more questions?

A: For more answers, you may contact us via [email](#) or call 1-800-450-4442 (toll-free) in North America, or your [local guest services office](#).