

**Best Western Rewards® (BWR®) Winter Online Promotion**  
**November 24, 2014 – February 1, 2015**  
**Frequently Asked Questions**

- Q.** If a guest books a reservation on bestwestern.com at the Best Value rate plan or Web Special rate plan between November 24, 2014 and February 1, 2015 for a stay during the promotion period, are they guaranteed 20% off the Flexible Rate plan?
- A.** No. The discounted Best Value rate plan and Web Special rate plan are available only at participating hotels. Discounts will vary by hotel, up to 20%.
- Q.** Is registration required to get up to 20% off?
- A.** No. Guests are only required to book either the Best Value or Web Special rate plan via Best Western's online booking channels (bestwestern.com, the Best Western To Go mobile app, or via Best Western's mobile website) to receive up to 20% off.
- Q.** Is there a limit to the number of Best Value rate plan or Web Special rate plan discounts a member can receive during the promotion period?
- A.** No, there is no limit to the number of Best Value rate plan or Web Special rate plan discounts a member can receive during the promotion period.
- Q.** Do Best Western Rewards members need to be REGISTERED for the Winter Online Promotion to be eligible to earn the 500 Best Western Rewards bonus points per stay?
- A.** YES. Best Western Rewards members must REGISTER for the promotion to earn the 500 bonus points. Best Western Rewards members can register for the promotion by visiting [www.bestwestern.com/winter](http://www.bestwestern.com/winter) or by logging into their Best Western Rewards account and registering through their profile. Stays made prior to registration will count towards the bonus points, as long as the stay occurred within the promotional timeframe.
- Q.** Do Best Western Rewards members need to book the Best Value or Web Special rates to receive the online booking bonus points?
- A.** No. A Best Western Rewards member can book a reservation on any Best Western online booking channel (bestwestern.com, the Best Western To Go mobile app, or via Best Western's mobile website) to receive bonus points. However, they will not be eligible for the discount of up to 20% if they do not book either the Best Value or Web Special rate plans.
- Q.** Are all Best Western Rewards members eligible for the online booking bonus points regardless of where they reside?
- A.** Yes, conditionally. A member residing outside a participating country† must book their reservation through bestwestern.com, the Best Western To Go mobile app, or via Best Western's mobile website for a stay within a participating country†.
- Q.** Do Best Western Rewards members have to provide their Best Western Rewards account number at the time of booking in order to earn 500 bonus points?
- A.** Yes. To earn the bonus points, all Best Western Rewards members must provide their Best Western Rewards number at the time of booking to earn bonus points.

Questions? Send an email to [rewards@cs.bestwestern.com](mailto:rewards@cs.bestwestern.com)

- Q.** What if my earning preference is set to miles at the time I registered and completed my stays during the winter online promotion?
- A.** Your earning preference must be set to points at the time of your stays for you to earn the bonus points during the promotion period. If your earning preference is set to miles at the time of your stays and you registered for the winter online promotion, you will not earn the bonus points.
- Q.** What is the definition of a “Qualified Stay”?
- A.** A Qualified Stay for the purpose of this promotion is defined as one or more consecutive nights at the same Best Western branded hotel at a rate eligible for earning points or airline/partner rewards through Best Western Rewards. Only one check-in/check-out permitted per qualifying stay.
- Q.** Why doesn’t Best Western automatically register all existing Best Western Rewards members into its promotions?
- A.** Asking customers to register for promotions engages them into the Best Western Rewards program and to the Best Western brand, ensuring 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.

†“Participating countries” include: 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, Iraq, Iran, Japan, Jordan, Kazakhstan, Korea, Kuwait, Laos, Macau, Malaysia, Maldives, Mauritius, Mongolia, Myanmar, Nepal, Oman, Pakistan, Philippines, Qatar, Saudi Arabia, Singapore, Sri Lanka, Taiwan, Thailand, United Arab Emirates, Uzbekistan, Vietnam, Yemen, Argentina, Belize, Bolivia, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Suriname, Uruguay, and Venezuela.