



ROSEWOOD  
ELITE

ROSEWOOD SÃO PAULO

## A SENSE *of* DISCOVERY. A SENSE *of* PLACE.

Rosewood Elite is an exclusive, invitation-only program comprised of the world's leading luxury travel specialists who share our philosophy of intuitive and personalized service. The program provides special recognition and benefits at all Rosewood hotels and resorts worldwide.

### BENEFITS FOR ROSEWOOD ELITE TRAVEL ADVISORS

#### EXCLUSIVE 15% COMMISSION

Elite Travel Advisors receive 15% commission on published rates and offers (excluding tax and service charges) booked with an Elite rate access code at all Rosewood properties.\*

\*Blackout dates apply for select properties and revert back to 10% commission. Please view dedicated Elite property pages for full details at [rosewoodelite.com](http://rosewoodelite.com).

#### DEDICATED RESERVATIONS AND CONTACT SYSTEM

Elite Travel Advisors have a dedicated reservations line to book any one of our properties: +1 866 452 4535

Each property is available for specialty requests and questions by emailing the: [property.elite@rosewoodhotels.com](mailto:property.elite@rosewoodhotels.com)

Elite Travel Advisors will receive a response by the end of business day (in property time zone).

#### TOOLS & RESOURCES

Elite Travel Advisors have access to an exclusive website that features an online booking tool, showcasing all Elite amenities and offers.

In addition, the Elite website includes Elite benefits, Elite exclusive offers and Elite property - specific pages with key selling points to help book clients at Rosewood.

#### PRIORITY SERVICES

Elite Travel Advisors receive first-to-market notifications through dedicated marketing newsletters.

Rosewood protects Elite Travel Advisors' commissions by continuing to credit advisors on collected cancellation or no-show fees. Agents must submit an invoice within the same year as the original date of travel.

### BENEFITS FOR ROSEWOOD ELITE GUESTS

#### AMENITIES

Complimentary one-category room upgrade upon arrival.  
(Based on availability)

Daily breakfast for up to two persons per room.  
(Value varies at each property)

A personalized welcome note and amenity from the property's Managing Director on behalf of the Elite Travel Advisor.

Enhanced amenities vary by property, and may include upgrade at the time of booking, best in class hotel credits per room and more.

Access to Elite exclusive offers.

(Elite exclusive offers are available on the Rosewood Elite website)

No relocation policy for Elite guests during oversold periods.

### HOW TO BOOK ROSEWOOD ELITE:

Visit a property's booking site and enter promo code "RWELITE" and valid Rosewood Elite agency IATA#  
GDS rate access codes: RW1 (Sabre) and 1RW  
(Amadeus, Apollo, Galileo, Worldspan)

IN ADDITION TO THE STANDARD ROSEWOOD ELITE GUEST BENEFITS,  
BELOW ARE SELECT PROPERTIES WITH ENHANCED AMENITIES.\*

## U.S.A. & CANADA

**THE CARLYLE, A ROSEWOOD HOTEL**  
Upgrade at booking & USD 100 Spa credit

**ROSEWOOD HOTEL GEORGIA**  
CAD 100 Hotel credit

**ROSEWOOD INN OF THE ANASAZI**  
USD 125 Resort credit

**ROSEWOOD MANSION ON TURTLE CREEK**  
USD 125 F&B credit

**ROSEWOOD MIRAMAR BEACH**  
USD 125 Resort credit\*

**ROSEWOOD SAND HILL**  
USD 100 Resort credit

**ROSEWOOD WASHINGTON, D.C.**  
USD 100 F&B credit

## ATLANTIC / CARIBBEAN

**ROSEWOOD BAHA MAR**  
USD 125 Resort credit

**ROSEWOOD BERMUDA**  
USD 100 Resort credit

**ROSEWOOD LE GUANAHANI ST. BARTH**  
Resort credit: EUR 150 rooms & suites, EUR 250  
2-bedroom suite, EUR 350 3-bedroom suite

**ROSEWOOD LITTLE DIX BAY**  
USD 125 Resort credit

## MEXICO

**LAS VENTANAS AL PARAÍSO,  
A ROSEWOOD RESORT**  
USD 125 Resort credit

**ROSEWOOD MAYAKOBA**  
USD 125 Resort credit

**ROSEWOOD SAN MIGUEL DE ALLENDE**  
USD 100 Resort credit

## SOUTH AMERICA

**ROSEWOOD SÃO PAULO**  
Upgrade at booking & USD 100 F&B credit

## EUROPE

**HOTEL DE CRILLON,  
A ROSEWOOD HOTEL**  
Upgrade at booking, USD 100 F&B or Spa credit & early  
check in

**ROSEWOOD CASTIGLION  
DEL BOSCO**  
EUR 85 F&B or Spa credit

**ROSEWOOD LONDON**  
Upgrade at booking, EUR 85 F&B or Spa credit & early  
check-in. 20% commission on Houses

**ROSEWOOD VILLA MAGNA**  
Hotel credit: EUR 100 rooms or EUR 175 suites

## ASIA

**ROSEWOOD BEIJING**  
USD 100 Hotel credit

**ROSEWOOD HONG KONG**  
Upgrade at booking, USD 100 F&B or Asaya credit, 20%  
commission on suites

**ROSEWOOD LUANG PRABANG**  
Upgrade at booking & USD 125 Resort credit

**ROSEWOOD PHUKET**  
Roundtrip airport transfers, USD 125 Resort credit &  
20% savings on Asaya

**ROSEWOOD PHNOM PENH**  
30-minute head or foot massage, a USD 100 value

## UPCOMING PROPERTIES

ROSEWOOD VIENNA (2022)  
ROSEWOOD DOHA (2022)  
KONA VILLAGE, A ROSEWOOD RESORT (2023)

Visit a property's booking site and enter promo code  
"RWELITE" and valid Rosewood Elite agency IATA#  
GDS rate access codes: RW1 (Sabre) and 1RW  
(Amadeus, Apollo, Galileo, Worldspan)





## DEDICATED ELITE EMAIL ADDRESSES

### UNITED STATES / CANADA

ROSEWOOD INN OF THE ANASAZI  
THE CARLYLE, A ROSEWOOD HOTEL  
ROSEWOOD HOTEL GEORGIA  
ROSEWOOD MANSION ON TURTLE CREEK  
ROSEWOOD MIRAMAR BEACH  
ROSEWOOD SAND HILL  
ROSEWOOD WASHINGTON, D.C.

ANASAZI.ELITE@ROSEWOODHOTELS.COM  
CARLYLE.ELITE@ROSEWOODHOTELS.COM  
GEORGIA.ELITE@ROSEWOODHOTELS.COM  
MANSION.ELITE@ROSEWOODHOTELS.COM  
MIRAMAR.ELITE@ROSEWOODHOTELS.COM  
SANDHILL.ELITE@ROSEWOODHOTELS.COM  
WASHINGTONDC.ELITE@ROSEWOODHOTELS.COM

### CARRIBBEAN / ATLANTIC

ROSEWOOD BAHA MAR  
ROSEWOOD BERMUDA  
ROSEWOOD LE GUANAHANI ST. BARTH  
ROSEWOOD LITTLE DIX BAY

BAHAMAR.ELITE@ROSEWOODHOTELS.COM  
BERMUDA.ELITE@ROSEWOODHOTELS.COM  
LEGUANAHANI.ELITE@ROSEWOODHOTELS.COM  
LITTLEDIXBAY.ELITE@ROSEWOODHOTELS.COM

### MEXICO

LAS VENTANAS AL PARAÍSO, ROSEWOOD RESORT  
ROSEWOOD MAYAKOBA  
ROSEWOOD SAN MIGUEL DE ALLENDE

LASVENTANAS.ELITE@ROSEWOODHOTELS.COM  
MAYAKOBA.ELITE@ROSEWOODHOTELS.COM  
SANMIGUEL.ELITE@ROSEWOODHOTELS.COM

### SOUTH AMERICA

ROSEWOOD SÃO PAULO

SAOPAULO.ELITE@ROSEWOODHOTELS.COM

### EUROPE

ROSEWOOD CASTIGLION DEL BOSCO  
HOTEL DE CRILLON, A ROSEWOOD HOTEL  
ROSEWOOD LONDON  
ROSEWOOD VILLA MAGNA

CASTIGLIONDEL BOSCO.ELITE@ROSEWOODHOTELS.COM  
CRILLON.ELITE@ROSEWOODHOTELS.COM  
LONDON.ELITE@ROSEWOODHOTELS.COM  
VILLAMAGNA.ELITE@ROSEWOODHOTELS.COM

### MIDDLE EAST

ROSEWOOD ABU DHABI  
ROSEWOOD JEDDAH

ABUDHABI.ELITE@ROSEWOODHOTELS.COM  
JEDDAH.ELITE@ROSEWOODHOTELS.COM

### ASIA

ROSEWOOD BANGKOK  
ROSEWOOD BEIJING  
ROSEWOOD GUANGZHOU  
ROSEWOOD HONG KONG  
ROSEWOOD LUANG PRABANG  
ROSEWOOD PHNOM PENH  
ROSEWOOD PHUKET  
ROSEWOOD SANYA

BANGKOK.ELITE@ROSEWOODHOTELS.COM  
BEIJING.ELITE@ROSEWOODHOTELS.COM  
GUANGZHOU.ELITE@ROSEWOODHOTELS.COM  
HONGKONG.ELITE@ROSEWOODHOTELS.COM  
LUANGPRABANG.ELITE@ROSEWOODHOTELS.COM  
PHNOMPENH.ELITE@ROSEWOODHOTELS.COM  
PHUKET.ELITE@ROSEWOODHOTELS.COM  
SANYA.ELITE@ROSEWOODHOTELS.COM

## CONTACT

NEED ASSISTANCE? EMAIL US AT [ROSEWOOD.ELITE@ROSEWOODHOTELS.COM](mailto:ROSEWOOD.ELITE@ROSEWOODHOTELS.COM)  
OR CALL THE ROSEWOOD ELITE TOLL-FREE NUMBER AT +1 866 452 4535 (U.S. AND CANADA).



## FREQUENTLY ASKED QUESTIONS ROSEWOOD ELITE WEBSITE

### WHEN IS THE REFRESHED ROSEWOOD ELITE WEBSITE LAUNCHING?

The refreshed Rosewood Elite website launched July 2021

### WHY IS ROSEWOOD CHANGING THE ROSEWOOD ELITE WEBSITE?

Rosewood Hotels & Resorts has thoughtfully crafted a refreshed website for our exclusive Rosewood Elite partners. We are continuously finding innovative ways to provide more benefits to all Rosewood Elite partners that will support and prosper the Rosewood Elite program.

### HOW HAS THE WEBSITE CHANGED?

Rosewood Elite travel advisors and experts will experience a reimagined platform, enhanced with the option to book online. Users will continue to have access to view Rosewood Elite amenities, offers and rates, along with unique key selling points for each property and destination.

#### Features that have been retired:

- Email share function for property information and offers
- Individual property contacts are no longer listed, however each property Elite email address has been enhanced to include all property Elite stakeholders to ensure your request is handled promptly. You can also reach out to your global sales contact to connect with an on-property sales team member.
- Individual property public and Elite offers will not be individually displayed - however, each Elite property page has a direct booking tool that eases your booking process for all public and Elite offers. As a reminder, to access Elite amenities and offers, please enter RWELITE in the promo code field while browsing a property's booking site. Please note, Rosewood Elite amenities and offers are only applied to reservations booked by a Rosewood Elite Travel Agent with a valid Rosewood Elite IATA #.
- Notifications and press release section

### HOW WILL I ACCESS THE REFRESHED ROSEWOOD ELITE WEBSITE?

The original URL: **www.rosewoodelite.com** will redirect to the refreshed Rosewood Elite website with **www.rosewoodhotels.com/en/elite** shown on your browser. Both URLs will give you access to the refreshed Rosewood Elite website. No log-in or individual account information is needed to access the website. Please note this website is exclusive to our Rosewood Elite Travel Partners only and we request that the URL is not shared with any persons outside the Rosewood Elite partnership program.

### HOW WILL I BE ABLE TO BOOK ROSEWOOD ELITE RATES, BENEFITS AND PACKAGES ON THE REFRESHED WEBSITE?

There will be direct access to our online booking channel with RWELITE promo code. This promo code will display all Rosewood Elite rates, benefits and packages across the brand or specific to a property. Important note, Rosewood Elite benefits, rates and packages are only applied to reservations booked by a Rosewood Elite Travel Agent with valid Rosewood Elite IATA #. If a reservation is made by an invalid Rosewood Elite IATA #, the property will revert to BAR rates or non-exclusive offers and amenities.

EXPLORE THE REFRESHED ROSEWOOD ELITE WEBSITE

[www.rosewoodelite.com](http://www.rosewoodelite.com)